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£20,000 gift to say thank you

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That was the year that was...

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My other life

pl

Christmas 2011 at Chelsea and Westminster

Nominations are now open for the Friends Christmas Cheer Awards. Don't miss your chance to nominate a member of staff to thank them for their contribution to the life of the hospital and patient care.

The awards are open to everyone and are held each year to recognise staff and volunteers who bring a cheerful, positive attitude to their work. This year the awards are being generously sponsored by the Friends of the Chelsea & Westminster Hospital.

As well as recognising the contributions of individual members of staff, nominations are also encouraged for the special ISS Team Award which aims to recognise teams or groups of staff who work together for the benefit of our patients.

The deadline for nominations is **Friday 9 December at 3pm**—a nomination form is included on the back page of this edition of *Trust News* or you can print off a copy from the intranet.



Last year's Christmas Cheer Awards winners

Chief Executive Heather Lawrence will present the awards at a special ceremony on **Thursday 15 December at 5pm** in the Academic Atrium, Lower Ground Floor.

The Friends of the Chelsea & Westminster Hospital are also supporting the Best Decorated Ward competition. Once again cash prizes of £100, £75 and £50 are up for grabs for the best decorated wards, departments or units.

The deadline for entries is **Tuesday 13 December at 12 noon**—a nomination form

is included on the back page of this issue of *Trust News* or you can print off a copy from the intranet.

A panel of judges will visit areas that enter the Best Decorated Ward competition on the morning of **Thursday 15 December**. More details will be publicised to staff nearer the time.

Don't miss out on all of the festive events taking place in and around the hospital this month—see the back page for this year's Christmas calendar of events.

Our objectives

Chelsea and Westminster Hospital's four objectives are:



Improve patient safety and clinical effectiveness



Improve the patient experience



Deliver excellence in teaching and research



Ensure financial and environmental sustainability

We have given each objective a visual symbol and a number of articles in this month's *Trust News* include a symbol linking them to the objectives.

Get your Chelsea and Westminster Hospital 2012 Desk Calendar

Come along to one of the Christmas Roadshows being held on the Ground Floor of the hospital and collect a Chelsea and Westminster Hospital 2012 Desk Calendar in exchange for a donation to the Children's Sunshine Appeal.

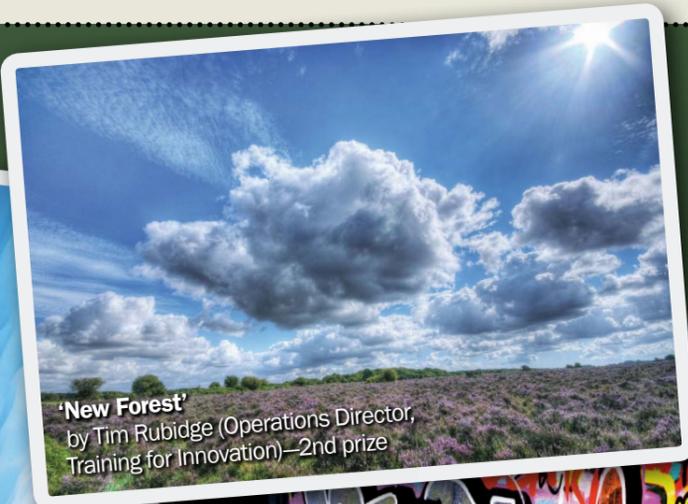
The Roadshows will be held on the following dates:

- Monday 12 December, 1-2pm
- Wednesday 14 December, 1-2pm
- Thursday 15 December, 1-2pm

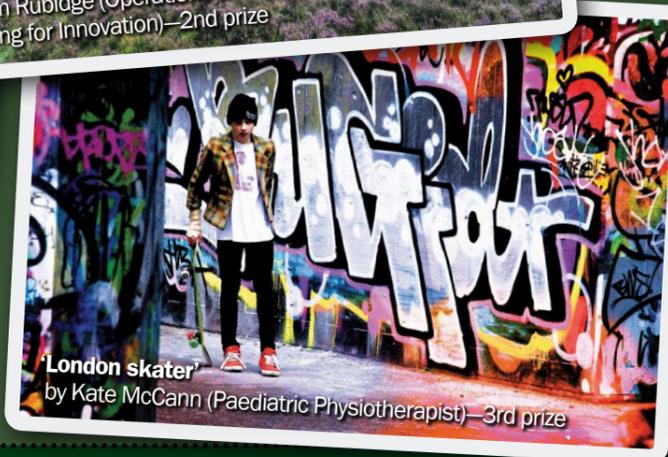
The calendar features the 12 best entries in the staff photography competition that was held as part of the recent Wellbeing Days—as judged by Hospital Arts and George Vasilopoulos (Web Communications & Graphic Design Manager).

All donations will go towards the Children's Sunshine Appeal which aims to raise £5 million for our new children's hospital.

Alternatively send a cheque (made out to **Chelsea and Westminster Health Charity** with reference **CSA**) to 4 Verney House, 1b Hollywood Road, London SW10 9HS—please ensure you specify that your donation is for a calendar and include a return address.



'New Forest'
by Tim Rubidge (Operations Director, Training for Innovation)—2nd prize



'London skater'
by Kate McCann (Paediatric Physiotherapist)—3rd prize



'Ice blue'
by Dr Ian Balfour-Lynn (Consultant, Paediatric Respiratory Medicine)—1st prize

Season's greetings to everyone and best wishes for 2012

Quick bites

Friends Christmas cards available

The Friends of the Chelsea & Westminster Hospital's Christmas cards are now available from the Friends stall on the Ground Floor of the hospital at a cost of £2.50 per packet of 10 cards with envelopes.

You can view the cards and download an order form on their website at www.friendsofchelseaandwestminsterhospital.org.uk.

Team Briefing dates 2012

Chief Executive Heather Lawrence and the rest of the Executive team hold monthly face-to-face Team Briefing sessions—these usually take place at 9am on the first Friday of each month in the Boardroom on the Lower Ground Floor. All staff are welcome.

All line managers should brief their own staff within a week of the Chief Executive briefing and complete a short online survey to confirm they have done so. Team Briefing dates for 2012 are as follows:

- 6 January
- 3 February
- 2 March
- 13 April
- 4 May
- 1 June
- 6 July
- 3 August
- 7 September
- 5 October
- 2 November
- 7 December

Directors' Den

The deadline for the first round of staff applications to the Directors' Den was 30 November—thank you to all staff who submitted their proposals.

Shortlisted applicants will be invited to present their ideas to the Directors' Den panel in January with winners announced and funding allocated in February.

Directors' Den is a new Trust initiative to encourage staff to come forward with innovative ideas that will improve the experience of patients and deliver cost savings—staff with the best ideas will win funding to implement them with support from members of the Directors' Den panel.

Foundation Trust elections

Elections to the Council of Governors were held in November—results for contested constituencies where ballots were held were due to be published at www.chelwest.nhs.uk on 25 November (after this month's Trust News went to press).

Congratulations to Maddy Than who was elected without a ballot in the uncontested constituency of Staff: Support, Administrative and Clerical.

The Future of Obesity Treatment

Places are still available for *The Future of Obesity Treatment* which will be held at the Royal College of Physicians on 3 February 2012.

The meeting is open to general practitioners, surgeons, physicians, diabetologists, endocrinologists, gastroenterologists, endoscopists, commissioners and managers, all of whom face their own specific challenges in this evolving field.

For more information and to register, visit the Trust website www.chelwest.nhs.uk.

Heather's view by Heather Lawrence, Chief Executive



I am delighted that Chelsea and Westminster has gained national recognition in the Dr Foster Hospital Guide across a range of mortality indicators.

We were the only hospital in England to have low mortality rates across four indicators—Hospital Standardised Mortality Ratio, Summary Hospital-level Mortality Indicator, deaths after surgery and deaths in low risk conditions—and we received a special mention in the Dr Foster Hospital Guide which was published on 28 November.

This is good news for patients and shows that we are maintaining our focus on our four corporate objectives and making

progress against them. It also helps to demonstrate that we are a safe hospital which is committed to providing high quality care for patients.

However, these indicators should not be viewed in isolation and there are many ways in which a hospital's performance are—and should be—assessed.

It has been said that these types of indicators should serve as more of a 'smoke alarm'—alerting healthcare providers to quality or safety issues which need to be addressed before they lead to more serious problems—and I completely agree.

The standard of quality and safety in our hospital should be measured by how we are performing in a range of areas including our infection rates, our cleanliness, how long our patients have to wait in A&E, and our readmission rates.

To put it simply, we should be giving patients as much information as possible about our performance to help them make decisions about their care and provide them with confidence in our hospital.

This is why we've recently launched a new Transparency section on our Trust website which includes details about our rates of infection—for both MRSA and *Clostridium difficile*—and other indicators such as A&E waiting times and our financial performance. The intention is that over time, it will evolve into a valuable resource

for patients where they can see how we're doing in any number of areas and make an informed judgement about our hospital.

Not only is this the right thing to do but being more transparent and open speaks volumes about my vision for Chelsea and Westminster.

I am passionate that we treat our patients with respect and provide reassurance that, if they choose to be cared for here, they know they will be safe and that they will receive the best possible treatment from our clinical teams. I want our staff to treat all our patients like they would a member of their own family.

However, how a hospital is doing is so much more than survey results, percentages and performance indicators.

That is why we will soon be launching a Trustwide exercise to define our values which I would encourage all staff to get involved in. This will aim to find out who we are as an organisation and what we hope to become and I hope that all of you will take the time to think about what you want Chelsea and Westminster to become and where you fit within that vision.

Finally, I would like to thank each and every member of staff for your ongoing commitment and hard work this year and wish everyone a Happy Christmas and a peaceful and happy New Year.

Patient Letter of the Month

I write to thank the staff at Chelsea and Westminster Hospital for the care and attention received on recently attending for treatment. I have been attending the Urology Clinic (Mr Dinneen) for about 10 years.

Usually I have had to stay overnight and have been discharged the next day. On this occasion I was admitted on 23 September and discharged on 28 September.

As usual the care and consideration given in the Treatment Centre was kind, concerned and efficient. Then to David Evans Ward.

The first thing that struck me was the friendly atmosphere in the ward and the prompt response when help was needed. The meals were good, regular and sufficient. My special thanks to Jack and Rita, although I hesitate to name just two—my memory is not what it was.

One is not supposed to enjoy one's stay in hospital but you have a very good hospital here, I shall recommend it to all my friends.

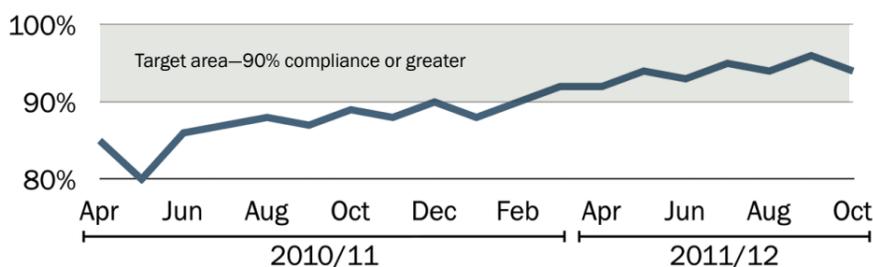
Thank you again to all.

—JW

Hand hygiene watch

Each month, Infection Control Link Professionals (staff who are responsible for infection control in their areas of the Trust) conduct audits to track hand hygiene compliance.

Hand hygiene compliance, April–October 2011



★ October stars of the month (100% compliance)

- Acute Assessment Unit
- Kobler Day Care
- Outpatients 2
- Antenatal Outpatients
- LGF Outpatients
- Paediatric Dental
- Decontamination
- Main Theatres
- Phlebotomy
- ECG Department
- Medical Day Unit
- Treatment Centre
- Eye Clinic
- Nell Gwynne Ward
- West London Centre for Sexual Health
- Fracture Clinic
- Neptune Ward

Web watch



One of the most important features of the redesigned Chelsea and Westminster website—launched in July—is the ability for staff members to become web editors. This enables staff to ensure information about their service is accurate.

For example, Nutrition and Dietetics' web editor Robin Walters (Dietitian) and his colleagues have turned a single page into a full section with comprehensive information about the services they provide.

Taking this initiative is key in producing information about our services which is a useful resource for patients and the public.

The internet is the default choice for most people to find information and it is in the best interest of departments to utilise the Trust website to market their services.

If you have been nominated as a web editor for your service but have not yet been trained, please contact George Vasilopoulos (Web Communications and Graphic Design Manager) on x52767.

- Visit the Nutrition & Dietetics section at www.chelwest.nhs.uk/dietetics

Day in the life...

Laura Pinnell, Appointments Officer

Last month the Trust's Appointments Office received more than 17,500 calls from patients needing to make a hospital appointment, which is almost double the number of calls received at the same time last year. However, despite the increase in calls, the average waiting time has been reduced to 1 minute and 20 seconds—the lowest it's been in the past 12 months.

So what's it really like to work in one of the busiest departments in the hospital? This month Appointments Officer Laura Pinnell tells us what a typical day is like for her.

7:45am

The call centre opens at 8:30am, so I use the time in the morning to prepare all of the paperwork for the day. I'm responsible for looking after all of the appointments and referrals for the Gastroenterology, Neurology and Hepatology departments—Gastroenterology is much bigger than the others and it gets really busy.

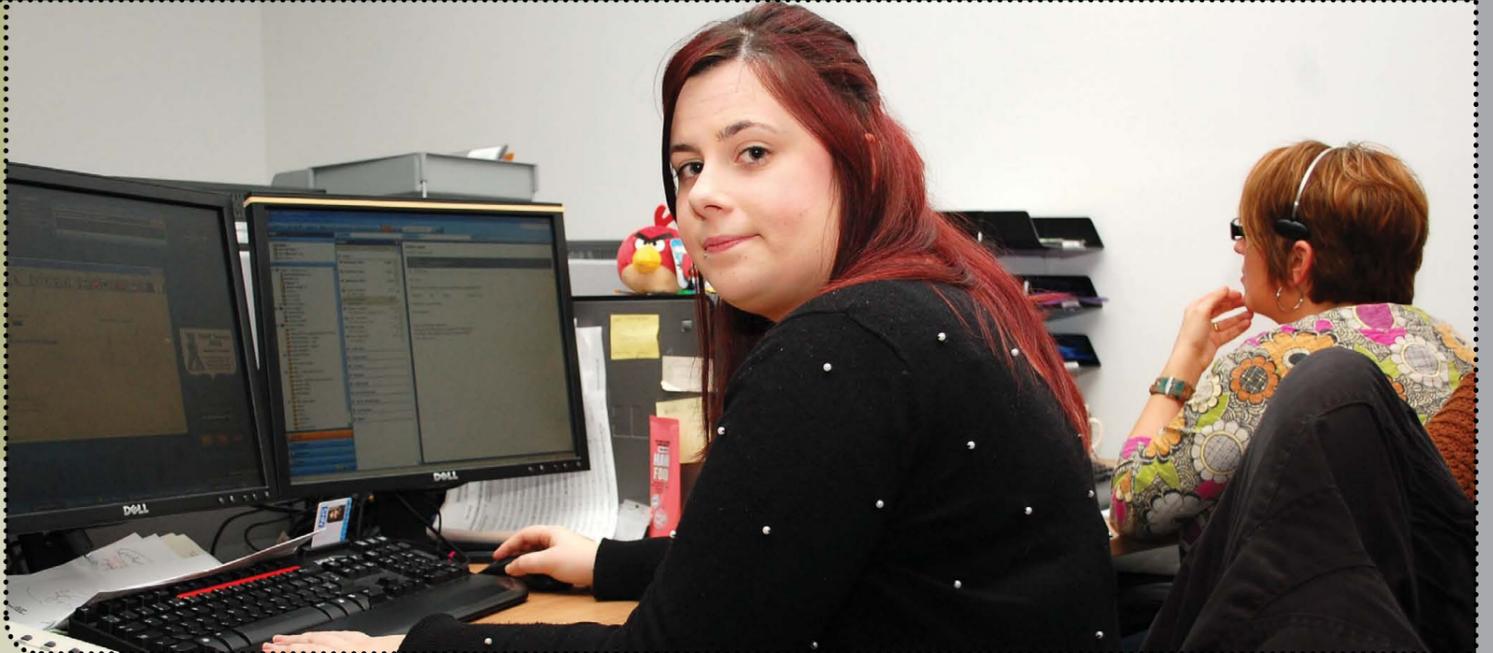
I organise all of the GP referrals that have come in and separate them out from the tertiary referrals. GP referrals might come in by fax, email, Choose and Book or post.

Tertiary referrals are those that are internal—referrals from doctors based at Chelsea and Westminster—so I check whether the patient is new, or if they're already on a care pathway. If a patient is already having treatment and they're referred to another specialty then I need to check that they are offered an appointment that fits in with the rest of their pathway.

8:30am

The call centre opens and the phones start ringing. Mondays are quite hectic and usually the busiest day of the week.

Everyone who works in the call centre has specific times during the day that they spend either on the phone answering calls or doing paperwork. More people are scheduled to answer phones during the busiest times of the day to help keep the waiting times as low as possible.



There are usually three or four of us logged in to take calls when the call centre opens, but more people log in at 9am and at 9:30. Our days are scheduled so that there are more people available to answer calls during our busiest times.

On the phones we take calls from patients making new appointments, rescheduling or cancelling an existing appointment, and those wishing to arrange transport to the hospital.

Patients referred to us by their GP are asked to call us to make an appointment, but if it's a tertiary referral then we call the patient to schedule the appointment.

When a patient is referred to us from their GP, the request will be sent to the appropriate consultant who will make a decision as to whether the appointment is urgent—for example, if they suspect the patient has cancer. We will call urgent patients within 24 hours to book an appointment, and for routine referrals a letter will be sent to the patient asking them to call us to book an appointment.

10am

I log out of the call system and go back to doing paperwork, but this is the time

of day when we have the most number of people available to answer calls. We have a maximum number of nine people scheduled to work on the phones at any one time.

I've worked in the call centre now for about four years and it's changed so much. When I first started, people in the call centre were either on the phones all day or doing paperwork all day so it's much better now that we all get to do both. It means that there's much more flexibility to roster people on to answer the phones during the busiest times of the day to handle all of the calls coming in.

The amount of time that people have to wait until their call is answered has really been reduced over the past couple of years and the majority of callers now only have to wait just over one minute.

11:45am

Time for a break—I usually just have lunch at my desk and read.

12:15pm

After lunch I go back on the phones again.

Mornings are always much busier—the busiest time is from 9–11am—so in the afternoons we tend to get more routine calls about appointments. We also receive calls from patients who are running late for their appointments, or from people wanting to find out what stage their referral is at. Most people are friendly and we all try our best to help solve any issues.

All of the phones from outpatient clinics are diverted to the call centre as we can deal with most of the queries, but I might have to direct calls to people working down there if a patient has phoned to say they're running late or they can't make their appointment.

2:30pm

I spend the rest of the day doing paperwork again and finish at 3:45pm, although I might stay a bit later to prepare for the next day.

I enjoy my time at work as every day is a new challenge and I am lucky to work with a great team of people. It's also very rewarding knowing I can go home each evening with the satisfying feeling that I have helped patients.

60 second interview



Rabbi Mendy Loewenthal Jewish Chaplain

Why did you become a Rabbi?

Both my parents are steeped in academia. My mother is an accomplished professor in psychology and my father a lecturer at University College London. They sent me to a Rabbinical school which would enable me, if I so chose, to become a Rabbi. The world has an urgent need for Rabbis, and besides...life would be too boring if I had done something else.

Describe your perfect day

A day in which I help someone.

What do you most enjoy about your work?

Watching the miracle of life. A few weeks ago I was visiting someone in the Intensive Care Unit. He was in a coma. Every week I would come by, say a prayer and leave. One week I visited and he was sitting up in his bed. He was smiling. We told each other some jokes and laughed together. Within a few weeks he went home!

What is your most treasured possession?

I can't say that I "own" my wife and children but they are what is most treasured to me.

What is your biggest regret?

A wise man told me to control my feelings of regret to once a day. Right before I go to sleep I think about how the day went—what I did do, and what I didn't do. I regret the missed opportunities and resolve to grab them tomorrow. The rest of the day I am positive!

What is your favourite book?

The Jewish Talmud is very exciting. It is complex with many layers of meaning and very rewarding to study.

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

I would travel forward, to a time when there will be world peace, no famine and only good in every way for all Mankind.

Online booking service for sexual health appointments relaunched



Katarzyna Makarewicz (Call Centre Supervisor), Harry Johnson (Computer Consultant) and Lynn Dayking (Call Centre Manager) with the new eTriage system

Our 24/7 online booking service for sexual health appointments—eTriage—has been relaunched.

Patients can request a sexual health clinic appointment by accessing eTriage via any page of the HIV & Sexual Health section of the Trust website <http://www.chelwest.nhs.uk/services/hiv-sexual-health>—all patients receive an appointment within 48 hours.

The revamped service went live in October thanks to the hard work of a team including John Pickett (Sexual Health Service Manager), Rona Davis (IM&T Project Manager), Harry Johnson (Computer Consultant), Katarzyna Makarewicz (Call Centre Supervisor) and Lynn Dayking (Call Centre Manager).

They analysed the use of the previous online booking system, including its useability and the attendance rate for appointments made online. The study showed that bookings and attendance rates could be increased by redesigning the system.

Dr Ann Sullivan, Consultant Physician in the HIV & Sexual Health team, worked with the Trust's Communications Department to redesign the web pages to make them quicker and easier to navigate and make a booking—with dedicated information for young people.

The redesign has resulted in an increased number of visits to the online booking service, more bookings made online, and an increased attendance rate for clinic appointments.

The online booking service also now enables patients to select from a range of dates and times for clinic appointments to suit their lifestyle and commitments.

An automated texting service has been introduced to confirm appointments. Patients no longer have to wait for a letter to confirm their appointment because a text on their phone confirms and acts as a reminder of their appointment.

- If you would like further information about eTriage, please contact Dr Ann Sullivan or John Pickett via Trust email

Awards celebrate achievements of volunteers



Volunteers at the event to celebrate their achievements

A special event was held on 3 November to celebrate the contribution of volunteers to life at Chelsea and Westminster and to look to the future of volunteer services.

The event was attended by volunteers and hospital staff as well as a Non-Executive Director, Jeremy Loyd who spoke about the value that volunteers bring to our hospital and how they are so important in improving patients' experience.

A series of awards were announced for seven volunteers who were nominated by Trust staff who felt they deserved recognition for their work, their commitment and the care that they have

shown for patients. Congratulations to these volunteers who do such a great job in the hospital:

- **Angela Beresford** (Macmillan Centre Volunteer)—nominated by Dr Russ Hargreaves (Macmillan Cancer Information & Support Manager)
- **Sue Hansen** (Breastfeeding Peer Support Volunteer)—nominated by Giuseppe Labriola (Specialist Midwife: Infant Feeding Co-ordinator)
- **Peter Wintgens** (Chaplaincy Volunteer)—nominated by Christina Beardsley (Head of Multi-Faith Chaplaincy)
- **Oliver Nickalls** (Main Reception Volunteer)—nominated by Trevor Post (Head of Security)
- **Fiona Sands** (Friends Patient Support Volunteer)—nominated by Serena Venticonti (Friends Patient Support Project Co-ordinator)
- **Frank Johnson** (Eye Clinic Volunteer)—nominated by Charlotte Mackenzie Crooks (Volunteer Services & Work Experience Manager)
- **Jad Salha** (Phlebotomy Volunteer)—nominated by Lorraine Kilburn (Phlebotomy Manager)

November's event was also an opportunity to say farewell to Charlotte Mackenzie Crooks, Volunteer Services & Work Experience Manager, who left the Trust on 4 November to start a new life with the imminent arrival of her first baby and relocation from London.

Charlotte said: "I am incredibly sad to be leaving Chelsea and Westminster Hospital and I want to take this opportunity to thank the amazing volunteers whom I have worked with during my time here. Volunteers give so much and do so much for the hospital and its patients."

"I am delighted that Serena Venticonti, our Friends Patient Support Project Co-ordinator, will continue the fantastic work she has done to set up the support project."

- Libby Wingfield is taking over from Charlotte in the role as Volunteer Services & Work Experience Manager—see the article on p10 to meet Libby

Best for low mortality rates



Chelsea and Westminster is the only hospital in England with low mortality rates across all four mortality indicators included in the Dr Foster Hospital Guide, an annual independent healthcare survey published on 28 November.

The Hospital Guide says: "This is an impressive achievement and warrants a special mention."

Chief Executive Heather Lawrence said: "I am delighted that we have earned this independent recognition of our commitment to quality and safety. I welcome the publication of mortality and other indicators in the Dr Foster Hospital Guide because we know that there is always room for improvement and the Guide provides us with national benchmarks to measure our performance."

The Dr Foster Hospital Guide confirms Chelsea and Westminster's reputation as one of the safest hospitals in England:

- We were among the top 10 hospitals in England for lower than expected deaths when the NHS Information Centre published the latest statistics in October
- We were shortlisted for the CHKS Patient Safety Award in April based on criteria including infection and mortality rates

Improving maternity care with IT



Chelsea and Westminster has recently launched a number of new IT developments that will help improve the care provided for our maternity patients.

A maternity system called CMiS has been upgraded to enable patient information to be more accurately recorded and accessed.

Staff can now record details of patients' care plans, results of scans carried out throughout the pregnancy, and comments following delivery which can then be added to the Discharge Summary provided to all patients before they go home.

The system can also warn staff if a woman's pregnancy reaches 24 weeks but the results of her booking investigations have not been recorded, and allows midwives to carry out a VTE (venous thromboembolism) risk assessment at a woman's booking visit.

Rona Davis (IM&T Project Manager) says: "The upgrade is the amalgamation of 18 months of work between maternity services, IT and HD Clinical who provided the new software."

"CMiS has undergone improvements which allow staff to get reports and information out of the system more easily and enables the search to be saved should it need to be repeated."

"The validation of the data recorded is constantly being improved so that it is less likely for a midwife or clerk to record incorrect or inconsistent information."

Single Sign On (SSO)—which was first introduced into the Antenatal Clinic—has now been installed on all computers in Maternity.

The SSO software means that maternity staff now only need one user name and password to access all clinical applications.

What they're saying about SSO

"Great...Simple to use as soon as you have registered for it."

—Zoe Penn
Divisional Medical Director

"I love it, it's so much easier not having to remember and input various passwords."

—Ria Vernon
Maternity Administrator

Family raise £20,000 to say thank you for Lucie's lifesaving care



Mel and Pauline Lewis, whose granddaughter's life was saved by the expertise of staff on the Neonatal Intensive Care Unit, with Rebecca McLoughlin of The Pluto Appeal

A charity golf day organised by the grateful grandparents of a little girl called Lucie Lewis whose life was saved by staff at Chelsea and Westminster Hospital has raised more than £20,000 for The Pluto Appeal to purchase a £1.5 million surgical robot.

This hi-tech piece of equipment will benefit children and babies from all over London and the South East who need surgery.

More than 100 people came to Westerham Golf Club in Kent for a day of golf followed by a dinner and auction, all in aid of The Pluto Appeal.

Mel Lewis, Lucie's grandfather, explains "The reason we decided to fundraise for The Pluto Appeal was because our granddaughter Lucie was born at just 26 weeks and weighed less than 2lbs.

"Lucie was born on 26 July last year at Chelsea and Westminster Hospital and was immediately put into an incubator on the Neonatal Intensive Care Unit with so many wires and machines attached in order to give her the very best chance of survival.

"The next few months were a very stressful and traumatic time for our family, especially our son Richard and his wife Katie.

"Lucie needed to have four operations but like so many of the babies in the neonatal unit she was not strong enough to be taken to an operating theatre and so the surgeons came and operated on her in the unit.

"The incredible work they do is totally beyond our comprehension. Lucie could have fitted into the palm of our hands and the thought of her undergoing an operation was something we dreaded but we knew had to be done."

After months of recovery, Lucie was finally able to go home just before Christmas 2010. She is now 15 months old and doing well.

Pauline Lewis, Lucie's grandmother, says: "We were all so grateful to the surgical and nursing teams at the hospital that we felt we wanted to try to do something that would help other children in similar circumstances.

"And so we decided to help The Pluto Appeal to raise money for them to buy a groundbreaking piece of equipment dedicated for use by paediatric surgeons at Chelsea and Westminster Hospital."

Other members of the family have also helped to fundraise on behalf of the Appeal. Lucie's dad, Richard, ran the Royal Parks Half Marathon recently and raised £2,000 and Lucie's other grandparents raised £5,000 by holding a 1st birthday fundraising tea for her. Other friends have also taken on challenge events and so, collectively, Lucie's family and friends have raised more than £30,000 for The Pluto Appeal.

- You can donate to The Pluto Appeal at www.theplutoappeal.com

Second phase of new children's hospital to open in January



The first phase of the new children's hospital at Chelsea and Westminster was completed in September with the opening of two new operating theatres and a surgical admissions and pre-assessment area.

Work is due to be completed later this month on the second phase—including two more theatres, a recovery area for children who have had surgery, and a High Dependency Unit for children—with the facilities on the 1st Floor due to open to patients in January.

In addition, a new adult HIV ward and day care unit is also due to be completed this month ready to open on the 2nd Floor early in the new year.

See the Daily Noticeboard email bulletin and regular *Putting Patients First* electronic newsletters for confirmation of exact dates nearer the time—information will also be provided regularly on the Trust website www.chelwest.nhs.uk.

During 2012 work on the third and final phase of the new children's hospital at Chelsea and Westminster will start in earnest to transform our children's wards and outpatients department to complete the creation of a 'hospital within a hospital' on the 1st Floor.

- See January's *Trust News* for an in-depth look at our new HIV and adult inpatient services

Have you been briefed?

The Trust's monthly Team Briefing was relaunched last month in a new, shorter format that has received positive feedback from staff.

Chief Executive Heather Lawrence or another member of the Executive Team hosts a monthly briefing to ensure staff are fully informed about important developments in the Trust and all line managers are expected to brief their own staff within a week of the Chief Executive briefing.

There is a new requirement for managers to confirm they have briefed their staff and a link to a short online survey is included on the electronic version of Team Briefing which is emailed to all staff following the Executive briefing.

All staff are welcome to attend the face-to-face briefing and each Division must ensure that they send appropriate representatives who are responsible for communicating the information throughout their departments and services.

Staff suggested areas for improvement including allowing space at the end of the written briefing for local information to be added. A number of these suggestions have now been incorporated.

What staff said about the new-look Team Briefing

"I like the way it can be personalised to make clear the relevant areas for my staff."

"The concise format is an improvement."

"The briefer format works better when briefing the team so that it doesn't take as long, however some staff said that they liked the longer version if they were to take this away and read themselves to understand what is going on. I personally liked the boxes to write in things myself that were more meaningful but at first I didn't know what they were for."

"Information about finance and activity is not delivered in a way that most staff can understand."

NHSLA Level 2 assessment visit—5/6 December



Chelsea and Westminster will be visited by assessors from the NHS Litigation Authority (NHSLA) on Monday 5 and Tuesday 6 December who will be looking for evidence of effective risk management systems.

Demonstrating our compliance with NHSLA risk management standards assures patients of our commitment to managing risks.

The assessors will speak to key staff responsible for the assessment and management of risk in the Trust, and assess our compliance by reviewing documentation, interviewing staff on wards, and observing working practices in five areas:

- Governance
- Competent and capable workforce
- Safe environment
- Clinical care
- Learning from experience

Interviews will be undertaken with clinical staff in their normal working areas if this is convenient.

Arrangements for the assessment visit will not compromise patient care.

The assessors will visit wards and departments to observe practice and establish whether we are implementing our policies.

The visit will conclude with feedback from the assessors on their findings which will highlight key strengths and weaknesses.

Thank you to all staff who have submitted evidence for the assessors in advance of the visit.

All staff who are operational leads for specific risk areas have already been notified that they (or a suitable deputy) should be available to meet the assessors.

Staff checklist—what are the NHSLA assessors looking for?

The assessors will be looking for evidence that staff are:

- Prioritising patient safety—reporting all incidents promptly and learning from themes arising from incidents or complaints
- Ensuring your skills and knowledge are up-to-date—particularly relating to mandatory training
- Improving and changing working practices after incidents or complaints
- Undertaking risk assessments relating to physical and personal security—for example, Lone Working Risk Assessments
- Undertaking appropriate risk assessments for moving and handling of patients and objects—for example, the use of hoists

- Ensuring that medical records are tracked to their correct location on the EPR system for all patients on every ward and for notes held within departments

- Applying clear and comprehensive recordkeeping standards for the completion of all health records—this includes Lastword, DNAR forms, observation forms, consent forms, transfer forms and patient care plans

- Ensuring that documentation to accompany patients being transferred from one physical location to another is complete—transfer forms, care plans etc
- Ensuring that documentation is given to patients discharged from hospital

- Ensuring that local induction arrangements are in place and implemented for all new permanent and temporary staff

- Working as a team so that safety is an integral part of everything we do

That was the year that was...

What a year it's been for Chelsea and Westminster Hospital.

We've hosted visits from politicians, opened the new Outpatients Department and two new state-of-the-art children's operating theatres, and also had a little help from our celebrity friends to launch a £5 million fundraising campaign for our new children's hospital—all in the middle of one of the most significant proposals to reform the NHS.

In this year's final edition of *Trust News* we look back at just a few of the highlights of 2011.

January

Children's Sunshine Appeal launched



Singer, model and actor, Sophie Ellis-Bextor (right) launched the Children's Sunshine Appeal on 28 January—a major new fundraising campaign which is aiming to raise £5 million towards a brand new £45 million children's hospital at Chelsea and Westminster.

Sophie, who visited one of the hospital's paediatric wards and met with a number of patients and their families said: "Both of my sons were born prematurely and needed to spend their first few weeks in an incubator, so I have experienced first-hand the expertise and support offered at Chelsea and Westminster Hospital. My boys are now both thriving which is a testament to the expert care and attention they received as babies.

"The new paediatric unit will help make sure every child continues to receive the best possible start in life from some of the most talented doctors in the world. I urge people across London and the South East to get behind the Children's Sunshine Appeal and help Chelsea and Westminster Hospital become a world leader in paediatric care and save more children's lives."

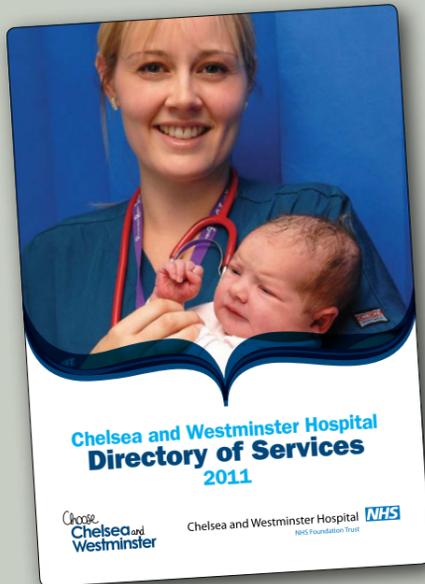
New Outpatients Department welcomes its first patients

The first patients were treated in the brand new Outpatients Department in January. The Diabetes service was the first to move into the new space and the first Diabetes patients were treated in the new department on Monday 31 January.

Work started in August 2010 to redevelop a large area of the Lower Ground Floor of the hospital to accommodate outpatient services previously based in Outpatients 1 on the 1st Floor and in the Beta Cell Diabetes Centre on the 2nd Floor.

February

First GP Directory published



The hospital published its first Directory of Services for GPs and other primary care professionals to market our services and help GPs choose the hospital for their patients.

This was the first comprehensive directory of all clinical services ever produced by the Trust and was distributed to all local GPs and Trust staff.

April

Nick Clegg visits us for first NHS 'listening event'



Deputy Prime Minister Nick Clegg visited the hospital on 27 April for the first listening event on NHS modernisation exclusively for patients. He also met patients and staff during a tour of the hospital including the Stroke Unit and the new Outpatients Department.

Following the tour, Mr Clegg and Care Services Minister Paul Burstow met more than 30 patients from the local area including Foundation Trust Governors to

Patients praise care at Chelsea and Westminster

89% of patients treated at Chelsea and Westminster Hospital rate their care as 'Excellent', 'Very Good' or 'Good', according to the results of the national Inpatient Survey published by health watchdog the Care Quality Commission on 21 April.

Patients were particularly impressed by standards of hand hygiene and cleanliness with 90% of patients noticing that doctors washed or cleaned their

March

Intensive Care Unit achieves Customer Service Excellence standard



The Trust's Intensive Care Unit successfully applied for a Customer Service Excellence standard in March.

Jane-Marie Hamill, Clinical Nurse Lead on the unit where staff look after the most seriously ill patients in the hospital, said: "This award recognises the compassion, dedication and hard work that all staff show every day to ensure that patients and their relatives are getting the best care."

The five criteria against which the Intensive Care Unit was tested during a two-day visit included customer insight, culture of the organisation, information and access, delivery and timeliness, and quality of service.

Select Committee visits Chelsea and Westminster

The House of Lords HIV and AIDS Select Committee visited the hospital on 31 March as part of its investigations into HIV and AIDS in the UK. The Committee, which is chaired by Lord Fowler, met with clinicians, staff and patients and toured the hospital's services for people living with HIV.

Chelsea and Westminster Hospital's Clinical Director for HIV, Dr Simon Barton, said: "We were delighted to host the visit and provide the Committee with a unique perspective of HIV care and how we support our patients.

"HIV will be one of the biggest and most complex healthcare challenges the UK will face in the years to come, so it's vital that we start planning for the future.

Following the visit, Lord Fowler said: "The only way we will be able to defeat HIV and AIDS is if we understand what the people who have it, and those who care for them, go through.

"So we were very glad to visit the pioneering facilities at Chelsea and Westminster."

May

Prime Minister visits Chelsea and Westminster to listen to staff



Prime Minister David Cameron visited the hospital on 19 May for a listening event on NHS modernisation with nurses and allied health professionals including therapist, pharmacists and radiographers. This was the second listening event hosted by Chelsea and Westminster.

He was joined by Health Minister Anne Milton, Professor Steve Field (Chair of the NHS Future Forum), Dame Christine Beasley (Chief Nursing Officer) and Karen Middleton (Chief Allied Health Professions Officer).

This was Mr Cameron's first visit to Chelsea and Westminster as Prime Minister—he last visited the hospital in January 2010 as Leader of the Opposition when he met patients and staff on the Maternity Unit.



That was the year that was...

June

Andrew Lansley opens new Outpatients Department



Secretary of State for Health Andrew Lansley officially opened the Trust's new state-of-the-art Outpatients Department on 9 June.

Chief Executive Heather Lawrence said: "Our new Outpatients Department provides an 'airport style' quality of service to patients including self check-in for patients, light and airy waiting areas, and 'gates' that patients are called to before their appointment so they are in the right place at the right time for their treatment."

Mr Lansley said: "This new development encapsulates the spirit of the modern NHS—designed with patients and their views at its heart."

Fundraising appeal for children's surgery robot launched

An appeal to raise £1.5 million to buy the first robotic operating system for children and babies in Southern England was launched by the Children's Hospital Trust Fund on 29 June.

Jason Bradbury (pictured right with Paediatric Surgeon Munther Haddad), co-host of The Gadget Show, launched The Pluto Appeal at a star-studded event at top venue Altitude 360 Black in Millbank Tower. Celebrity guests included singer Sophie Ellis-Bextor, actor John Hannah, Nancy Dell'Olio, and Phil and Paul Hartnoll of band Ortbial.



September

Two new children's operating theatres open



The hospital opened two new state-of-the-art children's operating theatres in September.

The opening of the two new theatres, together with a new paediatric surgical admissions and pre-assessment area, marked the completion of the first phase of a brand new £45 million children's hospital at Chelsea and Westminster.

Mr Simon Eccles, Consultant Craniofacial Plastic Surgeon and Clinical Director of Paediatrics, said: "The opening of the

new theatres is just the beginning for this fantastic development.

"We are creating a world-leading children's hospital, which will offer cutting edge technology and the best possible care for patients, provided by some of the UK's best medical staff.

"The new hospital will offer enhanced neonatal and paediatric services, housed in world-class facilities, and will also be an international centre for training the next generation of specialist paediatric medical staff."

Trust named best UK employer for carers

Chelsea and Westminster was named the 'Best Employer for Carers' at the Top Employers for Working Families Awards 2011 on 27 September.

The judges praised our work in recognising carers as an 'unheard' group of employees who were hesitant about asking for support and the development of a strategy deliberately aimed at carers working in the Trust.

They highlighted an 'easy read' guide and lunchtime advice sessions for carers, as well as sessions aimed at managing stress for carers, and the communication of the message that flexible working isn't just for parents but for everyone with dependents.

The hospital was also shortlisted in the 'Best Employer for Working Mothers' category and named as one of the overall Top Employers for Working Families.

July

7/7 survivor celebrates Burns Appeal success

7/7 survivor Davinia Turrell (left) announced on 7 July that a psychologist would provide vital support for burns patients following a successful appeal to raise more than £100,000.

Davinia, who was treated for burns at the hospital having been injured in the Tube train bombing at Edgware Road station on 7 July 2005, launched the fundraising appeal on 7 July 2010—the fifth anniversary of the London bombings.



August

Filming begins on BBC junior doctors documentary



Junior doctors featured in the first series

Filming of the second series of the award-winning BBC documentary *Junior Doctors: Your Life in Their Hands* started on 1 August.

The series, which will follow the lives of eight junior doctors at work and at home, is due to be broadcast in six one-hour episodes on BBC3 starting in early 2012.

Staff, patients and visitors have seen the BBC cameras out and about in the hospital as they shone a light on the experiences of the junior doctors.

The first series of *Junior Doctors: Your Life in Their Hands*, which was set in Newcastle, won Best Popular Factual programme in the Broadcast Digital Awards.

October

1,000 hospital staff get the flu jab

A grand total of 1,000 staff were vaccinated in the first two weeks of the Trust's seasonal flu vaccination programme which was launched on 3 October.

Medical Director Dr Mike Anderson said: "Being vaccinated is the best way to protect yourself from flu and because our staff are at a greater risk of being exposed to the virus it's important that they give themselves the best opportunity to stay well this winter.

"We also have a responsibility to protect the patients who use our services."

November

Awards glory

The hospital was successful in a number of national awards during November:

56 Dean Street

56 Dean Street, the Trust's HIV and sexual health centre in Soho, won the 'Public Sector, Value for Money' category of the Public Relations Consultants Association (PRCA) Awards for their 'HIV—Closer Than You Think' campaign to increase the uptake of HIV testing.

Flu Fighters

The Trustwide campaign to encourage staff to have their flu jab won a national Flu Fighter Award at the NHS Employers Conference.

Health Service Journal Awards

The Acute Oncology Service, led by Consultant Dr Tom Newsom-Davis and Clinical Cancer Services Manager and Macmillan Lead Nurse Catherine Gillespie, was Highly Commended in the 'Clinical Service Redesign' category.

Research and Development staff were shortlisted in the 'Research Culture' category.

The NHS North West London Integrated Care Pilot (ICP)—which aims to 'join up' (or integrate) the care of patients aged 75 and over and also patients living with diabetes—in which the Trust is a key partner, won the 'Managing Long Term Conditions' category and was also shortlisted in the 'Improving Care with Technology' category.



Spotlight on... our award-winning staff

Didn't they do well?

Staff at Chelsea and Westminster have been recognised for their hard work by a series of recent awards—in areas as diverse as HIV and sexual health, cancer, communications and finance.

In this month's *Trust News* we highlight the reasons why our award-winning staff have been recognised for their efforts.

Integrated care pilot wins 'NHS Oscar'—Cancer team Highly Commended



The NHS North West London Integrated Care Pilot (ICP), in which the Trust is a key partner, won the 'Managing Long Term Conditions' category of the *Health Service Journal Awards 2011*—the 'NHS Oscars'.

The ICP, which aims to 'join up' (or integrate) the care of patients aged 75 and over and also patients living with diabetes, was also shortlisted in the 'Improving Care with Technology' category.

The purpose of the ICP is to ensure that patients are seen by the best type of clinician at the best time in the best place, by breaking down boundaries between GPs, hospitals, community services and social care to improve care for patients.

Amanda Pritchard, Deputy Chief Executive of Chelsea and Westminster Hospital NHS Foundation Trust, said: "We are delighted that the excellent work done in setting up the integrated care pilot to improve the care of patients aged 75 and patients living with diabetes has been recognised.

"This will provide a platform for us to work with our partner organisations in the ICP to ensure that patients are seen by the most appropriate clinician at the best time in the best place, by breaking down boundaries between hospitals, GPs, community services and social care."

Dr Andrew Steeden, local GP and Co-Director of the ICP, said: "It is great

Staff flu vaccination programme wins national recognition



Renae McBride (Communications Manager), Catherine Sands (Acting Emergency Planning Lead Officer) and Deirdre Linnard (Head of Pharmacy) receive the Flu Fighter Award from Dean Royles (Director of NHS Employers)

A Trustwide campaign to encourage staff to have their flu jab has won a national Flu Fighter Award.

Chief Nurse Therese Davis, who has led the Trust's Strategic Flu Group, and Renae McBride and George Vasilopoulos from the Communications Department, who devised creative ways of publicising the campaign, were singled out for praise.

These awards recognised individuals and organisations in the NHS that have made a real difference to increasing staff flu vaccination rates.

More than 1,000 staff at Chelsea and Westminster were vaccinated in the first two weeks of our flu vaccination programme and as *Trust News* went to press 1,655 staff had received their vaccination.

All staff have been encouraged to have the flu jab to protect themselves, their patients and their families as the winter flu season approaches.

news that our exciting new project has been rewarded.

"Each group of clinicians should be congratulated on all their hard work so far, their leap of faith and for working in a new way, with new partners, putting the patient where they should always be, right at the centre of care planning."

Staff working in Cancer Services and Research & Development were also

Catherine Sands, Acting Emergency Planning Lead Officer, nominated the Trust team for the Flu Fighter Award.

She said: "Without a committed team of vaccinators and the work of our Communications Department we would not have been able to vaccinate so many staff.

"Our Pharmacy team led by Deirdre Linnard ensured the vaccine order was placed in time and then followed up to ensure we could start vaccinating as soon as the vaccines arrived.

"In addition to walk-in clinics in Occupational Health, led by Desiree Lindsay, key staff were nominated in the clinical divisions and trained to vaccinate more staff."

Catherine also highlighted the role played by Renae McBride and George Vasilopoulos in the Communications Department who produced posters featuring senior clinical staff having their job to encourage staff to get vaccinated as

recognised at the *Health Service Journal Awards*.

The Acute Oncology Service, led by Consultant Dr Tom Newsom-Davis and Clinical Cancer Services Manager and Macmillan Lead Nurse Catherine Gillespie, was Highly Commended in the 'Clinical Service Redesign' category.

R&D staff were also shortlisted in the 'Research Culture' category.



An example of the posters featuring senior clinical staff encouraging all staff to have their flu vaccination

well as pin badges with the wording 'I've had my flu jab to protect you'.

Catherine said: "The vaccination campaign has been a real team effort from everyone involved. As a hospital we are always up for a challenge and our staff are definitely worthy winners of a Flu Fighter Award."

Sir David Nicholson, Chief Executive of the NHS, said: "Every year we encourage as many frontline staff as possible to have a flu jab because we know it offers the greatest protection to our patients. It's great to recognise those individuals and organisations going that extra mile to make the biggest difference."

Dean Royles, Director of NHS Employers which ran the Flu Fighter Awards, added: "Every one of these Flu Fighters could be a lifesaver and we are extremely proud of them. They have gone the extra mile to protect the public and it is this spirit that we are privileged to find throughout the NHS."

Finance team shortlisted for top industry award



The Finance team in the Trust has been shortlisted in the 'Costing' category of the Healthcare Financial Management Association (HFMA) Awards 2011.

This award focuses on improvements to costing processes and costing information that have led to better information for organisations to use when making decisions about services.

Chelsea and Westminster has led the way in the development and use of Service Line Reporting (SLR) software that provides staff with financial performance intelligence on each of our services. SLR identifies revenues and costs at a patient level helping us improve quality and productivity and informing our strategic decision making.

The winners of the HFMA Awards were announced on 1 December (after *Trust News* went to press).



Representatives from the North West London Integrated Care Pilot collect their *Health Service Journal Award* from the award sponsor (far left) and the award presenter Michael Portillo (far right)—NHS staff pictured (l-r) are Dr Andrew Steeden (GP and ICP Co-Director), Anne Rainsberry (Chief Executive, NHS North West London), Dr Aumran Tahir (GP and ICP Co-Director), Scott Hamilton (ICP Programme Director) and Daniel Elkeles (Director of Strategy, NHS North West London)

Spotlight on... our award-winning staff

Trust shortlisted for Personnel Today Awards

The Trust was shortlisted in the *Personnel Today* Awards 2011 which are run by the leading publication for HR professionals.

A panel of industry experts judged a record number of entries—276 in 19 different categories—before shortlisting only a small proportion of those.

Chelsea and Westminster was shortlisted in the 'Rewards and Benefits' category.

This was a major achievement because other entrants shortlisted in this category included major private sector employers such as Swedish retail giant IKEA, which has 300 stores across the world.

IT company Cisco, which employs more than 70,000 people internationally was also shortlisted.

The Trust's application for the award was based on support for working parents including advice on and assistance with childcare costs.

For example the hospital has provided for staff a popular subsidised holiday play scheme, as well as help for staff to sign up for childcare vouchers.

It also included support for women on maternity leave including a regular newsletter to keep staff in touch with news from the Trust, access to free baby massage sessions, and a meeting with HR to discuss concerns before their return to work.

Award judge Duncan Brown, former Assistant Director General of the Chartered Institute of Personnel and Development, said: "This is a comprehensive series of initiatives to help to maintain contact with and retain staff going on maternity leave."

Mark Gammage, Director of HR at Chelsea and Westminster Hospital NHS Foundation Trust, said: "I am delighted that our initiatives to support staff have been recognised by shortlisting for this prestigious award."

The award application also included the setting up of a cycle-to-work scheme and access to season ticket loans.

Being shortlisted for the *Personnel Today* Awards is just the latest independent recognition of the Trust as an employer of choice:

- Winner, 'Best employer for carers' category—Top Employers for Working Families Awards 2011
- Shortlisted, 'Best employer for working mothers' category—Top Employers for Working Families Awards 2011
- Shortlisted, 'Best internal communications' category—HR Excellence Awards 2011
- Winner, 'Most effective benefits strategy'—HR Excellence Awards 2010

56 Dean Street campaign wins national PR award



Staff from 56 Dean Street hit the road as they promote their campaign to increase the uptake of HIV testing

Staff at 56 Dean Street, the Trust's HIV and sexual health centre in Soho, have won the 'Public Sector, Value for Money' category of the Public Relations Consultants Association (PRCA) Awards 2011 for their 'HIV—Closer Than You Think' campaign to increase the uptake of HIV testing.

The PRCA Awards showcase the best that the UK and international PR industry has to offer from both in-house communications teams and consultancies alike—they recognise the talent and impact of individuals, teams and campaigns.

This was further recognition for 56 Dean Street's campaign to increase the uptake of HIV testing. It won the 'Best Budget Campaign' category in the Chartered Institute of Public Relations (CIPR) Excellence Awards 2011 and was Highly Commended in the 'Best Public Health Initiative' category of the Communique Awards 2011.

56 Dean Street set for HIV test world record attempt

As *Trust News* went to press, staff at 56 Dean Street were gearing up for a world record attempt to mark World AIDS Day on 1 December by setting a Guinness World Record for administering HIV tests in eight hours at the G-A-Y Bar in Old Compton Street.

G-A-Y will be donating £5 for every test performed to the Elton John AIDS Foundation.

Dr Alan McOwan, Lead Consultant at 56 Dean Street said: "We will be using the world's fastest HIV antibody test which provides a result in just 60 seconds. One in 20 gay men in London has undiagnosed HIV and two-thirds of undiagnosed men think that they are negative. 56 Dean Street is now diagnosing one in five of all new HIV diagnosis in gay men in London. Testing early can add, on average, 16 years to someone's life."

Photo gallery

Occupational Therapy National Awareness Week 2011

Our Occupational Therapists ran a stall on Monday 7 November as part of Occupational Therapy National Awareness Week to help promote their role within the Trust. They play a key role and their input has shown to improve ability after stroke, to reduce length of hospital stay, prevent unnecessary admission, and reduce economic costs of care, falls and long-term conditions.



British Association of Paediatric Endoscopic Surgeons

Chelsea and Westminster Hospital hosted the annual workshop for endoscopic simulation for the British Association of Paediatric Endoscopic Surgeons—35 delegates attended from the Middle East prior to the annual conference which was held at the Chelsea Football Club.



Security Awareness Month

(l-r) Idrisa Sesay (Security Guard), Meena Martin (Information Governance/Registration Authority Manager), Trevor Post (Security Manager) and Charmaine Robinson (Senior Staff Nurse).

The Security and Information Governance teams held a stand on Friday 25 November to raise awareness of security issues as part of Security Awareness Month.

Wellbeing Days prove a big hit with staff

Hundreds of staff got involved in events organised for this year's Wellbeing Days held from November 8-10.

Mini health MOT sessions run by the Trust's dietitians were particularly popular with more than 260 staff participating and 150 staff had their cholesterol tested. If there is sufficient interest, the dietitians plan to start a six-month staff weight management club in January—look out for further information nearer the time.

There was an overwhelming demand for the mini back and shoulder massages—

more than 130 staff took part—and there was also a good uptake of posture assessments from a qualified osteopath.

Classes facilitated by the Trust's physiotherapists included Relax and Stretch classes and Pilates taster sessions.

More than 60 staff took part in a cupcake decorating session to highlight the link between creativity and a sense of wellbeing while the Health Fete on 10 November was also well attended with a focus on promoting the importance of hydration and mental wellness.

The number and quality of entries for the staff photography competition, with its theme of 'outdoor colour', was outstanding—congratulations to the winners:

- **1st Prize**—Dr Ian Balfour-Lynn (Consultant, Paediatric Respiratory Medicine)
- **2nd Prize**—Tim Rubridge (Operations Director, Training for Innovation)
- **3rd Prize**—Kate McCann (Physiotherapist)

A big thank you to Chelsea and Westminster Health Charity, whose sponsorship of the Staff Wellbeing Days made them possible, and to all those staff who helped to organise events.



Sandra Busby (Staffside Representative), Amanda Pritchard (Deputy Chief Executive) and Alison Heeralall (Deputy Director of HR) show off their cupcakes



Lanya Bouhali (Burns Occupational Therapist) has her blood pressure taken by Lauren Osborne (HCA)

Libby was previously Volunteer Services Manager at Hammersmith & Fulham Volunteer Centre where her role included supporting charities in their use of volunteers, finding placements with local charities and community groups, and an initiative to encourage younger people to run activities with older people.

She says: "Running the volunteer services department at Chelsea and Westminster is a fantastic opportunity which I am really looking forward to, and I am excited by the prospect of working in a hospital for the first time because it is such a different environment from where I have worked previously."

When Alex met Samantha



Alex Mancini, Neonatal Matron, chats to Samantha Cameron

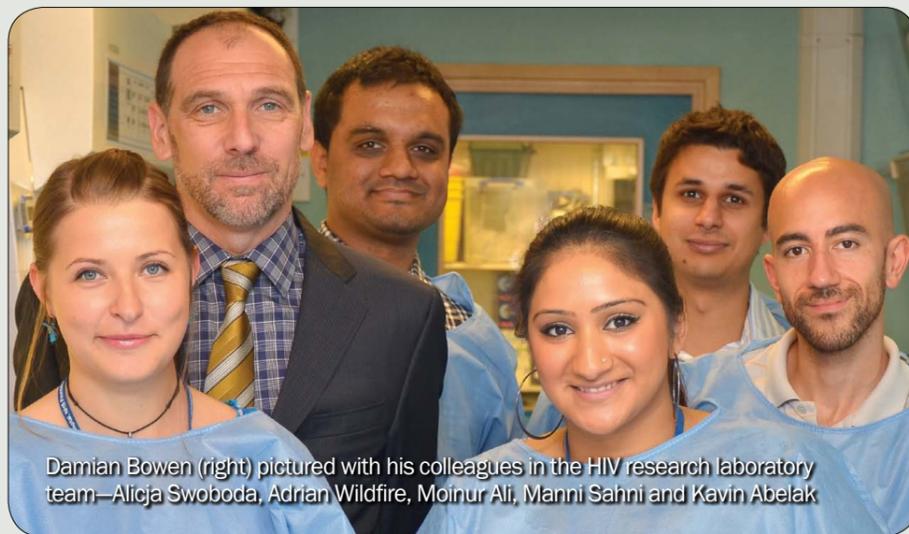
Alex Mancini, Matron on the Neonatal Intensive Care Unit, visited 10 Downing Street recently as a guest of charity The Children's Trust at a reception hosted by Samantha Cameron.

Alex is working with The Children's Trust to develop pathways of care for babies who

have palliative care needs and who can be cared for outside hospital.

The Children's Trust is national charity based in Tadworth, Surrey, which provides care, education and therapy for babies and children with multiple disabilities and complex health needs within a 'home from home' environment away from hospital.

Obituary—Damian Bowen



Damian Bowen (right) pictured with his colleagues in the HIV research laboratory team—Alicja Swoboda, Adrian Wildfire, Molnur Ali, Manni Sahni and Kavin Abelak

The Trust is mourning the loss of Damian Bowen, a Lab Technician who worked in the St Stephen's Centre adjacent to the main Chelsea and Westminster Hospital building.

Damian, 32, had worked as part of the HIV laboratory team in the St Stephen's Centre since joining Chelsea and Westminster in April this year.

It was with great sadness that we announced the death of Damian on 27 October after his body was found in the St Stephen's Centre.

The police continue to investigate to discover why Damian died but for this month's *Trust News* we invited Damian's colleagues to celebrate his life rather than dwelling on the circumstances of his death.

Manni Sahni, Research Laboratory Technician in the St Stephen's Centre, said: "Damo, what a pleasure it has been to work with you. You have kept me entertained with your unique dressing, in particular your

'socks rule', football commentary, travel plans and vast eclectic musical interests.

"From our time spent working in the lab and attending various training courses to our lunchtime discussions of Asian foods, it was difficult not to have a smile on my face when you were around. Our friendship is one I will never forget, you will always be in our thoughts and our hearts."

Penny Huggins, Lillie System Administrator, said: "Damian was a quiet, easygoing guy who always had a ready smile for everyone. We remember him for his ability to make us laugh, often and easily. We all miss him every day."

Adrian Wildfire, Laboratory Services Manager in the St Stephen's Centre, said: "I remember Damian at his interview answering every question correctly and succinctly. He performed his job with the same professionalism and candour and, although quiet, always had a beaming smile whenever I saw him in the lab or in the office."

New Non-Executive Directors join Trust Board



Jeremy Loyd, Sir Geoff Mulcahy and Sir John Baker

Three new Non-Executive Directors have been appointed to the Trust Board.

Sir John Baker, Jeremy Loyd and Sir Geoff Mulcahy—who served as Non-Executive Director designates since December 2010—have now joined the Trust Board as full Non-Executive Directors.

Trust Chairman Professor Sir Christopher Edwards said: "I am delighted that we have been able to attract three outstanding individuals as Non-Executive Directors.

"They bring a wealth of talent and experience to the Board which will be invaluable as we face the major challenges which lie ahead for the NHS.

"In particular they bring a customer orientated focus which will be vital if we are to deliver the personalised medicine that patients expect and modern science allows us to deliver."

- More information about our new Non-Executive Directors and other Trust Board members is available at www.chelwest.nhs.uk/bod

My other life **Doyin Ogunbiyi, Business Analyst**



Where do you work in the Trust?

I work in the Finance Department, within the Financial Management Team.

Rumour has it you're a martial arts champion—can you tell us more?

Champion—not just yet, but hopefully one day soon. I'm captain of my Aikido club, Tanseikan, and part of the British Aikido Association GB National Squad.

I competed in the recent International Aikido Tournament with Team GB, which was held at Brunel University in August, but didn't win a medal (although a consolation prize of sorts was meeting Usain Bolt twice!).

I've had really positive feedback on my performance at the last international so I'm now focusing on attempting to win medals at the next major international tournament in Japan in 2013. I'll be doing

as many national and regional events as I can between now and then.

Why did you choose Aikido and how did you first get involved in the sport?

I didn't choose it—my parents did as something to get me out of the house on a Saturday morning as a youngster. Given the choice I'd probably have taken the sleepy Saturday option.

It was one of the weekend sports on offer at the local leisure centre. It could just as easily have been gymnastics and I suspect they would have still made me give it a try!

17 years later, I'm still going with it...

You must be fit—how much do you train every week?

I've just changed my training schedule so that I can have more time with my very accommodating wife.

I now train a minimum of three times a week—once or twice a week with my club, once or twice a week in the gym, and running. In addition, I generally have a weekend away every month or two training with the squad or competing.

However, I'm not sure this makes me fit as I have a long held weakness for sweet treats which I'm desperately working to lose.

You're also going to be volunteering at the Olympics next year. Do you know what you'll be doing?

This is one of the many things that constitutes my 'spare' time.

I will be a part of the Mayor's London Ambassador programme and also a 2012 Games Maker.

As a London Ambassador I'll be assisting visitors who come to London during the course of the Olympic Games and as a Games Maker I'll be hands on with the logistics of the Games. I don't know my exact role yet but I helped out with the basketball test events in the Olympic Park over the summer. If that's anything to go by, it should be great!

- Do you have 'another life' outside the hospital which would be of interest to *Trust News* readers? If so, please contact Renae McBride (Communications Manager) at renae.mcbride@chelwest.nhs.uk or on x56829.

Pharmacist co-authors new book



Barry Jubraj, Lead Pharmacist for Academic Studies & Professional Development, has co-authored a reference book to help clinicians who are new to teaching and training other staff.

He says: "When I was first asked to teach and train many years ago, I was an experienced clinician but that didn't mean I had the ability to develop others, let alone a grasp of basic educational theory. That was the motivation behind this book.

"An international group of contributors with academic, psychology and pharmacy backgrounds got together to produce a practical resource which we hope will help any clinician new to facilitating learning."

Facilitating Learning in Healthcare (Ed. Dr Sarah Carter) is published by Pharmaceutical Press and is a practical and easy-to-read guide which contains top tips and exercises.

- For more information, contact Barry Jubraj on x58845 or via Trust email



Mary retires



experience to help others deliver holistic care to women.

"Mary has also been a Supervisor of Midwives and many of the midwives she has supported are grateful for her wise words and sense of humour."

After completing her training in her native Ireland, Mary worked throughout the UK and having settled in London she worked first at Barts and then at the Westminster Hospital which became part of Chelsea and Westminster Hospital when it opened in 1993.

Before leaving the Trust, Mary said: "I have thoroughly enjoyed working at Chelsea and Westminster where the Maternity Unit has always attracted staff who are willing to work over and above what is expected of them for the success of the service—this is reflected in the reputation that we currently enjoy.

"Most of all I have enjoyed working with staff who are committed to making a difference to maternity care and women's experience of childbirth—long may it last."

Everyone at Chelsea and Westminster wishes Mary well in her retirement.

Friends and colleagues gathered in the Boardroom on 2 November to say a fond farewell to Mary Griffin, Midwifery Manager (Clinics & Community), to mark her retirement from the hospital and the NHS.

Vivien Bell, Head of Midwifery and General Manager for Maternity Services, said: "Mary will be sorely missed as a colleague and friend. Mary has worked mainly as a community midwife, helping many women to have their babies at home, and she has lately been working as a manager of the service using all her skills, knowledge and



Chelsea and Westminster Health Charity

Employee/Team of the Month

Sponsored and funded by Chelsea and Westminster Health Charity



Angela Cox with Heather Lawrence (Chief Executive) and Kerry Huntington (Charity Fundraising Manager)

October

Congratulations to **Angela Cox** (Senior Midwife) who was the winner of October's Employee of the Month.

Angela was nominated by numerous colleagues who said: "When there was unprecedented activity in Maternity, Angela demonstrated outstanding leadership—a calm head, decisive and

confident decision making, support for staff, kindness, compassion and excellent communication to parents and a smile through it all."

Congratulations also to the **West London Centre for Sexual Health Receptionists** who were the winners of October's Team of the Month.

Consultant Dr Christopher Scott said: "Each member of the team has worked tirelessly to ensure a smooth transition from paper notes to paperless notes and the installation of a new booking system for patients.

"They are incredibly hardworking and the changes happened with no hiccups. Well done!"



Friends Christmas Cheer Awards 2011 Nomination form

Do you know a member of staff or a volunteer at Chelsea and Westminster Hospital who brings a cheerful, positive attitude to their work? Someone who is a pleasure to be around and who cheers up the day for staff and patients?

If you do, then why not nominate them for a Friends Christmas Cheer Award? The winners will receive prizes at a special ceremony on Thursday 15 December at 5pm in the Academic Atrium.

Entries are also open for the ISS Team Award to recognise teams or groups of staff who work together for the benefit of patients.

Entries must be received no later than 3pm on Friday 9 December.

I nominate (name and job title or team): _____

Department/area: _____

Because: _____

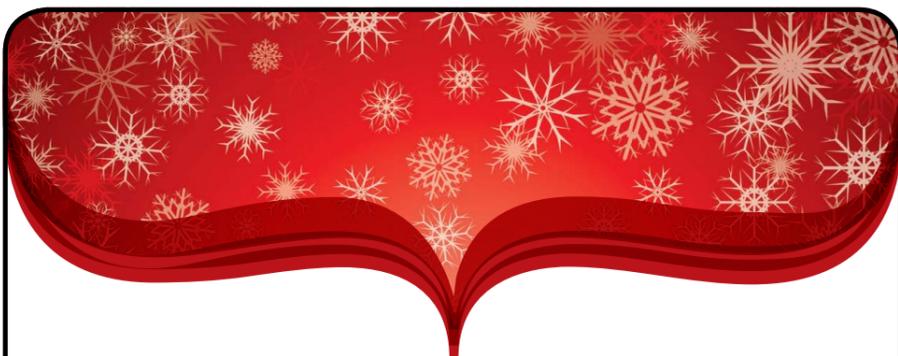
Nominated by (name and job title): _____

Please return this form to:

Communications Department, 6 Verney House by 3pm on Friday 9 December



Chelsea and Westminster Hospital **NHS**
NHS Foundation Trust



Friends Best Decorated Ward, Unit or Department 2011 Entry form

Entries must be received no later than 12 noon on Tuesday 13 December.

The competition is open to wards, units and departments. If you would like to enter, please return this form to the Communications Department by 12 noon on Tuesday 13 December (otherwise your area will not be visited by the judges).

You could win one of three cash prizes—**£100, £75 or £50**—thanks to generous support from the Friends of Chelsea and Westminster Hospital!

Name of ward/unit/department: _____

Contact name: _____

Contact number: _____

Please return this form to:

Communications Department, 6 Verney House by 12 noon on Tuesday 13 December



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Puzzle corner

Every month *Trust News* has a range of puzzles created by Clinical Site Manager Chris Morrow-Frost.

Riddle Dee Ree

Here's an interesting poser for you—what English word can be spelt at least 11 different ways yet all have the same meaning?

November solutions

1. He is a postman. He delivered mail to the embassies of foreign countries. The embassy belongs to the host nation and is therefore foreign soil.
2. The only way they can't be twins is if there were more than two births. As such, the only logical answer is they were triplets, just the sister is not mentioned.

3. The only way this can be is if all seven are boys—that way exactly half will be boys!
4. Because you can't take a picture with a wooden leg, you would need a camera!
5. Because if the husband and wife hadn't have got off at the stop, the bus would have driven further down the road and the boulder would have missed it, meaning all would have survived.

The Hunted

- tiger
- dog
- beagle
- hare
- frog
- seal
- cow
- ibex
- cat
- sheep
- ewe
- yak
- calf
- mole
- manx
- rat
- deer
- ox
- bear
- rabbit
- shrew
- horse
- otter
- man
- fox
- lion
- pug
- sow
- hog
- bee
- llama

Look for this month's solutions in the next issue of *Trust News*.

Christmas calendar of events

Fionnula de Burca

Thu 1 Dec, 1-1:45pm
Main Atrium, Ground Floor, Lift Bank B

Classical soprano recital with piano accompaniment

Festival of Carols

Tue 6 Dec, 6:45pm
Holy Trinity Church, Sloane Street, SW1

Tickets: £15—on sale at The Friends Office, Ground Floor

Friends Christmas Fair

Wed 7 Dec, 10am-3pm
Ground Floor

Dance Art Foundation

Thu 8 Dec, 1-1:30pm
Main Atrium, Ground Floor, Lift Bank B

New contemporary dance piece specially created for the Main Atrium

Christmas Roadshows

Mon 12 Dec, 1-2pm
Wed 14 Dec, 1-2pm
Thu 15 Dec, 1-2pm
Ground Floor

Come and collect your Chelsea and Westminster Hospital 2012 desk calendar in exchange for a donation to the Children's Sunshine Appeal

Parliamentary Carol Service

Wed 14 Dec, 6-7pm
St Margaret's Church, Westminster Abbey

Tickets are strictly limited and will be issued on a first come/first served basis (max 4 tickets per person)—apply in writing, giving full names and addresses of those wishing to attend, enclosing a stamped self-addressed envelope to Mrs V Gunnery, Westminster Medical School Research Trust, Chelsea and Westminster Hospital (020 3315 8311)

Westminster Cathedral School Choir

Thu 15 Dec, 1-1:45pm
Main Atrium, Ground Floor, Lift Bank B

Recital of classic Christmas carols

Hospital Carol Service

Thu 15 Dec, 4pm
St Stephen's Chapel, First Floor, Lift Bank C

Christmas Cheer Awards Ceremony

Thu 15 Dec, 5pm
Academic Atrium, Lower Ground Floor

Christingle Service

Wed 21 Dec, 10:30-11:30am
St Stephen's Chapel, First Floor, Lift Bank C

Jieun Jung and Sungmin Jeon

Thu 22 Dec, 1-1:45pm
Main Atrium, Ground Floor, Lift Bank B

Korean music recital with the kayagum instrument

Services

Sun 18 Dec
10am: Holy Communion
11am: Roman Catholic Mass
St Stephen's Chapel, First Floor, Lift C

Christmas Day—Sun 25 Dec
10am: Holy Communion
11am: Roman Catholic Mass
St Stephen's Chapel, First Floor, Lift C

Sun 1 Jan
10am: Holy Communion
11am: Roman Catholic Mass
St Stephen's Chapel, First Floor, Lift C

trustnews

If you have a story idea or article for the next edition of *Trust News* please contact Renae McBride by Friday 9 December.

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