Our values:
‘It’s who we are’

Our values define what patients should expect when they are cared for at Chelsea and Westminster and how all staff can help to meet those expectations. Our values are:

- Letters to the editor

Do you have a comment or question about Trust News or Chelsea and Westminster? Send any letters to the editor mark.purcell@chelwest.nhs.uk.

Chelsea and Westminster opens its doors

As always there will be live music to keep you entertained. This year, a steel band will be kicking off the event!

New for 2015, and with our proposed merger in mind, are stands which spell out the histories of Chelsea and Westminster Hospital and West Middlesex University Hospital.

Age UK will also be joining us for the day and leading some gentle exercise classes. Also on offer are stands covering a range of our services including learning disabilities, maternity, pharmacy, and end of life care.

Our charities will also have their own stands where visitors will be able to find out about the latest fundraising campaigns and the cutting edge equipment for which they are raising money. You will be able to look around the state-of-the-art Chelsea Children’s Hospital, which was opened by TRH The Prince of Wales and The Duchess of Cornwall last year.

The Teddy Bear Hospital will be back once again and there will be many other fun and educational activities for children and families to enjoy.

Our governors will be available throughout the day in the Information Zone to speak to members about the hospital and the work they do representing patients, staff and our local community.

If you are interested in becoming more involved and finding out more about Chelsea and Westminster Hospital, you can sign up to become a Foundation Trust member. There will be goody bags for everyone who signs up on the day.

A programme for the day is on p8. For further information please visit our website www.chelwest.nhs.uk/openday.

Key step forward for the merger process

The Board of Directors of Chelsea and Westminster Hospital has now approved the submission of the full business case for the merger with West Middlesex University Hospital NHS Trust to Monitor, the foundation trust regulator.

This key decision now means an acceleration of the merger process as representatives from Monitor begin work on scrutinising the business case in detail so they can be satisfied about the future clinical and financial sustainability of the combined new organisation.

We would then seek approval first from the NHS Trust Development Authority, and then finally from the Secretary of State for Health with endorsement from our Council of Governors. It is hoped that the new Foundation Trust will come into being during the summer.

Trust Chief Executive Libby McManus said: “We have now successfully initiated the final step in the acquisition process in which Monitor will carry out a forensic review of our business case and seek to satisfy themselves that our new combined Trust will continue to build on the success of both hospitals and their services. We are delighted to give the full business case our wholehearted endorsement and are confident that the case we have made for our new Trust will stand up to Monitor scrutiny.

“The coming weeks are going to be very busy as we come under intense scrutiny from the Monitor team. We will ensure we keep all our staff at both Trusts up-to-date with the progress of the work as we close in on the launch date.”

Our values:
Safe
Excellent
Kind
Respectful

Letters to the editor

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Quick bites

Have you updated your GPs details?

It is really important that we have your current GP detailed on your patient record so we can update them on your clinical care particularly any follow-up care and medication changes.

If you have recently moved, changed GP or changed GP practice, please email appointment.enquiries@chelwest.nhs.uk.

New GP Service Directory coming soon

To ensure GPs are aware of all the current services and treatment we offer and the up-to-date referral requirements, we are currently working on a new Service Directory.

We plan to distribute this to local GPs in Wandsworth and Battersea localities as well as GPs in North West London this summer.

New oncology clinic

A new oncology clinic for patients with urgent suspected cancer who are too unwell to wait for a ‘two week referral’ has been commissioned as a one year trial by Cancer Research UK and NHS England.

The clinic will be launching in May 2015 and is aimed at providing an alternative to referring the patient to A&E.

The Clinic is led by Dr Tom Newsom-Davis, Consultant Medical Oncologist, and Rachel Sharkey, Clinical Nurse Specialist in Acute Oncology.

Find out more about Chelsea and Westminster

We are now holding constituency meetings to develop direct engagement between governors and their constituents.

Members and members of the public who would like to hear more about the work of Chelsea and Westminster can all attend an event in their local area.

If you’re interested in attending, the following constituency meetings are scheduled:

- Wed 22 Apr, 6pm Westminster Constituency Meeting Room 451, Westminster University, 339 Regent Street, WIB 2HU.
- Tue 19 May, 6pm Wandsworth Constituency Meeting Chelsea Suite, Central London Golf Club, Burntwood Lane, London, SW17 0AT
- Tue 16 Jun, 6pm Hammersmith and Fulham Constituency Meeting Small Hall, Hammersmith and Fulham Civic Hall, Town Hall, King Street, Hammersmith, London, W6 9JU

To RSVP for any of these events please email vida.djelic@chelwest.nhs.uk or call 020 3315 6716.

Libby’s View by Libby McManus, Chief Executive

Welcome to this Spring edition of Trust News. I hope you managed to have a little time away with family or friends over the Easter period and topped up your energy levels after the winter months.

We have managed the care of so many patients over the last six months, and I know it has been the same very busy story, whether you work in emergency or planned areas. What has been a notable feature is that clinical and administrative teams have worked so well together to meet our quality and access targets.

I know that patients and families give us feedback about the care they receive at all times of day and night. This feedback is, of course, largely positive. Yet where patients and families highlight something which can be improved, or tell us that we got it wrong for them, I see many of you working on making improvements together. Thank you to everyone for this.

The financial challenges facing the whole NHS are also impacting on us. We are being asked to do more with less and cannot rely on increasing income from our commissioners as we have done in previous years. If we are to remain financially secure we must change our approach to how we identify and make savings in the organisation.

We must also ensure we continue to deliver safe care. In plain words, if we want to continue to improve our buildings, acquire new IT, and work with state of the art equipment, we need to save so as to continue this investment.

The 2015/16 cost improvement plans for our Trust total at least £10m and history shows that year-on-year we have been unable to deliver our savings plans. In previous years, we have only been able to invest thanks to the expertise of our finance team and our ability to grow income in some specialties. This year there is no choice—we have to make the savings. Saving money is really hard but we have got to tighten our purse strings and start making real progress in our cost improvement plans as soon as we can in this financial year.

There are ways to make things more efficient and improve patient care. We are focusing our efforts on efficiencies in outpatients, theatres, temporary staffing, length of stay and the coordination of care. One immediate step we have taken is to introduce strict controls on the hiring of agency and temporary staff. All requests to hire agency staff go to a Challenge Board led by the Medical Director and Director of Nursing for approval. This does not include the staffbank.

This approach of making savings and efficiencies as early as possible in the year is an approach which has proved successful in other NHS organisations facing similar challenges and meeting similar targets. I want it to work well at Chelsea and Westminster.

As you will read on our front page, we are now entering the final furlong in the process of acquiring West Middlesex Hospital and much will now depend on what Monitor gleans from its intensive scrutiny of the quality of our services and the soundness of our financial plans going forward. If we pass muster with them, then we will remain on course to becoming a larger NHS Foundation Trust by 1 July.

‘Trixie’ opens Birth Centre

Helen George, who plays Trixie the TV midwife in BBC’s Call the Midwife, is the guest of honour as we celebrate the first birthday of Chelsea and Westminster’s Birth Centre with a formal opening.

The Birth Centre, which has handled more than 950 deliveries since it opened last year, has proved very popular with mothers and midwives.

It has seven rooms with adjustable lighting and music players to help promote a relaxing birth environment. Four of the rooms have pools for women to use during their labour as well as other birthing aids to assist with delivery. There is also an opportunity to use aromatherapy to enhance the birthing experience.

Helen will open the centre in April and meet mums and babies who have used the facility.

Head of Midwifery Vivien Bell said: “We are delighted to be welcoming Helen and having the opportunity to show her our centre.

“Call the Midwife has done so much to promote midwives and the sterilising work they have done for women and babies in local communities for decades.

“We can now show her how we continue that tradition of supporting mothers in today’s NHS.”

Find out more about the Birth Centre at www.chelwest.nhs.uk/birthcentre.

Top tweets

@DanielBexfield One of the best weeks at @ChelwestFT for making work experience! Thank You 6:00pm • 17 Mar 2015

@RachelVClare Thanks @ChelwestFT for the work experience! #NHS 8:35am • 13 Mar 2015

@ChelwestFT am going home today after 3 night stay. Huge praise for all the excellent staff involved in my care. Proud to be ex-staff 8:37am • 11 Mar 2015

@SarahWaygood @ChelwestFT I’m going home today after 3 night stay. Huge praise for all the excellent staff I have met. Proud to be ex-staff #NHS Petersfield, Hants 9:33am • 15 Mar 2015

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Susan and Kim run the antenatal administration team of seven.

Susan has worked in the NHS for 21 years while Kim has seen 40 years’ service and previously worked at West London Hospital in Hammersmith before transferring over to Chelsea and Westminster when the maternity department opened in 1993.

7am
We arrive in the office on the first floor of the hospital and begin preparing for the coming day’s work and opening up the antenatal clinics.

This involves getting all the notes and papers together for the morning's clinics and ensuring the clinic areas appear welcoming to our women.

8am
The first of the women arrive for their appointments in the clinics. Meanwhile we may be liaising with the Royal Brompton (about our high risk women with heart conditions), midwife teams and GP surgeries on any number of issues.

8am–1pm
Ensuring the paperwork is available is crucial for our consultants and midwives. We serve 11 consultants (obstetricians and anaesthetists) and 11 midwife teams. We also look after five community teams and three satellite clinics.

They need to have all the up-to-date records for every woman who comes through our doors and this normally means close cooperation with GP practice leads and, in the case of high risk women, other hospitals.

1–5pm (later on Tuesdays)
The preparation for the afternoon clinics follows the same routine as in the morning. As the first stop for all incoming calls about maternity, the phone is going non-stop sometimes with enquiries from GPs and other healthcare professionals and from women wanting to know about our services, or who are under our care and need advice or guidance about their pregnancy.

No matter how busy we are, we try to answer those calls within a few ring tones.

We have seen a dramatic rise in the demands on our time. We are a six day a week service with extended hours on Tuesday, which is probably our busiest day.

Up to 150 women may attend clinics on a Tuesday morning alone.

We are now dealing with 6,000 registrations and more than 5,000 women attending clinics annually—with numbers continuing to rise. It can get pretty crazy sometimes but we always try to cope with what is thrown at us.

One thing we do enjoy is working with with pregnant women who have chosen Chelsea and Westminster to look after them and their babies.

It is also nice when some of the women come back and thank us for all we have done for them.

We enjoy working in maternity as the majority of our women are fit and healthy.

It is especially pleasing when our high risk women, for instance those with cardiac complications or who have diabetes, have a happy outcome.

The downside is the increasing volume of paper work which takes us away from daily contact with the patients and getting to know them more as we have a real family feel about our unit.

We would recommend anyone to work in maternity as it is a very rewarding job.

Karl Munslow-Ong
Chief Operating Officer (COO)

Why did you choose to work at Chelsea and Westminster?

It’s an organisation with a fantastic reputation. Like any hospital, it has its fair share of challenges, but some really unique opportunities—including the proposed acquisition of West Middlesex University Hospital.

I’m happy to have joined Chelsea and Westminster at such an exciting, critical time in its history.

How do you relax?
The obvious is by spending time with my family. As well as this I really enjoy playing sport, mainly running and squash. I’m also an armchair sports fan.

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

I’d like to go back in time to the era of the industrial revolution as it was a time of great change and innovation and it would be fascinating to see this in person.

Where did you go on your last holiday?
I treated the family to a trip to Mexico just before I started at Chelsea and Westminster as, in any new job, the first six months are often focussed on work and getting to know a new organisation.

It was a nice relaxing break at a place on the coast of the Gulf of Mexico.
Improving the A&E experience

The redevelopment of the new Emergency Department is being supported by a £600,000 fundraising appeal by CW+. The charity is bringing together artists and working with clinical staff to create a calming environment across A&E to reduce anxiety and improve clinical outcomes.

CW+ is already more than halfway to its fundraising target, thanks to a £165,000 boost as the chosen charity of a recent Harrodian School gala dinner. The CW+ team has been busy working with artists and partners to test artworks around the hospital, the findings of which will inform what goes into the new A&E. The aim is to introduce extras such as special acoustics, controllable lighting, calming displays and inspiring artwork to improve patients’ care.

If you would like to support the appeal or find out more about our exciting plans, contact Kerry Huntington on kerry.huntington@chelwest.nhs.uk or call 020 3315 6619.

To make a donation, please visit our website www.cwplus.org.uk/arlo or donate £5 by texting ARLO to 70500.

We will be situated next to the atrium and will be running a series of events on Open Day.

We will be sharing some of the fascinating and ground-breaking research that we fund.

The atrium will be filled with music from our performers Solid Steel Band (11am), Tro-Monarches (12 noon), All That Malarkey (1pm) and Dick Laurie’s Elastic Band (2pm).

And finally, we will have plenty of giveaways and a prize draw!

We will be situated next to the performers in the Ground Floor atrium—find out how our work benefits patients, families and staff in the hospital.

To find out more about these sessions, visit www.cwplus.org.uk/rhythmstudio.

Thank you Madge Gill

CW+ has partnered with The Rhythm Studio Foundation to bring music and fun to children and their families in Chelsea and Westminster, as part of our art and design programme.

Saturday mornings on Mercury and Neptune wards have recently been transformed into a world of music and play.

Led by workshop leaders from The Rhythm Studio, children and families have been using digital works, such as software to create music using drums, bells and other instruments, as well as joining in with singing, dancing and cheerleading.

The sessions have been a huge success and we are hoping to form a long term partnership with The Rhythm Studio, to bring the joy of music and play to more children in the future.

Rebecca, mum of a patient on Mercury Ward, said: “I found this session really lovely and super for the children. My child loved it so much. This is what kids need at all times, every day of the week. It would be so good for them. Thank you to all the staff—they were super good with the children and it meant that the mums and dads could just sit back and enjoy it. Super star to the staff for making our children so happy.”

Staff have welcomed these new sessions too. One staff nurse said: “They create a space where children can be distracted and forget about their illness for an hour.”

To find out more about these sessions, contact Kaye.warran@chelwest.nhs.uk or 020 3315 6581.

To find out more about these workshops, visit www.cwplus.org.uk/rhythmstudio.

Brian said: “Music can be designed to help improve the atmosphere and environment for people going through difficult times.

“A&E is a busy place with lots of noise. Being in hospital is stressful. With the use of TVs as a platform, which are hugely accessible, we can introduce light and music which can change very subtly over time.

“Without narrative, people behave differently. We can evoke a sense of peace and quietness. This can have a calming effect—not only on patients but also on doctors and nurses.

“To translate music and art to make a difference to people’s lives is something I am proud to be a part of.”

Music and light: the Brian Eno vision

Work continues apace to develop the first phase of the new expanded Emergency Department at Chelsea and Westminster.

This first phase, incorporating a new ‘majors’ area which will be the hub of the new department, will be coming on stream in the summer.

Passionate about the powerful impact art and design can have on patients and their families in a hospital environment, musician, artist and composer, Brian Eno has been spending time with the A&E team discussing with them how music can be used to enhance the patient experience.

CW+ at Open Day 2015

The team at CW+ are really looking forward to Open Day 2015 and we have lots of exciting and fun activities lined up for visitors to enjoy.

• We will be showcasing our art and design plans for the new A&E department including some of our innovative digital artworks.

• Visitors will be able to try out some of the exciting new apps we have developed.

• Younger visitors and budding artists can take part in colouring and arts activities.

Thank you Madge Gill

CW+ is delighted to have been left a significant donation by a previous employee of the hospital.

Madge Gill started work in the Finance Department at Westminster Hospital and during her 28 years there, rose from Clerical Assistant to Deputy Treasurer. Madge finished her career with a nine year stint as district treasurer of the Tower Hamlets District Health Authority.

Madge clearly remembered her time at the hospital fondly, which prompted her to very generously leave half of her estate to CW+. This significant legacy will enable us to make a huge difference to the lives of patients at Chelsea and Westminster Hospital.

We will be using part of this generous donation to help the hospital further improve care for older people. Hospital stays can be particularly challenging for elderly patients. Common difficulties include increased immobility, loss of privacy, isolation and loneliness.

Care of older people is one of the hospital’s strategic priorities. CW+ is delighted to be working closely with our doctors and nurses to transform the hospital environment and improve the experience of elderly patients.

Guided by research findings, patient consultation and clinical insights, our programme will include:

• visual and digital arts

• the built environment, such as lighting, acoustics, signage and colour

• participatory arts, such as music, theatre and dance workshops

• digital works, such as software to promote interactive reminiscence

This programme will begin in April 2015 and we will keep you updated with our progress.

We are so grateful to Madge for thinking of us when she was planning for the future. If you would like to help make life better for patients at Chelsea and Westminster, perhaps you would consider making a gift in your will too. CW+ runs a free will-writing scheme for patients and staff at the hospital. To find out more, visit our website www.cwplus.org.uk/gift or email kerry.huntington@chelwest.nhs.uk.
Charity corner

Help from our Friends

The Friends continue to approve such a variety of grants and contribute enormously to the hospital. Recent grants made by the Friends include:

- Bariatric weighing scales on David Evans Ward
- Team building day in the Outpatients Physiotherapy Department
- Reclining chairs for the Dermatology Department
- InterAct Reading Service for stroke patients
- Ice machines on David Evans and Lord Wigram Wards

The Friends also fund ongoing services which improve the patient and staff experience. Our ongoing grants are:

The Macmillan Centre, Schwartz Round lunches

Dr Russ Hargreaves, Macmillan Counsellor

In October 2013, Chelsea and Westminster Hospital held its first Schwartz Round with lunch provided funded by the Friends. These have been successfully running on a monthly basis ever since. I can safely say that Schwartz Rounds are the most rewarding project I’ve ever been involved with and something which I feel should be offered to every single health professional in the land.

There are now more than 100 sites offering Schwartz Rounds in the UK and Chelsea and Westminster was one of the first.

The format of any round is simple—every month, a panel of around four members of staff are selected to tell their story for five minutes each. We have heard from professors to porters, often on the same panel. After all have spoken, the audience is asked to reflect on what they have heard.

Schwartz Rounds always take place around a meal, most often lunch. Part of the experience is to bring everybody together for half an hour to enjoy a much-needed timeout over sandwiches and drinks, and then the round commences for the remaining hour. These rounds would not have been possible without the incredible support from the Friends and for this help we are incredibly grateful.

The Friends Patient Support Project

Serena Venticonti, Patient Support Project Coordinator

The Friends Patient Support Project is celebrating its fourth year at Chelsea and Westminster Hospital and brings the “human touch” to our wards.

The project offers additional support to our patients via the different services:

- Here to Help which provides directions and assistance to patients and relatives coming to the hospital
- Visiting service, Meal Assistance and TimeOut service improve patients’ stays on the wards
- By Your Side service which provides support to our outpatients coming to the appointments on their own.

The services can be requested directly by patients, staff or family on the Trust website www.chelwest.nhs.uk/support, on the intranet by clicking the blue additional support button, at the PALS office on the Ground Floor of the hospital or by calling the volunteers office on 020 3315 6864.

The feedback we receive from patients and relatives is great and it is the reason why the project is still running strong, four years on:

- “It was such a relief to me knowing someone was keeping my mother’s spirits up while I was away—the service was simply terrific.”
- “Thank you so much for everything you have done for my uncle—knowing someone was there visiting him even if I was away was great. This is a fantastic service which gave me such peace of mind.”
- “This service has given me the greatest support I could have wished for!”

On the road to Mandalay

The Norland team in Paris

CW+ Development Director Caroline Greenhaigh took the ‘Road to Mandalay’ to raise funds for the charity’s international maternity programme.

Caroline was taking part in the 7,500km road rally for classic cars through Malaysia and Thailand to Bagan in Burma.

Said Caroline: “The rally was not without its challenges as much of the competitive sections were off road and the attrition rate was high with eight of the 68 cars pulling out.”

“Brake failure in pre-war cars is a common problem and we experienced some alarming moments navigating hairpin bends and steep descents. The road with 1,000 bends will be forever etched in my memory. However, it was a wonderful experience and we all enjoyed the beautiful scenery and the extraordinary welcome we received from people along the way.”

“I would welcome further donations to help me reach my target of £25,000, and you can donate by visiting uk.virginmoneygiving.com/borne2rally.”

For information about the CW+ international maternity programme visit www.cwplus.org/maternity.

Who could cycle 967 miles in 72 hours?

The Norland’s staff cycle team are training for another incredible cycling challenge to support the Children’s Hospital Trust Fund for the third consecutive year.

The money will go to the charity’s new appeal, GULP, which aims to fund a state of the art Digital Swallowing Workstation recently acquired by the charity for use at the Chelsea Children’s Hospital to help babies and children with swallowing problems.

After last year’s London to Paris challenge for which Norland managed to raise an unprecedented £18,000, they have raised the bar this year, both physically and in the amount of money they want to achieve.

The team will be undertaking the ‘End to End’ cycle Challenge 2015 which is a true test of any cyclist. The route runs from the Northern most tip of the UK at John O’Groats to the Farthest tip South, at Land’s End in Cornwall, an outstanding 967 miles. During the journey they will climb up to 15,000 metres. That is around 13 times up Alpe d’Huez (the big mountain in the Tour de France)! This ride ordinarily takes nine days but they are looking to do this nonstop and aim to complete in only 72 hours.

The team of 10 cyclists is headed by Andy Glasspool, Business Unit Director, who said: “We are delighted to support the Children’s Hospital Trust Fund, which is very dear to us. It is doing an amazing job for babies and children.”

This year we have put our financial target as high as our cycling challenge, to £30,000. We would be very proud to fund almost half of the £65,000 the charity needs to fund the new workstation. Every single bead of sweat is worth it.”

If you wish to donate please visit our website www.chtrustfund.org.uk or text GULP21 to 70070. If you wish for further information please contact the Children’s Hospital Trust Fund at chtf@chelwest.nhs.uk or 020 3315 8956.
Modern obesity management seminar a success

Chelsea and Westminster held its first Medicine for Members seminar for 2015 in the Postgrad Lecture Theatre in March on the topic of Modern Obesity Management. The event was opened by Public Governor Martin Lewis.

Evangelos Efthimiou, Consultant General Surgeon and Lead Clinician for Bariatric and General Surgery, gave an insightful overview of the obesity epidemic and bariatric surgery, followed by Clinical Psychologist Dr Rukshana Ali, who highlighted the psychological impact of obesity.

Jo Lam, Senior Bariatric Dietitian, presented about diets and obesity and the session ended with Nuala Davison, Consultant Nurse Clinician, who provided an overview of the service and its future challenges.

90% of the attendees found the event useful and understood more about this topic than before they attended the event. Attendees also said they would recommend future ‘Medicine for Members’ events to friends and family.

One attendee commented: “A very constructive lecture and discussion. Well organised with ample time for our questions.”

The next Medicine for Members event is Menopause Matters on Tuesday 5 May—see www.chelsewht.nhs.uk/mfm/.

Know your PLACE by Susan Maxwell (Patient Governor)

The Patient Environment Action Team (PEAT) was replaced in April 2013 by the assessment team of the Care Environment (PLACE). Whatever the acronym, these teams were put in place to safeguard the patient in the hospital environment. Both teams had patient representatives, but PLACE is different in that it is the patient representatives who actually say on which wards the assessments take place and their assessment alone is what matters to NHS England. Each ward and department will from this year, receive their own results, across all sections of the audit.

Assessment teams are made up of patient assessors and clinical staff, with at least 75% of the team being made up of patient representatives. These assessments give patients and the public a voice about local standards of care, ensuring that they have increased influence over the way their local health and care services are run.

Although PLACE assessments are undertaken throughout the year on a smaller scale (two or three wards and outpatient areas every quarter), there is a mandatory annual assessment which must include a minimum of 10 wards, 25% of our outpatient areas, external and communal areas of the hospital, whether or not the wards have patient representatives, and an additional audit of the multiprofessional teams working in partnership with the patient representatives.

PLACE assessments ensure that the hospital maintains robust infection control through a rigorous daily cleaning programme, and good food to promote a speedy recovery. During the audit, waste segregation is reviewed, patient privacy, dignity and well being, ward safety, hand hygiene, staff appearance, ward confidentiality—plus the condition and appearance of bathrooms, flooring, furniture and lighting is assessed to help us maintain a high standard. The assessors are able to identify where improvements can be made, which in turn helps the cleaning, catering and maintenance staff, including the ward staff, to quickly facilitate improvement and follow through with an action plan that is monitored each month. Representatives chat to the patients to get their opinions on how well a ward is cleaned, their food, privacy and dignity, along with any compliments or concerns they may wish to register.

I’m happy to report that the PLACE Assessment which recently took place throughout the week 9–13 March was a great success. There were minor faults, of course, but on the whole the hospital shaped up very well, with patients giving high praise. The results will be assessed further by NHS England, and an annual report will register how we stand in the league table of hospitals.

The key to Chelsea and Westminster maintaining high standards in the PLACE assessments is due to the Estates & Facilities team’s determination to never become complacent about good results, but to strive to better them continually, working in partnership with clinical leads and the patient representatives. To facilitate this, the PLACE committee meet each month for two hours.

If you are interested in knowing more about becoming a PLACE assessor, just Google ‘NHS PLACE Assessments’ where you will find out how to apply.

Meet a Governor

Members of the Trust and the public have the opportunity to meet an elected representative on the Council of Governors at regular Meet a Governor sessions, which are held in the Information Zone on the ground floor of the hospital (near Costa Coffee).

Meet a Governor is your chance to call in for a chat and discuss any concerns, suggestions for improvements to wards or patient care areas, just to call and ask a governor questions about what we do and how we represent you.

We are keen to engage with members to ascertain their views and learn how they feel the trust is performing from a patient, carer or visitor point of view.

If you cannot attend these dates, please let us know your availability and we will arrange for a governor to meet you at your convenience—please contact the Foundation Trust Secretary at ftssecretary@chelsewht.nhs.uk.

Alternatively, please send an email to susan.maxwell@chelsewht.nhs.uk who will respond as quickly as possible.

Upcoming Meet a Governor sessions

April
• Tuesday 7 April, 2–3pm—Martin Lewis (Public Governor)
• Wednesday 8 April, 12–1pm—Susan Maxwell (Patient Governor)
• Monday 13 April, 11–12pm—Chris Birch (Public Governor)
• Wednesday 22 April, 3–4pm—Wendie McWatters (Patient Governor)
• Friday 24 April, 1–2pm—Melvin Jeremiah (Public Governor)

May
• Tuesday 5 May, 2–3pm—Martin Lewis (Public Governor)
• Monday 11 May, 11–12pm—Chris Birch (Public Governor)
• Wednesday 20 May, 3–4pm—Wendie McWatters (Patient Governor)
• Thursday 21 May, 12–1pm—Susan Maxwell (Patient Governor)
• Thursday 28 May, 2.30–3.30pm—Melvin Jeremiah (Public Governor)

June
• Tuesday 2 June, 2–3pm—Martin Lewis (Public Governor)
• Monday 8 June, 11–12pm—Chris Birch (Patient Governor)
• Wednesday 10 June, 3–4pm—Wendie McWatters (Patient Governor)
• Thursday 18 June, 12–1pm—Susan Maxwell (Patient Governor)
• Tuesday 23 June, 1–2pm—Melvin Jeremiah (Public Governor)

Plenty of life in the end of life body by Chris Birch (Patient Governor)

As a governor I have been a member of number of committees consisting of governors assisted by members of Trust staff.

The End of Life Care Steering Group is different in that it is made up of clinical professionals plus two governors (Anna-Francesca Hudson-Pressinger and me), representing patients and public.

Our meetings are chaired by Dr Barry Quinn, Assistant Chief Nurse and clinical lead for end of life care, or Dr Sarah Cox, our palliative care consultant. It is a lively place with a very much collaborative forum, aiming to help our hospital become one of the very best in terms of end of life care.

When Baroness Julia Neuberger’s report More care, less pathway, recommended in July 2013 that the Liverpool Care Pathway should be phased out over six to 12 months, our hospital decided to stop using the LCP immediately, replacing it with individually tailored end-of-life care plans.

The committee subsequently developed an end of life care strategy, which was adopted by the Board of Directors and the Council of Governors.

The committee succeeded in securing a grant of £55,000 from the Trust Board to train staff in end of life care.

This is because we believe that all our hospital staff need to be aware of the issues surrounding care at the end of life. It is not just the responsibility of our palliative care team.
Chelsea and Westminster sexual health services in groundbreaking drug trial

Sexual health clinics at Chelsea and Westminster Hospital NHS Foundation Trust have been taking a leading part in a ground breaking drug trial which has proved highly effective in preventing HIV in gay and other men who have sex with men.

Of the 545 men who took part in the two year trial for pre-exposure prophylaxis (PrEP), 154 attended Chelsea and Westminster clinics.

The PROUD study was led by the Medical Research Council (MRC) at University College London and Public Health England. Chelsea and Westminster was the lead NHS site for the study and Consultant in Sexual Health Services, Dr Ann Sullivan, the lead NHS investigator.

Colleague Dr Alan McOwan led the communication strategy for the study and the Chief Investigator Sheena McCormack is a Consultant at 56 Dean Street as well as working for the MRC.

The original idea for the study was from Prof Brian Gazzard and Dr Sullivan working with colleagues from Public Health England.

The study looked at whether offering daily HIV PrEP (in this case Truvada: a drug routinely used to treat HIV infection) to men who have sex with men (MSM) was a reliable way to prevent them from becoming infected by the virus.

The results, presented by Dr Sheena McCormack at a Conference in Seattle USA from 23–26 February, indicate that PrEP is highly protective for this group—reducing the risk by 86%.

Dr Sullivan said: “This is a very exciting result, demonstrating that if PrEP was made available to at risk individuals we could dramatically reduce the current high level of HIV infections being diagnosed in the UK in this group every year (almost 3,000 last year).

“Within the study taking a tablet daily was combined with a wide range of other risk reduction strategies, including condoms, sexual health screens and behavioural and counselling interventions.

“Particularly encouraging was that the vast majority of participants took the medication regularly, and there was no evidence that taking Truvada resulted in more risky behaviour as the rates of sexually transmitted infections were the same in both groups. This is the first trial carried out in a ‘real world’ setting (ie not a placebo controlled trial) and it offers another very useful tool for effective HIV prevention.”

HIV Consultant Dr David Asboe said: “There can be no doubt that this announcement from the PROUD study heralds a significant advance in HIV prevention.

“The results prove the clinical effectiveness of PrEP, whose benefits are even higher than most HIV professionals expected.”

The PROUD study results, and subsequent cost effectiveness analyses, are to be included in the review underway by the PrEP Policy sub-group of the NHS England HIV Clinical Reference Group.

This group is considering whether use of anti-retroviral drugs for PrEP should be commissioned, and is working with a range of stakeholders on how a PrEP service could be commissioned across NHS and local authority responsibilities.

Sleep well, feel better

Chelsea and Westminster recently celebrated the benefits of a good night’s sleep.

The hospital was recognising World Sleep Day (13 March) with an event in the main atrium raising awareness of sleep importance, sleep disorders and how our staff can help patients with these.

Chief Sleep Physiologist Ana Brito said: “Sleep problems constitute a global epidemic that threatens health and quality of life for up to 45% of the world’s population.”

Sleep well, feel better

The aim is to lessen the burden of sleep problems on society through better prevention and management of sleep disorders. The slogan for 2015 WSD is ‘When Sleep is sound, health and happiness abound’.

“Sound sleep is a treasured function and one of the pillars of health, along with a balanced diet and adequate exercise. When sleep fails, health declines. Poor sleep and bad health decrease the quality of life and take happiness away.

“Most sleep disorders are preventable or treatable, yet less than one-third of sufferers seek professional help.

“Sleep problems constitute a global epidemic that threatens health and quality of life for up to 45% of the world’s population.”

Making staff FGM aware

Female genital mutilation was the subject of a stand recently on show in the hospital to recognise FGM zero tolerance day.

FGM specialist midwife Deborah Alcayde said: “The stand was a way of reaching out to raise awareness of FGM and the impact it has on women and their families.

“The stand was very well received and we welcomed the opportunity to get feedback from colleagues. We are always happy to discuss issues around this sensitive subject with them at any time.

“We have now created an FGM log under patient options on Lastword which is now a new Department of Health requirement for all clinicians and healthcare professionals.”

Email deborah.alcayde@chelseawest.nhs.uk or call the FGM information line on 07812 378 363 for more information about the new mandatory Department of Health (Dh) FGM log.

‘You talk, we listen’

Trust scores well in staff survey

The Trust is a good place to work—and that’s according to its staff. The results of the national staff survey 2014 show that Chelsea and Westminster remains in the top 20 per cent of acute trusts in the country as an organisation that staff would recommend as a place of work or to receive treatment.

Staff ability to contribute towards improvements at work ranked above average compared with other acute trusts.

Also scoring well in the survey was staff feeling they were able to make valuable contributions to improve the work within their team and have frequent opportunities to show initiatives in their current role.

Other positive areas include:

• staff agreeing that feedback from patients/service users is used to make informed decisions in their directorate/department
• staff reporting good communication between senior management and staff
• staff having well-structured appraisals in last 12 months
• support from immediate managers
• staff appraised in last 12 months
• staff agreeing that feedback from colleagues. We are always happy to discuss issues around

But there were a number of areas where the Trust needs to focus on improvement. These included:

• staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months
• staff experiencing discrimination at work in last 12 months
• staff receiving health and safety training in last 12 months
• staff working extra hours
• staff appraised in last 12 months

Dean Street’s Dr Sheena McCormack presented the PROUD results to an international audience.

Susan Young (Chief People Officer and Director of Corporate Affairs) said: "The results prove the clinical effectiveness of PrEP, whose benefits are even higher than most HIV professionals expected.”
Progress continues to be made on taking action on the areas requiring improvement highlighted by last year’s Care Quality Commission (CQC) inspection.

Over the past few weeks, a pilot peer review of services has been carried out with the involvement of both our local Clinical Commissioning Groups (CCGs) and Healthwatch. In early April we carried out a full peer review of services which has been assessed and reported on as a CQC inspection would. The results of this internal review will be published on our Open Day in May.

Trustwide

• Improve staffing levels at night. **Update:** From 1 April all adult wards with more than 18 beds are funded for three registered nurses on the night shift.

• Review the ability for agency staff to access electronic medication charts and other electronic documents and administer drugs. **Update:** Training audit has been carried out and Lastword is available to trained agency staff. David Evans Ward, AAU and Apollo Ward now hold Lastword usernames and passwords for agency staff.

• Provide all members of staff with up-to-date personalised information about patients’ personal and physical needs. **Update:** The ‘this is me’ document to be used on all wards for patients with dementia. All information recorded is visible in the bedside folder so that information sharing is effective for all staff. A pathway is being drawn up by the dementia steering group and will be launched once new documents and materials are in place.

• More visible senior leadership. **Update:** The senior nurses are in uniform in clinical areas on Back to Floor Fridays and the executive team are undertaking weekly walkabouts.

• See all patients within 18 week referral to treatment target. **Update:** 90% of patients are being seen within 18 weeks.

Surgery

• Make safety thermometers and identified quality outcomes available for sharing with both the public and staff. **Update:** In the short term staff will receive training regarding safety thermometer information with a longer term plan being drawn up to make the information consistent across the Trust.

• Reduce the incidence of pressure ulcers within surgery by 25%. **Update:** A new programme for reducing pressure ulcers has been introduced in Lord Wigram Ward which involves close monitoring, best practice and skin assessment. A responsible clinical lead has been identified. The ward had 52 days without a pressure ulcer.

• Ensure the surgical safety checklist is used at each stage of the surgical pathway. **Update:** Monthly audits of practice are now in place with results regularly reviewed.

• Ensure all wards have sufficient levels of linen as identified by the ward manager. **Update:** Matrons’ real-time spot checks now include a check on linen supplies.

• Ensure information for patients is visible and readily accessible. **Update:** Currently looking at standardising all displayed information. Leaflets are also available for patients which are relevant to their condition and treatment options. Using national templates where possible.

• Clearly identify Friends & Family Test results to staff and patients. **Update:** This information is now published weekly on You Said We Did boards.

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Medical

• Increased appropriate use of the discharge/transport lounge. **Update:** The new lounge is now open and has improved facilities for patients.

• Improve visibility of junior doctors rotas. **Update:** MediRota (electronic rota system) is now in use.

• Clear seven-day consultant input for wards. **Update:** This is now in place with a clear rota.

Critical care

• Provide infection rates in the Intensive Care Unit (ICU) in line with trustwide infection control policies. **Update:** Infection control rates for ICU are now regularly published.

• Have one integrated patient care record. **Update:** The ICU is looking at an integrated database and charting system which will link into Lastword and replace the need for paper.

• Participate in the ICU National Audit and Research Committee (ICNARC) programme. **Update:** Board now approved funding to participate in the ICNARC which will go live in April.

Outpatients

• Ensure all areas are accessible to wheelchair users. **Update:** A review has been ongoing with the pre-operative assessment and the estates teams to redesign the reception area. Special procedures are in place in Phlebotomy. The Diagnostic Centre has been designed with wheelchair users in mind.

• Ensure that cancelled appointments are reduced to 8% and that cancelled appointments within six weeks are reduced to 2%. **Update:** Information regarding cancelled appointments is included with the Trust Executive dashboard to support oversight and divisional engagement. A new process for clinicians is now in place around cancelling leave with less than six weeks’ notice.

• Meet national staffing guidance. **Update:** From 1 April additional funding has been allocated to uplift the registered nurse numbers within wards to meet RCN guidance.

• Increase paediatric pain Clinical Nurse Specialist (CNS) cover to provide a five-day service. **Update:** From 1 April funding has been allocated to increase from 0.5 working time equivalent (WTE) to 1.0 WTE paediatric pain CNS.

Women & Children and HIV & Sexual Health

Maternity

• Greater transparency of information and outcomes. **Update:** Information on noticeboards in Antenatal Clinic and on You Said We Did boards as well as staff areas.

• Achieve recommended staffing levels. **Update:** New staff have been appointed and we continue recruiting.

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