West Mid ‘leading the way’ in dementia care says Health Secretary Jeremy Hunt

THE SECRETARY OF State for Health praised West Mid for leading the way in improving care for patients with dementia after visiting our newly refurbished dementia-friendly ward in June.

Jeremy Hunt joined MP for Brentford and Isleworth, Mary Macleod, for a tour of Crane ward, which was officially opened by celebrity Russell Grant back in January this year. He met staff and patients on the ward, which was specially upgraded to provide a more relaxed environment for those with dementia, and joined in a quiz with patients.

More on >>P3

New Victim Support service launched at West Mid

In May 2014 Victim Support launched outreach support at West Middlesex Hospital for patients and staff who have been victims of crime. The project was made possible thanks to funding from the London Borough of Hounslow innovation fund.

Victim Support have recruited a team of volunteers who will offer support at the hospital to victims of crime including those who have suffered from domestic and/or sexual abuse.

The service is based in the Patient Advice and Liaison Service (PALS) office in the main atrium, from Monday to Friday, between 5pm and 8pm, and will offer emotional support and practical advice as well as advocacy to help victims in their dealings with the police, courts, social services and other organisations.

The service is completely free and confidential.

Project co-ordinator Ellen Presser, of Victim Support, said: “Victim Support hopes that launching the new service on the ‘front line’ will make it easier for all Victims of crime who pass through the hospital to seek help.

As part of the project, Ellen has already met with...

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GETTING FEEDBACK FROM people who use our services is invaluable as it represents a free learning opportunity for us. We receive feedback in a variety of ways from formal correspondence, such as written complaints and national surveys, to more informal ways including posts on Twitter and other social networking sites.

Nowadays people can post their feedback from within the hospital whilst they are having, or waiting to have, treatment. This new development gives us the opportunity to address any issues as they arise and hopefully resolve them before the patients go home. On a number of occasions recently we have picked up comments made online and been able to take action, in some cases even visiting a patient on a ward to discuss their issues, and turn a poor experience into a positive one.

Another relatively recent feedback mechanism is the Friends and Family Test. Patients are asked, at the end of their hospital visit, whether they would recommend us to their friends and family. Initially this was for inpatients and those visiting A&E, but over the last year it has been extended to women using our maternity services. During the first 12 months of its use (April 2013 to March 2014) almost 8,000 patients completed the survey. Of these, 94% said they would either be extremely likely or likely to recommend us. For May this has increased even further to 96%, based on feedback from some 1,161 patients and A&E, displays details of the Friends and Family Test feedback on special boards. So do take a look next time you visit.

We will be extending the Friends and Family Test survey in the near future to include people using our outpatient services, which sees around 250,000 patients each year.

Independent national surveys have been undertaken for a number of years. The Care Quality Commission (CQC), who are the independent regulator of health and social care in England, coordinate these surveys and publish the results on their website. Last year we were disappointed with the feedback we received from the inpatient survey, which highlighted a number of issues where patients scored us low compared to other hospitals. As well as analysing the results we have been carrying out listening events bringing together patient representatives and staff to generate ideas to improve both their experiences. You can read more on page five.

The 2014 survey will be posted out shortly to people who were inpatients here during this summer. If you do receive a questionnaire I would really encourage you to take the time to fill it in and return it. Last year the response rate for our hospital was below the national average with just 315 out of 850 eligible patients completing the survey.

The higher the response rate the better our understanding of what patients think of our services, this will allow us make improvements where they are needed for the benefit of all our patients. Whether it is completing a detailed survey, a short questionnaire, email or tweet please do let us know about your experiences of our services. But do remember the best form of feedback is speaking directly to us. If you have any concerns please speak to a member of staff. You can always ask to speak to the manager for the ward or department or the matron who oversees it. Alternatively you can ask to speak to someone in our PALS (Patient Advice and Liaison Service) team.

We look forward to hearing from you, and together we can all play a part in ensuring that we continue to deliver a first class service for our community.

How to give your feedback
• Please speak to a manager or the matron in charge
• Visit our PALS team next to the main reception in the hospital atrium or email pals.service@wmuh.nhs.uk
• If you are asked to fill in a survey or questionnaire please do as we really value your feedback
• For information about our compliments and complaints procedure, visit our website: www.west-middlesex-hospital.nhs.uk
• You can email us at tellus@wmuh.nhs.uk
• Follow us on Twitter @westmidhospital
• Post feedback on NHS Choices at www.nhs.uk

HAVE YOU EVER thought that what happens in hospital doesn’t make sense or wouldn’t happen in other walks of life?

Are you a patient, a carer or a member of staff with a radical idea for how we could do things differently to really improve the experience of being cared for by West Mid?

Our clinicians want to take a fresh look at our approach to all areas of the hospital’s daily routines, being innovative with new technology, new processes and new ways of working so that patients have less disruption to their lives whilst being safely cared for by our expert teams.

In five years time, healthcare is likely to look and feel different to today. Our new Patients, People & Processes Transformation programme is our opportunity to bring the future to us faster and to make sure that our patients remain at the core of everything we do.

We want to deliver the best possible care and patient experience and in doing so, we are putting ourselves into our patients’ shoes to help us understand what they will want from their future hospital. We will be combining the best practice ideas that already exist at the Trust with the leading patient focused success from elsewhere, in and outside of healthcare services. The programme is being led by experienced West Midlands clinicians who each have a strong view as to what must be different if we are to exceed the expectations of our patients, their carers and our staff at the start of the next decade.

Patients, carers and staff can all play their part in the programme by letting us know the things that can be improved, where we need to innovate and where we can learn from other customer-centred industries and adapting what they do very well to service the local population of West Midlands.

We have already begun acting upon feedback that we have received and later this year, patients will start to see the benefit from three very different approaches which we have identified to improve our service delivery.

Firstly the Trust has been working closely with local clinical commissioning groups to develop a consultant-led model for ambulatory emergency care (AEC). This service will help our patients to be assessed and receive treatment and care without an overnight stay away from their loved ones. Similar services in other NHS trusts consistently result in high levels of patient and staff satisfaction as well as a significant reduction in emergency patient admissions. The AEC is due to launch in time for the winter period, and will help us to provide a fast, efficient and responsive service which helps patients to get home safely and swiftly.

Secondly, we will be working even more closely with our colleagues who provide primary and community healthcare, sharing care plans for individual patients in a more effective way. This means that the care patients receive when they get home is a seamless continuation of the approach taken by the hospital’s clinicians and making sure that when patients have to be admitted, every interaction of care that they receive is focussed on helping them to return home safely without unnecessary delay.

Thirdly, some of our clinicians have now been trained in and are piloting how to make best use of the local commissioner’s referral triage system so that only patients who will benefit from an outpatient attendance are actually booked into an appointment, and that they are booked into the most appropriate clinic the first time. This will be supported by making the best use of new technology and communications channels to help our patients to access follow-up care without having to make a trip to the hospital.

If you have an idea for something that you think needs to be transformed here at West Middlesex please e-mail our Director of Transformation James Friend directly at james.friend@wmuh.nhs.uk

James Friend - Director of Transformation

Jacqueline Docherty DBE - Chief Executive

Director's cut
Health Secretary visits West Mid

ON 12 JUNE Health Secretary Jeremy Hunt visited our hospital to see and hear first-hand about the work we have been doing to improve care for patients with dementia.

He was given a tour of Crane ward by Chief Executive Jacqueline Docherty and Chairman Tom Hayhoe, and chatted to staff to learn more about how the ward has been transformed into a dementia-friendly environment. At the end of his tour he joined patients in the ward’s new day room for a quiz with tea and biscuits.

Describing his visit, the Secretary of State said: “I was incredibly impressed on my visit today to see how West Middlesex University Hospital is leading the way in improving care for patients with dementia. It is only relatively recently that we have started to understand dementia, and to diagnose and treat it appropriately. What is needed now is real cultural change to ensure we are able to provide the very best care for those who develop dementia now and in the future.

“From my visit today to the hospital’s dementia-friendly ward I can see that they have thought a lot about how they can make patients feel more relaxed and at home while they are in hospital. They have demonstrated that these things don’t need to cost a lot, but really quite small changes can make a big difference for the patients, their carers and the staff looking after them.”

Mary Macleod MP added: “I was delighted to welcome the Health Secretary, the Rt Hon. Jeremy Hunt MP to West Middlesex University Hospital today to show him around the new dementia-friendly ward. On the tour we chatted to many of the medical staff and joined in a quiz with patients in the day room on the ward. We saw some of the very simple ways the ward has been adapted, such as giving patients at risk of a fall bright red, anti-slip socks to wear so that all members of staff are easily aware they might need some extra help getting around.

“Dementia is such a big and growing issue and I am very proud to support the Alzheimer’s Society Dementia Friends campaign – they are aiming to have one million Dementia Friends across the country. The Secretary of State, myself and my office team have all become Dementia Friends. I have written to the leader of Hounslow Council to urge him to provide Dementia Friends training for senior staff and Councillors. You can find out more about becoming a Dementia Friend on their website www.dementiafriends.org.uk or contact my office on 020 7219 7023 and I would be happy to send you some information.”

New Victim Support service

WEST MID STAFF working in A&E, Maternity and Sexual Health to promote the new service and to encourage NHS staff to refer patients to the local Victim Support team.

Victim Support plans to offer a drop-in service when sufficient volunteers have been trained, later this year. The charity is still looking to recruit more volunteers to help run the service, all of whom will receive extensive training. If you would like to volunteer please call 020 7244 4555.

95%* of our patients would recommend West Mid

FRIENDS AND FAMILY Test results are collated and analysed every month and, *of 1,367 patients who completed a friends and family test survey in June 2014, 95% said they would be either extremely likely or likely to recommend the hospital. The NHS friends and family test is an important opportunity for you to provide feedback on the care and treatment you receive and in turn to help us improve our services.

All you will be asked to do is fill in a simple questionnaire asking how likely you would be to recommend the ward / A&E department/ maternity service to your friends and family. There is also room to fill in any comments you may have about the care you received from us. The survey is completely confidential and your details will not be passed onto anyone. Taking part is voluntary but we would very much appreciate your involvement.

News in brief

Award winning ICT study

CONGRATULATIONS TO DR Fink and Ashfaq Gilkar for winning the Cogent ‘UK Life science skills award 2014’ in the Healthcare Science Category for their Point of Care Testing (POCT) project on 15 May 2014.

Led by Dr Fink and co-ordinated by Ashfaq, the POCT study was sponsored by the NHS London ‘Innovation Fund’, and was a collaborative study involving our A&E Department. It was innovative in that the POCT devices were bi-directionally interfaced to the hospital network ensuring electronic transfer of patient demographics and test results which were displayed on ICE (the hospital order communications system).

This ‘POCT on-line system’ enhanced the safety and reliability of patient data, and significantly reduced patient waiting times in A&E, especially among cases where the test profiles were exclusively carried out using the POCT devices.

At the awards, the project was also highly commended for the ‘Outstanding Leadership in Skills’ award.

Bike to Work Week Winner

Monica Keats receiving her Bike to Work week certificate and vouchers from Terri Rolston, Facilities Manager.

AS PART OF THE Trust’s commitment to encouraging greener travel through its Travel Plan, staff were encouraged to cycle to work during national Bike to Work Week in June. Among the incentives was the offer of a biker’s breakfast each day, courtesy of ISS, for those who filled in a record of their weekly mileage. All entries were added to a prize draw to win £40 worth of High Street vouchers.

This year’s winner was Communications Officer Monica Keats, who was delighted at winning the prize draw. She told WMHM that she started cycling to work in January this year after purchasing a bicycle through the Trust’s cycle scheme.

She explained: “Had it not been for the cycle scheme I don’t think I would have purchased a bicycle and I’m so glad I did it. I’ve certainly made use of it on sunny weekends, exploring the beautiful parks and riverside in the local area.”

The Trust’s cycle scheme allows staff to get a bike and safety equipment up to the value of a thousand pounds and then pay it back over a period of a year through tax free salary deductions. If you are a member of staff and would like more information about the Trust’s cycle scheme please email travel.plan@wmuh.nhs.uk.
Skin cancer

What is skin cancer?
The body is made up of millions of different types of cells. Cancer happens when some cells multiply in an abnormal way and the body does not detect them in time or cannot repair the abnormality.

Are there different types of skin cancer?
Yes, the most common types of skin cancer are melanomas, squamous cell cancers (SCCs) and basal cell cancers (BCCs).

Melanoma is a potentially dangerous type of skin cancer that is fast growing and has the ability to spread in the body.

Non-melanoma skin cancers such as SCCs and BCCs are more common. SCCs can be fast growing and they too have the potential to spread into the body. BCCs are far less aggressive and do not spread into the body.

Most skin cancers including melanomas are linked to overexposure to ultraviolet (UV) light. Severe sunburn, pink growths, shiny bumps or scars.

What are the symptoms?
The first sign of a melanoma is often the appearance of a new mole or a change in the appearance of an existing mole, usually on the back, legs, arms and face.

Look out for the ABCDE signs:

• Asymmetry – irregular in shape
• Boarders which are uneven or notched
• Colour – a mix of two or more colours
• Diameter (larger than 6mm)
• Evolving or enlarging - a change in size, shape, color over time or itching/bleeding spontaneously

SCCs tend to be rough, scaly patches that may crust and can bleed if bumped, usually found in sun exposed areas.

BCCs often look like persistent, non-healing sores, red patches, pink growths, shiny bumps or scars.

How is skin cancer treated?
The treatment options offered to you will depend on several factors including the size of the skin cancer, where it is on your body and your biopsy results.

Surgery is the main treatment for melanoma but if the melanoma is thicker, you would be referred from West Middlesex to the Royal Marsden for further treatment. For SCC and BCC you may require surgery and sometimes radiotherapy.

Who is commonly affected by skin cancer?
People with fair skin (which burns and does not tan easily), usually with light hair and pale eyes tend to be at higher risk of developing skin cancer. Having a large number of moles and/or freckles can also increase your risk.

Melanomas tend to affect the younger generation and it is on the rise as more people travel abroad for holidays and with the use of sun beds. BCC is associated with older patients who have had chronic sun exposure through living abroad, playing a lot of outside sports or having outdoor-based jobs.

How do I reduce my chances of developing skin cancer?
We all need vitamin D for healthy bones and skin, however, we need to be ‘sun safe’ by avoiding the mid-day sun and not allow ourselves to get burnt. For all skin types sun protection factor (SPF) 30 – 50 is recommended, and look out for the 5 star rating. Most sun creams now block UVA and UVB; look out for this on the bottle. Don’t forget to re-apply sun cream throughout the day and after you swim in the sea/swimming pool.

Am I more at risk if there is a history of skin cancer in my family?
Most non-melanoma skin cancers do not run in families. If you have a parent who has had squamous cell skin cancer, you have a 2 to 3 times higher than average risk of getting one yourself.

People who have a family history of melanoma have an increased risk.

What happens after you have had skin cancer?
If you have had a non-melanoma skin cancer, you have about a 10 times higher risk of getting another non-melanoma skin cancer. If you have had a melanoma, you have a three times higher than average risk of getting a non-melanoma skin cancer.

Your dermatology doctor should be seeing you regularly for skin checks if you have had a melanoma or SCC. Always seek the advice of your GP should you notice a skin growth that does not go away or changes and you are worried.

Remember to cover up in the sun and look out for any signs of another skin cancer.

Your hospital, your invitation...

FOLLOWING THE SUCCESS of our first open day last year, this September we are holding another open day and we would like to invite you all to join us on Saturday 13 September 2014.

West Middlesex is a vital part of the community, serving a local population of around 400,000 and this event allows hospital staff to showcase the care that they deliver every day. Hospital staff, volunteers and our healthcare partners will be running a variety of stalls with activities for the whole community, making health and wellbeing fun and engaging for everyone.

Our careers zone will provide advice to anyone interested in working for the NHS or one of its service providers; ISS and Bouguers will be showing young adults the broad range of careers associated with running a hospital. There will be an opportunity to meet a variety of professionals and find out more about their roles and career path.

If you are a member of staff and would like to take part in the open day, please email: communications@wmuh.nhs.uk.

This event is open to everyone so please tell your friends and family, and do come along and enjoy the activities that we have planned.

Activities include:

• Health & Wellbeing
• Careers information
• Sexual Health advice
• Nutrition and lifestyle
• Hand hygiene tips
• Behind the scenes tours
• Food sampling
• Quizzes and games
• Live entertainment

Saturday 13 September 2014
A fun family event, with behind the scenes tours, health checks, careers advice, live entertainment, food and drink.

www.west-middlesex-hospital.nhs.uk/open-day  @westendhospital
ON THURSDAY 26 June the Trust held a patient and staff experience event in the Education centre in an effort to improve patient and staff experience at the hospital. The Trust welcomes all feedback and often it is patients themselves and front line staff who come up with the best solutions and ideas for improving patient and staff experience. The event was opened by Chief Executive Jacqueline Docherty DBE.

The aim of the event was to bring together patients and hospital staff to share good practice, generate discussion and ultimately identify ways to improve the experiences of both the patient and staff. The Trust believes that it is important to look at both staff and patient experience together as it is widely agreed that they are closely linked.

In the first event of this kind at West Mid, it was very well received with over 100 attendees, including local patient leaders, hospital staff from all clinical divisions and support staff from ISS (the company which manages services such as portering, catering and cleaning). Poster presentations highlighted patient experience improvements that have been implemented across the Trust in the last year. There were also talks about successful improvements in maternity, care for patients with dementia and for patients who frequently attend A&E, with patient representative, Jeff Goodall discussing the hospital’s ‘befriender’ scheme.

The second half of the event looked at the findings from recent staff and patient surveys and in four groups, the attendees discussed four key themes: communicating with each other; attitude and behaviour; staff and patient environment; and nursing/medical care.

Each group was asked to discuss one of the themes and then present five solutions for improving patient experience and another five for staff experience. All of the ideas were placed on the wall for people to read and the attendees then voted for the most popular solutions using a technique called ‘dotmocracy’. Participants voted by placing a dot on each of the ideas that they liked most, this quickly identified which ideas won the popular support of the group. The results and action plan arising from the event will be shared with everybody who attended and will be posted on the Trust’s website soon.

A&E Volunteer Co-ordinator, Jeff Goodall said: “I met some delightful staff and patients throughout the day which was very well organised. The conference proved to be an effective platform for clinical staff to discuss ways forward to improve and develop patient care. It provided an opportunity for patients to express their points of view and to track and familiarise themselves with work in progress at WMUH. I sincerely hope that an equally high quality event will be held annually.”

Associate Director for Patient and Public Involvement, Joe Johnson said: “It was a great event which provided a valuable opportunity for our doctors, nurses and other staff to showcase the important work they have already done to improve patient experience and safety. I was very impressed by the Division of Surgery’s stall. The group work was fun and generated some excellent ideas and suggestions. It is important now that we implement as many of those ideas as possible and make sure that we share the learning with people who could not attend the event.”

ON 24 JUNE, the Secretary of State for Health launched a new campaign to make the NHS the safest healthcare system in the world, building on the recommendations of the Berwick Advisory Group. The campaign has set out a three-year shared objective to save 6,000 lives and halve avoidable harm as part of the journey towards ensuring patients get harm free care every time, everywhere.

This is something we are keen to support and as an organisation we have signed up to the campaign and pledged a commitment to:

- **Put safety first** - reduce avoidable harm and make public the goals and plans we develop
- **Continually learn** - make our organisation more resilient to risks, by acting on the feedback from our patients and by constantly measuring and monitoring how safe our services are
- **Honesty** - be transparent with people about our progress to tackle patient safety issues and support our staff to be candid with patients and their families if something goes wrong

Louise Page, Chair of the Patient Safety Forum, is leading this initiative for the Trust and in conjunction with clinical colleagues will develop our safety improvement plan which will be approved on behalf of the Board by the Clinical Excellence Committee in the autumn and then published on our website. As part of our commitment to ensure our patients are safe and receive the best possible care, we are encouraging all our staff to report any patient safety incidents, whether they actually result in harm or a near miss, so that we can learn from these and minimise the risk of them reoccurring.

**Building a sustainable Maternity service**

TO HELP ENSURE our maternity unit is fit for purpose and able to manage the increased demand on its services we are expanding its capacity by adding on some new modular units. The new units will enhance our facilities by providing additional ante and post natal beds as well as an extended Special Care Baby Unit.

Over the next six months or so, there will be some disruption on site as construction work proceeds. We have established a working group to oversee the project and who will ensure that patients, visitors and staff are kept up to date of progress.

**Sign up to safety – Listen, Learn, Act**

- **Collaborate** - take a leading role in supporting local collaborative learning, so that improvements are made across all of the local services that our patients use
- **Support** - help people understand why things go wrong and how to put them right. Give staff the time and support to improve and celebrate the progress
Coming & goings

Starters

Susan Sinclair – director of strategy

Susan joined the Trust in June as deputy director from the North West London Strategy and Transformation team.

When asked why she chose West Mid, Susan said: "It’s a really exciting time for the Trust as it significantly expands services as part of the Shaping a Healthier Future programme, which allows us to invest in clinical staff and facilities. Added to that, the potential merger with Chelsea and Westminster NHS Foundation Trust means it’s an interesting time to be part of West Mid.”

Commenting on her first month at the Trust, she said: “It’s been great to be back in the hospital environment and working with such a friendly and committed team.”

Nupur Goel - consultant microbiologist

Consultant in microbiology and infection control Nupur Goel joined the Trust in April from Frimley Park Hospital where she was a consultant microbiologist for seven years.

When WMM spoke to Nupur in June, she said: “I chose to join the Trust because the hospital is very liked by its local community, and as I live locally, it’s somewhere that I’ve been interested in for some time. So far it’s been a very welcoming environment; everyone is friendly and goes out of their way to do their best which is a very positive thing.”

Nupur said she’s most looking forward to working with her colleagues across the Trust to drive down the number of hospital acquired infections.

Susie Boyle – head of operations and site services

Susie joined West Mid as head of operations and site services in May from Chelsea and Westminster NHS Foundation Trust where she was the clinical site manager for four years. Her new role involves overseeing the site managers and working on patient flow and operational planning. When asked why she chose West Mid, Susie said: “This is a nice, small hospital with lots of energy and it’s an exciting time for change as West Mid has lots of potential.”

Susie said she is most looking forward to improving the patient journey and the working life of staff by giving them the support they need to provide the best care to patients.

Leavers

Margaret Houlton – School Teacher, Paediatrics

In July we wished a happy retirement to our ward school teacher, Margaret Houlton, who has been instrumental in bringing school services and education to West Middlesex for the past 22 years.

She has been innovative in her style of teaching to children of all ages, even bringing their final exams to them if they were in hospital!

Margaret is a valuable member of the team and she will be very much missed by all. We would like to wish her all the best. Enjoy your retirement, you have earned it!

Jane Edwards - children’s diabetes specialist nurse

We wished good luck to children’s diabetes specialist nurse, Jane Edwards in June as she left the Trust to take up the children’s diabetes specialist nurse role at St Richards Hospital in Chichester.

Jane has served at West Mid for 20 years, with 11 years in her current role and said the Trust has always been a friendly hospital to work in. “I’d like to thank all my colleagues, who I’m certainly going to miss, along with my patients, some of whom I’ve known for 11 years. I’d like to give a special thank you to Dr Rangasami.”

Lie Wah Johnson – research nurse

In July wished good luck to Research Nurse in Medicine, Lie Wah Johnson as she left the Trust to take up the role of health product specialist at Servelec, Sheffield.

Lie Wah has served at West Mid for 24 years, with 15 years within the Directorate of Nursing and said: “I’d like to thank all my colleagues for the support, guidance, and encouragement they have provided me during my time at West Mid. I will certainly miss all my colleagues, the patients and the hospital but I am also looking forward to this new challenge and to starting a new phase in my career.”

Serena Kang – foundation programme co-ordinator

We bid a fond farewell to foundation programme co-ordinator, Serena Kang, who left the Trust in June after 14 years to join Kingston Hospital NHS Foundation Trust as foundation and medical training co-ordinator.

Serena said: “I’ve enjoyed working at West Mid and I’m going to miss all of my colleagues a lot. Although the role has been challenging at times, I’ve really liked working with all the doctors who have successfully completed training during the foundation programme.”

In each edition we feature a small selection of staff joining and leaving the Trust. If you would like to be featured, or know someone who has recently started, is due to leave or has had a change in role then please let us know via the contact details below.

Get in touch

Editorial team: Richard Elliott, Monica Keats
Contact: communications@wmuh.nhs.uk / 020 8321 6342 / 5035

We hope you enjoyed this edition. Please contact us if you have feedback, suggestions or an article for future issues, and also to be added or removed from our mailing list.
Compassionate care

We value all feedback we receive, and in this section we highlight some of the recent comments from our patients.

Via NHS Choices:
Post your comments at www.nhs.uk and search for our hospital

Anonymous gave Compassion a rating of 5 stars

Early Pregnancy Unit

We value all feedback we receive, and in this section we highlight some of the recent comments from our patients.

You can get in touch by emailing tellus@wmuh.nhs.uk or via our website www.west-middlesex-hospital.nhs.uk and going to the ‘Tell us’ section under ‘Contact us’.

Via email (tellus@wmuh.nhs.uk):

We would like to thank and compliment all of the staff on the starlight ward at west mid hospital.

Our daughter was admitted recently, Amy and Maxine were so supportive to me, a very worried mum. The ward was clean and above all our daughter is now starting to recover, also we would like to thank the prompt action of the A&E team on the children’s ward.

Excellent service from the NHS, where we would be without you!
NC & AB

Via Twitter (@WestMidHospital):

Lellingtons @Lellingtons - Jul 8
Meet up with the @WestMidHospital home birth community midwives this morning who are truly wonderful and supportive. Hurray!

Asad Quddus Ahmed @QuddusAhmed3 - Jul 2
These nurses at @WestMidHospital are a godsend. They should be awarded honorary membership to awesome :) @HounslowChron @HounslowBob

adam powers @adamtpowers - Jun 11
@WestMidHospital in the last 24hrs A&E, surgery and ICU teams presented the VERY BEST of NHS. Humane, empathetic, total pros. Thank you!

Photo gallery

A big well-done to 12 of our midwives who, all dressed in pink, ran the Race for Life on Sunday 15 June in Richmond Park.

Newly qualified midwife, Amy Colwill, organised the team’s involvement in the race in support of colleagues who have suffered from breast cancer in recent years, and in memory of Nikki Jones, our resus officer who passed away last year.

When the race organisers heard that our midwives were taking part, they even invited the team to start the race off!

We are delighted to say that they managed to raise over £900 for Cancer Research UK and would like to thank all of their supporters for their generosity.

Having run half marathons for charity in the past, this August FY1 Dr William Bermingham is embarking on his biggest challenge yet by taking part in the London-Surrey 100 mile Prudential Ride London Sportive event.

Will aims to fundraise £1,250 for Bliss, a charity that does amazing work supporting families with premature babies, as well as funding research and driving improvements into the problems faced by babies born prematurely. Will said: “It’s a cause which helps me push on with training even after a long day at work!”

So far Will has raised £1,060. If you would like to help Will reach his fundraising target for Bliss, please donate online at: http://uk.virginmoneygiving.com/willcycles.

Head of operations and site services and keen cyclist, Susie Boyle will also be taking part in London-Surrey 100 mile Prudential Ride London on 10 August in aid of Centrepoint, the UK’s leading charity for homeless young people.

Susie has run 10k for charity before and is also keen to raise £700 and needs your help to reach her target for this worthwhile cause. If you would like to show your support for Susie’s challenge and Centrepoint, please donate online at: http://www.justgiving.com/Susie-Boyle1

To the Staff of the Middlesex AMU 1,

All the K family wish to thank you for your wonderful, gentle care of our mother KK last week.

We think you are one of the best teams of nursing and practical staff we have encountered, and we deeply appreciate your sensitivity, tact and genuine warmth.

Thank you,
The K family

Via the Trust Thank You cards:
Recognising West Mid’s Healthcare Assistants

IN RESPONSE TO the Cavendish review which followed in the wake of the Francis Report into the failings at Mid Staffordshire Hospital, West Middlesex has taken various steps to ensure healthcare assistants (HCAs) at the Trust are fully competent to deliver safe and compassionate care. The Trust has developed its existing arrangements by investing in a more comprehensive HCA training programme, which includes the launch of our HCA local registration.

Local registration acts as an indication to the public that HCAs have the skills, competency and knowledge needed to provide high standards of care. To obtain local registration, HCAs at the Trust have to meet set criteria which includes completing all Mandatory and Statutory training, signing up to the Code of Conduct for Healthcare Support Workers and submitting the Trust’s competency booklet. The booklet is designed to test practical competency and acts as a record that the HCA is fully competent and holds the knowledge required for their role.

On Monday 23 June we held an HCA local registration ceremony in the Education Centre to celebrate the first group, made up of 40 HCAs, to complete this training. The ceremony attracted a full room of HCAs and their nursing colleagues, along with Chief Executive Jacqueline Docherty, Director of Workforce Nina Singh and Richard Griffin Director of the Institute of Vocational Learning at Bucks New University.

This programme has proved extremely popular with senior clinical staff and allows multidisciplinary and those from different specialties to develop their leadership and project management skills. The CLP is predominantly an interactive programme rather than ‘chalk and talk’ sessions. The projects which the participants undertake aim to make a real difference to how services are run at the West Mid and improve the patient experience. We are also planning to video some of the presentations this year to use as training and education tools.

Karen Boakes, Assistant Director of Learning & Development said: ‘Everyone learns something from the programme which they can take that away with them in their careers and the Trust also benefits from some excellent work towards service improvement. The programme often stimulates an interest for further leadership and management development by the participants and hopefully a lifelong interest in developing themselves and those who they manage.’

Applications for the eighth programme will commence in September 2014 with a start date in December.

This year’s candidates and the titles of their service improvement projects were:

- Ms Gillian Avery, Senior Sexual Health Nurse; Engaging the team in developing a •
- Dr Adam Al-Attar; HIV testing in general medical admissions •
- Dr Emily Williams; A review of the screening, treatment and discharge pathways •
- Dr Natalie Vanderpant; Improving communication between doctors and next of •
- Dr Mark McPhail; Improving the quality of care of patients with alcohol related liver disease. •
- Dr Simon Peake; Development of speciality IN REACH referral services to the •
- Dr Selena Kaur Bajwa; Discharge summaries & clinical coding •
- Dr Nabeela Mughal; Improving patient safety and handover through education •
- Dr Ashkan Sadighi; Safer pathways for patients moving between A&E & AMU •

Staff with good training have more job satisfaction and commitment to their job which ultimately benefits their patients. I genuinely think that this local registration ceremony is an example of a trust recognising the contribution HCAs make to care. It’s truly innovative – West Mid is well ahead of the game.”

The second group of HCAs are already working towards their local registration and their achievements will be marked at the annual Staff Training and Recognition Awards next year. We hope that this formal recognition of HCAs continued professional development will encourage more HCAs at West Mid to work towards local registration.

Clinical leadership programme

THE SEVENTH WEST Middlesex Clinical Leadership Programme (CLP) concluded in May with all 12 participants presenting their Service Improvement Project to senior Trust managers, consultants and other staff.

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