



# west mid matters

ISSUE 61: August / September 2015

*The final edition...but not the final chapter!*



2015 IS A landmark year for West Middlesex University Hospital NHS Trust as from 1 September we will be part of Chelsea and Westminster Hospital NHS Foundation Trust. For nearly three years we have been working on our plans to merge and are delighted that the formal process is

about to come to a successful conclusion.

Although this will be the last edition of West Mid Matters, it's not the end of the story. On the contrary, the new unified organisation will be doing even more to engage with staff, patients and local people. We will be

producing a new magazine – which regular subscribers will automatically receive – as well as running a series of events and activities to introduce the new trust to you.

In the meantime, please enjoy this final souvenir issue of West Mid Matters – and thank you for reading.

## Open Day 2015 - join in the fun on Saturday 12 September!

HERE AT WEST Middlesex University Hospital, our open day is one of the standout events of our calendar. This year we hope to make our third open day on Saturday 12 September 2015 our best one yet.

Our previous two open days have proved to be hugely popular with our local community, and once again we will be opening our doors and giving members of the public the opportunity to visit our hospital and learn more

about our services. There will also be live entertainment throughout the day and lots of fun and interactive activities for all the family.

Taking place from 11am – 3pm, our full range of health services will be represented, with behind the scene tours, health checks, careers advice, live entertainment, food and drink tasting plus much more.

Entry and parking is free on the day and there will

be lots of activities for children too, so bring your whole family along for what is sure to be a fun and enjoyable day.

For more information, please:

email [communications@wmuh.nhs.uk](mailto:communications@wmuh.nhs.uk)  
telephone 020 8321 6342 / 5035 or visit our website:  
[www.west-middlesex-hospital.nhs.uk/open-day/](http://www.west-middlesex-hospital.nhs.uk/open-day/)

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# What matters to me...

IN THIS LAST edition of West Mid Matters, to tell you what truly 'matters to me', I have to go back to the beginning of my time at the trust. I started here in April, which on the face of it may not appear long ago, but in terms of the journey we have made since then it's truly colossal.

When I first joined West Middlesex I spent a considerable amount of time finding out what mattered to our staff – there's no better way to get to know an organisation. At every turn I met people who were passionate about their work, committed not only to doing a good job but to going above and beyond for their patients. As the CQC acknowledged the same month I arrived: staff here really care.

I have also seen the tremendous affection and respect that people have for our trust. First and foremost we are considered a community hospital, a place that many have a connection with in some way – maybe they were born here, maybe a family member was treated here, maybe they worked here – often



Jacqueline Totterdell - Chief Executive

it's all three! An amazing testament to who we are and what we do.

I am very proud to have worked alongside such dedicated people and although it's hard to say what has impressed me the most, the fact that our performance has continued to climb month by month really speaks for itself. At a time when the NHS is facing unprecedented challenges, our teams have risen to meet frontline pressures with a determined effort to do the best for patients. For example, we are currently second best in London for A&E performance – an incredible achievement and one echoed by our Friends and Family Test A&E results which

continue to exceed the national average.

But where there is an end, there is also a beginning – West Middlesex is about to take a huge step towards becoming an even bigger and better healthcare provider. As you may have seen, we are joining forces with Chelsea and Westminster on 1 September 2015. Many people have asked me what this means – you can read about the process and future plans in our souvenir supplement in the centre of this magazine – but in a nutshell, our purpose is the same as it has always been: to give people great care and to be a very special place in which to work. Principles which always stand the test of time.

I know that this integration will bring fantastic benefits to both patients and staff. We chose to work with Chelsea and Westminster as we share many values and their approach to delivering excellent, safe and high quality care reflects our own. I also know that change can be disconcerting, but please let me reassure you that both trusts are fully committed to working together as one and are excited about the many opportunities that this union will produce. Above all, it secures the future of both hospitals as vibrant, modern acute sites delivering the core services needed by our communities.

# Director's cut

WHILE MUCH HAS already been said about the imminent integration with Chelsea and Westminster Hospital, as Tuesday 1 September draws ever closer, and may well have passed by the time some people read this, I want to focus on the changes and opportunities this will bring to the way we deliver care to our patients.

We are at a very exciting stage of the process right now, whereby staff from both sites can be at the forefront of designing our future care models, in particular using IT as an enabler for new ways of working. Introducing an Electronic Patient Record System will be the biggest change, but our vision is to use technology to help us see patients much more efficiently; reducing unnecessary visits and accelerating the turnaround of diagnostics, as well as using a more personalised approach – we need to be asking patients, "What matters to you?" not just "What's the matter with you?"

Similar to the work which was carried out when our new hospital building opened in 2003, where I was heavily involved with the design process (along with three other clinical directors and the medical director at the time), we will once again be trialling different models of care and testing out new ideas before we go ahead with a confirmed IT system.

As with everything we do, patients will be at the centre of our work and four key areas of care already have plans in place which will see patients directly



Hugh Rogers - Clinical Director of Service Transformation

benefit from the merging of West Mid and Chelsea and Westminster:

1. Current proposals are for Cardiac (heart) patients to have access to a new cardiac catheter lab – a special examination room with diagnostic equipment that helps doctors to see exactly what the problem is with a person's heart. Rather than having to wait, a patient would be taken straight to the lab where they would receive further diagnosis and treatment. Following this they could then return home to recover;
2. Cancer services will be integrated to allow patients access to treatment and support 24 hours a day, seven days a week. Some people require more specialised care and as a new combined organisation, we will be able to give patients greater access to this type of support, designed around the specific needs of the individual;

3. Mums to be will have access to one of the largest maternity services in London when the two hospitals come together. Not only do both hospital sites have brand new and expanded facilities to

enable mothers to give birth in a safe and comfortable environment, our combined teams of midwives, doctors and healthcare assistants will work together to give all the care and support needed;

4. Combining forces also means parents will have access to a wider range of services for children and will have more choice in where their child receives treatment. We can also share best practice and invest more in research and development, including better technology. Not only will this ensure that our paediatric teams have access to the latest information and education, but can also work closely together to help design even better care plans for children.

In September I will be stepping back from my clinical duties as a consultant urologist to focus more on the integration. What I am particularly looking forward to about the joining of the two hospitals into a single trust, is the opportunity to work closely with our colleagues from Chelsea and Westminster Hospital, supporting changes on this site and working with our Transformation Team to help bring about some of these changes. Change will also be achieved through the Clinical Innovation Authority, including a large clinical innovations council drawn from many different professions from across the hospital.

The Clinical Innovations Authority will shape our vision of the future and help to make it a reality. Through their membership, staff will be allocated dedicated time to carry out the necessary work – more details on joining will be communicated to staff in due course or you can contact me directly if you are interested in getting involved.

## News

### Additional funding granted to help new mums with mental illness

A MENTAL HEALTH and well-being project launched in October 2014 at West Middlesex University Hospital has secured an additional £108,000 in funding for a further 12 months to continue its work on improving awareness and access to support for women experiencing mental health issues immediately before and after giving birth.

The Perinatal Mental Health Community Education Provider Network has gone from strength to strength since it launched 9 months ago. It is a collaborative project delivered by West Middlesex University Hospital, West London Mental Health NHS Trust and Hounslow Clinical Commissioning Group. Its aim is to engage women of child bearing age with health services, facilitating informed and planned reproductive choices as well as enabling early access to perinatal mental health services when needed.

Julia Lidderdale, perinatal mental health specialist midwife said: "Key to the success of the project has been the multidisciplinary approach and the involvement of a variety of different health professionals. The team is made up of two Obstetric consultants, a psychiatrist, a perinatal mental health specialist midwife

and a GP. The team have worked together engaging Hounslow GPs, delivering training to doctors, nurses and midwives and providing undergraduate medical students from Imperial College London and midwifery students at the University of West London with specific perinatal mental health training."

Louise Page, Consultant Obstetrician and Gynaecologist at West Middlesex said: "One of the most unanticipated outcomes of this project has been the impressive enthusiasm for learning shown by student midwives, health visitors, nurses and medical students. They have been so passionate about their learning, keen to identify areas where they lacked knowledge and improve their confidence in recognising perinatal mental health problems."

"We are delighted to have received the extra funding which means over the next 12 months we can continue educating health professionals throughout Hounslow and supporting new mums. We also hope to share our expertise with other North West London boroughs such as Ealing, Kensington and Chelsea and Hammersmith and Fulham."



L-R: Joanna Girling, consultant obstetrician & gynaecologist, Julia Lidderdale, senior midwife / perinatal mental health midwife specialist, Dr Elizabeth Davison, GP, Louise Page, consultant obstetrician & gynaecologist. (Not pictured – Dr Selena Gledaware, West London Mental Health NHS Trust)

### Blue School pupils visit to see their artwork on display



Pupils, parents and staff from the Blue School visited our A&E department and met with West Mid staff who showed them their artwork on display

ON 8 JULY, we welcomed pupils from The Blue School in Isleworth, along with their teachers and some parents, to visit our A&E department.

In July last year, the school kindly donated some wonderful artwork made by the children which has been proudly on display in our A&E department ever since. A year on and we welcomed the pupils back so they could see for themselves the difference they have made in brightening up our corridors.

Children from throughout the school were involved in creating the artwork, based on winning designs from a competition held

earlier in the year and led by the school's art coordinator, Laura Edwards and design and technology coordinator, Madeleine Risk.

Led by Kay-Louise Emerson, Paediatric Sister, the visit involved a tour of A&E followed by refreshments in Rumbles Restaurant as a thank you to the children and staff for their generosity.

Kay-Louise told WMM: "Both staff and patients love the artwork and it really does lift everyone's spirits. We can't thank the staff and pupils enough for kindly donating their beautiful artwork and I hope they can help us decorate more of our walls in the future!"



## Thank you to The Upbeat Heart Prevention and Patient Support Group

THE UPBEAT HEART Prevention and Patient Support Group is affiliated to the British Heart Foundation and works in partnership with the Cardiovascular Alliance to promote healthy living and to provide ongoing support and education to cardiac patients during their rehabilitation.

The group is financially self-supporting and run by volunteers, many of whom are health trainers or champions. Their work has been recognised with multiple awards for the contribution they have made not only to heart patients in the local community, but also to the cardiology department at West Middlesex Hospital with their generous donations of specialist equipment.

Their most recent donation of a blood pressure monitor was made to our Rapid Access Chest Pain Clinic for which

its staff were most grateful and thank the group for their generosity.

Ron Grant, CEO of Upbeat Heart said: "Suffering a massive heart attack 15 years ago was the most frightening experience of my life. I was inspired to join the Upbeat Heart group because I knew it would allow me to give something back. I am a strong believer in prevention and through our roadshows we try to raise awareness of the importance of a healthy lifestyle. I also want to help fellow cardiac patients realise that suffering from heart failure doesn't mean the end of your life."

You can visit the Upbeat Heart information desk in the atrium every Tuesday and Wednesday, 9.00am - 4.00pm or at Heart of Hounslow every Thursday, 1.00pm to 4.00pm.





## Word from West Mid

### World Breastfeeding Week 2015 1 - 7 August

THE WORLD HEALTH Organisation's (WHO) global initiative to encourage breastfeeding takes place every year in the first week of August to commemorate the Innocenti Declaration signed in 1990 by government policy makers, WHO, UNICEF and other organisations to protect, promote and support breastfeeding.

We spoke to our Infant Feeding Coordinator, Katie Arneil who told us more about the benefits of breast feeding and the support we provide to new and expectant mothers in our Queen Mary Maternity Unit.

#### What is World Breastfeeding Week?

Every year World Breastfeeding Week takes place to highlight the importance of breastfeeding. This year's campaign has the theme of 'Breastfeeding and Work' - to help working mothers continue breastfeeding in the workplace by supporting stronger work place policies that promote breastfeeding.

#### What are the benefits of breastfeeding?

There are so many! Breastfeeding is much more than just a feeding method - yes, the milk is specifically tailored to the needs of the baby, providing all the nutrients they need, but it also helps reduce the risk of illness and diseases, not just as a baby, but their lifetime. Babies will breast feed for thirst and hunger but also for comfort in times of distress, such as wind or teething.

A mother is able to soothe her baby and enjoy feeding as a way of bringing a sense of closeness. Through breastfeeding, a mother can support her baby to grow healthily, improve their health outcomes and support their development.

Breastfeeding can help reduce the risk of ear, chest, gastric and urine infections, allergies such as asthma and eczema, type 2 diabetes, obesity, childhood Leukaemia, heart attacks and cot death, to name a few.

Breastfeeding is also beneficial for the mother, reducing the risk of breast or ovarian cancer, osteoporosis and hip fractures in later life. It also helps a mother to lose weight naturally, as she will burn on average 500 calories a day by exclusively breastfeeding her baby.

#### How long should a mother breastfeed for?

The World Health Organisation recommends babies to be exclusively breastfed for the first 6 months, which means they receive only breast milk. Nutritious complimentary foods can then be introduced, in addition to breast milk, for up to two years and beyond.

#### What support is available for new mums at West Mid?

West Middlesex University Hospital was the first London hospital to be fully accredited with the Baby Friendly Award for standards of care for infant feeding. We strive to provide new mums with the

most current, evidence-based information they need in order to prepare for life with their new baby.

Breastfeeding classes are recommended for all first time parents to help with the transition to parenthood. This includes understanding the baby's needs, sleeping, getting feeding off to a good start and making informed choices.

On the postnatal ward, we run a breastfeeding workshop to prepare parents for going home with their baby. I have a clinic where I meet with families who may have additional challenges, such as having a premature baby.

All of our staff are trained to support families with feeding their baby but both myself, as Infant Feeding Coordinator, and our Infant Feeding midwife are here to help discuss feeding and to develop plans in both the antenatal and postnatal period. Support is the key to success.

#### What about when I leave hospital?

Before being discharged from hospital, we will support you to ensure your baby is feeding effectively and that you are feeling prepared for going home; this includes ensuring a good latch and knowing the signs of effective feeding. There is information about on-going support which is provided to all mothers in the discharge pack. To continue to support mothers with their feeding, if they want or need to buy a breast pump we have these available to buy on the postnatal ward



Katie Arneil -  
Infant Feeding Coordinator

and can be purchased during pregnancy, before discharge or even after the mother has gone home.

#### What if I choose not to breast feed?

If you have chosen not to breastfeed this does not mean your baby cannot reap many of the benefits of your breast milk. Mothers have the choice to either bottle feed expressed breast milk or formula milk.

You will be given support on how to hold your baby correctly for feeding as well as verbal and written instructions on how to sterilise feeding equipment and safely prepare feeds, this differs between expressed milk and formula.



Why  
west mid matters

# west mid matters

Souvenir Supplement: August 2015

A very small selection of some of our newspaper headlines over the years:

## West's three cheers

## Care was fabulous at the West Mid

## Patients praise professionalism and privacy at West Mid

## West Mid's sexual health hits the mark

## TV star grateful for West Mid's support

#### What's inside...

##### Trust timeline

We take a look back at the hospital's extensive history, including the key moments which have helped to shape who we are today.

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##### Looking forward

Read about our plans for the future as we join forces with Chelsea and Westminster hospital.

>>P4

WEST MIDDLESEX UNIVERSITY Hospital NHS Trust has a long and esteemed history, from its early origins as part of the Brentford Union Workhouse to the modern, acute facility we know today.

Which is why, as we join together with Chelsea and Westminster, we wanted to look back at the journey the trust has taken over time with this special souvenir insert.

As a local hospital with a community feel, we know that many people have fond memories of the trust, particularly those who have worked here or who have used our maternity services to start their family.

We've come a very long way over the last 121 years and we hope you enjoy reading about times past as we prepare for a very exciting new future.

A first class hospital for our community

West Middlesex **NHS**  
University Hospital  
NHS Trust

# Open Day



Saturday 12 September 2015 - Fun starts at 11am until 3pm

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



West Middlesex University Hospital originally opened in 1894 as the Brentford Union Workhouse Infirmary. At the time it was considered the very height of modern design with spacious accommodation for a range of individuals with different health and wellbeing needs.

1894



The hospital was recognised as a School for Nurses, with the first training certificate granted in 1899. Four years later in 1903, midwifery training also commenced.

1899



From 1920 onwards it became known as West Middlesex Hospital. Then in 1926 Dr Marjory Warren came to work at the site where she became a pioneer in the field of geriatric medicine (the study and treatment of disease in the elderly).

1926



In 1945 during World War Two, our maternity unit suffered extensive damage when 96 incendiary bombs fell on the hospital in one night.

1945



*27. H.M. Queen Mary - D.J. Ward, 1932.*  
*17th February 1932.*  
*Declared open the*  
*Maternity Block and*  
*extension -*

In 1932 Queen Mary opened and named the West Middlesex maternity unit – a unit which today sees approximately 4,500 births every year, but has been recently expanded to manage even more.

1932

On 1 April 1993, the hospital formally became the West Middlesex University Hospital NHS Trust, with the first Trust Board formed consisting of a Chairman, 5 Non-Executive Directors and 5 Executive Directors.



1993

The NHS is born.



1948

The West Middlesex gained University status in 1979 and has an international reputation to teaching which remains to this day.

1979



In 2001 an extensive redevelopment of the hospital took place. Half of the original site was sold, two existing buildings were refurbished.

2001



In 2011 West Middlesex was the first London hospital to achieve full accreditation by UNICEF as a Baby Friendly hospital, meaning it uses best maternity practice and meets the international standard for giving mothers and their babies a good start in life.

2011



In 2003 a brand new building was opened to house services including A&E, critical care, operating theatres, outpatients, clinical imaging and patient suites.

2003

31 August 2015

The last official day of the Trust before it joins forces with Chelsea and Westminster Hospital NHS Foundation Trust on 1 September 2015. A day not only to celebrate the long and proud history of our hospital but also the very bright future which lies ahead.





# 1 September 2015...and beyond!

IT'S TRUE TO say that the hospital's standing and reputation have grown over time – as our brief stroll down memory lane has demonstrated – the integration with Chelsea and Westminster now gives us the opportunity to build on the best of both organisations, and to use our knowledge, skills and experience of our staff to share best practice and improve services.

The initial focus for the integration will be to work on increasing the quality of care and treatment people receive; a process known as 'service standardisation'. We will also have a new logo (picture to the right) to help show that we are now formally working together as one umbrella NHS organisation to care for people across north west London and beyond.

Although there will be little visible change on 1 September, the unified trust plans to develop significant benefits for patients over time, including: increased access to care, a greater choice of services, improved patient experience and better health outcomes for everyone.

There will still be the full range of core hospital services at both sites and West Middlesex will still be called 'West Middlesex University Hospital'. Patients currently being cared for at West Middlesex, or who plan to use the hospital's services in the future, will still be able to see the same doctors, nurses and specialist teams as before.

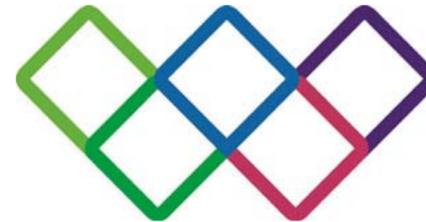
The new organisation will be a foundation trust (FT), which means that patients, staff and the public will have more influence over how the hospital is

run and how NHS services are provided. FTs are not directed by the Government and can use any money they make to invest in new and improved services; they are also much more accountable to their local communities.

The driving force behind FTs is the participation of people who are interested in the work of the trust, who can apply to become members of the organisation. Membership is free and the level of involvement is down to each individual, but it does give people the opportunity to have a great say in how services are run here and now, and to help shape the future of local health and care.

If you are interested in becoming a member, please

visit [www.chelwest.nhs.uk/get-involved](http://www.chelwest.nhs.uk/get-involved) or fill in a form from the Patient Advice and Liaison Service (PALS) at either hospital. For more information about the integration, including a video, on our new trust website: [www.chelwest.nhs.uk](http://www.chelwest.nhs.uk). You can also email us: [westmid@chelwest.nhs.uk](mailto:westmid@chelwest.nhs.uk) with any questions about the new joint organisation.



## Patient benefits

- **Improved clinical outcomes:** improved service standardisation and introduction of services such as combined acute oncology
- **Improved patient experience:** for example in reduced length of stay and reduction of requirement to transfer due to the introduction of a new cardiac cath lab; and the appointment of additional patient experience nurses
- **Improved choice:** development of innovative service models to provide care locally and closer to home
- **Improved access to research:** the combined trust will have more opportunities to develop medical research and trials for patients due to its increased scale
- **Improved opportunities for engagement:** the foundation trust model will give local people the chance to influence the shape of core services via the constituency structure

## Staff benefits

- Wider professional experience and greater development opportunities
- Broader rotation and greater potential to be involved in research
- Opportunities for greater sub-specialisation and to maintain skills in specialist areas
- Greater job security and organisational resilience
- More staff involvement in FT governance and leadership
- Increased referral base and better 'system management'
- Employment by a trust committed to its staff and patients

## Fast facts

### West Middlesex University Hospital

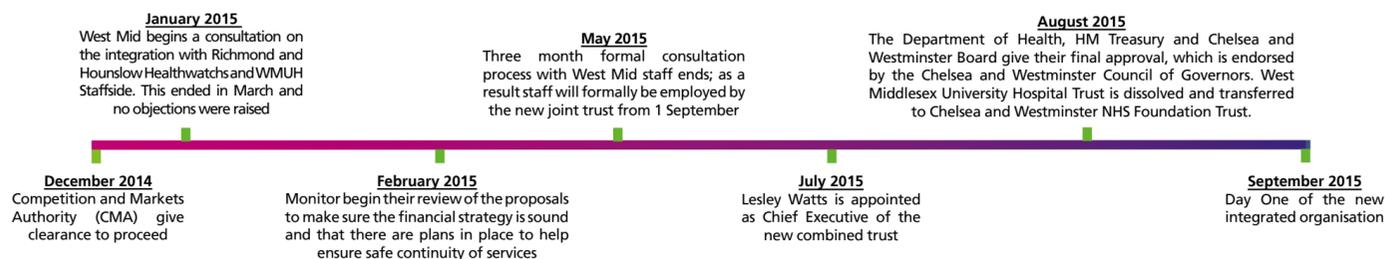
- Outpatient attendances: 246,032
- Total patients A&E and UCC: 130,901
- Inpatient admissions: 45,974
- Babies delivered: 4,848

- Patients operated on in theatres: 10,210
- X-rays, scans and imaging procedures: 193,804
- Staff incl ISS and Bouygues: 2,202

### Chelsea and Westminster Hospital

- Outpatient activity including physiotherapy: 590,000
- Total A&E attendances: 112,500
- Inpatient admissions incl emergency: 76,000
- Day cases: 34,000
- Babies delivered: 6,600
- X-rays, scans and clinical imaging: 77,000
- HIV/Sexual Health Services: 180,000

## The journey so far



## News

# West Mid staff member takes skills and knowledge to Ukraine

JOHN ALLWOOD, SENIOR Operating Department Practitioner, is on a quest to share his knowledge and expertise with counterparts at an under resourced and under privileged hospital in Ukraine.

After previously spending many years at MSAVLC (Medical and Scientific Aid to Vietnam, Laos and Cambodia), John has spent the last 13 years a little closer to home visiting Ternopil and Chortkiv in western Ukraine.

Working with Ternopil General Hospital since 2002, John has since forged long standing relationships with his Ukrainian colleagues and has made regular trips over recent years. Initially working for Supplies for Life (a US non-governmental organisation targeting aid to Ukrainian hospitals), John started off appealing for donations of medical equipment and supplies.

made by medical companies and hospitals from up and down the country.

John's visits have since seen a shift in focus; he has taken a step back from sourcing and delivering equipment to concentrate on teaching and lecturing the next generation of Ukrainian anaesthetists in the city of Ivano Frankivsk. John has organised successful airway orientated workshops and teaching programmes with the local medical universities and departments of anaesthesia, preferring to target the junior anaesthetists whose minds can still be shaped by new methods and approaches.

"I have had some sensational feedback on the teaching sessions. The learning is very much hands-on with a reliance on the spoken word and instructional DVDs. For more senior practitioners we use real operating lists, and they then cascade their learning to their junior team members in their native Ukrainian. For many they have never had teaching like it and they always want more of it which is great to see."

As well as his regular trips to Ukraine, John has also returned the favour and welcomed students to West Mid to further enhance their education. So far six Ukrainian anaesthetists have made the trip and found the experience to be invaluable, as John explains: "For them to be able to see the more advanced workings of western medicine first-hand is a real eye opener - what they learn and see in practice can then be taken back to their own hospitals and shared with colleagues."

"West Mid have been very accommodating of the visits and my colleagues have also been really supportive and on hand to offer their own help and support. Over the years we have built strong relationships and a good reputation with our Ukrainian friends which I hope will continue for many years to come!"



A small group taking part in simulation scenario work



The end of another busy training day



John with a group of second year Anaesthesia trainees at Ivano Frankivsk National Medical University

## "Everyone here looked after us so well, we wanted to give something back"

ON WEDNESDAY 5 August, West Middlesex University Hospital were the grateful recipients of a cheque for £1000 donated by Twickenham couple, Richard and Laura Fox.

Accompanied by their 16 month old son, Joseph, Richard and Laura made the generous donation on behalf of Enterprise Holdings, where Richard works as a Remarketing Account Manager in Hounslow.

Richard told West Mid Matters: "Joseph was born 8 weeks premature and spent the first 6 weeks of his life here. It became our second home and everyone looked after us so well, we really wanted to give something back."

Joseph is now a healthy and happy toddler, as mum Laura, explains: "He's walking around and falling over everything! It's just amazing to see how far he has come since we were last here."

Neonatal Matron, Sally Barber, thanked the pair for their generous donation: "The money will go a long way in our department and make a huge difference to the babies we care for. We are incredibly grateful to Richard, Laura and Enterprise, and are thrilled to see Joseph doing so well."

On their first return to the unit since the birth of their son, Richard and Laura were given a tour of the new and enhanced facilities available to mums-to-be. These include six new clinic rooms, an additional five antenatal rooms and five postnatal rooms, each with their own en-suite bathrooms. There is also a purpose built transitional care area for babies who need on-going treatment and monitoring but are not unwell enough to need the special care baby unit. This includes facilities for mothers to stay with their babies.



Agnes Jia and Sally Barber from SCBU (right), receive the generous donation from Richard and Laura Fox, with their son Joseph.



# Comings & goings

## Starters

### Foundation Year 1 Doctors



### Charlotte Biggs - Head of Clinical Governance



Charlotte started at the Trust at the end of June after previously working as the Clinical Effectiveness Manager at University College London Hospitals NHS Foundation Trust. Talking about how the two roles differ, Charlotte told WMM:

"Much of the role is very similar to my old job, but what is new to me is also having responsibility for patient safety, ensuring harm free care is delivered to our patients, for example, by timely incident reporting, monitoring trends and supporting shared learning from incident investigations." Charlotte also explained what the upcoming integration with Chelsea and Westminster means for her department:

"It's obviously a very exciting and challenging time and my focus is on the integration. We are turning two departments into one brand new Quality Governance department, while at the same time making sure our day to day work continues to tick along as normal. I'm really enjoying the work and working with my colleagues - I've got a great team who have really helped me settle. Everyone around the hospital has been so friendly and welcoming."

### Sally Barber - Matron, Special Care Baby Unit

Sally has joined the Trust from Lister Hospital in Stevenage where she worked as a Nurse Team Manager and Matron on the Neonatal Unit. Prior to three very happy years at the Lister she worked in a number of Neonatal Units around the UK as a Senior Sister in a clinical and managerial capacity.

Sally told WMM: "I have a keen interest in Developmental Care and have recently worked closely with a company in Sweden and developed a prototype Kangaroo Care mirrored screen for use by mothers who are having 'skin to skin' contact with their infant."

"My aim is to give our infants, whether premature or new born with complications, and their families the highest quality of care. I have strong links with Bliss, the premature baby charity who work closely in supporting parents throughout the country who are experiencing very difficult times. I have joined an outstanding team of Nursing and Medical staff on the Special Care Baby Unit here and have been made to feel very welcome. I would like to say a quick 'thank you' to Sisters Agnes and Dahlia for helping me to settle in."

"I consider myself very lucky to be joining the Trust at such an exciting time as we merge with Chelsea & Westminster. The two units will make up one of the largest units in London and I am sure that we will work together to make them the best."

## Get in touch

Editorial team: Richard Elliott, Helen Appleton

Contact: [communications@wmuh.nhs.uk](mailto: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.

### Foundation Year 2 Doctors



### Barry Sutton - Senior Information Analyst



Barry joined the Trust's Information Team on 1 July after previously working at the Metropolitan Police for five and a half years. He spoke to WMM about his new role:

"Whilst the subject matter is obviously different from when I was working in the police, many of the organisational goals and reporting requirements are similar. Both organisations are providing a public service and would like to achieve the best service possible for the lowest cost. Reporting shows us how good our service is and how much it costs. Over time we can see what we do well and where we could improve."

"On a daily basis it's easy to lose sight of how we all as individuals contribute to the whole, but we do and we should be proud of the service we provide."

That was why I was happy to move from one service provider (the police) to another (healthcare)."

In his spare time Barry plays the saxophone and has had a stint playing at the Coach and Horses in Isleworth. He will be playing at our Open Day on 12 September so if you're coming along, make sure to look out for him!

## Leavers

### Margaret Lynskey - Staff Nurse Chest Clinic

Margaret, one of the Trust's longest serving members of staff, leaves West Mid in August after an incredible 51 years of loyal service.



Starting her career here at 18, Margaret completing her nursing training at the old hospital and living on site in hospital accommodation. Taking only a brief break when she got married, Margaret has worked at West Mid all her working life and in that time has worked in various departments such as orthopaedics, maternity with premature babies and respiratory.

Reflecting on her time here, Margaret told WMM: "I've enjoyed it immensely. There have been some ups and downs but I have really really enjoyed working here. I will of course miss my colleagues but I am a patient person and it is those who I will miss the most - you really get to know them during their time in the clinic. But really I will just miss everything and the hospital on the whole as I have got to know people in lots of different departments over the years."

Margaret is now looking forward to having a good rest, spending more time in her native Ireland and being able to catch up on the things she hasn't been able to over the years. We wish her all the best.

# Compassionate care

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](mailto:tellus@wmuh.nhs.uk) or via our website [www.west-middlesex-hospital.nhs.uk](http://www.west-middlesex-hospital.nhs.uk) and going to the 'Tell us' section.

Via NHS Choices (post your comments at [www.nhs.uk](http://www.nhs.uk) and search for our hospital):

★★★★★ Jessica Bugembe gave Maternity services at West Middlesex University Hospital a rating of 5 stars

### Maternity

I gave birth in west middlesex hospital on 13th July 2015. I could not rate all the staff highly enough. I visited the triage, natural birthing suite, labour ward and the theatre. All the staff in all these areas were amazing and kept us well informed and were so so supportive. The natural birthing suite is fantastic and an extremely welcoming place to give birth. I had to go to theatre to have help get the baby out and all the staff were very clear and professional but also really reassuring. The after care in the post natal ward was also fantastic.

★★★★★ Mike Coyle gave Colorectal cancer services at West Middlesex University Hospital a rating of 5 stars

### Endoscopy Dept.

A huge thank you to all the staff for the first rate treatment on my visit 14:15 on 20th July 2015. I had a colonoscopy. All the staff were completely professional and ensured my visit was a pleasant one. The theatre team were excellent. The Doctor who carried out my procedure was very thorough and kept me well informed as to what was happening. I was treated with dignity at every stage. Thank You All. Endoscopy Dept.

Via Email ([tellus@wmuh.nhs.uk](mailto:tellus@wmuh.nhs.uk)):

I feel that I have to email West Mid to compliment you on the excellent service and care all of your departments and teams have provided to my father who sadly passed away on Saturday 20 June.

He spent quite a few weeks on Crane ward and can I say what an excellent team they are - nothing was too much trouble and there was excellent communication at all times. It was amazing.

My dad was first admitted to West Mid around 20 weeks ago and was not well at all and from the time he arrived, all of the staff were so attentive and caring towards his and my needs, making him very comfortable and attended to all his needs. Over the weeks to come he was taken back in to West Mid a few times and yet again the care was 100% and we could not ask for any more.

In my Dad's last few days they treated him so well - he was always comfortable, not in any pain and they respected his dignity.

It was very sad to see him go but I know in his last days he was so well cared for and the staff were so kind and nice to me every time (even the hug was nice to make

me feel at ease in his last days). I went in to see him and some nights this was at 10.30pm so that I could spend some quality time chatting to him.

I can't understand and will never understand why West Mid and the NHS get bad press as we are so lucky to have a quality service with excellent caring teams to look after us.

Kind regards, MH.

Via Twitter (@WestMidHospital)



Emma Schneider @emmacschneider · Aug 21  
Thank you @WestMidHospital for the efficient A&E service - seen within the hour including an X Ray, by very friendly staff 😊



HELEN LANGLEY @HELENLANGLEY3 · Aug 10  
Huge thanks to the physio team @WestMidHospital 4 helping me & building up my confidence after my op. You guys are awesome! Love the classes!



Alexander Brown @AbrownAlexander · Jul 29  
Loving @WestMidHospital consultant just phoned from hols about our daughter to reassure and get quick referral. Total commitment to care



Amy Moo @amywooyatt · Jul 24  
@WestMidHospital Thank you to all the staff in A&E last night that helped out the boyf with his gammy foot! You guys do an incredible job!



Anna Claeys @AnnaClaeys · Jul 1  
Could not have asked for better surgical treatment at @WestMidHospital today. Nicest staff ever. LAV YOU NHS xx

# Photo Gallery



ON WEDNESDAY 22 July, the Trust held a joint Mentors' conference with nursing colleagues from Chelsea and Westminster hospital and we were thrilled to welcome Dame Christine Beasley to the event.

Dame Christine is currently the independent chair of the Health Education North Central and East London Board and prior to this, she was Chief Nursing Officer at the Department of Health.

The wealth of experience she has gathered over a nursing career spanning more than 50 years saw her deliver an inspirational speech to our nursing staff.



AS A DESIGNATED major hospital under the North West London Shaping a Healthier Future Programme, our Emergency Department is expanding and at the end of June we held our first Nursing Recruitment Day.

The format was a 'one stop shop', from informal visit to appointment via interview...all in one day! There was the chance to meet our nurses and our simulation man, to see what we have got to offer and for applicants to show us what they can do through interview and assessment.

We are holding a second event on Saturday 26 September so keep an eye on our website for more details.



CHELSEA AND WESTMINSTER Hospital NHS Foundation Trust includes Chelsea and Westminster Hospital and, from 1 September 2015, is expected to include West Middlesex Hospital.

By visiting our Council of Governors stand in the main atrium (above) you can become a member of the Trust and play a vital role in the way we develop our services.

Membership is completely free of charge and registering is easy: visit [www.chelwest.nhs.uk/](http://www.chelwest.nhs.uk/) get involved and complete the online form, or return a hard copy to the PALS office on the ground floor.



# Education, learning and development

## West Mid staff win at educational excellence awards

WEST MIDDLESEX UNIVERSITY Hospital have come away with two wins and a 'highly commended' at Health Education North West London's (HENWL) first ever awards ceremony held on Monday 29 June.

The awards celebrate students and staff from all areas of work within NHS care and education across North West London who have contributed to excellence in training and education, recognising those who have contributed to raising care standards locally.

West Middlesex Hospital had representatives nominated in three of the 11 categories, walking away with two wins and a 'highly commended' award:

**HIGHLY COMMENDED: Best example of Interprofessional Learning in Secondary Care – HEADS-UP programme**

WEST MIDDLESEX'S HEADS-UP team received the Highly Commended award for their scheme, launched in December 2013, to improve patient care and staff experience.

HEADS-UP is an innovative daily safety debriefing for interdisciplinary staff on medical wards. Teams use it to discuss any challenges they have experienced, decide if anything can be done immediately to address them, and if not, record and escalate them. Staff participating in the programme reported safer care and better teamwork and the programme identified important clinical teaching topics for them. HEADS-UP has also improved the timeliness of patients' discharges.

HEADS-UP has already been praised by the Care Quality Commission (CQC) who described it as "innovative" and "outstanding practice" - using HEADS-UP, the hospital is "good at keeping its medical patients safe." The HENWL judges said it is an "excellent example and should be widely shared across North West

London."

Dr Sam Pannick, one of the programme leads, said: "It is really good to get this recognition from a regional body. It recognises the hard work of all the different professionals who have contributed to HEADS-UP so far. We were particularly pleased that the judges recommended that it be shared across the region, showing how West Mid is leading the way in this sector."

**WINNER: Outstanding Learner Contribution to Patient Care – Georgie Gould, postgraduate medical student**

GEORGIE GOULD IS a postgraduate medical student in her final year at Barts and The London Medical School. She was nominated by Joanna Girling, Consultant Obstetrician and Gynaecologist who said: "It is unusual for a medical student to have the motivation, enthusiasm, and ability to complete a project and present it nationally in such a short time frame."

During a five week placement at West Middlesex's Maternity Unit, Georgie undertook a challenging project on high risk obstetrics which she completed and presented to the department, and subsequently to a leading UK obstetric conference. From Georgie's findings, she was able to make an impressive contribution to the department.

A HENWL Awards judge said: "Georgie has an obvious passion for this speciality and has clearly demonstrated engagement with research for the benefit of the pregnant woman, which has resulted in changes in practice and an enhanced experience for the pregnant woman. Very well done."

On winning the award, Georgie said: "I am absolutely delighted to have won and I owe huge thanks to the

consultants who supervised my placement and in particular, Joanna Girling who nominated me. The team created an incredibly supportive learning environment and I really enjoyed working with them on my placenta praevia project which was then accepted at the British Maternal and Fetal Medicine Society conference. I'm thrilled that it has now led to an update in the patient information leaflet and hope that this helps to better inform those who need it."

**WINNER: Network-wide innovatory education between Primary and Secondary Care sectors - Perinatal Mental Health Community Education Provider Network**

THIS PERINATAL MENTAL Health project is a collaborative project delivered by West Middlesex University Hospital, West London Mental Health NHS Trust and Hounslow Clinical Commissioning Group. Its aim is to engage women of childbearing age with health services, facilitating informed and planned reproductive choices as well as enabling early access to perinatal (the period immediately before and after birth) mental health services when needed. The PNMH CEPN interacted with over 800 health care professionals during its first nine months.

A HENWL Awards judge said: "This is an excellent example of network wide innovation between secondary and primary care."

Miss Louise Page shared the team's delight at winning the award: "We are thrilled to have the work of the PNMH CEPN recognised with this HENWL award. The success of the project has been due to the collaboration between different specialities in both primary and secondary care, which will have a long standing positive impact on the care we offer women and their families."

L-R: Dr Iain Beveridge, Consultant Gastroenterologist and Dr Sam Pannick, Gastroenterology registrar



L-R: Georgie Gould pictured with Joanna Girling, Consultant Obstetrician & Gynaecologist



L-R: Dr Elizabeth Davison, GP, Louise Page, Consultant Obstetrician & Gynaecologist and Joanna Girling, Consultant Obstetrician & Gynaecologist

