



west mid matters

ISSUE 45: FEBRUARY 2013

Art of pathology inspires local pupils

PUPILS FROM SCHOOLS and institutes across Hounslow, Richmond upon Thames and Ealing created stunning artwork for a competition organised by Dr Anna Babb, Consultant in Haematology.

They were invited to take part and take inspiration from the human body and its ability to fight and prevent diseases, to mark National Pathology Year.

63 pieces were entered for the Art of Pathology competition, judged by Dr Babb with the help of artist and designer Lucy Algar, and painter and printmaker Sue Ribbans.

Shortlisted entrants, their representatives, teachers and parents attended an exhibition of their work and a prize giving ceremony at the hospital just before Christmas. They were joined by Dame Jacqueline Docherty, Chief Executive, Dr Stella Barnass, Medical Director, and award winning photographer Steve Gschmeissner who gave a presentation of his work.

Rose Stephens, from St Mark's School in Hounslow, won the Year 7-9 category for a striking print inspired by the brain scans of people diagnosed with Alzheimer's disease. Lucie Iredale, from Teddington School, won the Year 10-11 category for her interpretation of red and white blood cells. Year 7-9 runners up were Rina Rai and Khloe Kulasingham from Drayton Manor High School with their joint piece 'Cancer' and Kate Duncan from Teddington School with 'Alzheimer's Disease'.

Year 10-11 runners up were Sohaila Inglebright from Teddington School with 'Silent Death', and Feltham Young Offenders Institute for 'Cell to Cell' - a group entry of 15 pieces of art. Ruby Ardizzone, from Drayton Manor High School, received a special book prize for her work 'Brittle Bones'.

Shortlisted entrants received certificates, and runners up and winners received book tokens and certificates from Dr Babb, presented by Lucy Algar. The overall winning entry by Lucie Iredale will be published in the Royal College of Pathology Bulletin.

Dr Babb said: "We wanted students to challenge the idea that art and science are rigidly separate disciplines and instead think about how one can inspire the other. I am really impressed with how the entrants have taken the idea and run with it."



Competition winners Rose Stephens and Lucie Iredale with Dr Anna Babb, and Year 10-11 category runner up Sohaila Inglebright below

"This is the first time we have held the competition and the standard of work has been superb, with an impressive degree of thought and maturity. It is really exciting to see how the art of pathology has been interpreted in so many varied ways."

Visitors to the hospital will be able to view the artwork in an exhibition planned for the main atrium and a permanent display for the winning pieces. Turn to page 4 for more photos and check out the full gallery on our website: www.west-middlesex-hospital.nhs.uk/about-us/latest-news/press-releases.



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Help for hepatitis

Local patients diagnosed with hepatitis B and C are receiving treatment and support closer to home, thanks to an outpatient clinic being provided at West Middlesex.

It's an outreach service from Chelsea and Westminster Hospital, provided by Dr Matthew Foxton, Consultant Hepatologist, and Anita Maghlaoui, Hepatology Nurse Specialist and Nurse Prescriber (pictured left in clinic), and runs alongside Dr Carole Collins' Liver Clinic at West Middlesex.

Turn to page 3 to find out more.



What matters to me

AS I WRITE this column we are now comfortably into the New Year; a time when people often think about what they would like to achieve or do differently in the coming year.

It might be to eat more healthily, get fitter, give up smoking, change job, or spend more time with family and friends.

In a similar vein we have been working on our own plans, to get ourselves in the best possible shape for the future challenges that lie ahead.

Over the past few years we have made significant progress in improving our efficiency and reducing costs. However there are limitations in how much more we can do in this way. We now need to look at transforming the way we work across the hospital.

We have just embarked on a major scheme to improve the way we manage patient care. We want to consistently provide the highest levels of service throughout the hospital for all our patients and deliver the best possible value for money in everything we do. We know from the feedback we get from patients that we often get things



Dame Jacqueline Docherty - Chief Executive

right for them, but sometimes we could do better. Our aim is to ensure that we get things right all of the time, for all our patients.

What most inpatients, their family and carers, want most is to know how long they will be in hospital.

People don't want to be in hospital any longer than they need to, and there are good reasons for us to ensure we are able to discharge patients safely and without delay.

The longer someone is in hospital the more risk there is that they might pick up an infection, frailer patients can lose their mobility and confidence in being able to return to a previously

independent lifestyle, and patients want to get back to their normal routine as soon as they are able.

Our aim is to remove this uncertainty, allowing us to plan ahead with confidence so that we know when a bed

will next be available to care for another patient.

Outpatients, who make up most of our patient contact, want their appointments to run on time without avoidable delays (such as their hospital records being unavailable).

They also want to have any tests carried out in one appointment, rather than being asked to come back separately, and where possible to get their results and discuss the next steps at the same time. Our aim is to ensure this is the case.

Emergency patients want to be seen as quickly as possible so that they can leave hospital following treatment or be admitted for appropriate care if necessary. This is another area of streamlining, decision making and enhanced team working that we are concentrating on.

All patients, their family and carers, want good communication every step of the way; to be kept informed and involved in their care and treatment, and to not have to retell us their details.

We get these things right for many of our patients but there should be no reason why we can't get this right all of the time, and this is what we are working towards. I hope that this year you will see the results of our work, whether as a patient, visitor or member of staff.

Directors' cut **Delivering safe, high quality care**



Dr Stella Barnass, Medical Director and Julie Wright, Director of Nursing and Midwifery

OVER THE COMING year everyone at the Trust will be continuing to focus on our responsibility to deliver high quality services, and keep patients safe while in our care.

We report to our Commissioners and the Department of Health on the level of care and safety we provide, and this information is also available to the public in our Annual Report and Quality Report.

The NHS Litigation Authority assesses our maternity department's adherence to safety procedures every year under the Clinical Negligence Scheme for Trusts (CNST). It recently assessed us to have the highest safety level (level 3) and it is important that we continue to maintain this.

There are many strands of safety and quality work that will continue in the hospital throughout the year, including:

- Following infection prevention and control procedures to protect patients from hospital acquired infections such as MRSA bacteraemia (MRSA bloodstream infection) and Clostridium difficile (a gut infection which causes diarrhoea).
- Maintaining our below average mortality rates, based on national comparison data.
- Doing everything possible to improve treatment outcomes. This includes clinicians raising patient and public awareness of health risk factors and healthy choices (www.everycontactcounts.co.uk).
- Ongoing participation in the National Safety Express Improvement Project which aims to reduce harm from pressure ulcers, blood clots, catheter-associated urinary tract infections and falls. We use a 'safety thermometer' to measure the number of patients who receive harm-free care, and carry out additional monthly ward audits. The results are regularly shared with clinical staff to help raise awareness, share best practice and address any issues that need improvement.
- Using the National Early Warning Score (NEWS) chart on our medical and surgical wards. This ensures patient observation results (such as blood pressure, heart rate and temperature) are regularly and accurately recorded, with colour codes to help staff assess results and act swiftly when there is cause for concern.
- Ensuring inpatients' nutrition and hydration needs are met. This includes working with dietitians, using colour coded food trays to help staff identify which patients require assistance at meal times, and carrying out nursing audits and meal time observations, with a special focus during Nutrition and Hydration Week (18-24 March).
- Monitoring the number of reported incidents and complaints, and examining these regularly at all levels in the organisation to ensure learning and improvement takes place. Our videos of patients who have offered to share their experiences continue to be a powerful learning tool for clinical staff and managers.
- Offering high quality training, including simulation courses which enable staff to hone medical techniques and communication skills (see back page)

While we are always striving to meet and exceed high standards, there are always lessons we can learn from our staff, people who use our services, and other trusts.

If you have any queries or concerns, please remember that senior members of staff, such as consultants, matrons and supervisors of midwives, are here to listen to you and take your views forward (please see details below). Your input really does make a difference and helps us in our aim to provide the highest standard of service.

Tell us what you think

There are lots of ways you can give feedback on your experiences at our hospital. We encourage you to raise any issues immediately with the relevant manager, such as the ward sister, ward manager or ask to speak to the

matron for the area. You can also speak to our patient advice and liaison service (PALS), who are based in the hospital atrium or email pals.service@wmuh.nhs.uk / call 020 8321 6261.

You can also post your feedback on www.nhs.uk (search for our hospital), or visit our website: www.west-middlesex-hospital.nhs.uk/contact-us



Taking the trauma out of acute care

PATIENTS ARE BENEFITTING from improved acute care thanks to changes to services made by frontline staff, supported by the Trust Board.

Staff were involved with an an Improving Care Programme throughout the second half of 2012 to see how they could smooth the journey through the hospital for patients admitted for emergency treatment and investigations.

This has included reviewing how the consultants, nurses, therapists, doctors and on-call team work together across medical wards to ensure patients are regularly assessed, receive the right treatment and return home without delay.

Changes to the way our Acute Assessment Unit (AAU) works have been especially important because of its pivotal role looking after medical patients who need further investigation and decisions about their treatment.

Many patients arrive from A&E or by request from their GP, stay on AAU while being assessed, and are admitted to a specialist ward, or discharged home with a treatment plan.

Prompt

Our AAU now runs on a rolling 24/7 rota, receiving all patients referred for medical treatment, and ensuring assessments and decisions are managed to prompt timescales.

For example, blood pressure, temperature, respiratory and heart rates are checked within 15 minutes, triggering

an immediate medical assessment if there is cause for concern.

Patients receive an initial assessment by a doctor on AAU within four to six hours and are reviewed by a consultant within 12 hours of admission.

But it's not just about providing timely assessments. The rota has been organised so that staff work more closely together across AAU and the co-located acute medical units, and on call doctors are now based on the acute wards so they are more accessible. Patients stay in one of the AAU's 11 beds or four side rooms.

Dr Helen Burgess, Consultant in Acute Medicine, has been closely involved in the changes to the AAU service and has seen the positive impact the new system has had on nursing staff.

Time for care

She explained: "Having a consistent set of steps in place for everyone staying in the AAU has freed up the nurses to spend more time focussing on patients and



Dr Helen Burgess, Consultant in Emergency Medicine (seated) with some of the multi-disciplinary staff working across the Acute Assessment Unit

their care. They can also show more leadership in running the unit and are working more closely with the on call doctors."

The Improving Care Programme was created after West Middlesex invited the Emergency Care Intensive Support Team, an independent NHS group, to help us take our acute medical service from good to great.

Putting hepatitis patients on the road to recovery

Continued from the front page...

THE HEPATITIS OUTPATIENT service has been based at West Middlesex since December 2011. Patients previously travelled to Chelsea and Westminster Hospital for their treatment and follow-up appointments.

Dr Collins explained: "Viral hepatitis is a form of liver inflammation and a potentially highly infectious blood-borne disease. Many infected people are unaware of their positive status due to the lack of disease-specific symptoms. A proportion may go on to develop chronic hepatitis with an increased risk of developing fibrosis, cirrhosis, hepatocellular carcinoma and end-stage liver disease.

"Symptoms of chronic infection can include tiredness, fever, headaches, depression, aches and pains, and insomnia (lack of sleep) – complaints which can be attributed to other illnesses. Many infected people do not feel the need to be tested for the disease and remain undiagnosed.

"Although no vaccine is available for hepatitis C, the disease can be successfully treated and cured in a huge number of patients, avoiding complicated and costly health interventions at a later date and even premature death. Vaccinations to prevent hepatitis A and B are available; patients who have chronic hepatitis B are monitored regularly and the virus can be suppressed with highly potent drugs."

Nurse specialist Anita Maghlaoui is in clinic every fortnight and is one of the contacts for patients. She explained: "A key challenge for practitioners is identifying those most at risk of hepatitis B and C virus and encouraging them to access services and treatment. This disease is under-represented despite the availability of new and more efficient drugs. We have treated a number

"Hepatitis C can be successfully treated and cured in a huge number of patients"

of patients at West Middlesex over the last year and we have received very positive feedback."

Richard Arendarik has been having treatment at the clinic for hepatitis C. Speaking with his fiancé Natalia Ejankowska, they had nothing but praise for the service: "It is the best service and we are so lucky to have Anita to help us through the treatment. She has been available to call for advice whenever we have had a problem, which means we don't feel like we're going through it on your own.

"It is so good to have a local service available at West Middlesex, rather than having to travel into central London, as it means you don't need to take so much time off from work."

Contact details for more information

Patients are usually referred from GPs, sexual health and antenatal clinics, drug and alcohol services, or other outpatient or inpatient services.

Referrals should be sent to Dr Carole Collins, Gastroenterology Department, Outpatients Dept. 4, 020 8321 5351.

Chelsea and Westminster NHS Trust contact details: Dr Foxton, Gastroenterology Dept. 020 8746 8000. Anita Maghlaoui: anita.maghlaoui@chelwest.nhs.uk, 020 8746 8009.

Keep your radio requests coming in

WHEN RADIO WEST Middlesex counted up all the song requests from patients in 2012, Tina Turner's 'The Best' was crowned the most requested song.

Frank Sinatra's 'My Way' fell from the previous year's top spot but the crooner remained high up in the station's chart.

Other favourites of patients included Bette Midler's 'Wind Beneath My Wings,' Whitney Houston's 'I Will Always Love You' and Queen's 'Bohemian Rhapsody'.

The annually compiled chart reflects the range of music played on the weekly request programmes throughout the year.

Hospital radio volunteers collected and played nearly 1,000 requests during part of the station's 45th anniversary year.

If you wish to cheer up someone who is staying in the hospital by requesting their favourite piece of music, log on to www.radiowestmiddlesex.org.uk or telephone 020 8321 5166.





Word from West Mid

Be smoke free



By Dr Bobby Mann, Respiratory Medicine Consultant

IT'S NO SMOKING Day on Wednesday 13 March and many people choose this milestone to break their nicotine addiction. Preparation can play a big part in successfully giving up so here's some information to help before the big day.

I see the effects of smoking every day as a respiratory consultant. Many of my patients need to be treated in hospital because they have permanently damaged their lungs through smoking and have chronic obstructive pulmonary disease (COPD).

Smoking is one of the main causes of other serious health conditions, including many cancers (lung cancer is the most common cause of cancer death in the UK), heart disease, and stroke.

This isn't surprising when considering the toxic chemicals contained in cigarettes. The main ones include carbon monoxide, a poisonous gas found in car exhaust fumes which replaces oxygen in the blood and stops lungs from working efficiently, and tar – a brown, staining substance which can encourage cancer cells to grow.

Why does anyone smoke when it has such a negative impact on health and life?

The reason is nicotine – the other main chemical in cigarettes - and its powerful effect on the body.

When a cigarette is smoked, nicotine increases the heart rate, and causes a surge of 'feel good' hormones in the brain which boost mood and concentration levels.

These hormone levels drop in between each cigarette, leading to the craving for the next cigarette to boost those feelings again. It's no surprise that this addictive chemical causes withdrawal symptoms when people try to stop smoking.

How to break free of nicotine

The good news is that people no longer have to go 'cold turkey' from nicotine and suffer the side effects that can sabotage their efforts to stop smoking.

There are now many proven methods to help people become smoke free. The NHS offers support and nicotine replacement therapies which are proven to work. (Nicotine replacement therapy means using products such as patches or gum to supply a low dose of nicotine without the harmful effects of smoking, to help control

withdrawal symptoms.)

Here at West Middlesex we have a dedicated Stop Smoking Service based in the hospital. It provides a walk-in clinic every Wednesday between 4.45pm and 5.45pm in the chest clinic in Outpatients Department 2, and can also be contacted on 0208 321 5188 (or contact the Hounslow Stop Smoking Service on 020 8630 3255).

There is a national NHS Smoking Helpline which provides advice on how to get nicotine replacement therapy on prescription (dial 0800 022 4 332), and you can also speak to your GP to discuss all the options available.

Some other useful tips

- Choose a quit date that is unlikely to be very stressful
- Access our Stop Smoking Service at West Middlesex a week before you intend to quit so that you are as prepared as possible
- Keep reminding yourself why you are stopping, and that there is never 'just one cigarette'
- If your health isn't enough motivation, keep track of the money

you are saving and think of a better way of using it

- Don't give up if you relapse. Contact the Stop Smoking Service to get back on track

Keep it up!

Apart from significantly reducing your risk of developing a serious health condition, you can look forward to:

- Improved circulation
- Improved sense of taste and smell
- Improved breathing
- Increased energy
- Increased endurance for exercise
- Increased fertility
- Hydrated skin
- Healthier teeth
- Prolonged lifespan
- Less stress

Feeling better can be a springboard into doing more exercise, which will improve your health further and help keep your weight down.

More information and help, including a quit kit, are available at <http://smokefree.nhs.uk>



Photo gallery



A big thank you to everyone at Brentford Football Club, and National Express and Japan Airlines at Heathrow for the wonderful array of presents they donated for patients at the hospital over Christmas.



Children's Ward teachers Clare Gibbons and Margaret Houlton are very grateful to everyone who donated Tesco for School vouchers to Starlight Ward. Over 40,000 vouchers were received and exchanged this year for a fantastic variety of teaching and play resources for children, including learning needs resources, a laptop and a camera. Every voucher makes a difference and helps to benefit children on the ward. The Tesco scheme is changing and whatever form it takes, Clare and Margaret hope they can continue to have the support that staff have shown over many years.



More photos from the Art of Pathology prize-giving ceremony (see front page).





Surviving a cardiac arrest: Brian's story

In support of National Heart Month in February we spoke to Mr Brian Kent, 75, from Teddington, who has made a good recovery from a cardiac arrest with the help of West Middlesex and other NHS services.

When did you first know you had a heart problem?

I wasn't aware of any symptoms and I have no recollection of my cardiac arrest, only what I have been told. It was 26 September 2010 early on a Sunday morning and apparently I was making strange noises which woke up my wife Pam. She could see that I wasn't breathing. It came completely out of the blue.

What happened?

She dialled 999 for an ambulance and performed CPR [resuscitation procedure] on me until it arrived. When the paramedics came they put me on the floor and had to use a defibrillator five times to get my heart going again [a defibrillator is a life-saving machine that gives the heart an electric shock].

I was taken to A&E at West Middlesex and transferred to the Intensive Treatment Unit where I stayed for two and a half days. I understand that my body was packed with ice to lower my temperature down as part of their efforts to bring me back. My wife and daughter were prepared for the worst. I was moved to the High Dependency Unit for a day, and transferred to the Cardiac Care Unit [CCU] when my condition improved. I regained consciousness about three and a half days after my arrest. Staff looked after me on CCU for about two weeks.

I went to Hammersmith Hospital for half a day to have stents fitted [tubes to strengthen the arteries] and returned to CCU. It was agreed that I could have an implantable cardioverter defibrillator [ICD] fitted, which is a small battery-powered electrical impulse generator that detects and corrects any heart rhythm irregularities. I spent a week at St Mary's Hospital in Paddington where this was done.

I was back home on 21 October and seeing the heart failure nurse at West Middlesex as an outpatient. I was put in touch with a dietitian and Katie, the physiotherapy nurse. I was referred to a cardio rehab group at Isleworth Leisure Centre for a course of exercise over six to eight weeks where David Ollington the trainer and Katie kept a close eye on me.

How was your experience at West Middlesex?

I really feel I had first class care and treatment. All the nurses were competent, kind and caring. They monitored me closely but also seemed to pick up on my character. I think they saw that I had strong emotional support, with my wife and daughter regularly visiting me as well as friends and members of my church. I think everyone at the hospital who looked after me did an excellent job.

What do you do now to take care of your heart?

I go to a continuing exercise group at Isleworth Leisure Centre which costs a few pounds a session and is also led by David the trainer. It's good therapy and almost an informal support group because we are all in the same boat and we can see the positivity of other people who have health conditions.

I stopped smoking ten years ago and I've always eaten fairly healthily, but after speaking to the dietitian I made a few adjustments and try to eat more tinned fish for the Omega 3.

My ICD is monitored by the Hammersmith Hospital team and when I had a problem with it they were quickly on the case and also in touch with Dr Khan [Dr Sadia



Brian with some of the team on our Cardiac Care Unit: (L-r) Student nurse Marita, Beatrice Kabura - Staff Nurse, Hannah Doe - Sister, Samantha Bowden - Clinical Support Worker (at back), Brian, Syra Cequina - Sister, Dr Richard Hewitt, and Cindy Supan - Ward Manager

Khan, Consultant in Cardiology] at West Middlesex who arranged for me to have an ECG [test to record heart activity] which resulted in a change to my medication. I haven't had a problem since.

I always valued my health but even more so now and I try not to sit about too much. I'm retired but I enjoy gardening, photography, picture framing and writing 'Mr Grumpy' articles for the church magazine! The only thing I don't do now is play golf because it would be silly to risk damaging my ICD after all the effort that went in to helping me.

I have also been able to help some other people who have had heart trouble and suffered some depression.

What have you learned from your experience?

I didn't have any symptoms but if you experience any that could be linked to heart problems please don't hesitate to get yourself checked out. Support the NHS because you never know when you might need it. I have been so struck by how all the specialities and hospitals work together.

I was born at West Middlesex Hospital and grew up in Isleworth. I was quite poorly as a child, probably because of food rationing and my family did not have much money. I remember the kindness of the local GP who would not take the standard consultation fee of half a crown from my mother, but I felt embarrassed. This was before the NHS was created in 1948.

My experience after my cardiac arrest testifies to the quality of care provided and led by West Middlesex

Hospital. I am very grateful to all of the NHS staff who worked together to save my life.

However, all the brilliant care I have received would have been wasted without the initial support of my wife Pam who performed CPR before the ambulance arrived. Learn CPR if you have the opportunity!

Don't delay if you have symptoms

Heart attack symptoms can vary for different people, ranging from a severe pain in the centre of the chest, to mild discomfort, jaw pain, left arm pain, or symptoms of indigestion. In some cases chest pain or discomfort is accompanied by other symptoms like shortness of breath.

If you, or anyone around you, experience any of these symptoms **phone 999 for an ambulance immediately**. This means you will get treatment as soon as possible. The sooner you get treatment, the greater your chance of survival.

NHS: www.nhs.uk/conditions/heart-attack
Health advice: www.nhs.uk/livewell/healthyhearts

Learn hands only CPR

The British Heart Foundation is promoting how to do hands only resuscitation to help save lives. Type in 'hands only CPR' into their website's search box at: www.bhf.org.uk



Comings & goings

Starters

Robert Street, Local Security Management Specialist

Robert manages and advises on security at the Trust, helping to keep West Middlesex a safe environment for patients and staff. He works closely with our Estates and Facilities department, providing a single point of contact for staff and the police, and investigating security issues and incidents. Robert is an accredited security management specialist with Parkhill, and has 23 years' experience working in security and facilities roles in the NHS. He previously served in Her Majesty's Forces for seven years, including six months with the United Nations' Peacekeeping forces in Cyprus. Away from work he likes to relax by spending quality time with his family, getting stuck into the garden, and persuing country sports... and a nice glass of red wine doesn't go amiss either. Robert often runs security information stands in the main atrium so take the opportunity to ask questions and get advice if you see him or the team.



Andrew Counce, Chief Pharmacist / General Manager (Clinical Support Services)

We waved goodbye to Andrew at the end of 2012 after nine and half years at West Middlesex. He said: "It's been a great experience and I have learned so much from the people here and the opportunities. It has passed so quickly so I have either been extremely busy or thoroughly enjoying myself. Most likely a combination of both. I wish everyone at the Trust all the very best for the future." Andrew has taken up a new position with the nearby Hillingdon Hospitals Foundation Trust and will be keeping in touch with colleagues here.



Leavers

Neeta Khatri, Maternity Assistant



Maternity staff bid a fond farewell to Neeta just before Christmas. Neeta spent three years with the team and told West Mid Matters that it felt like yesterday when she first started. She will miss the staff who have been so friendly and helpful, and loved having the opportunity to assist the midwives in delivering babies. She found that an important part of her role was offering positive reassurance to mums to help them find their experience less daunting. Neeta particularly learnt a lot from Carrie Whitehurst, Senior Midwife. Carrie said: "Neeta is always smiling, always kind, and always says yes whenever we ask for her help. We will miss her." Neeta is moving to Canada with her family where she plans to continue her professional development and become a qualified midwife. We wish her well with this exciting new experience.

Simon Green, Nurse Manager – Sexual Health Service

Simon is returning to Kingston Hospital NHS Trust to take on the role of Clinical Lead Nurse and Operational Lead in sexual health. He came from Kingston to West Middlesex in August 2008 where he has had extensive opportunities to develop his managerial skills and build confidence through experience. Simon went from managing eight nurses to 18, when the sexual health team was joined by the community family planning and chlamydia screening teams that had been previously part of the provider arm of NHS Hounslow. This was an exciting change which allowed a more integrated and patient centred service across the whole of Hounslow.

Simon says he is very grateful for the opportunities he has had at West Middlesex, and the support and encouragement shown to him while he completed an ILM management qualification and more recently his Masters in Health and Social care Leadership.



In loving memory

Kwabena Oduro Asante

Asante sadly passed away on 27 December 2012. Almie Mngadi, Sister on Osterely 2 ward, remembers him: "Kwabena Oduro Asante was a loving, caring man who worked as a Healthcare Assistant at West Middlesex from 6 August 1997 to 27 December 2012.



"In his lifetime he travelled from Ghana to England in order to fulfil his ambition of being a Healthcare Assistant – and achieved his ambition by completing his NVQ Level 3 training to become a clinical support worker. He began on his journey in helping nursing staff to ensure patients have a pleasant and comforting experience while in hospital.

"Asante was a highly esteemed gentleman, who worked hard to support his family, his wife and children in Ghana. He found joy in making his family proud and setting an example of excellence for the benefit of those who had the pleasure of working with him.

"He was prized for always being enthusiastic about his work, regularly going the extra mile and doing extra shifts. He worked well with patients and staff, and always welcomed advice on how he could improve his effectiveness in the workplace.

"He will always be sorely missed for his dedication to the greatest degree possible and setting a positive example for those closest to him. His integrity, humility and genuine care for others mean that Asante accomplished what he set out to do in nursing, and was committed professional member of the Osterely 2 ward team, and blessing, whom we shall always cherish and miss."

We also remember **Joan Woolford** who worked as an auxiliary nurse at West Middlesex during the late 50s and early 60s, and **Dr Vimla Chaudhry nee Vimla Kumari Gupta** who worked at West Middlesex between 1963 and 1965. The Hounslow Chronicle recently reported that Mrs Woolford passed away aged 93, and during her time at the hospital she would paint scenes from Disney films and other cartoons on the glass partitions of the children's ward to brighten up young patients' stays. Dr Vimla Chaudhry passed away on 13 December 2012 aged 83.



Compassionate care

In this section we highlight some of the positive feedback provided about West Middlesex. The hospital receives many compliments, however, it is often the complaints which gain more attention. We would like to remind staff that their dedication and hard work is appreciated by the most important people: our patients, their families and carers.

Thank you letters can be sent to the PALS team or Chief Executive at the hospital address (go to www.west-middlesex-hospital.nhs.uk and type *compliments* into the search box) or email tellus@wmuh.nhs.uk. Staff who would like to share a compliment letter in West Mid Matters can contact x 6342 / communications@wmuh.nhs.uk.

On NHS Choices

Jan Carter used the orthopaedics service in December 2012 and gave it a five star rating: "The consultants and their teams were just fantastic!! I was unfortunate to have to go through two operations on both shoulders recently, the treatment and care I received was amazing....and a big thankyou to all the nursing staff on syon 2 ward who looked after me!"

MrDavies76 recommended General Surgery after surgery in December 2012: "I had to undergo a relatively simple, yet very unpleasant operation and found the level of service and care I recieved to be without fault. The staff, although overworked and under resourced were exceptionally friendly, caring and professional and the entire experience was made as comfortable and easy as possible. My daughter was recently born in the maternity unit at West Mid and the team were without fault for that, as well. I have no complaints whatsoever. What could have been a truly awful experience by nature was made far more bearable by a decent, hard working and caring staff and I am extremely grateful for it."

Via Twitter



Via email

I am an agency nurse that has been enjoying working with the various teams in the hospital... I was taken ill with high BP and a TIA. I am very grateful to Alison the HCA who spotted me unable to walk down the corridor as I kept veering the right. She was prompt in her action to get me safe and to assess me. Her findings that I was in an acute hypertension. She was so kind taking me to the Urgent Care where I was met with kindly proficient and understanding doctors, I was treated with much respect... I was referred to the A/E where a CT head could be performed. .. I was particularly impressed with Oliver the charge nurse who with military and caring precision was able to turn around the patients so that they got their necessary blood tests, doctor exam and treatments. He was respectful of staff and patient needs. I was treated with care and compassion in the CT scanner and yes I had to wait for the report but was looked after well in obs bay. The doctor caring for me was amazing and kindly to me. I was listened to and the narration of all I have been through in my past medical history respected. I have been referred to the stroke team and am equally impressed at the speed of the out patient appointment and the literature sent to help me understand with a contact to the stroke nurse. MB

To all at the Osterley Ward. Thank you for all your help and support during my mother's stay in hospital. You were all very helpful, encouraging and pleasant. Without your long hours, dedication and support I am not sure how well my mother would have recovered. PD

We wanted to take the time to thank all staff at WMUH for your excellent service to our brother/brother in-law who was admitted to A&E and then to Richmond Ward & Syon 1. Your ENT Drs and A&E on duty staff were fantastic and their communication skills were top notch and put us all at ease in understanding his condition and what procedures you would carry out to assist. Once again, thank you to all. A great example of the NHS. L&M M

Expert information for stroke patients

RECOVERING FROM A stroke is a challenging experience and our specialist stroke and therapies teams work tirelessly to help patients and their families overcome this. Now further help is at hand thanks to our library team who are providing a service to equip patients and families with high quality stroke-related health and lifestyle information.

After listening to feedback from patients, stroke specialist nurse Ahlam Wynne approached the Patricia Bowen Library and Knowledge Service last year to look at ways to provide information. (The library team had created a successful information service with cardiac specialist nurse Cas Shotter Weetman for patients discharged from our Cardiac Care Unit.)

Leaflet stands and notice boards in the Stroke Unit are now being improved and updated by Uma Devalapalli, Deputy Librarian, and Madhulika Badhe, Library Services Manager, and include information on health risk factors, exercise, diet, finances, and advice for carers.

Uma has added a stroke section to the library's health information website, with details about stroke services and local support, (<http://www.library.wmuh.nhs.uk/pil/>



Patients who were looked after on our Stroke Unit returned to the hospital's Education Centre before Christmas for a stroke education day organised by specialist nurse Ahlam Wynne, with a session from deputy librarian Uma Devalapalli (pictured at back)

Stroke%20library.htm). It aims to help patients who may be novice computer users and GPs wanting to direct their patients to a good information source.

Ahlam advises Uma when she can visit patients on the

"They have the best quality information to take positive steps forward"

stroke unit to discuss their information needs. Uma carries out online research from trusted sources, and emails or posts a personalised pack to patients once they are back home.

Uma said: "Providing this support for patients is an interesting contrast to the more academic work I do at the library. I enjoy visiting the ward and it's fulfilling to know that I can use my research skills to directly help a patient.

"There is a lot about stroke on the internet which can be overwhelming or confusing for patients and families. We use a quality checklist to ensure that we get the right information."

Ahlam said: "It's important that patients are empowered to recover from stroke and live a full, healthy life. I thought the information service would be a great help while they go through a challenging transition, and ensure they have the best quality information to take positive steps forward."

A stroke occurs when the blood supply to part of the brain is cut off and brain cells are damaged or die. Dial 999 if you or someone you are with has any one of these symptoms: face fallen on one side / arms won't raise unassisted / slurred speech.



Education, learning and development: A special place for simulation training

SIMULATION TRAINING AT West Middlesex is building a reputation for the quality of its teaching, excellent organisation, and the support given to learners.

In December 2012 the hospital was highly commended for awards from the Simulation and Technology-enhanced Learning Initiative (STeLI) run by London Deanery.

The awards were for excellence in productivity, and excellence in making an educational impact (we were one of a select few asked to demonstrate our innovative use of simulation to learn from complaints).

Simulation training underpins safe medical practice and covers a variety of sessions for medical staff and mandatory training for junior doctors.

It enables them to refresh and enhance their skills in common medical scenarios, and explore and develop communication and teamwork skills.

There are different ways to provide the training. At West Middlesex we use actors for complaints scenarios, and manikins ranging from static models, to our 'SimMan' which breathes, has heart, lung and bowel sounds and talks when operated from a control room.

Experienced medical staff at the hospital facilitate sessions throughout the year as well as hosting regional training events.

They include Mr Hugh Rogers, Divisional Director of Surgery, who has introduced human factors courses, Dr Kevin Monahan, Consultant in Gastroenterology, who runs core medical trainee courses, and Dr Zul Mirza, Consultant in Emergency Medicine, who runs trauma team member courses.

Sessions are organised and overseen by Nikki Jones, Resuscitation Officer, and Dr Jasmin Cheema, Consultant in Emergency Medicine.

Dr Cheema, who is also the North West London lead for emergency medicine simulation training, explained: "I support and complement Nikki, to encourage and

enthusiase people about the training. Nikki does an incredible amount and we are fortunate to have many highly experienced and skilled medical staff who have trained to facilitate the sessions and are keen to be involved. They find it very rewarding to have an active input into the development of more junior colleagues – as well as continuing to learn things themselves! We are also grateful for the input and support given by the executive team."

Nikki said: "We might not be as large as some other hospitals doing this but we are providing a special quality of training thanks to the dedication and commitment of everyone involved. People on our courses say they especially appreciate the supportive, friendly environment here and how pro-active we are in contacting them about their training." Future plans include looking at how staff nurses can benefit from simulation training.



Above: Dr Cheema at the controls
Top right: Nikki running a simulation session
Right: Participants in a medical scenario using SimMan



Clinical leadership programme



Karen Boakes, Assistant Director for Learning & Development (third from left), with this year's candidates

OUR AWARD-WINNING CLINICAL Leadership Programme is underway for 2013, with clinical staff from across the hospital taking part. The programme supports them in gaining skills to lead innovations and improvements to services. Candidates will be working on individual projects in their specialist areas and presenting their work on 13 June to Trust executives, senior clinicians and managers.

The programme won the 2012 Elizabeth Paice Award for Educational Excellence in Postgraduate Medical and Dental Education.

This year's candidates are:

- Dr Gagandeep Takhar - Rheumatology
- Dr Asmaa Al-Kufaishi - Obstetrics and Gynaecology
- Dr Kirthika Jeyaraman - Medicine
- Alyson Brown - Labour Ward Co-ordinator
- Dr Harriet Tucker - Emergency Medicine
- Dr Arun Rajendran - Gastroenterology
- Khusrow Zaki - Recovery Co-ordinator
- Monique Chituku - Blood Transfusion Nurse Specialist
- Dr Teshk Nakshbandi - Acute Medical Unit
- Dr Charlotte Hateley - A&E
- Dr Molola Oyewole - ENT (ear, nose and throat)

Contact us

Editorial team: Richard Elliott, Louise Jones

Contact: communications@wmuh.nhs.uk / 020 8321 6342 / 5035

Contact us if you have feedback, suggestions or an article for future issues, and if you would like to be added or removed from our mailing list.