ON TUESDAY 12 May, celebrations were in full swing at West Middlesex University Hospital to recognise International Nurses’ Day, an event held annually on the anniversary of Florence Nightingale’s birth, who is widely considered the founder of modern nursing.

The hospital atrium was a sea of colour and activity as crowds gathered to watch a range of live entertainment. Opened by Jacqueline Totterdell, Chief Executive, who spoke of the hard work and dedication carried out by nurses, the celebrations kicked off with the West Mid Filipino Nurses’ Choir, followed by a fashion show from the hospital’s African nurses and finally a special performance by singer Dexter Cases, an A&E staff nurse.

Patients, staff and members of the public were also treated to traditional Filipino food and special guest appearances from Florence Nightingale and her rival from the Crimean War, Mary Seacole. Played by Sister Annie Redwood (senior resuscitation officer) and Sister Faustina Annan-Addae (TB lead nurse), Florence and Mary then visited every ward of the hospital along with Charlotte Hall, our former Director of Nursing and Midwifery, to see the patients and staff.

On the day, Charlotte said: “International Nurses’ Day has been a fantastic occasion at West Mid and it was great to see so many staff celebrating the wonderful work of all our nurses. Thank you to everyone who helped make it such an enjoyable day for our patients and staff.”

View our image gallery >>P5

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A first class hospital for our community
IN MY SECOND piece for West Mid Matters I would like to talk more about the wonderful celebrations which took place at West Middlesex University Hospital’s World Nursing Day in May.

I have been lucky enough to read the front page of a book which was on display at the front desk of the hospital. It was a brochure featuring the photo of the first female nurse. From music, song and dance, all of which were provided by our very own staff, to the guest appearances from Florence Nightingale herself along with Mary Seacole, the day had something for everyone.

Coming from a nursing background myself I was having a career as a children’s nurse, I felt I had a great amount of pride in seeing so many staff, patients and members of the public getting involved with the day, particularly enjoyed reading the quotes from nursing staff on ‘what nursing means to me’, and I noticed in ‘caring and compassion’ were repeatedly mentioned. This really highlighted to me the level of dedication and hard work our nursing staff put in to their jobs on a daily basis, helping to deliver the best possible care for our patients. For me, when I think of nursing I think of a calm voice, a passion for caring, a gentle hand, a thoughtful gesture and going that extra mile for someone. I am sure we will all have some contact with a healthcare professional at some point in our lifetime. What is it that makes you think that the care we are treated? Being a nurse carries with it a great level of responsibility and the fundamental values to the profession are that care will be easily taught or measured.

As mentioned by,you will receive our improved care rating that is refers to response times and the quality of care we are providing and I am pleased to report that we have made great progress compared to last year. We have received a significantly better response in five areas across the hospital: admission, nurses, care, surgery and discharge and we received no significantly worse responses in any of our key care indicators. In 2015, we had no patients who died in the hospital where someone had died in the past year. This was an area of focus for the Trust last year and it’s great to see that our efforts are yielding significant results.

The survey has highlighted that there is still work to do and room for improvement in a number of areas including communication, and we know that the way in which nurses and doctors interact with patients is key for their overall satisfaction with care. We work tirelessly to improve both our patient and staff experience as they are inherently linked and this remains a top priority for us.

We are also launching a brand new Mindfulness course for all staff this October. Mindfulness is a proven technique for reducing stress and improving mental health, and is also widely used in healthcare settings, including hospitals.

We are also offering staff the opportunity to take part in a number of courses to support their mental health and wellbeing. These include a range of courses on stress management, mindfulness and emotional resilience. We are offering staff the opportunity to take part in a number of courses to support their mental health and wellbeing. These include a range of courses on stress management, mindfulness and emotional resilience.

Confidential counselling services are available to staff in the event of being offered support to ensure that they feel comfortable and supported. Staff are invited to seek support from a range of sources, such as colleagues, friends and family, or to contact the occupational health team, who can provide advice, support and signposting for carers, as well as help relatives to prepare and plan for end of life care.

Dementia nurses were all in attendance to 15 May, inpatients on Crane Ward took part in a range of activities, focusing on the Brain, a service provided by the Alzheimer’s Association. Singing along with the live band together in a fun, friendly and stimulating environment with musical activities which build on the well-known preserved memory for song and music.

There were also quizzes, information sessions and advice on dementia friendly environments and signposting for carers, as well as a group exercise session to improve balance exercises. Alzheimer’s Society, Integrated Neurological services and specialist Dementia nurses were all in attendance to support the event. Cathy McCann, Oaks Critical Care Lead Specialist Nurse said: “We have had a great time making Dementia Awareness Week today. Being in hospital is never a nice thing so to be able to do something a bit different for our patients and their carers was great, all while supporting a worthy cause and raising awareness of the condition too.”

A large proportion of people with dementia go undiscovered because people are unaware of the condition and what can be done to manage it. At any given time around half of all inpatients at the hospital will be under people, aged 70 years and above and we would typically expect half of these to have dementia despite the fact that why we have made staff education and awareness a key part of our Dementia Awareness Week. To mark Dementia Awareness Week, our Nepalese members of staff were quick to arrange a day of special activities and celebrations for our patients and staff until they are suitable for discharge. The Sheffield and West Midlands University Hospitals (HASu) at Charing Cross Hospital.

Mr Walker said: “It was so inspiring to see, and I am pleased to read that the results demonstrated some very positive progress compared to last year. We have received a significantly better response in five areas across the hospital: admission, nurses, care, surgery, and discharge and we received no significantly worse responses in any of our key care indicators. In 2015, we had no patients who died in the hospital where someone had died in the past year. This was an area of focus for the Trust last year and it’s great to see that our efforts are yielding significant results.

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Word from West Mid

Cervical Screening Awareness Week

Why should I attend my cervical screening invitation? Attending your smear test is the single best way of preventing cervical cancer.

What happens if I receive an abnormal screening result? If you receive an abnormal result, don’t panic! In the majority of cases the smear has picked up pre-cancerous cells only. Often you will need a closer examination of the cervix called a colposcopy which is carried out at the hospital. This is similar to a smear test but stains are applied to the cervix to highlight any abnormal areas. The doctor then may take a tiny biopsy to confirm whether there is an abnormality.

What are the symptoms of cervical cancer? There are often no symptoms in early cervical cancer which is why cervical screening is so important. Symptoms to look out for include:

- Bleeding after the menopause
- Pain during sexual intercourse
- Bleeding following sexual intercourse
- Heavy prolonged periods
- Bleeding in between periods
- Bleeding after the menopause

There are many other gynaecological conditions that may cause these symptoms, so it is better to be seen by your doctor for an assessment.

How is cervical cancer treated? The treatment depends on the stage of the cancer and the woman’s wishes to conceive are also taken in to consideration. If the cancer is very early then the cancerous area in the cervix can be removed. For larger growths the removal of the womb (hysterectomy) may need to be performed. Sometimes it is decided that the cancer is too large to treat surgically and can be treated with a combination of chemotherapy and radiotherapy.

What causes cervical cancer? There is good evidence that a virus called human papilloma virus (HPV) causes cervical cancer in the majority of cases. The virus is present in two out of three women who are or have been sexually active. The virus is now tested for on some abnormal smears that are classified as borderline or mildly abnormal to direct whether a woman needs to have a further assessment in colposcopy.

Is cervical cancer hereditary? There is no hereditary link to cervical cancer.

Attending your smear test is the single best way of preventing cervical cancer.

Your invitation

• Hear an update on our progress over the last year and our plans for the future.
• Special guest Libby McManus, Chief Executive of Chelsea and Westminster Hospital NHS Foundation Trust, will provide an update on the upcoming integration.
• Put your questions to our Board.
• Receive your copy of our 2014/15 Annual Report and Quality Report.

Everyone welcome!

Annual Public Meeting 2015

Tuesday 14 July 4pm - 5pm
Conference Room, Education Centre West Middlesex University Hospital, TW7 6AF
Email: communications@wmuh.nhs.uk
Comings & goings

In each edition we feature a small selection of staff joining and leaving the Trust. If you would like to be featured, or know someone who has recently started, is due to leave, or has moved within the Trust, please let us know.

Starter

Lucy Connolly - Director of Nursing and Midwifery

On 1 June we welcomed Lucy to West Mid who has joined us from Chelsea and Westminster NHS Foundation Trust. Lucy started her nursing career in 1983 at the Burns Unit at Selly Oak Hospital in Birmingham. A year later she moved to Bourn Hall Women's Hospital in the West Midlands and worked in a variety of Care of the Elderly settings. Lucy told WMH: "Caring for older people is my nursing passion and as a consequence I studied my master's degree in Gerontology at Keele University.

Lucy then held a variety of roles including clinical governance coordinator, clinical risk management lead and even ventured into directorate management for a five year period.

In 2009 Lucy joined the Chief Nurse Team at York Hospital taking the lead on End of Life Care, Safeguarding Adults and Nursing Workforce. She moved into the Human Resource Department in January 2013 as Head of Nursing Workforce. "I have loved the whole of my career in the NHS and am thrilled to have been offered the opportunity to be Director of Nursing at West Midlands University Hospital. I am really looking forward to working with you all!"

Sarah Fletcher - Therapy Assistant

Sarah joined West Mid in April as a Therapy Assistant and is based in Kew Ward. She has worked with a range of wonderful people from high dependency to Stroke patients and is finding it really enjoyable. She has completed her BSc in Physical Therapy and is set to start a Masters next year. Sarah told WMH: "I've been made very welcome by WMUH staff and I'm looking forward to meeting the rest of the team. I also work with more able patients and carry out strengthening exercises with them. It's been a bit of a whirlwind so far but I'm loving it. Everyone has been so supportive and there is a great camaraderie and team spirit."

Sasha Pearce - Therapy Team Leader and Physiotherapist

Sasha joins the Trust as our Therapy Team Leader having previously worked in Hounslow and Richmond Community Healthcare NHS Trust at Teddington Memorial Hospital as the Intermediate Care and Rehabilitation Manager. Sasha completed her training at Guy's and St Thomas' Hospital and started her career at the Royal London Hospital working in the fields of neurosciences and then adult learning disabilities, where she became the hospital's first clinical specialist in this area. Sasha worked in this field until 2003 when she moved to Kensington and Chelsea to work as their Community and Rehab Services Manager, a role she held for four and a half years before starting a family.

On joining West Mid, Sasha said: "The therapy team have been incredibly welcoming, something which I have felt from the whole Trust - the people I have very much enjoyed being as close to as the river and Syon Park! I'm looking forward to the challenges of the role, including the integration with Chelsea and Westminster. I also want to develop the work of the therapies department across the hospital and raise our profile."

Leavers

Debbie Dorling - Laboratory Operations Manager

Debbie Dorling (centre) left the Trust at the end of June after working at West Mid laboratory on a number of separate occasions since 1997. Most recently she has held the post of Laboratory Operations Manager since the transfer of the service from Quinton Diagnostics in 2013.

During her time here she has worked tirelessly to build a laboratory team dedicated to providing a first rate service while maintaining the same high quality that the service has provided over the previous five years. Debbie is leaving West Mid to take up an exciting new position in Essex, coordinating the creation of a new laboratory service across multiple hospitals.

We wish her all the best and thank her for her hard work and dedication she has given the hospital and its patients over many years.

Karen Boakes - Assistant Director of Learning and Development

Karen started working at the Trust in April and joins our medicine division after previously working at Imperial College Healthcare NHS Trust, where she worked as Neurosciences Business Manager for Neurosurgery and Neurophysiology between Charing Cross and St Mary's hospitals. Prior to that, Fiona completed her management degree at University College London.

Fiona told WMH about her first few weeks: "I've been made very welcome by WMUH staff and the hospital is an incredibly friendly place to work. The role is a challenging one and there is never a dull moment but I'm enjoying getting to know everyone and learning about my new services. I'm also looking forward to the challenges ahead when the Trust merges with Chelsea and Westminster Hospital."

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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 or via our website www.west-middlesbrough-hospital.nhs.uk and going to the 'Tell us' section under 'Contact us'.

On Saturday 9 May, members of staff from West Mid attended the Chelsea and Westminster Hospital Open Day to run a stand on the history of our hospital and to provide more information to staff and patients on the upcoming merger.

Martin Lewis, a public governor at Chelsea and Westminster Hospital, commented: “There was a real interest in the history of both C&W and WMMUH, which is really important as each Trust has a very strong identity and history. This is crucial as we embark on the next stage of our journey.”

On Thursday 30 April, West Middlesex University Hospital held an information event to spread the word on beating bowel cancer.

Staff were on hand to provide advice and information on the condition and its symptoms, and there was also a chance for visitors to win a brand new bike courtesy of the bike company. Congratulations to Annette Davis who won the bike. Pictures were taken and are published in an educational quiz.

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Education, learning and development

Staff nominated for HENWL awards

WE ARE DELIGHTED to report that staff from West Middlesex University Hospital have been nominated in three separate categories in Health Education North West London’s (HENWL) first ever awards ceremony. The awards celebrate students and staff in NHS care and education across North West London who contribute to excellence in education and training and raising care standards locally.

The event will be hosted by HENWL’s Strategic Advisory Council on 29 June where a winner and highly commended for each category will be announced. The three categories we will be keeping a close eye on are:

Best example of Inter-professional Learning in Secondary Care – HEADS-UP programme

This category is looking for an innovative educational programme involving students or trainees which includes true inter-professional learning and has had positive evaluation from at least two different stakeholder groups. Congratulations to staff involved in the nominated HEADS-UP programme – a scheme to improve patient care and staff experience piloted on various medical wards from December 2013.

HEADS-UP is a team safety debriefing, analysing what happened the previous day. It is targeted primarily for nurses and junior doctors.

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

This award recognises a student who has demonstrated professional values and outstanding enthusiasm and motivation, going beyond normal expectation in patient care experience, evidenced by receiving positive feedback from a patient or patient’s family. Georgie Gould, a postgraduate medical student in her final year at Barts and The London Medical School was nominated for this award by Joanna Girling, Consultant Obstetrician and Gynaecologist.

During a five week placement in our maternity unit, Georgie undertook a challenging project on high risk obstetrics which she completed and presented to the department and subsequently submitted to a leading UK obstetric conference in April 2015. From Georgie’s findings, the department were able to improve referral guidelines, add accurate data to patient information leaflets and gain access to Obstetric Ultrasound reporting software, all of which resulted in an improved quality of care received by women.

In her nomination, Joanna said: “In my experience, 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. On numerous occasions she demonstrated her dedication and thoughtfulness on Delivery Suite, in the Operating Theatre, in the Obstetric Day Assessment Unit and in busy Antenatal Clinics, where her communication with the multidisciplinary team and with women and their families was timely, appropriate and helpful.”

Top prize for A&E at Emergency Care Intensive Support Team conference

CONGRATULATIONS TO OUR A&E team who were awarded first prize for a poster presentation delivered at this year’s ECIST conference on Thursday 4 June.

The Emergency Care Conference is held annually to discuss and share ways on how to improve urgent and emergency care. This year the conference was chaired by Dr Bob Winter, NHS England’s National Clinical Director for Emergency Planning and Critical Care. The conference covered a variety of topics and was attended by NHS staff from up and down the country.

Participants were invited to provide a poster works so hard to help make sure the student teaching here is of the highest quality. West Mid as a Trust have been extremely supportive and I am very grateful for all the help we have received.”

Local Teaching Hero Award for our specialised teaching clinic

CONGRATULATIONS ARE IN order for the team behind our specialised teaching clinic who have been recognised by Imperial College for the fantastic work they do in training our student doctors.

Afrina Alam, Consultant Dermatologist here at West Mid, is the hospital lead for medical student teaching.

Dr Alam has helped to turn the department from one which was once the lowest rated to one which is now consistently top, and this award further recognises this achievement.

Dr Alam: “It is always nice to receive recognition for your work, but it really is a team effort and everyone

Network-wide innovatory education between Primary and Secondary Care sectors

This award recognises an innovative educational primary care programme which involves students/trainees from both primary/community care and secondary care sectors, with the aim to enhance the skills and knowledge of the workforce in order to provide more effective and seamless patient care closer to home.

The Perinatal Mental Health Community Education Provider Network is a collaborative project delivered by West Middlesex staff members Julia Lidderdale, Louise Page, Christina Cotzias and Joanna Girling, Dr Selena Gladow-Ware from 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 mental health services when needed. Working collaboratively with health and social care providers, community groups, patients and public education providers has helped develop multi-professional learning communities, which in turn has led to interaction with more than 800 healthcare professionals.

The team have further good news to celebrate after having their funding extended for another year by HENWL, to a total of almost £250,000.

If you are interested in finding out more about the Perinatal Mental Health CEPN, you can find them on twitter (@PNMHCEPN) and Facebook (www.facebook.com/PNMHCEPN). A short animated patient story has also been created called “My story of mental health and wellbeing during pregnancy”. The story, available to watch on YouTube, was written by Julia Lidderdale, Perinatal Mental Health Midwife and one of the project leads.

At the time of going to print, the awards were yet to take place. We wish all three the best of luck!

If you are interested in finding out more about the Care Quality Commission who described it as “innovative” and “outstanding practice”: by using HEADS-UP, the hospital is “good at keeping its medical patients safe.”

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