

west mid matters

ISSUE 40: June - July 2012

Clean bill of health from Care Quality Commission

FOLLOWING AN UNANNOUNCED scheduled inspection in April the Care Quality Commission (CQC) has reported that West Middlesex is meeting all the essential standards of quality and safety.

The CQC is the independent regulator of all health and social care services in England. Their job is to make sure that care provided by hospitals, dentists, ambulances, care homes and services in people's own homes and elsewhere meets government standards of quality and safety.

They carried out their review of our services as part of a routine schedule of planned reviews. This involved reviewing all the information the CQC holds about the Trust and carrying out a visit, on 26 April 2012, where they observed how people were being cared for, talked to staff and spoke to people who use our services.

In their summary report they said that: "Everyone we spoke with felt that their privacy and dignity was respected by staff. Patients told us that they were 'well cared for' and that they had confidence in the staff. Most people we spoke with felt that their individual needs were met through the treatment and care they received.

"Patients we spoke with about discharge

from the hospital told us that they received the appropriate discharge documentation to ensure that their care and treatment would be continued by their community healthcare provider.

"Patients and their relatives told us that they were satisfied with the care and treatment they received from staff. One patient told us: **"From porter to consultant, everyone has been excellent"**.

The reviewers looked at five outcome measures during their visit:

- People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run
- People should get safe and appropriate care that meets their needs and supports their rights
- People should get safe and coordinated care when they move between different services
- There should be enough members of staff to keep people safe and meet their health and welfare needs
- The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care



Meeting the needs of our patients

Dame Jacqueline Docherty, Chief Executive said: "I am very pleased to report that the Trust met all the essential standards of quality and safety that were inspected. The full report includes some really positive observations from the inspection and can be viewed at www.cqc.org.uk. We are continually reviewing our services to ensure they are aligned with the needs of our patients and this report gives reassurance that we are achieving our vision to be a first class hospital for our community."



L-r: Dame Jacqueline Docherty, Chief Executive, Mary Macleod MP, Dr John Platt, Care of the Elderly Consultant, Ahlam Wynne, Specialist Nurse and Dr Ravneeta Singh, Care of the Elderly Consultant

LOCAL MPS MARY Macleod and Seema Malhotra joined patients, staff, and community groups to discuss further improvements to our Stroke Unit.

The event on 11 May was hosted by Stroke Specialist Nurse Ahlam Wynne in the hospital's

MPs support Stroke Unit

Education Centre, to invite feedback and ideas to keep the service moving forward.

The Stroke Unit provides acute care for patients until they are suitable for discharge home or further rehabilitation care in an alternative setting, including specialist rehabilitation services in the community.

The Unit was recently commended for its 'significant achievements' and 'excellent standard of care' following an external assessment by North West London Cardiovascular and Stroke Network and NHS North West London.

Mary Macleod, MP for Brentford and Isleworth, said: "I have heard some excellent feedback from the patients I spoke to at today's event, praising the care they have received at West

Middlesex. Hounslow residents are very fortunate to have a dedicated stroke unit here, offering the best possible care to help them recover and in many cases return to their normal lives. This event demonstrates that West Middlesex is focused on improving its services for the benefit of current and future patients."

Seema Malhotra, MP for Feltham and Heston, said: "Strokes can affect people from any background and can occur when you least expect it. What is vital is more awareness, better prevention and ensuring we have the best possible services to help people make the best possible recovery. This was a wonderful event appreciated by staff and patients and certainly taught me a great deal. I congratulate all involved in this excellent initiative."

In this issue

What matters to me

Chief Executive Jacqueline Docherty explains what we are doing to ensure a positive patient experience. **Page 2**

Director's cut

Director of Nursing and Midwifery Julie Wright talks about the depth and breadth of roles nurses and midwives provide. **Page 2**

News in brief

Be clear on lung cancer, Your Heart in Your Hands, Walk to Work and Bike to Work weeks. **Page 3**

Word from West Mid

Bonnie Henriksen, Specialist Nurse, talks about Diabetes. **Page 4**

Meet the ICT team



We find out more about the role of the ICT team and their plans to aid staff and improve patient care. **Page 5**

Comings and goings

Starters and leavers. **Page 6**

Compassionate care

A selection of feedback we have received from patients. **Page 7**

On the back page

Staff taking part in this year's Clinical Leadership programme have been presenting their projects to help improve patient care. **Page 8**



What matters to me

AS YOU'LL HAVE seen on the cover of this edition, we have just received a very positive review from the Care Quality Commission who are the independent regulator of health services in England. As part of their unannounced visit, they spoke to a number of patients, on different wards, who all said that they felt their privacy and dignity was respected by staff. I am delighted with the outcome of this review.

The Trust has been on a transformational journey over the past few years. Our financial position has been strengthened and we continue to perform well against national standards and clinical best practice. However, one area where we continue to perform less well compared to other hospitals is in delivering a consistent positive patient experience. This is about more than treating patients in a timely and effective manner. Like any service provider the customer, or for us the patient, comes first. Sometimes it is the smallest things that can make the biggest difference, for example staff introducing themselves by name and explaining what they are going to be doing before treating a patient; not talking in front of patients as if they are not there; and making sure we involve



Dame Jacqueline Docherty - Chief Executive

patients, and where appropriate their family or carers, in important decisions about their care.

To achieve this we must have a well motivated and happy workforce that understands what is expected of them in terms of values and behaviours towards

their patients and colleagues. The results of the last staff survey highlighted a number of areas where we compare favourably with other hospitals; however it also identified room for improvement in areas.

Over the summer we are holding a series of workshops for staff to get their views on how we can improve both the patient and staff experience by developing a more respectful and positive culture. The starting point for any improvement is defining what values and behaviours you would expect to experience in the workplace. This is a real opportunity to shape and contribute to making the West Middlesex an excellent place to work or receive treatment.

If you have any comments on how we can improve our services, please email us at tellus@wmuh.nhs.uk or fill in a comment card, which you can pick up from around the hospital.

Finally I would like to invite you to our annual public meeting, which takes place on 17 July. The meeting is being held in our Education Centre at the hospital, Twickenham Road, Isleworth TW7 6AF, and is an exciting opportunity to:

- Visit our exhibition stands about the Trust's wide range of services, as well

as stands from some of our partner organisations

- See our exciting simulation centre and how it is helping to train our staff
- Meet some of our staff from across the hospital including our Trust Board
- Listen to our guest speakers, consultants Hugh Rogers and Alexandra Matson, talking about our innovative enhanced recovery programme and watch a film of a patient describing their experiences
- Hear an update on our progress over the last year, and our plans for the future
- Put your questions to our Trust Board
- Receive your copy of our 2011/12 Annual Report and Quality Report

As places are limited, we would be very grateful if you could confirm your attendance by emailing communications@wmuh.nhs.uk or calling 020 8321 6342. Please let us know if you have any special requirements.

For directions please see our website: www.west-middlesex-hospital.nhs.uk/about-us/find-us/

This is a warm invitation to everyone; we look forward to seeing you.

Director's cut



Julie Wright - Director of Nursing & Midwifery

NURSES AND MIDWIVES are working in a diverse and challenging environment, and over the years there have been many

changes in education and training, competencies, roles and responsibilities.

I wanted to raise awareness of the depth and breadth of roles nurses and midwives carry out here at West Middlesex, and the progress they are making in raising the standard of care we give to patients.

You might have read the recent article in West Mid Matters about the role of specialist nurses around the hospital [WMM May 2012]. Please look out for future profiles which will include our consultant midwife, consultant nurse, ward managers, staff nurses, and health care assistants.

Caring for patients

Our nurses and midwives make a significant contribution to healthcare, and I receive very positive feedback each week from patients, relatives and fellow colleagues.

You will see on the front page that the Trust recently received a very pleasing report from the Care Quality Commission

stating that we are meeting all the essential standards for quality and safety.

However we recognise that we must keep striving to ensure caring is at the heart of what we do, no matter how many changes take place or roles evolve.

Blueprint for improvements

We are about to publish our nursing and midwifery 'blueprint' which details our objectives for ensuring we meet our patients' needs and maintain quality. Here are a few of them:

- Measuring nursing care on all our wards. All nursing teams are reviewing their individual ward 'scorecards' which show the results of audits of patient care
- Developing a ward manager leadership programme with our learning and development team, and also reviewing practice development
- Reviewing the role of matrons so they have more time to focus on patient experience, being present on the wards

and providing leadership to nurses

- Looking at how nurses can be released from other duties so they have more time to provide care
- Improving the experience of patients when they are discharged
- Improving the way nurses handover patient information to colleagues at the end of their shifts
- Working closer with our community colleagues to provide a seamless and problem free care pathway

These are a few examples and I look forward to sharing our progress in future issues. I would like to take this opportunity to thank our nurses, midwives and health care assistants for their hard work and contribution to patient care and the organisation's success.

If you would like to contact me about any aspects of our nursing and midwifery care please email: julie.wright@wmuh.nhs.uk



West Middlesex says...

WEST MIDDLESEX IS supporting the Be Clear on Cancer, Lung Cancer campaign launched by the Department of Health. The campaign is taking place across England and incorporates TV, radio and print advertising, as well as a series of 150 face-to-face events in public venues such as shopping centres.

The campaign runs from 8 May to 1 July 2012 and aims to raise awareness of the signs and symptoms of lung cancer and encourage those with these symptoms to see their doctor. Early detection of lung cancer makes it more treatable.

Lung cancer affects 33,000 people nationally each year with around 3,500 cases in London. The majority of cases occur in people over the age of 55. In London there are almost 3,000 deaths a year but more lives can be saved if spotted and diagnosed early. When diagnosed at its earliest stage, as many as 80 per cent of people are alive five years after diagnosis compared with only seven per cent diagnosed at a late stage.

The signs and symptoms of lung cancer include a cough that has lasted for three weeks or more. The earlier people spot these signs and are diagnosed, the sooner treatment can begin. If England's survival rates for lung cancer matched the best in Europe, an extra 1,300 lives could be saved each year.



Been coughing for 3 weeks?

Tell your doctor.
A persistent cough could be a sign of lung cancer. Finding it early makes it more treatable.

Dr Bobby Mann, Consultant Respiratory Physician at West Middlesex, said: "With lung cancer claiming around 3,000 lives in London, it's important that people are more aware of the symptoms and, if worried, visit their GP straight away. Earlier diagnosis could potentially save hundreds of lives in London.

"Recent data has shown that whilst many people know about the symptoms to look out for in other common cancers – such as a lump for breast and testicular cancer – as few as one in ten know that a persistent cough for three weeks or more could be a symptom of lung cancer and if dealt with early could save their life.

"If you've had a cough for three weeks or more, make an appointment with your family doctor today. It may be nothing serious, but it is better to get checked out early to be sure."

For further information about the signs and symptoms of lung cancer, visit www.nhs.uk/lungcancer

Your Heart in Your Hands



STAFF AND VOLUNTEERS joined in national Heart Rhythm Week, with an information stall in the hospital between 21 and 25 May.

It was one of hundreds of other events across the country promoting this year's theme 'Your Heart in Your Hands' which aims to empower patients by highlighting the signs and symptoms of heart rhythm disorders using a checklist.

The campaign by Arrhythmia Alliance, The Heart Rhythm Charity, encourages anyone experiencing palpitations, shortness of breath or feeling faint to download the checklist at: www.heartrhythmcharity.org.uk

The stand was organised by Cas Shotter Weetman - Lead Specialist Nurse Cardiology, Agnes Kaba, Specialist Nurse - Rapid Access Chest Pain Clinic, and Philip Eardley - Clinical Specialist Nurse.

Trudie Lobban MBE, Founder and Trustee of Arrhythmia Alliance, said: "Arrhythmia Alliance would like to thank West Middlesex for supporting Heart Rhythm Week and highlighting the signs and symptoms of heart rhythm disorders. Finding out about arrhythmias early, could improve a patient's chance of finding a successful treatment and could save their life."

Pictured above are (l-r) Dwindler Kauk Hans - Volunteer stroke desk, Cas Shotter Weetman - Lead Specialist Nurse Cardiology, Iain Stewart - Volunteer stroke desk, Stanislaw Grutzmacher - Volunteer stroke desk, Peter Curtis - Volunteer registered NHS health trainer.

Bike to Work Week



AS PART OF national Bike Week, in June, our Bicycle Users' Group held a roadshow to encourage people to take part.

Terri Rolston, Facilities Manager, and organiser of the event said: "Cycling has many benefits including improving your health, beating the rush hour traffic and reducing CO₂. Even if you live too far away to commute the whole journey, you can cycle part of the way and use public transport or your car the other part."

London Borough of Hounslow's Active Travel advisor was on hand for advice and giving out goodie bags while ETDE's security team



were offering SmartWater marking to help deter bike thieves.

Moore's Cycles Isleworth were offering special discounts on a range of accessories and Dr Bike, from Velo City, was on hand to give free basic health checks on bicycles.

Staff who cycled to work during the week were also rewarded with a tasty biker's breakfast each day.

Useful links for more information:

- www.tfl.gov.uk/cycling
- www.cyclescheme.co.uk
- www.velocitycycling.co.uk
- www.moorecycles.co.uk

Walk to Work Week



WEST MIDDLESEX ENCOURAGED staff from across the hospital to sign up to national Walk to Work Week challenge in May. Staff were given goodie bags containing pedometers to keep track of the number of steps they walked during the week. The hospital also organised some guided walks around neighbouring Syon Park with a local expert. At the end of the week the top four walkers, with the most steps logged were Catherine Beechey, Patient Administrator, with 56,623 steps, Dhrojendra Tulachan, Stores Supervisor ETDE, with 101,895 steps, Manhar Patel, Catering Assistant ETDE, with 145,299 steps and Kulvinder Nirwal, Catering Assistant ETDE, with a whopping 517,114 steps! All participants were entered into a prize draw and Catherine Beechey won £40 Marks and Spencer's vouchers for her efforts.



Word from West Mid

Diabetes

By Bonnie Henriksen, Specialist Nurse

IN THIS MONTH'S Word from West Mid we speak to Bonnie Henriksen, Specialist Nurse, about Diabetes – a condition which affects 2.9 million people in the UK.

Diabetes is on the increase in the UK and more than 1 million people have the condition but don't know it. West Middlesex has a dedicated diabetes team that works closely with other hospital teams looking after inpatients with diabetes, and provides an outpatient service to support people to successfully manage their diabetes at home.

What is diabetes?

Diabetes is a life-long condition where the amount of sugar (glucose) in your blood is too high. These high concentrations of glucose are harmful to the vessels in the body if left untreated. A hormone called insulin controls your glucose level by moving it out of the blood stream and into cells where it is broken down to produce energy. Patients with Type 1 diabetes produce no insulin from the start and in patients with Type 2 diabetes insulin is produced but it doesn't work properly. Type 2 diabetes is far more common.

What are the symptoms?

Early symptoms can be general so many people do not realise they have diabetes. The main symptoms:

- feeling very thirsty
- going to the toilet a lot, especially at night



- extreme tiredness
- weight loss and loss of muscle bulk

Other symptoms can include:

- itchiness around the vagina or penis
- recurring thrush as a result of the excess glucose in your urine
- blurred vision caused by the lenses of your eyes becoming very dry
- cuts and sores taking longer to heal
- tingling, numbness or pain in hands, feet or legs

It is important to get medical advice if you think you have any signs of diabetes. Early diagnosis and treatment can reduce your risk of developing complications later.

Many people do not realise they have diabetes

Who's most at risk?

The exact cause of type 2 diabetes is not fully understood, although there are many factors that make developing the condition more likely. You are more likely to develop type 2 diabetes if you:

- have a relative with type 2 diabetes

- are of South Asian, African-Caribbean or Middle Eastern descent
- are overweight or obese
- are over 40. This may be because people usually gain weight and exercise less as they get older
- have Central Obesity (fat around your belly) puts you at greater risk of type 2 diabetes than fat elsewhere. This is because it releases chemicals that can upset the cardiovascular and metabolic systems of the body

Women who experienced gestational diabetes during pregnancy are also at higher risk of developing diabetes in later life.

Treatment

Diabetes cannot be cured, but treatment aims to keep your blood glucose level as normal as possible and to control your symptoms to prevent health problems developing later in life.

If you have type 2 diabetes, you can control your symptoms by eating a healthy diet, exercising regularly and monitoring your blood glucose level. However, you may eventually need to take medication, usually in the form of tablets or injection therapy.

At West Middlesex we provide advice and support in the management of this complex disease with the aim of helping the patient to take control and maintain a normal blood sugar level. We also have

an inpatient scheme and outpatient clinic to monitor and treat diabetic foot ulcers which can lead to amputation if left untreated.

Reduce your risk

By controlling the risk factors you may be able to reduce your chances of getting it. For example, you should:

- Lose weight, if you are overweight or obese.
- Keep your waist size under 31.5 inches (80cm) if you are a woman, 35 inches (90cm) if you are an Asian man and 37 inches (94cm) if you are a man who is white or black.
- Adults should do at least 150 minutes (2 hours and 30 minutes) of moderate-intensity aerobic activity (i.e. cycling or fast walking) every week.
- Do not smoke.
- Keep your blood pressure and cholesterol levels under control.
- Only drink alcohol in moderation.

If you lose about 5 per cent of your body weight and take regular exercise, you could reduce your risk of getting diabetes by over 50 per cent.

More information

Diabetes UK www.diabetes.org.uk
www.nhs.uk/conditions/diabetes-type2
Drinkaware www.drinkaware.co.uk
Stop smoking <http://smokefree.nhs.uk>

Diamond Jubilee photo gallery



Diamond Jubilee barge launched at Isleworth

A Royal barge designed to mark the Queen's diamond jubilee took to the water for the first time when it was launched from Isleworth.

The 94ft long wooden vessel named Gloriana led a flotilla of 1,000 boats along the Thames on 3 June. It was commissioned by Lord Sterling and built at the West Cross Centre in Amalgamated Drive, Brentford, before being transported by road to Isleworth, past the hospital.

Children get in the Jubilee spirit

Isha Shine and Kirthana Balachandran are regular visitors to the hospital and attend the Children's Unit's classroom to make sure they don't get behind on their studies. The classroom teachers Margaret Houlton and Clare Gibbons were keen to involve all their pupils in the Jubilee excitement, taking them down to see the Royal barge at Isleworth where some of them appeared on the BBC news, as well as getting them to decorate their own unique Jubilee plates.

Staff and patients join in the Jubilee celebrations

For those staff working over the Jubilee weekend, it was an opportunity to help patients celebrate the special event. ETDE, the hospital's facilities management company, kindly provided cream teas for all patients their visitors and staff. The catering teams also decorated their beverage trolleys with flags and pictures of the Queen to bring some cheer to the wards.

Pictured above is Sister Denise Alcock on Syon Ward, which was ablaze with colourful Union Jack bunting.



ICT plans will aid staff and improve patient care

OUR INFORMATION, COMMUNICATION and Technology (ICT) department plays a vital role in supporting staff to provide excellent patient care.

Its responsibilities include ensuring staff can use specialist computer systems, that our computer servers and networks are robust and that staff keep confidential information secure, providing IT support, developing new technical services, and producing accurate information about how our health services are performing.

The department is entering an exciting period of change and has various plans to improve its service to staff, which should also have a positive effect on patient care.

The planning has involved a survey to find out from staff what they need from the ICT team and how the service can improve.



Some of the ICT team

Our survey said

One of the suggestions from the survey was for a section on our internal intranet where staff could find out some IT information for themselves. This will be available soon and will include a 'frequently asked questions' page, training material, and information about new projects.

The team are also acting on suggestions from staff in the survey about how the IT help desk can be improved. A new telephone queuing system will go online this summer with clearer information about how to obtain help to resolve IT problems.

Phil Vella, Interim Assistant Director of ICT, explained: "We know that it can be stressful for staff when they have an IT problem which is holding up their work, especially when they're under time pressure. We want to try and ease their experience as much as possible."

The IT helpdesk's statistics also show that lots of calls are made from staff who need to have their computer passwords reset so they are devising a way for staff to be able to do this themselves. This should be available by autumn this year.

Putting people in touch

A new internal telephone system is expected to go live later this summer which connects staff automatically when they dial one number and speak a colleague or department's name into the receiver. They will be put through to the relevant phone extension, and mobile

'bleep' numbers will be added to the system in the future.

Kal Minhas, Network Manager, said: "It means no more bits of paper with people's extension numbers stuck on walls or floating around desks. Staff will only have one number to remember which will hopefully make their lives a bit easier."

Wi-Fi connection

Keeping in touch with the outside world should also be easier soon, with the department looking at providing free internet connection within Rumbles restaurant and the main atrium area by the end of this summer.

The new 'Wi-Fi' zone will enable patients, visitors and staff to access free internet on their phones, laptops and tablets in these areas. (There will be website restrictions in line with our information governance policy).

Other improvements include replacing and improving parts of the IT infrastructure which holds all of our electronic information, including patient information. This should make them more robust and protected from technical problems, thanks to ongoing investment from the Trust.

Network points which connect computers and systems are also being replaced across the Trust, and there are plans to upgrade computer software to the latest Microsoft Office programme.

Working with clinicians

It's important that all the plans to improve and develop IT tools are prioritised to fit with clinical, legal and financial requirements.

An ICT steering group led by clinicians is being reintroduced to look at any plans and ongoing work that need a clinical perspective and make recommendations to the Trust Board.

The department's information team has also been working with the nursing teams to help monitor the quality of nursing care we provide.

Robin Gammon, Head of Information & Performance, explained: "Nurses carry out regular audits of different areas of care they give to patients. We then pull this information together for use in the 'nursing scorecards' [See Director's Cut on page 2] used by the Trust to monitor the standards of care being provided."

"The nurses have been recording this information manually. But after speaking to them we developed a way to enter results straight on to a database which we can also access and use to create the reports. This should hopefully make the scorecard system simpler for nursing and administrative staff and save everyone time."

The ICT team

Technical (including IT helpdesk)	Applications (computer programmes)	Information (reports and analysis)
James Warden - Lead	Les Brothwood - Programme Manager	Robin Gammon - Head of Information
Sharon Allen	Ashfaq Gilkar	Kausar Mirza
Mark Braganza	Neelam Hothi	Patrick Rylands
Chris Holmes	Gill Morrison	Graham Trainor
Kal Minhas	Tracy Oakes	Catriona Barron
Haifaa	Maxine Peel	Andy Herrick
Mohamed	Manny	Terri Kemeny
Tony Owolabi	Randhawa	Giles Rolph
Rob Salh		Mark Tarrant
Sayed Tahami (Hoss)		
Jim Ying		
Manharpreet Singh		

From surgery to poetry



Surgeon Hilal Fareed

OUR WMM REPORTER spotted on the internet that orthopaedic surgeon Mr Hilal Fareed had recently had a book of Urdu poetry published. We were intrigued and asked Mr Fareed if he would share a little bit about his creative work.

He said: "We had lots of books at home in English, Hindi and Urdu languages when I was a young boy and I read English and Indian poetry. I started trying to rhyme things together and it slowly took the form of poetry."

"Urdu poetry, like any other poetry, is an expression of your feelings conveyed in a way that's attractive for someone to

read or listen to. It can be about anything around you in your life, and can cover everything from politics to medicine. It uses romantic language and the rhyme is very strong – you must fit the words together in a certain way.

"It's traditionally read out at events and is very popular in South Asia where you can have thousands of people coming to listen. Over the years I have read my poetry at international and national events, on Indian TV and radio and here. Recently people were asking me what I was doing with my poetry and I thought it might be a good idea to have some published."

Mr Fareed's collection *Jab Diyon Ke Sar Uthay* (When the Flames Rose Up) uses romantic language to convey philosophical and liberal themes and has been well received by Urdu writers, poets and critics.

Veteran BBC broadcaster and author Raza Ali Abidi has said about the collection: "This is poetry of love and romance but also of philosophy with a touch of mysticism; it raises some thought provoking questions in a style that is attractive but at the same time simple to understand."

If you are interested in reading the collection copies are available online. Email: ssfoundationlondon@yahoo.com



Comings & goings

Starters

Dr Anna Babb, Consultant in Haematology



Dr Babb is delighted to be welcomed back to the Trust in a substantive role. She already knows West Middlesex, having worked here previously as a registrar, house officer and many years ago as a work experience student. She comes from recent consultant posts at Hammer-smith and Northwick Park hospitals. As a Haematologist, Anna looks after patients with blood disorders such as lymphoma, myeloma and chronic leukaemia, and non-malignant conditions including anaemia and clotting problems. She also provides laboratory support and expert advice to teams across the hospital and general practice. She joins consultant colleagues, Magda Al-Obaidi and Sasha Marks and a close-knit team of Registrars and

Specialist Nurses. She is keen to build on the department's strengths, such as the "fantastic" Haematology Day Unit where patients are rapidly assessed and treated, reducing the need for admission. She would also like to make it easier for GPs to contact a haematologist and improve access to research trials for patients. She says that she wanted to work in our haematology department because of its excellent reputation for training and is passionate about supporting educational activities throughout the Trust as well as continuing to work with schoolchildren as a STEMnet ambassador. It's great to have her back with us permanently.

Jason Nunn, Senior Physiotherapist

We welcome Jason to the Trust in a role that combines managing the physiotherapy team alongside one-to-one work with patients. Jason and the team work with patients with physical problems caused by illness, accident or ageing, using treatment plans to give them more independence. He's currently working across our stroke unit, orthopaedics, care of the elderly, and critical care wards, managing the day-to-day case load and supervising junior and assistant physiotherapists. After graduating from King's College London in 2009 Jason gained experience at The Hillingdon Hospitals NHS Foundation Trust alongside providing physiotherapy for Queen Park Rangers Football Club. Working with high level



athletes was a big contrast to working with frail and sick patients and he missed the buzz and team working of a hospital environment. As a teenager he always wanted to help people and the ability to improve someone's life is a huge joy for him. He's currently working under the guidance of Lead Physiotherapist Anne McLaughlin and is also looking to learn from the rest of the team. Jason is excited to be joining the Trust at a time of change with lots of opportunities ahead.

Leavers

Heather Hall, Clinical Services Manager, Women's & Sexual Health



Early retirement beckons this summer for Heather after 19 years of service at West Mid and 37 years in the NHS. She did a variety of nursing roles including midwifery and ward sister before coming to West Mid and dedicating herself to gynaecology and sexual health services. Heather gained a degree and a family planning qualification alongside her role which developed from lead nurse to head of department. Heather told us she has enjoyed working in a fascinating and quite complex area of health-care. She's especially proud of the department's work to improve patient experience, support developments in nursing roles, held a coveted Charter Mark for Excellence for ten years, and secure funding which transformed the sexual health clinic at Twicken-

ham House into a uniquely welcoming and modern facility for patients and staff. Heather hopes to continue with some clinical work within her specialities, and do some more travelling including Australia and New Zealand next year. She also has a very important goal left to achieve...colleagues might already know that Heather is a bit of an adrenaline junkie who has racked up rides on over 750 different roller coasters around the world. She said: "There are a lot more coasters out there and I would quite like to ride on 1000 different ones before I die!"

Dr May Kyi, Consultant Microbiologist

We are also saying a fond farewell to Dr Kyi who is retiring this summer after nearly 16 years with the Trust. Dr Kyi developed a career in microbiology because of the satisfaction of being able to advise on the correct treatment and help patients recover quickly from their ailments without long term consequences in most cases. She joined the Trust as a locum consultant after various training posts at University College London and the Royal Free Hospitals. As a single-handed microbiologist at the time she remembers the challenges of tackling three big tasks in quick succession: building up the laboratory service with the Private sector which was moving off site, initiate and develop up to date infection control policies, establishing the Infection Prevention and Control Team and introducing a clinical microbiology service including the development of the new antibiotic policy and the reinstatement of the Trainee microbiologist post. Since then Dr Kyi has continued to lead the team and help develop its vital work in keeping patients safe from hospital-borne infections, alongside her consultant role. She says the biggest sacrifice of retiring will be leaving behind her work colleagues and team who she managed for so many years. She intends to continue to use some of her clinical skills in the community by supporting some of the General Practitioners in achieving their registration with the Care Quality Commission, and will keep an interest in microbiology developments. She is most looking forward to enjoying her new role as a grandmother, travelling to various places and also spending more time with her aging family in Burma.





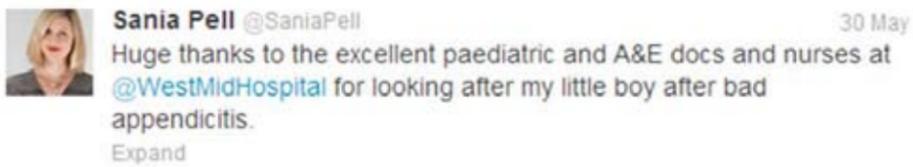
Compassionate care

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 all their dedication and hard work is appreciated by the most important people, our patients, their families and carers.

If you would like to send in a compliment letter, write to the PALS team at the hospital address or visit our website: west-middlesex-hospital.nhs.uk and type *compliments* into the search box.

If you are a staff member or team who has received a compliment letter that you would like published in West Mid Matters, please contact us on x 6342 / communications@wmuh.nhs.uk.

Via Twitter



Follow us on Twitter @WestMidHospital

Via NHS Choices

Rob1664 visited Maternity services in April 2012

The total dedication of the maternity staff and there 100% commitment to quality, in Particular 1 midwife who worked nearly 1.5 hrs over her shift to stay with me throughout the birth of our daughter. I went in the labour ward expecting our 1st child with a lot of apprehension to the point of being scared, after less than 1 hr with this midwife that all changed. A huge thanks to her.

To comment about us on NHS Choices go to www.nhs.uk and go to Comments - you can then search for West Middlesex University Hospital

Via email

I recently had cause to visit the Endoscopy Department. The Unit was spotless and the care & kindness shown by the staff was impressive. However I would like to put on record in particular that Mr Ramesh showed great kindness and consideration and as my colonoscopy was too difficult to complete he arranged for me to have a barium enema the same day thus saving me another 'session' of preparation. Again the area in Xray I went to was spotless. Mr Ramesh then telephoned me the next day to give me the result. That I thought was extremely kind and saved me having to wait for the result. I would like to convey my thanks to the staff.

Last week I arrived at A and E with my six year old son who had severe tonsillitis and had difficulty swallowing. I saw the triage nurse and GP fairly quickly and they were both very professional, interested and supportive. The GP spoke directly to the duty ENT doctor and they agreed that my son needed to be taken through to Paeds where they could get him on an IV drip to administer antibiotics. This would also entail an overnight stay.

When we got to Paeds the ENT doctor told us that the Paeds nurse Jade would like to try Difflam and Nurofen first. I didn't notice her surname but would like you to make sure that she gets a well done from her management team because she used really great skills to try and encourage my son to take the medicine and in the meantime applied cream on his hand and arms so that he would be ready for IV if he needed it. My son over time was able to swallow the medicine and then was in a position to take the antibiotics orally.

What she did was great. She saved a bed from being used when it wasn't needed but used sensible caution so that he didn't needlessly get worse by trying to get him to swallow the medicine. I'm sure you already know how good she is, but I'd appreciate it if you were able to give her a special thank you and reward.

Send us your feedback by emailing tellus@wmuh.nhs.uk

Are you ready for the 2012 Games?

The London 2012 Games will run from 27 July to 9 September. We will be operating a normal service for our patients, however during this time (and a few days prior, for the torch relay) there will be:

- restrictions to some roads around the hospital
- increased waiting times for public transport, and
- longer journey times

Please check now how your journey into the hospital may be affected. You may need to consider alternative travel arrangements, particularly during key events such as the Olympic torch relay and cycle road race as many roads will be closed. Many people will also be staying in the area or travelling through it to get to the Games.

Further travel information is available from:

- Get ahead of the Games website - Olympic travel advice on how to make your journeys easier - www.getaheadofthegames.com
- Transport for London website - information on all forms of public transport in London, routes, maps, journey planner and online tickets sales. Visit: www.tfl.gov.uk
- Or plan a journey by bicycle at: http://cyclejourneyplanner.tfl.gov.uk/cycle/XSLT_TRIP_REQUEST2?language=en

Information on the Olympics can be found at: www.london2012.com including details of the various events taking place in and around London.

Key dates

- Olympic Torch Relay - will affect access to the hospital between 24/7/12 to 27/7/12. There will be a rolling road closure as it travels through the borough, so expect some delays to your journey if you travel on these days
- Opening Ceremony for Olympic Games Friday 27/07/2012
- Cycle Road Race - will affect access to the hospital on Saturday 28, Sunday 29 July, Wednesday 1 August
- Closing Ceremony Sunday 12/08/2012
- Opening Ceremony for Paralympic Games Wednesday 29/08/2012
- Closing Ceremony Sunday 09/09/2012





Education, learning and development: Projects to improve patient care

CLINICAL STAFF TAKING part in this year's Clinical Leadership programme have been presenting their projects to help improve patient care.

The staff work in medical areas and disciplines across the hospital and their projects are aimed at making a difference to the services they work in (see box below).

They presented their work on 16 and 17 May in our Education Centre to senior clinicians, managers, and directors including Chief Executive Dame Jacqueline Docherty.

Feedback from attendees was that the standard of presentations was exceptional and the candidates were a credit to the Trust. They were particularly impressed by how the projects matched the Trust's key objectives.

The leadership programme is run by West Middlesex every year to encourage and nurture clinicians and allied health professionals as they develop their skills and knowledge of leadership and management in the NHS.

Supporting clinical staff to understand and influence how services are run is especially important as the NHS goes through a period of change.

The programme includes sessions on management, commissioning, finance, quality improvement, conflict resolution, and patient and public involvement (see WMM May 2012 - available on our website).

As well as supporting the candidates' development and having the support of their managers and clinical leads, it was important that their projects used the experience of patients.

Karen Boakes, Assistant Director of Learning and Development, said: "Facilitating a programme which encourages participants to have an influence on their own services not only helps bring about service improvement but also reinforces staff engagement and that they can make a difference."

Consultant midwife Chantelle Winstanley has been looking at how to increase our home birth rate which has been declining over recent years. This is an ambitious project which will take some years to accomplish.

Emily Walton, ST5 (junior doctor) in paediatrics, has been exploring the development of a transitional care unit at the hospital. Transitional care units are small wards for mothers and babies who need extra nursing support. Babies would be cared for by their mothers and supported by neonatal nurses.

This has proved a popular model in other trusts and Emily has explored the impact it could have on patient experience, our finances, and what facilities would be needed.

Robert Hughes, ST7 (junior doctor) in acute medicine, has been working with CLAHRC (Collaboration for Leadership in Applied Health Research and Care).

He's been leading a project aiming to give outpatient care to certain patients with conditions such as pneumonia and kidney infections, to reduce the time they spend in hospital.



Clinical Leadership Programme - staff came together to present their final projects to their peers

Tom Hayhoe, Chairman, said: "The presentations were brilliant. I hope that West Middlesex can build on these projects, which promise improved clinical outcomes, better patient experience, and better value for taxpayers' money."

The candidates have now completed the leadership

programme and will be supported as their projects develop to become part of hospital services.

The Learning & Development team will be checking in with them later in the summer to see how their projects are progressing.

Name	Job Title	Project
Kiran Masih	Senior Reporting Radiographer	Reducing the time patients spend in fracture clinic (improving the pathway)
Ashir Patel	Senior Reporting Radiographer	Missed fracture rates
Muthana Hussein	ST3 A&E	New use of Troponin I in emergency medicine at WMUH
Chelone Lee-Wo	Senior Midwife	Making the maternity service young people friendly
Sandra Sealey-Fletcher	Senior Midwife	Standards for VE
Chantelle Winstanley	Consultant Midwife	Increasing home births (1.8% to 5%)
Richard Appleby	ST4 Gastroenterology	Utilising telephone and email communication with patients and their relatives
Robert Hughes	ST7 Acute Medicine	Ambulatory care services for patients
Shaahid Valley	ST6 Acute Medicine	Morning handover in Acute Medical Assessment Unit
Patrice McCarthy	Lead Nurse Anticoagulation	Changing the system in anticoagulation clinic
Emily Walton	ST5 Paeds and Neonates	Exploring the development of a transitional care unit
Natalia Cartledge	ST5 Paeds	Reconfiguration of children's services in A&E
Paula Galea	ST6 Obs & Gynae	Fast recovery from caesarean sections (aiming to discharge in 24 hrs)

Contact us

Editorial team: Richard Elliott, Louise Jones

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

If you have an idea or article for inclusion in future editions of West Mid Matters please let us know via the contact details above.

We are always keen to hear your feedback on West Mid Matters - what you like about it and what you think could be improved - so please let us know.

If you would like to be added or removed from our mailing list, please email your details to: communications@wmuh.nhs.uk