Celebrating staff loyalty

The commitment of staff who have clocked up over 760 years of service between them was celebrated at the end of January.

The annual Long Service Awards recognise and reward staff members who have put in over ten years of service. 50 employees attended the event after achieving one of the significant milestones of 10, 15, 20, 25, 30 and 35 years, and this year it was mostly female staff!

Long service stories >>P3

West Middlesex to be a Major Hospital

West Middlesex University Hospital is set to become a Major Hospital, under NHS North West London’s Shaping a Healthier Future programme.

The aim of this programme is to improve NHS services for the two million people who live in North West London; ensuring they get the best care, in the right setting 24/7.

A consultation took place last year and on 19 February the Joint Committee of Primary Care Trusts met in public to consider the final recommendations put forward by NHS North West London.

The Committee - which consists of North West London PCTs, Camden PCT, Richmond PCT and Wandsworth PCT - agreed with all the recommendations put forward by the programme. This will see five hospitals in North West London being developed as Major Hospitals: West Middlesex, Chelsea and Westminster, Hillingdon, Northwick Park, and St Mary’s. These hospitals will retain and expand their 24/7 A&E and Urgent Care Centres and benefit from increased investment. Our maternity unit will also be developed and expanded and we will continue to provide our current broad range of health services.

In a joint statement, Chief Executive Dame Jacqueline Docherty, and Chairman Tom Hayhoe said: “This is great news for our local community. As a Major Hospital we can look forward to significant investments in our facilities and staffing, expanding a number of our services including accident and emergency and our award winning maternity service. “This is also good news for our long term future and strengthens our position regarding becoming a Foundation Trust.”

“On behalf of the Board, we would both like to thank everyone who has helped us achieve this milestone. We can now look forward to a bright future, providing a first class hospital for our community.”

The proposals, which include a number of other changes across North West London, will be developed over the next five years.

Read more on page 2, under the Director’s cut column.

What’s inside this issue...

What matters to me
Chief Executive Dame Jacqueline Docherty discusses the Francis report and what it means for our patients. >>P2

Director’s cut
Deputy Chief Executive Anne Gibbs on what becoming a Major Hospital will mean for our community. >>P2

News in brief
Endoscopy unit gets seal of approval; More accolades for lung care; plus we speak to staff at the long service awards. >>P3

Word from West Mid
We speak to Consultant Urologist Mathias Winkler about prostate cancer, and its symptoms. >>P4

News in depth
Video story helps staff learn from patient’s experience; New A&E specialist choice module for medical students. >>P5

Comings & goings
Starters and leavers. >>P6

Compassionate care
Patient feedback. >>P7

On the back page
Newly qualified nurse Jenny McCaffery shares her experiences of being a student at West Middlesex. >>P8

A first class hospital for our community
LAST MONTH, FOLLOWING a 14-month long public inquiry, Robert Francis QC published his final report on the care provided by Mid Staffordshire NHS Foundation Trust between 2005 and 2009. During this time numerous patients suffered appalling standards of care, let down by the very people they trusted to help them.

Anyone who has read the report, or followed the events in the media, will have been shocked and saddened by the stories that have emerged through relatives of patients treated at Mid Staffs during this period. What is perhaps most alarming is that nothing was done sooner to prevent the further needless suffering of other patients.

The report says that what happened was in part down to serious failings by the Trust Board, who failed to recognise what was happening, and take action. But the report makes clear that there were failings at all levels, not just in Mid Staffs but in the wider health care environment by the organisations set up to hold trusts to account for their performance. The question we must ask is if it could happen at Mid Staffs, what’s to stop it happening again in another setting?

Recommendations

Robert Francis’ report runs to almost two thousand pages and includes 290 separate recommendations. It was presented to the Secretary of State for Health, who will now consider what actions are needed to ensure another Mid Staffs never happens again. We await his detailed response in due course. The Prime Minister has already announced that a new Chief Inspector of Hospitals post will be created, who will be responsible for a new inspections regime from the autumn.

What does the report mean for us?

But what does the report mean for the West Middlesex, and the community we serve?

I would like to be able to say that this was an isolated and unique occurrence and that the NHS we exist in now is very different to that which allowed the Mid Staffs situation to go unnoticed. But I don’t think anyone can say these things with certainty.

Learning from what happened

What is important is that we, like the rest of the NHS, are committed to learning from what happened at Mid Staffs, and being actively involved in making the necessary changes that follow the recommendations laid out in the Francis report. Clinical staff especially need to work within agreed professional standards and to be vigilant in addressing aspects of care and treatment which fall short of this either in their own practice or others.

Raising concerns

One thing in particular that I feel has changed, and continues to evolve, is the ease in which patients and their families can raise concerns about the care they receive. If you are a regular reader of West Mid Matters you will have heard that we are introducing a scheme called the Friends and Family Test. The scheme is officially launched across the NHS in April, but for the past few months we have already been asking our patients whether they would recommend us to their friends and family. This applies to inpatients as well as those treated in accident and emergency. The results are fed back directly to staff within the ward or department, allowing them to receive timely feedback and help them make ongoing improvements for the benefit of all patients. We will also make these results very publicly visible, on our website and at the entrance to the wards and departments, so that patients, their families and carers can see what other patients have recently said about the treatment they received there.

Talking to us

If you should have any concerns about the care we provide either as a member of staff, patient or visitor, I would urge you to take this up at the first possible opportunity with a senior member of staff such as a matron. Alternatively you can ask to speak to someone in our patient advice and liaison service (PALS), who can provide confidential advice and support.

By continually challenging, and being challenged in, what we do, we can ensure that our patients are kept safe and given the best possible care and treatment.

What matters to me...

THE DECISION FOR West Middlesex to be given Major Hospital status in North West London is very welcome news as we plan ahead to the next few years. On behalf of the trust

Anne Gibbs - Deputy Chief Executive / Director of Strategy

Director’s cut

The need for change

The proposals were clinically led by GPs and hospital doctors. They were prompted by the need for change because of the growing needs of an ageing population, the need to improve access to care and to meet the financial challenges that are common to all public services. The aim is for the two million people living in North West London to be able to access the best NHS care in the right place at any time.

Next steps

The proposals that the JCPCPT have approved are for North West London to have five Major Hospitals operating as centres of excellence: running large accident and emergency departments and expanded services such as maternity and children’s departments.

More resources will go to community healthcare services so that people have better more accessible services closer to home, and if they have a health issue that needs hospital treatment they will receive consistently safe, high quality specialist care.

There is still a long road ahead following the initial announcement by the JCPCPT in order to achieve this vision across North West London and we will keep you informed as things develop.

Great news for our community

The decision is great news for the people we currently serve in Hounslow, Richmond and Twickenham, Ealing and Surrey.

The decision to appoint West Middlesex as a Major Hospital will be supported by more investment in staff and facilities – in particular our A&E and maternity departments – and will cement our position as a first class hospital for our community.
Endoscopy unit gets seal of approval

OUR ENDOSCOPY UNIT has been awarded an accreditation for 2013 by the Joint Advisory Group (JAG) on Gastrointestinal Endoscopy. It met all competency and quality standards for services, procedures and training, set by JAG to ensure patients having endoscopies receive safe, high quality care.

The work to demonstrate that the unit was fully compliant was led by Dr Krishna Sundaram, Consultant Gastroenterologist, and involved the whole of the unit’s nursing, medical and administrative team.

Dr Sundaram said: “This is an annual review of the working practices and endoscopy procedures that we perform. It is meant to ensure a high quality, safe and patient focused service. It required a painstaking audit of all the procedures that we carry out every year, looking at adherence to national guidelines, incidence of complications and patient experience. It also involves a survey of the endoscopy staff and an evaluation of the training we provide. I am indebted to all the endoscopy unit staff who contributed to a massive team effort.”

An endoscopy is a procedure to examine the inside of the body using a thin, flexible tube that has a light source and a video camera at one end. Images are relayed to a screen viewed by the endoscopist.

More accolades for lung care

A CARE PLAN empowering lung patients to manage their condition after they are discharged from West Middlesex has won praise from the Health Quality Improvement Partnership (HQUiP).

The team caring for patients with chronic obstructive pulmonary disease (COPD) were congratulated after their scheme was runner-up for HQUiP’s national clinical audit award for sustainability. Last year it won the improvement and efficiency award.

Dr Bobby Mann, Consultant in Respiratory Medicine, said: “It’s a great honour to be shortlisted for an award and reflects the hard work of the doctors, nurses and administrative staff on Osterley 2 ward.”

The COPD care bundle includes providing advice on stopping smoking, help with using inhalers, and support through one-to-one appointments and telephone calls. It aims to provide evidence-based care, improve patient experience and self-management, and reduce hospital admissions. It was set up with the input of CHMRC (Collaboration for Leadership for Applied Health Research and Care) for North West London.

COPD can cause shortness of breath, chronic cough, and acute exacerbation with can require hospitalisation.


An early diagnosis will help beat tuberculosis

24 MARCH IS World TB Day so we spoke to one of the many patients successfully treated for TB by our specialist team.

When Sudesh Foneska took the offer to have an x-ray in the Find & Treat mobile x-ray unit he had no idea that he would be found to have TB.

After the x-ray showed up something in his lungs he was brought straight to the TB specialist team at West Middlesex for investigation. Tests showed he had TB and he was started on a six-month course of antibiotics and vitamin treatment.

Sudesh, 33, said: “I’d had a cough for about a year and was having some sweets but thought that was because it had been a hot summer. I was swimming and playing cricket but would get tired quickly. “I was really shocked when it was confirmed I had TB because I thought I was healthy. I’d had treatment for a drug problem which had been sorted out but I was very active. I didn’t tell my family because I didn’t want to worry them. I was kept in hospital for eight days and stayed in an isolation unit.

“The TB team asked me about my lifestyle and gave a detailed explanation of the diagnosis. Taking my treatment didn’t affect my physical ability to do things but I found it difficult to talk to people about it in case they didn’t understand.”

Unfortunately Sudesh’s TB infection returned and this time he completed a year’s course of treatment. He said: “Connie the TB nurse at West Middlesex would ring me at home to encourage me and ensure I took my tablets every day, and I also got a lot of support from the team at the Find and Treat x-ray mobile unit.

“After a few months into my treatment I found it easier to breathe and started to eat properly. I’m still having check-ups to make sure I’m free of TB. I would get down and scared during my treatment but I had a lot of moral support and I wanted to give something back.

“I volunteer with the x-ray mobile unit when it goes out across London to places like charity shelters and day centres. I talk to people about TB and they can relate to me because they know I’ve been through it and I understand their fears. If we scan 90 people and find one potential case it’s worthwhile.”

Specialist nurse Connie Hull, who helped treat Sudesh, is part of the consultant-led team at West Middlesex providing assessment, tailored antibiotic and vitamin treatment, telephone support and advice.

“The sooner you are diagnosed and start treatment, the better your chances will be of making a full recovery.”

Connie explained: “The sooner you are diagnosed and start treatment, the better your chances will be of making a full recovery. There is no need to fear a TB diagnosis because modern medicine means that it’s now totally treatable.

“It’s caused by a bacterial infection and usually attacks the lungs, but can also affect other parts of the body. It is spread through the air when people with the disease cough, sneeze or spit.

“Many of us may carry the bacteria without any symptoms. If our immune system is weakened by poor health, stress or conditions like HIV, it cannot fight the bacteria and the TB infection can spread to any part of the body.

“Anyone can be infected with TB. According to the World Health Organization over a third of the world’s population is infected with the TB bacteria, and ten per cent of these have the active form of it.

“Please see your GP if you have symptoms such as coughing, fatigue, lack of appetite, night sweats that drench the sheets, and a fever, especially if your cough lasts for more than three weeks, or if you cough up blood. They can refer you to our team and if you have TB we can get you started on the treatment without delay.”

Useful info

- The TB service at West Middlesex is free and available to all nationals (a translation service is available). Access it through your GP or through our A&E department if you are unregistered.
- The Find & Treat mobile x-ray unit is staffed by TB nurse specialists, social and outreach workers, radiographers and expert technicians.
- www.findandtreat.com
- www.nhs.uk/Conditions/Tuberculosis
- www.tbalert.org
Video story helps staff learn from patient’s experience

New A&E specialist choice module for medical students

New A&E specialist choice module for medical students

Photo gallery
Coming & goings

Starters
Ian Bryant, Deputy Director of Information, Communication and Technology (ICT)

Ian joined the Trust at the end of January, and will be creating and leading plans to ensure staff receive the best possible information and technology support. Some of this will involve looking at how we make the best use of technology, and ensuring staff know what to expect from our information and technology services. Ian previously managed IT services at Cambridge Community Services NHS Trust and Heatherwood and Wexham Park Hospitals NHS Foundation Trust. Before this he worked for a wide variety of private sector organisations. Ian enjoys working with staff to find ways that IT can help them deliver patient care, and seeing the positive difference these solutions can make. We hope he has a fulfilling time working at West Middlesex.

Julia Williams, Specialist Nurse in Stoma Care

Julia has joined fellow specialist nurse Tracey Virgin-Elliston in providing expert care and specialising in stoma care for 24 years. Julia enjoys the opportunity to provide support for patients having colorectal surgery, and teaching clinical colleagues and students about stoma care. Julia was previously a senior lecturer in gastrointestinal nursing at Buckinghamshire New University and has worked in academia for 14 years, which she combined with nursing at St Mark’s Hospital in Harrow, a specialist centre for intestinal and colorectal disorders. She has been nursing for 30 years and specialising in stoma care for 24 years. Julia enjoys the opportunity stoma care brings to provide continuity of care for patients as they prepare for surgery, recover from their operation and adjust back to their lives. Having surgery to remove all or part of the colon can have a considerable psychological impact as well as the effect on their lifestyle so patients can come to Julia or Tracey with any concerns at any time. Julia has found everyone she has met at West Middlesex to be friendly and helpful, especially the colorectal and gastrointestinal teams.

Dr Derek Leitch, Consultant in Histopathology

Dr Leitch recently joined our pathology department after working for a variety of trusts and a privately-run laboratory in London. His work involves examining human tissues using a microscope to determine if disease is present, what type of disease it is and how far it has spread. He can then discuss the results with the relevant doctor and a treatment plan can be decided upon. For example, if cancer cells are present, the type of cancer will determine what type of chemotherapy will be needed. Dr Leitch’s specialist interests are urology (functions and disorders of the urinary system), and the lungs and respiratory system. However he finds histopathology a fascinating area of medicine because he has contact with a variety of specialist medical areas and health professionals. He enjoys living in London but equally appreciates going back to his home area of Fife on Scotland’s east coast. We wish him well in his new role at West Middlesex.

Leavers
Stephen Clark, Non-executive Director

Farewell to Stephen Clark, who leaves us at the end of March having been a member of the Trust Board for ten years. Stephen has chaired a number of Committees during this time including Clinical Excellence, Finance and Performance and, most recently, Equalities. He has also served on the Audit Committee. Away from West Mid, Stephen chairs the North West London Advisory Committee on Clinical Excellence Awards for consultants and has worked hard to ensure the clinicians from District General Hospitals are recognised alongside colleagues from the large teaching hospitals. He says that, “We have come a long way over the last decade in the quality of service to our patients, and staff should be proud of all they have achieved. I wish West Mid all the best in the years to come.”

Stephen’s replacement will be Sarah Cuthbert, who is joining the Trust in April 2013 as a Non-executive Director (NED). Sarah has served on Hounslow Primary Care Trust’s Board as a NED and acting chair, on the NHS North West London cluster Board as a NED as well as audit committee chair for the residual PCTs. We look forward to catching up with Sarah once she joins the Trust.

Dominica Olewunne, MacMillan Lead Haematology Nurse Specialist

Farewell and best wishes to Dominica who leaves the Trust at the end of March to pursue an exciting opportunity in the Middle East. Dominica joined the Trust in June 2010 and has been caring for patients both in the haematology day care unit and haematology inpatients ever since. As part of her role she has contributed to a number of improvements in patient care, perhaps most significantly in setting up a haematology support group, which is now run by patients for patients. During her time here she has got to know many of her patients, becoming more than just a carer to them. Dominica told WMM that she will miss her colleagues at the hospital and her patients but is very excited about her new challenge. This entails relocating to the Middle East, where she will be managing a brand new haematology cancer unit including around 40 staff there. We would like to wish Dominica all the very best in her new life.

Movers
Mrs Suzanne Hollamby, new Divisional Director for Women’s and Children’s Services

Mrs Suzanne Hollamby, Consultant Obstetrician and Gynaecologist, has recently been appointed as Divisional Director for Women’s and Children’s Services. Miss Hollamby has been a consultant at West Middlesex since January 2003 and is the lead for Acute Gynaecology and the Early Pregnancy Unit. We wish her all the best in her new role.

Pictured left: Dominica at her leaving do in February, with some of her colleagues and patients.
Compassionate care

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

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

Via letter:

Yesterday I underwent a hernia operation in West Middlesex Day Surgery. I am writing to compliment West Mid NHS for the outstanding treatment and care I received throughout the day. Despite being very busy, all staff – nurses, staff nurses, surgeons, ward orderlies and anaesthetists were totally professional, friendly, courteous and helpful. Although my operation was delayed by circumstances beyond the staff control, I was kept constantly informed of what was happening – a far shout from what the general public receive from most of the nationalised rail services and city councils!

The ward was kept constantly cleaned through the 14 hours I was there, and the atmosphere throughout the ward was kept upbeat and positive by the friendly and open attitude of all staff to patients and between each other.

I particularly want to commend the total professionalism and dedication demonstrated by Staff Nurse Rose and Staff Nurse Esme, who remained well beyond their duty hours to discharge me.

These days the media and other uniformed/misinformed elements of society unfairly criticise the standard of nursing treatment in the NHS. My experience totally refutes these biased and false allegations, and I see no change now to the so-called ‘Golden Age’ of hospital treatment of the 1960s (when the qualities of superb nursing services were equally matched yesterday).

Yours faithfully, Mr NJ
February 2013

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

Via Twitter (@WestMidHospital):

Compassionate care

Developing a respectful and positive culture

THE TRUST HAS been on a transformational journey over the past few years and we continue to perform well against national standards and clinical best practice. The latest staff survey has also seen some significant improvements from the previous year, although we recognise that more work needs to be done.

One area where we continue to perform poorly compared to other hospitals is in delivering a consistent positive patient experience. We know that there is a significant body of evidence to suggest that staff experience is closely linked to a good patient experience.

Last year we held a series of events and workshops to listen to staff views on how we can improve both their experience and the patient experience by developing a more respectful and positive culture. The output of these positive events was a set of values and behaviours that staff wanted the organisation to adopt. These are shown in the table opposite:

<table>
<thead>
<tr>
<th>Value</th>
<th>Behaviours</th>
</tr>
</thead>
<tbody>
<tr>
<td>One Goal: Patient centred</td>
<td>Respect for each other</td>
</tr>
<tr>
<td>One Team: Pride in what we do</td>
<td>Taking responsibility</td>
</tr>
<tr>
<td>Conversations and Connections</td>
<td>Planning together</td>
</tr>
<tr>
<td></td>
<td>Giving feedback</td>
</tr>
<tr>
<td>Appreciation and Recognition</td>
<td>Celebrating success</td>
</tr>
<tr>
<td></td>
<td>Spreading good news</td>
</tr>
<tr>
<td></td>
<td>“Can do”</td>
</tr>
<tr>
<td></td>
<td>Saying thank you</td>
</tr>
</tbody>
</table>

From this, a number of departments are piloting projects to translate these into specific actions that they can take forward to improve the experience of staff and ultimately our patients and service users. We will bring you further updates in future editions of WMM.

Do you use BSL interpreters when you come into hospital?

Are you happy with the service, or are there things that we need to improve?

If so, we would value your feedback

You can either...
complete a survey on our website: west-middlesex-hospital.nhs.uk
or email jane.lewis@wmuh.nhs.uk
or write to: Jane Lewis
Head of Corporate Affairs
West Middlesex University Hospital
Twickenham Road
Ipswich
Middlesex TW7 6AF
Recently qualified Jenny McCaffery shares her experience of developing nursing skills with us.

I wanted to become a nurse mainly because of my own experience of being in hospital. Out of all the staff that took care of me there was one who stood out and really made a difference. It instilled in me the importance of care and compassion, and sadly highlighted these as rare qualities. It gave me the desire to help others who are unwell and provide them with the same care and compassion that I had received.

My first day on the ward during my first year placement at West Middlesex was extremely daunting and challenging, as it is for any student nurse. No amount of education and clinical preparation can prepare you for the harsh reality of the ward. The gruelling hours, shift patterns, paperwork, case loads and responsibility are a body shock to anyone!

The fact that patients, doctors and medical students are often unable to distinguish the differences in uniform and refer to you as 'nurse' can be very scary! On reflection it’s funny how the simplest tasks can be a huge challenge within the first few weeks, for example fetching some equipment which you’ve never heard of from the stock room, can barely say and have no idea what it looks like!

I believe that confidence goes hand-in-hand with knowledge. Placements offer opportunities to experience various clinical settings but to show initiative to get the most from them. Working alongside specialists is imperative in gaining knowledge and building confidence.

At West Middlesex, student nurses are fortunate to have regular training sessions facilitated by Ann Jawino where you can discuss and share experiences with fellow students. When I felt isolated and unsupported during one of my placements I spoke to Ann who arranged a meeting between herself, the ward manager and me to discuss and resolve the issues and feelings that I had. This highlighted my feelings to the ward manager who I had felt unable to approach alone. After this meeting they worked together to ensure I was happy within the clinical area and able to complete the placement to the best of my ability.

I am now a newly qualified staff nurse and have recently started a job in the community. The transition from student to professional will be another challenge but being a student in West Middlesex has equipped me with the skills, knowledge and confidence that I need. Although I will miss West Middlesex I am eternally grateful to the fantastic mentors that have facilitated my learning, and the life-long friends I have made.

Student nurses undertake a three year training programme to achieve a BSc degree in Nursing (or two years for the Post Graduate Diploma). This enables them to register with the Nursing and Midwifery Council (NMC) and seek employment as qualified nurses.

West Middlesex provides practice learning placements mainly for Buckinghamshire New University. Students split their study years by spending six months at university and six months in practice. Their learning experience at West Middlesex is managed through the Faculty of Nursing department by Edwin de la Cruz (Head of Faculty) and Ann Jawino (Senior Practice Development Nurse – lead for Pre-registration nurse education).

Ann explained: “Student nurses gain experience in a variety of clinical areas. They are supervised by the nursing staff and assigned specially trained mentors to assist them. We also provide teaching sessions away from the wards, facilitated by specialist nurses and other healthcare professionals. These provide the opportunity for students to discuss their experiences and have peer support. They are also encouraged to shadow some of the specialist nurses and they feel very inspired by observing nursing practice at advanced level.

“During their three years of training, students must develop and demonstrate proficiency in the core essential skills defined by the NMC. These include care, compassion and communication; organisational aspects of care; infection prevention and control; nutrition and fluid management and medicine management. They also develop the relevant underpinning knowledge so that by the time they qualify they are able to identify patients’ nursing, medical, and emotional needs in order to care for them effectively.

“It’s vital that we provide a supportive and conducive learning environment for the students during these ‘make or break’ years. When they first come on a ward it can be daunting and stressful, and they may experience some situations they have never had to deal with before such as looking after someone who is critically ill or dying. We work closely with the chaplaincy team and the university to provide support and debriefing for students about any concerns they may have.

“It’s important for students to have a facilitator at the hospital to help them through any challenges they may experience. Nursing is a challenging profession but also incredibly rewarding and we are proud to be able to help new nurses go on to have fulfilling careers.”

Buckinghamshire New University holds open days where you can find out what their nurse education programmes involve (http://bucks.ac.uk/)

The Faculty of Nursing at West Middlesex is also happy to answer any queries you have (via main switchboard 020 8560 2121 or visit us in the Education Centre).

It’s No Smoking Day on Wednesday 13 March and many people choose this milestone to break their nicotine addiction.

The NHS offers support and nicotine replacement therapies which are proven to work. A Stop Smoking Service is based at 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 be contacted on 020 8321 5188 (or contact the Hounslow Stop Smoking Service on 020 8630 3255).

Alternatively there is a national NHS Smoking Helpline - 0800 022 4 332 - for advice on how to get nicotine replacement therapy on prescription, and GPs can also advise on all the options available.

Contact us

Editorial team: Richard Elliott, Louise Jones

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

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