



# Members' News

**May 2012**

*Welcome to our monthly email newsletter for Foundation Trust members.*

*Members' News aims to keep you up-to-date with all the latest developments at Chelsea and Westminster Hospital and ensure you are the first to find out how you can get involved in the life of your local hospital as a Foundation Trust member.*

## **Hospital Open Day**

**11am-3pm, Saturday 12 May**

Come and join us at Chelsea and Westminster Hospital on **Saturday 12 May** from **11am-3pm** for our annual Open Day with attractions including:

- Behind-the-scenes tours
- Health checks and advice
- Career Zone
- Teddy **Bear Hospital**
- Prizes to be won
- Live music
- Much, much more!

The Chelsea and Westminster Open Day has always been a popular event in the community with activities and information for people and families of all ages.

Why not come along? We look forward to seeing you.

## **'Show us the way' consultation—have your say**

All Foundation Trust members are encouraged to take part in our 'Show us the way' wayfinding

consultation which was launched this week to shape our plans to make it easier for patients and visitors to find their way around our hospital.

Wayfinding is not just about direction signs in the hospital, it also includes:

- Ensuring that names for departments are simple and easy to understand
- Providing maps at key points around the hospital
- Making sure that appointment letters are clearly written
- Using new technology such as electronic patient information screens
- Providing high quality information on the Trust website

### **How can you get involved?**

- Complete our online survey at [www.chelwest.nhs.uk/showustheway](http://www.chelwest.nhs.uk/showustheway) or pick up a paper survey from the M-PALS office on the Ground Floor of the hospital—the deadline for responses to the survey is **Friday 18 May**
- Talk to a researcher at the Open Day on Saturday 12 May where there will be a 'Show us the way' stand

Therese Davis, Chief Nurse and Director of Patient Experience and Flow at Chelsea and Westminster Hospital, says: "I would encourage all patients, visitors and members of our Foundation Trust to get involved in this consultation.

"You can help us develop our wayfinding strategy which will lead to some major improvements to the hospital later this year."

### **Dementia seminar proves popular with Foundation Trust members**

Our latest 'Medicine for Members' seminar for Foundation Trust members—'Addressing and managing the dementia epidemic'—was held on Tuesday 1 May.

This was the second in a new series of free health events for Foundation Trust members.

Dr Richard Morgan, Consultant Physician at Chelsea and Westminster Hospital, and Dr Claudia Wald, Consultant Psychiatrist with the Kensington & Chelsea Memory Service, were the keynote speakers.

The dementia seminar was fully booked and the level of interest shown by Foundation Trust members in this subject means that we plan to repeat it in the near future.

Feedback from members who attended the seminar was overwhelmingly positive with the vast majority saying they found the event useful and would recommend future 'Medicine for Members' events to friends and family.

We will hold more 'Medicine for Members' seminars on other topics throughout the year—these will be publicised in future editions of *Members' News*.

### **Star Awards shortlist published**

Thank you to all Foundation Trust members who took the time and trouble to nominate staff for the first Chelsea and Westminster Star Awards in recognition of their outstanding work.

We received more than 120 nominations for the Patient Choice category together with more than 650 nominations from staff for the 17 Staff Choice categories.

Congratulations to the 3 outstanding members of staff shortlisted in the Patient Choice category voted for by Foundation Trust members and other patients:

- Professor Mark Bower (Consultant Medical Oncologist)

- Sacha Newman (Clinical Nurse Specialist, Gynaecology)
- Dr Sarkhell Radha (Specialist Registrar, Trauma & Orthopaedics)

You can find out who else has been shortlisted at [www.chelwest.nhs.uk/star-awards](http://www.chelwest.nhs.uk/star-awards)—the winners will be announced at Chelsea Football Club on **Monday 14 May** when BBC presenter Sophie Raworth will be presenting the awards.

The Star Awards have been made possible by a grant from Chelsea and Westminster Health Charity—we thank them for their support.

### **'It's who we are' - our values revealed**

Thank you to all Foundation Trust members who helped develop our values by taking part in the 'Who do you think WE are?' consultation in February—more than 800 people voted for their top 4 values from a shortlist of 12 options.

Our 4 values are:

- Kind
- Safe
- Respectful
- Excellent

These values will define what patients should expect when they are cared for at Chelsea and Westminster and how all staff can help to meet these expectations—come along to our Open Day on 12 May for the public launch of our values.

### **'Meet a Governor' sessions**

#### **May and June**

Members have the opportunity to meet their elected representatives on the Council of Governors at regular 'Meet a Governor' sessions which are held in the Information Zone on the Ground Floor of the hospital (near Costa Coffee).

Why not come along for an informal chat or give your views on the hospital to them?

'Meet a Governor' sessions in May and June are as follows:

- **Wednesday 16 May**, 1–3pm—Melvyn Jeremiah (Public Governor)
- **Friday 1 June**, 1–2pm—Susan Maxwell (Patient Governor)
- **Sunday 10 June**, 12 noon–1pm—C J Cass-Horne (Patient Governor)
- **Wednesday 13 June**, 1–3pm—Melvyn Jeremiah (Public Governor)
- **Saturday 30 June**, 1:15–2:15pm—C J Cass-Horne (Patient Governor)

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