

Trust NEWS

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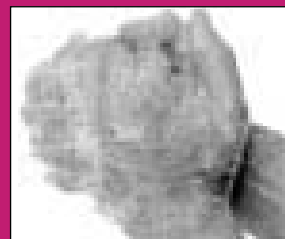
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Have your say...

When you hear the words 'business planning' you probably don't get terribly excited but perhaps you should?

The term 'business planning' sounds like it just refers to money and activity, but it's about the entire 'business' of the organisation - for Chelsea and Westminster this means everything we do so we can provide high quality care for

our patients.

That's why your views and ideas are so important.

Amanda Pritchard, Acting Director of Strategy and Service Development, said: "We produce an overall plan for the Trust every year, which sets out our vision for the organisation for the coming year.

"To make that plan useful, it needs to reflect the Trust's corporate objectives and national priorities, but it also needs to include your plans and ideas for delivering targets and developing services." *Find out more on page 2.*

How you can get involved

More than 100 people attended business planning workshops during January covering areas including patient involvement, the Trust's financial position, modern matron's charter, developments in human resources, governance issues and changes to information technology in the NHS. Presentations from these workshops and other information about business planning can be found on the intranet.

The directorates will be holding their own business

planning workshops and meetings during February.

These forums will provide an opportunity for detailed planning and are an opportunity for you to make sure that your ideas are incorporated.

You can also contact Amanda Pritchard, Acting Director of Strategy and Service Development (amanda.pritchard@chelwest.nhs.uk) if you have any ideas or questions about business planning this year.

Open Day

Everyone is welcome to pop along to a special open day organised by the Women and Children's Directorate on Friday 18 February 2005 from 10.00am to 4.00pm in the Academic Atrium, Lower Ground Floor at Chelsea and Westminster Hospital.

At the open day there will be information about career opportunities within paediatric, maternity and gynaecology services. There will also be a range of special seminars for staff.

For further details please contact Margaret Cronin on 020 8846 7900 or Kathryn Mills on 020 8846 7882. Those wishing to attend a seminar will need to RSVP.

Tsunami appeal



■ **Junior Physiotherapist Brinda Nadarajah raised more than £2,500 for Tsunami victims in January for the British Red Cross. Find out more about how you can donate inside... See page 3.**

Heather's view by the Chief Executive, Heather Lawrence

Thank you for the impressive effort you have all made over the last very difficult month. We have seen unprecedented numbers of patients in our accident and emergency department, both adult and children.



Many of you will know that we had not one but two sewage floods in the paediatric wards. The first one also impacted on the Fracture Clinic, Accident and Emergency and the Observation Ward. At the same time we had wards closed to admissions due to an unusual rate of infection. Everyone, including our partners, worked very hard to minimise the impact on patients and to continue service delivery. It is always difficult when one singles out individuals for 'going the extra mile' but they know who they are and all have my personal gratitude.



Of course national and world events put things in perspective - floods in Cumbria and the Tsunami. The Trust Board discussed how best to support the Tsunami Appeal and agreed that we should encourage staff to contribute to the nationally organised funding schemes and that staff who

wished to help should be supported through the career break scheme, whilst staff with family involved should be supported in accessing leave through the Human Resources policy.



We have two important months to improve our position with regard to star ratings. You can continue to help by ensuring we work as a whole hospital in the delivery of patient care.

We cannot afford any elective operations to be cancelled on the day or outpatient breaches, vigilance is essential. The 98 per cent A&E target can be achieved but it will take a concerted effort. I ask that each of you find out from your line manager how you can contribute.

Business planning seminars have been popular. We have covered Finance, Workforce Agenda for Change, Information Technology, Matrons Charter, Patient Surveys and Governance. Thank you for your helpful input at these events.

If you would like additional briefings, please email either me at heather.lawrence@chelwest.nhs.uk or Acting Director of Strategy and Service Development, Amanda Pritchard at amanda.pritchard@chelwest.nhs.uk Thank you.

Do you have a story for *Trust News*?

It might be something interesting, exciting, or remarkable that a colleague is doing. It might be a change in your services or facilities.

Call Jeanette Albert on ext 6829 or Sarah McKellar on 020 7761 1899 or email sarah.mckellar@nexuspr.com

Have your say...

• Continued from page 1

You can find out more about the national priorities for the NHS on the Department of Health

website (www.dh.gov.uk). Some of the key issues for the Trust in the next few years will be:

- To reduce the maximum journey time for elective patients from referral to treatment to 18 weeks by 2008.
- To maintain the standard of 98% of patients spending less than 4 hours in A&E.
- To reduce the total number of bed days used by emergency patients by 5% by 2008 by focusing on prevention of admission and reducing patients' length of stay in hospital.
- To ensure that we achieve financial balance every year and take advantage of the opportunities offered by the new Payment By Results financial regime.
- To reduce MRSA rates and improve hospital cleanliness.
- To ensure that patients are involved in planning, assessing and improving all our services.

Executives 'out and about'

	February	March/April	May/June
5th floor	<i>Medical Director</i> Mike Anderson	<i>Chief Executive</i> Heather Lawrence	<i>Director of Nursing</i> Andrew MacCallum <i>Director of Finance</i> Lorraine Bewes
4th floor	<i>Director of Nursing</i> Andrew MacCallum	<i>Acting Director of Strategy and Service Development</i> Amanda Pritchard	<i>Director of Operations</i> Edward Donald
3rd floor	<i>Chief Executive</i> Heather Lawrence <i>Director of IT</i> Alex Geddes	<i>Director of HR</i> Maxine Foster	<i>Acting Director of Strategy and Service Development</i> Amanda Pritchard
2nd floor	<i>Acting Director of Strategy and Service Development</i> Amanda Pritchard	<i>Director of Finance</i> Lorraine Bewes <i>Director of Operations</i> Edward Donald	<i>Chief Executive</i> Heather Lawrence
1st floor	<i>Director of Finance</i> Lorraine Bewes	<i>Acting Dir. of Governance & Corporate Affairs</i> Pippa Roberts	<i>Director of HR</i> Maxine Foster
Ground floor	<i>Director of HR</i> Maxine Foster <i>Director of Operations</i> Edward Donald	<i>Medical Director</i> Mike Anderson	<i>Acting Dir. of Governance & Corporate Affairs</i> Pippa Roberts <i>Director of IT</i> Alex Geddes
St Stephen's Centre	<i>Acting Dir. of Governance & Corporate Affairs</i> Pippa Roberts	<i>Director of Nursing</i> Andrew MacCallum <i>Director of IT</i> Alex Geddes	<i>Acting Director of Strategy and Service Development</i> Amanda Pritchard

Tsunami disaster

Staff across the hospital have been expressing their compassion for the thousands of people affected by the devastating Tsunami disaster in south east Asia.

Many staff have held their own fundraising events or donated money directly to international relief efforts.

There will be lots of staff who have friends or relatives from the effected regions or who were on holiday at the time of the disaster - our thoughts are with them.

The Trust Board took the view that people, where they can, should donate to the organised national appeals. Members of staff who are thinking about going out to south east Asia to offer their clinical support can talk to a Human Resources Manager for advice on the hospital's career break scheme.

HOW YOU CAN HELP



The Disasters Emergency Committee – www.dec.org.uk – is an umbrella group of UK aid organisations, including Action Aid, British Red Cross and Oxfam, working to provide clean water, food and shelter to thousands.

Telephone 0870 60 60 900

• From front page

Junior Physiotherapist Brinda Nadarajah, originally from Sri Lanka, could be seen with her collection bucket most lunch times and every evening at the hospital main reception. She also set up a Red Cross donation box at the PALS office.

When describing why she got involved, Brinda said: "When I first heard about Tsunami on Boxing Day, I wanted to do something immediately to help. I wanted to make a difference.

"Luckily, none of my family members were harmed in the disaster. There was however a period of not knowing if they were okay.

"I chose the Red Cross because they were one of the first charities to set up a special appeal. The Disaster Emergency Committee had not yet formed a Tsunami fund. The Red Cross is now however a part of the wider DEC Appeal."

Helping hand for Tsunami orphans

Staff Nurse Kenneth Murphy (*right*) has packed his bags and passport to head off to the south east Asia to help children who have been orphaned by the Tsunami disaster.

Kenneth newly qualified as a staff nurse in April last year and has been working in our Emergency Department for seven months.

He said: "I will be working with US charity Action Aid and hope to help set up an orphanage. I will only know my exact location once I arrive at Jakarta airport. I have no family or friends there but really wanted to do something to help."



Comedy revue raises £700



■ Dr Resham Baruah, left, and Dr Adam Kay.

In January, the hospital canteen was turned into a stage for the night for the House Officers' Comedy Revue. It was held in aid of the Disasters Emergency Committee (DEC) Tsunami Earthquake Appeal, where more than £700 was raised for the charity.

The event attracted more than 100 people. In the Medical School tradition, the show comprised of parody songs and stand-up sketches.

Organiser, Surgical House Officer Dr Resham Baruah, pictured with show writer, Medical House Officer Dr Adam Kay said: "We were delighted with the turn-out and to make so much money for this excellent cause."

John Hunter Clinic Nurse Practitioner Jane Bickford, *pictured right*, would like to thank all staff who generously contributed to her Sri Lankan Tsunami collection.

More than five large car loads of items were donated by Trust staff over a two day period in January.

Jane was helping a Sri Lankan friend who works for the BBC World Service. Her friend organised a large container to hold items to be

distributed by personal contacts in Sri Lanka to areas most in need.

She said: "On behalf of my friend and myself, I would like to say an enormous thank you to the Trust for the generosity and kindness shown."



Chelsea and Westminster is the tertiary referral centre for paediatric and neonatal surgery in north west London. The Paediatric Surgical Team operate on more than 1,000 children, from new born babies to teenagers every year. Our surgeons offer a 24-hour highly specialised service. In this special feature *Trust News* turns the spotlight on the world of paediatric surgery.

Paediatric Surgery



■ Paediatric surgeons, l-r, Mr Robin Abel, Mr Nicholas Madden, Ms Diane De Caluwe and Mr Munther Haddad.

There are four paediatric surgeons - Mr Nicholas Madden, Mr Munther Haddad, Ms Diane De Caluwe and Mr Robin Abel. They are supported by a wide range of other specialist teams including paediatric anaesthetists neonatologists, paediatric radiologists and paediatricians.

The surgeons also operate at the Hammersmith Hospital, St Mary's Hospital in Paddington and the Royal Brompton Hospital just down Fulham Road.

Most of their surgery is done here at Chelsea and Westminster, which boasts excellent facilities - two dedicated paediatric theatres with separate recovery areas - and highly skilled and

experienced support - a team of paediatric anaesthetists on-call 24/7 and paediatric nurses working in theatre, on the wards, and in a new High Dependency Unit.

Mr Madden and Ms De Caluwe have a special interest in paediatric urology, Mr Haddad and Mr Abel mainly deal with surgery on the gastrointestinal tract.

Surgery has changed

dramatically over the last 10 years, mainly due to the use of minimally invasive surgery, pioneered here at the Chelsea and Westminster by surgeon Munther Haddad using a robotic 'arm' in theatre.

Laparoscopic surgery is less traumatic, less painful, reduces the risk of infection and offers better cosmesis and a shorter hospital stay.

Surgery on newborn babies

Chelsea and Westminster is one of a few hospitals in London with a Paediatric Emergency Department staffed by paediatric trained doctors and nurses, 24 hours a day.

The department sees more than 24,000 children a year. There are four children's wards including a dedicated adolescent unit. The hospital has also recently opened a High Dependency Unit (HDU) - designed especially for very poorly children who need one to one nursing care. There is a children's Outpatient Department, a dedicated X-ray Department, an excellent hospital school and a wide range of specialist medical services.

with often complex congenital anomalies can be a particular challenge, especially, when an operation is literally a matter of life and death, but the reward is wonderful when a baby starts to smile.

● continues on page 5

Role of the paediatric nurse specialist

Niamh Geoghegan is the Continence/Stoma Nurse Specialist for paediatrics working closely with the members of the paediatric surgical team.

She sees more than 200 young people a year, ranging from new born babies to teenagers of 16, 17 and 18.

Niamh explained that her role was mainly about helping young patients to get out of hospital and to help maintain them at home.

She said: "That means a lot



of my role is about education. I work with children and their families, but also with teachers

in schools and with community nurses and GPs.

"I teach on the British Association of Paediatric Urology nurse course each September in Cambridge.

"I have been a member for the past seven years of the Royal College of Nursing special interest group on paediatric continence and was chairman for two years. That group meets quarterly and is an excellent opportunity to network and exchange ideas.

"Here in the Trust I work

with nurses on the ward and contribute to the D grade rotation scheme.

"I enjoy working with the surgical team and I enjoy working with my patients and families, some of whom I have helped care for since they were born. The problems of bladder and bowel control are mostly linked to congenital problems. These are conditions that require long term support for families and treatment can be a long process that starts with an operation soon after birth."

Burns and plastics

Children suffering from burns are treated in the hospital's specialist Burns Unit which cares for patients across the south east.

There are four surgeons, Simon Myers, Greg Williams, Mohammed Jawad and Lucian Ion, supported by a team of 31 nurses.

The Unit has a dedicated four bedded paediatric bay and the high dependency rooms on the Unit can also be used for children.

The most common cause of burns in children is scalds, and for this they sometimes need a skin graft.

Once the wounds have healed children come back to outpatients clinics for dressings and sometimes come back for reconstructive surgery.

● from page 4

In those cases the team is working very closely with our specialist Neonatal Intensive Care Unit which cares for premature babies from all over London.

Surgeon Ms Diane De Caluwe said: "Dealing with children is very gratifying; children are honest and once recovered from their surgery, have their whole life ahead of them."

Apart from their clinics in Chelsea, the surgeons also see patients at Hammersmith Hospital, St. Mary's Hospital with additional outreach clinics at Queen Mary's in Roehampton and the West Middlesex University Hospital. The consultants hope to extend their clinics to other areas to save more children from having to travel to Chelsea and Westminster for their outpatient appointment.

The Paediatric Surgical Department is recognised for training surgeons of the future, currently three registrars, two staff grades and two senior house officers.

Overseas doctors frequently join the team for clinical attachments as do medical students for work experience.

Anaesthetic cover 24/7



■ Pictured from left to right are consultant anaesthetists Trottie Kirwan, Mike Weston and Manisha Kulkarni.

Chelsea and Westminster Hospital is one of only a handful of leading hospitals in London able to offer paediatric trained anaesthetists 24 hours a day, seven days a week, 365 days of the year.

The top team of seven consultants works closely with a range of other expertise within the hospital, namely the Acute Pain Service, the Sickle Cell Team and the Resuscitation Service to provide seamless care for our young patients.

Paediatric Operating Theatres Team

There are two dedicated paediatric operating theatres at the Chelsea and Westminster Hospital located next to the children's wards, with a separate dedicated recovery area.

The paediatric theatres team is headed by Senior Sister Jilly Hale.

She said: "We work very closely with the surgeons, and anaesthetists, but also with the ward staff and the Preassessment Nurse and we attend bed meetings on a daily basis.

"In addition to nursing staff we have Health Care Assistants and an Operating Department Practitioner Ros Butcher, and of course our

administrator Sarah Perry. Without her, the whole thing would fall apart.

"We have about 180 cases a month coming through the paediatric operating theatres, and that does not include burns patients. They are done separately. Of course we do emergencies as well as routine operations and procedures.

"The main aim is always to provide excellent care and skill in a child friendly

environment. There is no doubt we are streets ahead of most hospitals that don't even have a separate recovery area for children.

"But we do want to do more. For example, we believe there is a clear need for a specific course for paediatric theatre staff and Sue Harris, Clinical Lead for Paediatrics and myself will be talking to Thames Valley University in the New Year about developing such a course."



■ Members of the Paediatric Theatres team at Chelsea and Westminster.

Winning the war against bug

In this month's *Trust News* Senior Infection Control Nurse Roz Wallis talks about the steps the hospital is taking to meet standards set out in the new Government's strategy for improving infection control called *Winning Ways* – and how you can help!

Roz said: "The Chief Medical Officer's report *Winning Ways* includes seven key areas for improvement from the prudent use of antibiotics, better surveillance of infections to higher standards of hygiene.

"We also have to meet new targets to reduce levels of MRSA. All hospitals have to reduce the number of MRSA bacteraemia (MRSA that has infected the blood stream) rates to 18 cases a year by 2008. Last year we had 38 cases of MRSA bacteraemia - the third lowest rate for specialist hospitals in London.

"Every NHS Trust now has a Director of Infection Control, here it is Dr Berge Azadian, a senior figure with new powers to impose new rules in order to reduce healthcare associated infections. Claudia Cummings has also joined the team as Infection Control Practitioner. She will audit to improve infection rates for people having orthopaedic surgery and those with urinary catheters. She will also look at hand hygiene."

The National Patient Safety Agency has awarded a contract to three

Three alcohol gels are being piloted on:

- St Mary Abbots
- Rainsford Mowlem
- Francis Burdett
- David Erskine
- ITU
- Neonatal unit

Joining the Infection Control Team in March is Infection Control Nurse Shona Perkins. She comes from Guy's and St Thomas' Hospital where she worked for two years in a similar role. Before that she worked at Bart's and The London and Royal Marsden. One of Shona's main focuses will be to maintain high standards of care with intravenous lines to reduce the risk of infection.

■ *New Infection Control Nurse Shona Perkins*



■ *Left to right are Infection Control Practitioner Claudia Cummings, PA Kerry Money, Director of Infection Control Dr Berge Azadian, Microbiology Pharmacist Kieran Hand and Senior Infection Control Nurse Roz Wallis.*

Report it!

If an area of this hospital does not come up to scratch report to the cleaning team straight away on ext 2424 or the senior nurse in charge on the ward.

companies for providing the NHS with alcohol gels.

Roz said: "We are piloting the three brands on David Evans and will now be extending this pilot to six wards in the hospital. It is hoped that the chosen brand will then be introduced across the hospital and by every bedside.

"Improving infection control is everybody's business and we can't do it on our own - which is why we are also introducing new infection control link professionals."

According to Roz the network of link professionals across all departments in the hospital will be involved in an intensive programme of training on hand washing techniques and infection control. They will also be involved in

Kieran Hand (*pictured above*) is the Trust Antibiotic Pharmacist, and has been in post now for three years. Kieran is responsible for promoting appropriate antibiotic prescribing in the hospital, mostly through education of staff and by encouraging use of antibiotic guidelines, supported by his ward pharmacist colleagues.

Antibiotics are unique among medicines because their use in an individual patient can impact upon the health and well-being of other patients and on society as a whole.

Kieran works closely with the Infection Control Team, monitoring antibiotic prescribing trends in relation to antibiotic resistant bacteria and infections. The Trust antibiotic guidelines are available on the intranet.

auditing practice across the hospital.

She said: "We can't be everywhere all the time so the role of the link professionals will be vital in making sure that good practice happens at the front line."

Another aspect of *Winning Ways* is to help empower patients and the Trust will be launching a special poster campaign later in the year.

Roz said: "We want patients to feel comfortable enough that they can remind doctors and nurses to wash their hands. At the same time we want to let them know that they can do their bit to help fight infections."



s – Here's how you can help!

What the experts say you should be wearing this season...

Check out the latest fashion advice from the Infection Control Team.

Senior Infection Control Nurse Roz Wallis gives *Trust News* the lowdown on what you should and should not be wearing if you want to help reduce the risk of infection. We also found some willing staff to be our models!

WHAT NOT TO WEAR!

Staff Nurse on Thomas Macaulay Ward, Andrea Bennett:

- ✗ dangly earrings
- ✗ hair down
- ✗ sweatshirt

WHAT NOT TO WEAR!

Dr Sam Allen, Specialist Registrar in Infectious Diseases:

- ✗ watch
- ✗ sweatshirt
- ✗ no gloves
- ✗ no apron

Before...

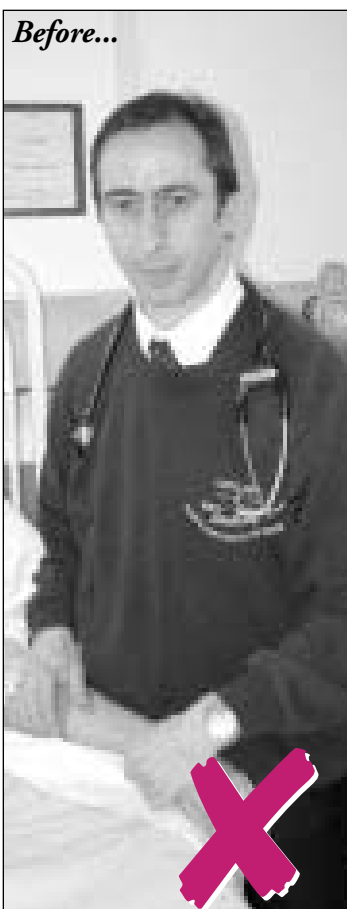


After...



Run out of alcohol gel on your ward?

Don't just leave it. Tell your housekeeper. He/she has a stock of refills and can change it for you.



How you can help us!

- Don't be afraid to remind your nurse and doctor to wash their hands – sometimes they are busy and forget.
- Help us to keep the hospital clean – leave public areas including toilets, as you would like to find them.
- When in hospital avoid sitting on other patient's beds.
- Wash your hands – use alcohol gels near doors and beds in the hospital. It's 99.8 per cent effective in killing bugs. It's also kinder to hands than soap and water and it's quick and easy you can just clean and go!

Think Clean Day

Put this date in your diaries

28 February 2005

Your hospital needs you...

This is a new national awareness day. Its purpose is to help improve patient and staff environments in a fun but useful way. Information will be available very soon on notice boards near you telling you how you can participate.



Discounts available for Trust staff..

Food & Drink

Ad Lib Bar

246 Fulham Road SW10 (opp. hospital) Tel: 020 7376 7775
10 per cent discount (incl. takeaways).

Brasserie De L'Auberge

268 Fulham Road SW10 Tel: 020 7352 1859
20 per cent off a la carte menu (excl. drinks)

Calzone Italian Restaurant

335 Fulham Road SW10 Tel: 020 7352 9797
All main courses are £5.50

Exquisite Bar and Restaurant

343 Fulham Road SW10 Tel: 020 7352 0967
25 per cent discount on main courses and house wine
with meals (takeaways included)

Feng Sushi

218 Fulham Road SW10 Tel: 020 7795 1900
10 per cent discount (excluding delivery)

Finch's Pub and Restaurant

190 Fulham Road SW10 Tel: 020 7351 5043
10 per cent off food

Glaister's Bistro

4 Hollywood Road SW10 Tel: 020 7352 0352
10 per cent discount for (groups of less than 10)
Above 10, a complimentary bottle of wine with dinner

Khan's Restaurant

13-15 Westbourne Grove, W2 Tel: 020 7727 5420
10 per cent discount

La Bottega del Sole - Gourmet Italian food

323 Fulham Road, London SW10 Tel: 020 7351 7370
15 per cent discount

Made In China Restaurant

351 Fulham Road, SW10 Tel: 020 7351 2939
10 per cent off meals (10 per cent off takeaways)

Nirvana Restaurant

430 Kings Road SW10 Tel: 020 7352 7771
25 per cent discount on food. Takeaways 10 per cent
discount (collection only on small orders)
Show staff ID before ordering

Oddono's Gelati Italiani - Ice cream parlour

14 Bute Street SW7 Tel: 020 7052 0732
10 per cent discount

PizzaExpress

363 Fulham Road Tel: 020 7352 5300
15 per cent off lunch, 10 per cent off dinner (incl takeaways)

PJ's Bar and Grill

52 Fulham Road Tel: 020 7581 0025
10 per cent off

Tampopo Restaurant

140 Fulham Road SW10 Tel: 020 7370 5355
20 per cent discount between 12-7pm

Thai Noodle Bar

7 Park Walk SW10 Tel: 020 7352 7222
15 per cent discount off a la carte menu and drinks. No 10
per cent service charge. Show staff ID before ordering

Vama The Indian Room

438 King's Road SW10 Tel: 020 7565 8500
Mon-Fri: Two lunches for £10, 12-3pm; 10 per cent off
dinner from 6.30pm; Weekend brunch: 10 per cent discount

Vingt-Quatre

325 Fulham Road SW10 Tel: 020 7376 7224
20 per cent discount

Lifestyle

Chatterbox

369 Fulham Road, SW10 Tel: 020 8237 2486
Special deals and discounts

Hotel Ibis London Earls Court

47 Lillie Road SW6 Tel: 020 7610 0880
10 per cent discount on reservations
Must mention discount deal when booking

ISIS Bridal & Evening Wear

136 Uxbridge Road, Hanwell, W7 3SL
Tel: 020 8567 1333
20 per cent discount off bridal and ladies evening wear

Odeon Cinemas (Kensington branch only)

263 Kensington High Street Tel: 020 7602 5491
Tickets reduced to £5.50 (Mon-Fri) Free list suspended
films, discounts not available when newly released

Orange Mobile phones

Tel: 0800 168 168
15 per cent discount off standard line rentals on a contract
hand set. Must quote your NHS Payroll or GMC Number

Vue Cinemas (Fulham Branch only)

Fulham Broadway Retail Centre, Fulham Road
Tel: 020 7385 2025
All tickets £5.50 at any time

Discounts available for Trust staff...

Health & Beauty

DV Hair and Beauty

353 Fulham Road SW10 Tel: 020 7351 0015
20 per cent discount

Ginger Group Hair Innovations

(Fulham Branch only)
445 North End Road SW6 Tel: 020 7381 5777
10 per cent discount Mon - Fri

James Hull Associates - dentist and hygienist

242 Fulham Road, tel: 020 7376 3330
10 per cent discount off regular procedures (excl. specialist and technician treatment)

Hair Razer (Barber shop)

258A Fulham Road SW10 Tel: 020 7351 0777
£15 for a cut wash and blow dry Mon- Fri

Hari's Hairdressers

305 Brompton Cross, SW3 Tel: 020 7581 5211
Free haircuts, blow-drys, £15 for colouring
Book as a hair model

Head Masters Hairdressers

Fulham 020 7371 7939, Putney 020 8780 5555,
Wimbledon 020 8947 5034
25 per cent discount, Mon-Fri 9am - 5.30pm
Must quote company partnership scheme when booking

Mahogany Hairdressers

17 St George Street, Hanover Square, W15
Tel: 020 7629 3121
25 per cent discount Mon-Fri

Mr B Hairdressers

360 Fulham Road SW10 Tel: 020 7352 9410
10 per cent off, Mon- Fri, 10am - 6pm

Napiers Herbal Health Care

236d Fulham Road SW10 Tel: 020 7352 5603
10 per cent off products, reduced price treatments

Naya Hairdressers

260 Fulham Road SW10 Tel: 020 7376 3682
20 per cent discount

Toni&Guy Hairdressing (Fulham Branch)

10 Fulham Broadway SW6 Tel: 020 7386 9977
15 per cent discount on colouring, cutting and blow drying
Available Mon, Tues and Wed 10 am -5.30 pm
Thurs, Fri until 1pm

Ze Hair and Beauty

270 Fulham Road SW10 Tel: 020 7351 2266
20 per cent off when you spend £20 or more, Mon - Fri

Sport & Leisure

Chelsea Sports Centre

Chelsea Manor Street, SW3 Tel: 020 7352 9006
Discount membership offer, phone Zeena or Carly

David Lloyd Leisure

Fulham Broadway Retail Centre, Unit 24, SW6
Tel: 020 7386 2200
No membership joining fee

Fitness First (South Kensington Only)

29 - 37 Harrington Road, Petersham House, SW7
Tel: 020 7590 5000
Discount membership offer, telephone Rob

Holmes Place

188a Fulham Road SW10 Tel: 020 7352 9452
Discount membership offer

Osteopathic Consultations

The Chelsea Practice
186 Fulham Road Tel: 020 7376 7649
25 per cent discount, Wed - Fri and every second Sat of the month

Pure Massage

35 Vanston Place, London, SW6 Tel: 020 7381 8100
10 per cent discount on massages, Mon-Fri before 7pm

RelaxStation in Harvey Nichols

Ground Floor, 109-125 Knightsbridge SW1
Tel: 020 7235 5000
20 per cent discount on massages

Sweatshop

188 Fulham Road SW10 Tel: 020 7351 4421
10 per cent discount

You will need to show your hospital ID to qualify for these discounts

Please contact Jeanette Albert, Public Relations Assistant with any comments you have about these staff discounts on ext 6829 or email jeanette.albert@chelwest.nhs.uk

Do you know that the Trust has its own Staff Bank?

Here at Chelsea and Westminster more than 1,500 people work as bank staff. Lots of people enjoy it because it allows them to choose the hours or shifts they want to work giving them the flexibility of working when it suits them.

They are also paid a higher rate to compensate for the fact that they are available to work at short

notice. They also get to enjoy most of the benefits that permanent staff have such as annual leave entitlement, access to training and development opportunities and various benefit schemes. Interested?

In this month's *Trust News* we answer some of the most common questions asked about Staff Bank.

What is a Staff Bank?

A Staff Bank is an in-house pool of staff we can call on for ad-hoc/short term assignments covering temporary staffing shortages within the Trust.

Where is the Staff Bank within Chelsea and Westminster Hospital?

The Staff Bank office is based on the Lower Ground Floor Lift Bank D and is part of the Human Resources Department.

Who are the Staff Bank Team?

The team is headed up by Jaz Mallan, Recruitment and Retention Manager and managed by Jane Kingham Deputy Bank Manager. The Nursing/Midwifery Bookings Desk (including healthcare assistants) is covered by Julie Gage and Emma Cleverley. Medical Locums are dealt with by Maria Athanassiou, Lou De Palo is Office Administrator and Wilson McKellar and Nick Brown are in the Staff Bank Payroll office. Lydia Goodison covers the bookings desk at the weekend.

What are the Staff Bank opening times?

The Staff Bank is open on:
Monday to Friday, 8.00am - 20.30pm
Saturday and Sunday, 9.00am - 17.00pm

What is the size of the Staff Bank?

We currently have about 1,800 members on the Staff Bank and process approximately 1,100 nursing and midwifery shifts alone per week as well as administration, clerical and medical locum bookings.

Can anyone join Staff Bank?

Yes! You will be required to complete an application form and undergo the normal recruitment and selection process, including meeting all pre-employment screening checks. Providing these are satisfactory you will be accepted to join as a member of the Staff Bank.

If you already work for the Trust on a permanent or part time basis, you can join the Staff Bank too! You just need to complete a simple form to do so. You will shortly be able to apply to Staff

Come along to our lunchtime session!

The Staff Bank team will also be running a lunchtime session in the canteen from 12.00 to 2.00pm on Tuesday 15 and Friday 18 February.

So you can pop along and meet some of the team if you have any further questions or queries.

Bank on-line through the Trust's website: www.chelwest.nhs.uk

What type of staff join the Staff Bank?

At present our Staff Bank caters for nurses, midwives, healthcare assistants, registered mental health nurses, medical locums, and administrative and clerical staff but there is no reason why other staff outside of these groups should not join.

Am I obliged to accept work?

No. If you are available and happy to work a shift/assignment you can work it if not you can decline the offer however the Trust

is not obliged to provide work to you.

Is there a limit to the number of hours or shifts I can work?

Yes, but as long as you do not exceed the Working Time Directive (1998) limit of working more than 48 hours per week averaged over a 17 week accounting period you can work as many shifts as you wish.

How will I be paid for any work I do through Staff Bank?

If you undertake any temporary work through Staff Bank you will be paid on a weekly basis for this on the Friday following the week you have worked. Your pay will automatically be credited to your bank account through the BACS system. You will receive a payslip outlining the hours you have worked and your pay details.

How can I contact the Staff Bank?

You can contact the Staff Bank by visiting the Staff Bank Office on the Lower Ground Floor of the hospital or by telephoning 020 8237 5251/5242, or emailing Staffbank@chelwest.nhs.uk



■ Pictured from left to right are (front) Deputy Manager Jane Kingham, Recruitment Administrator Lou Depalo, Nurse Co-ordinator Emma Cleverley, A+C / Locum Co-ordinator Maria Athanassiou, Nurse Co-ordinator Julie Gage, Recruitment and Retention Manager Jaz Mallan, (back) Information Manager Wilson McKellar and Information Assistant Nick Brown.



■ Pictured above is Dr David Rawat Consultant Paediatric Gastroenterologist at the Trust. Dr Rawat started in January and will work alongside Dr John Fell and Dr Martin Brueton in Paediatric Gastroenterology.

Dr Rawat recently completed his specialist registrar training in Paediatric Gastroenterology. Just before starting his consultant post Dr Rawat spent three months at Harvard University, Boston Children's Hospital, where he consolidated his specialist training in paediatric gastrointestinal motility.



■ Kumal Rajpaul, pictured above, started a six month secondment as Tissue Viability Nurse Specialist at the Trust in December. He will advise ward staff on how to manage patient wounds and how to prevent them. This role will also involve some teaching.

Kumal has worked at the Trust for almost four years. Three of these were on Rainsford Mowlem Ward. Before this he was on St Mary Abbots Ward.

Kamal is based within the Infection Control Team and can be contacted on ext 5235 or bleep 5844.

Emergency Pre-operative Practitioner

■ Sarah Craig has been appointed as Emergency Pre-operative Practitioner.

Sarah has worked within the Pre-operative Assessment Team here for three years and has assisted in the pilot of this new role over the last six months.

The pilot was part of an overall review of emergency surgery within the Trust and has succeeded in reducing waiting times for emergency surgical patients and increasing theatre efficiency.

Clare Evans, Consultant Nurse, will continue to support the role working alongside Sarah to develop practice and improve the patient journey. Sarah will start on 7 March.



■ Sarah Craig (left) and Clare Evans



■ Pictured above left is Grant Nock, Patientline Site Manager. He started this role in August. His predecessor Kit Burcham is now Patientline EPR Project Manager.

Grant is based at the Trust on a full-time basis and is mainly responsible for managing the Patientline system.

Originally from Johannesburg, South Africa, he has a financial background and before joining the Trust, Grant worked as a Sales Manager for South African Financial Services Company Pogir Bastion.

Prior to this he worked as a Team Leader for private healthcare firm Discovery Health.

Grant can be contacted on ext 2089 or externally on 0854 414 0863 or via email at grant.nock@patientline.co.uk

Kit, above right, is overseeing the roll-out of the Patientline EPR system here at the Trust, which started at the end of January. He started his previous role as Patientline Manager in October 2002. Patientline went live at the Trust in March 2003.

Kit has a background in telecommunications. Prior to working at the Trust, he was a freelance consultant for Jersey cable television company, Newtel.

Kit can also be contacted on ext 2089 or via email at kit.burcham@patientline.co.uk

■ Pictured below is Dr Mohammed Abdulcadir, HIV/GUM Associate Specialist in the John Hunter Clinic.

Previously, Dr Abdulcadir worked at the Trust for eight years, first as a HIV/GUM Clinical Assistant for three years and then as a HIV/GUM Staff Grade Physician.

Dr Abdulcadir's specialist interest is prostatitis. He runs a multi-disciplinary prostatitis clinic with Consultant Urologist Dr Mike Dineen and Consultant Psychiatrist Pepe Catalan. Dr Abdulcadir did his post-graduate studies and PhD in Tropical Medicine in Paris, where he specialised in HIV/GUM. He studied medicine in Bologna, Italy.



Thanks!

A big thank you from South Westminster Centre Co-ordinator Barbara Williams for sending used postage stamps. Please keep them coming!

They are used to raise money for a horses' rest home. Used stamps can be sent to Barbara Williams, First Floor Reception, South Westminster Centre, 82 Vincent Square, SW1P 2PF.

A great team effort – thank you!

Staff across the hospital pulled together to make sure patients were kept safe when there was a flood at the hospital on 12 and 15 January.

The flood affected the Emergency Department including the observation ward, fracture clinic and two of the three paediatric wards.

Chief Executive Heather Lawrence and Director of Operations Edward Donald said: "We would like to say a big thank you to everyone for their quick action which meant that no patients were harmed.

"Our estates department located the source of the problem quickly. A lot of work was then done to clean the areas - as well as carrying out the necessary health and



■ Pictured are some of the staff who helped services run smoothly.

safety checks to ensure patient safety. A&E was re-opened at 10pm and paediatric A&E at lunchtime the next day - with many people working late to make sure this happened.

"This was an excellent example of everyone working

together within the Hospital and we are particularly grateful to our partners ISS Mediclean for working with us so efficiently, and also to Hayden.

We also need to thank the London Ambulance Service and our neighbour Trusts who made it possible to minimise disruption to patients."

New booking team



■ Pictured (l-r) are: Elective Bookings Manager, Melanie Jenkins; Head of Bookings and Outpatient Services, Debbie Ensor-Dean; Deputy Head of Bookings and Outpatient Services, Mike Delahunty; and Elective Bookings Manager, Charlotte Carne.

The Trust has a new booking team headed up by Debbie Ensor-Dean. The team is responsible for elective and outpatient bookings and developing access policies and procedures to improve referrals and booking systems within the Trust.

The team, based in Management One, can be contacted on ext 6722. The team includes:

- Inpatient bookings: Melanie Jenkins and Charlotte Carne
- Outpatient bookings: Mike Delahunty and Debbie Ensor-Dean
- Diagnostics: Melanie Jenkins
- Access policy: Charlotte Carne and Debbie Ensor-Dean
- E-booking: Mike Delahunty.

It's got the look

A bathroom on Mercury ward has a new look as a parents room thanks to £900 donated by the St Nicholas Fund - part of the Children's Hospital Trust Fund.

The old parents room closed on Neptune Ward in 2004 because the Hospital School needed to expand. Since then parents have had no place to go to relax or take some time out.

Mercury Ward Manager, Caroline Maude said: "Having this new room is excellent. Parents finally have a facility to make coffee, cook and store their own food without having to ask nurses for their help. They also have somewhere to rest away from the noise of the busy wards and children.

"The St Nicholas Fund has been fantastic. As well as giving us some money to fund the room, they also bought us two brand new sofas. They also gave money to buy a microwave, a fridge, other furnishings and a television."



■ Pictured from left to right in the new parents room on Mercury Ward are: Mercury Ward Manager Caroline Maude, parent of five month old Mia Gordon Holt on Mercury Ward, Suzanne Holt and Chairman of the St Nicholas Fund, Princess Marina Lobanov-Rostovsky.

Trust News is written and produced by the PR and Communications Department of Chelsea and Westminster Hospital, 369 Fulham Road, London SW10. Tel 020 8846 6829