

Trust NEWS

24th January Invitation

The winter working conference for Nurses, Midwives and Allied Health Professionals will be held on 24th January.

Following a successful Autumn Conference the focus will be firmly on patient care and supporting staff in their work.

The Winter Conference will have workshops on Essence of Care - a national programme to improve the personal care patients receive.

Back by popular demand will be the Diversity and Equality workshops run by John McDermott. Book your place as soon as possible by calling Lorraine Forbes on ext 2127 or email workingconference@chelwest.nhs.uk

Christmas Cheer Award winners



We're reaching for the stars

Chelsea and Westminster Healthcare is aiming to improve its star rating in the national performance standards table to be published in the summer of 2005.

It has been announced that the star ratings system for NHS Trusts will change to a new assessment system, but not until 2006.

Gaining three stars will depend on whether this Trust achieves a range of targets by March 2005, so for the next three months the message to staff everywhere is: Keep up

the good work.

The targets include eight key aims which cover waiting times, hospital cleanliness and breakeven financial management.

There are also additional targets around a range of issues in three main areas:

- clinical focus - including areas such as infection control

and clinical negligence

- patient focus - including areas such as patient survey and hospital food
- capacity and capability focus - including areas such as junior doctors hours and staff survey.

- See page 7 for more details

■ *Winners of the Christmas Cheer Awards for 2004 pictured with the Chief Executive Heather Lawrence and the Chairman Mr Juggy Pandit in the Atrium in December. For a full list of winners and sponsors turn to pages 16/17 of this issue of Trust News.*

Major Incident Plan is out

Do you know what you should do in the event of a Major Incident?

Check the Trust policy on the Intranet.

There will be changes and additions.

If you have comments, email Rona McKay.

Heather's view

by the Chief Executive, Heather Lawrence

I was delighted to be able to present the Christmas Cheer Awards in December. This is another example of the recognition that staff have for each other, and it was good to see such a wide spread of staff, including our colleagues in ISS Mediclean.

On 10 December Andrew MacCallum (Director of Nursing) and I were pleased to welcome Christine Beasley the new Chief Nursing Officer for England who, like her predecessor, played a major role in Chelsea and Westminster in the early days.

We were able to share with her the excellent nursing developments in this Trust and how we are working to have a clean hospital and reduce MRSA rates. Please keep up the hand washing and alcohol gel.

I hope you all managed to have some well deserved time off over Christmas and the New Year. A particular thank you to those who came to work on Christmas Day to look after our patients.



As we enter the last quarter of the financial year we have some very tough targets to achieve and we need to focus our attention on the ones we can still influence.

It is really important that we have no outpatient or inpatient breaches and this will require everyone to ensure that



patients are followed through and we double check to make sure patients receive the treatment they are due.

The target for 98 per cent of patients attending A&E to be treated within four hours of arrival is very important. We have made really good progress but we must achieve this each week for the remainder of the year.

Our financial position is tight. We must ensure that we do not incur any

unnecessary expenditure on pay or non-pay.

Our hospital has a reputation for providing excellent care and it would be great to see that reflected in the star ratings.



It is now time to start Business Planning for 2005/06, and we will be running some sessions in January, open to everyone. Further information will be circulated by email. I would like to ask you to email your ideas for business planning to me at heather.lawrence@chelwest.nhs.uk. There will also be a scribble board in the Canteen.



This is the last edition of *Trust News* that Jennifer Rogers will have produced as, after 11 years, she is leaving us to become a scriptwriter. I would like to thank Jennifer for her support to me and to the Trust over the years. We will miss you Jennifer. We thank you and wish you well for the future.

They were off to Parliament



Board meetings

The Trust Board will meet in 2005 on the first Thursday of each month. These are the meeting dates for the year:

- | | |
|----------------|-------------------|
| ● 6th January | ● 7th July |
| ● 3rd February | No meet in August |
| ● 3rd March | ● 1st September |
| ● 7th April | ● 6th October |
| ● 5th May | ● 3rd November |
| ● 2nd June | ● 1st December |

Grant applications

Applications close on 28th January for PhD Studentships, Research Fellowships and Small Grant Awards funded by the Trust's Charitable Funds Committee and Westminster Medical School Research Trust.

The grants are administered by the Joint Research Committee. Full details and application forms may be obtained by downloading from the R&D folder on the intranet or by contacting Esther Moore (ext 6191) or Peter Wade (ext 6887 - email peter.wade@chelwest.nhs.uk).

■ Pictured before they went off to attend HM The Queen's speech at the Houses of Parliament in November were Clinical Director of the Surgery Directorate, Consultant Mr Jeremy Thompson, with Day Surgery Sister Rathna Gunawadana, and Sister in Intensive Care, Hazel Boyle.

The Sisters are wearing the capes and hats once worn at the old Westminster Hospital.

The Chelsea and Westminster continues to send a medical and nursing team to the State Opening of Parliament - a legacy of a tradition started decades ago at the Westminster.

Major works project for hospital lifts

Chelsea and Westminster Healthcare is spending £2 million over a three year period to provide a complete refurbishment on the lifts moving patients, staff, visitors, and supplies between floors of the hospital and within St Stephen's Centre.

This major project began with £600,000 invested in phase one, carried out from April to July, 2004. This saw a complete refurbishment of one of the main passenger lift banks - at Lift Bank D - at the rear of the Main Mall of the hospital.

Once these were completed, work was started on the supplies lifts at the rear of the hospital. There are four lifts; two are 'clean' for items such as catering, linen, post, stationery, etc and two are 'dirty' for waste and rubbish removal.

One 'clean' and one 'dirty' supplies lift were refurbished between July and September this year. The second 'clean' and the second 'dirty' lift were started in September and will be completed by January 2005.

This phase also included health and safety works to the remaining lifts.

Now the Trust Board has approved £800,000 for the second phase of capital investment from January to July 2005.

In addition to the many lifts inside the hospital, there are eight lifts on the exterior of the building. These are often referred to as 'firemen's' lifts, because they would be used by firemen in an emergency.

One of these lifts is being refurbished between January and March 2005 so that it can be used by the new Treatment



Centre to take patients from Day Surgery to recovery. A second firemen's lift will be refurbished between mid March and May 2005.

Also between January and March 2005, work will be carried out on the large lift in St Stephen's Centre next door.

As part of this same phase, Lift bank B will be refurbished between March and July 2005.

The hospital lifts are maintained under sub-contract through Haden Building Services. Recently the maintenance company was changed and there has been a significant reduction in the number of breakdowns.

Richard Taylor, from the Trust's Project Management Department

explained that although the lifts in this Trust are only 12 years old, this work is required due to their constant use.

"The lifts in the main mall each make over 1,000 journeys a day - a very heavy usage. The original lifts were installed to a tight budget and the doors were not up to the task. That means when they are roughly handled the doors do come off the tracks and the lifts are then out of use until they can be repaired.

"To minimise the disruption to patients, staff and visitors only one bank of passenger lifts can be overhauled at any one time.

"In addition, some of the major parts for the passenger lifts are shipped from abroad and have a 12-week lead-in time."

The third phase will seek approval from the 2005/06 capital allocation of a further £800,000 to complete the programme by doing Lift bank C between July and December 2005 as well as the Pharmacy lift, both Car Park lifts, the Emergency Department lifts and the remaining firemen's lifts.

Richard asked that staff and visitors be as gentle as possible with the lifts, adding: "Rough treatment will only make matters worse."

He also reminded everyone that there are stairs. He said: "It is surprising how often people ride the lift for a journey of only one floor. Using the stairs instead would help the lift traffic - and presumably be a healthy and easy step for most people."

Professor Maze takes top prize in book awards

Professor Mervyn Maze, who is Director of Research, Multiprofessional Education and Training and Consultant Anaesthetist here at the Chelsea and Westminster, has received first prize in the anaesthesia category at the 2004 British Medical Association Medical Book Competition Awards for his textbook on anaesthesia.

The book, *Anaesthetic pharmacology: physiologic principles and clinical practice*, co-authored by Professor Alex Evers from Washington University, won first prize in the category for anaesthesia.

We are a teaching campus for Imperial College London and

Professor Stephen Smith, Principal of the Faculty of Medicine at Imperial College said: "Mervyn is able to brilliantly juggle his many commitments, including both research and teaching.

"This award serves to illustrate his commitment to training future generations of doctors."

The book was written to provide anaesthesia trainees with a broad integrated introduction to the basic science and clinical use of drugs used in anaesthesia.

Anaesthesia clinicians will benefit from an enhanced understanding of the mechanisms of drug action, with a conceptual framework to approach new agents.



At the same time basic scientists will benefit from a clinical context to understand the relevance of their work and to direct investigations to clinically important problems.

HAPPY BIRTHDAY

■ *Dr Brian Evans and Mrs Grace Phillipson cut the anniversary cake*

West London celebrates 75 years

Champagne corks were popping as health service staff who had served across the years joined in celebrations to mark the 75th birthday of the West London Centre for Sexual Health in December.

There was a chance to reflect on the many achievements of the past and to discuss the challenges to be faced in the years ahead.

The anniversary party was marked with the cutting of a lavish birthday cake, and the publication of a history, written by specialist Dr Nick Theobald.

The West London Centre for Sexual Health started as the "Martha and Luke" Venereal Disease (VD) Department at the old West London Hospital in Hammersmith - opening its doors in December 1929.

According to Dr Theobald times - and attitudes - have certainly changed in the care of people with sexually acquired diseases.

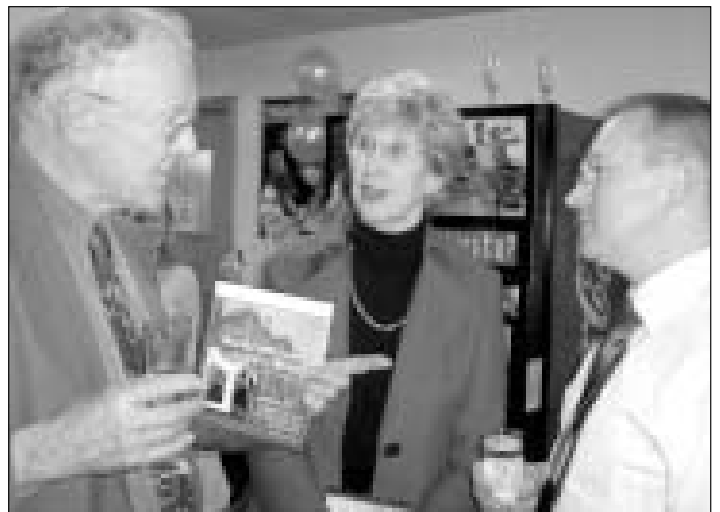
He said: "In Victorian times there was no cure for diseases like syphilis and those people infected were looked down upon by society."

Treatments were harsh for many centuries - and in many cases downright barbaric.

• **More next page**



■ *Nurses at the West London today left to right: Mboni Lifanda, Lucy Rayment and Zoe Allen*



■ *Dr Brian Evans (left) with Mrs Evans and Dr Ken McLean*

HAPPY BIRTHDAY

• From previous page

But Nick added: "Facilities have vastly improved and there is a much more open approach to sexual health."

Today the West London Centre runs a number of specialist and targeted clinics.

"We treat about 30,000 patients each year as well as 2,000 people with HIV. Although there is no cure for HIV infection, advances in treatments have made a huge difference to the quality of life for people living with HIV."

Among the special guests of honour at the event was Dr Brian Evans who was a consultant at the clinic from 1973 to 1997. He played a pioneering role in developing services for HIV patients in the early years of the epidemic. He was also instrumental in re-locating the clinic to a purpose designed building at Charing Cross Hospital - where it still stands today.

Dr Evans said they started testing for HIV at the clinic in 1984 and he used that as the basis for his research into sexual behaviour and the infection. He said: "Sexual transmitted infections are a public health problem and clinics like this have done a wonderful job in containing them."

Another very special guest at the party was Mrs Grace Phillipson who started as Social Welfare Officer in January 1964. This was her first visit back to the clinic since her retirement.

Mrs Phillipson set up new systems to trace contacts and on one occasion gave the doorman of a local gay club a small fee so that she could wait discreetly until the contact she was looking for came in!

Trust News asked Mrs Phillipson what her top tips were for running a successful sexual health clinic. She said: "Having a sense of humour. We always liked to work hard but play hard too."

"I'm delighted to be here today and think it's a great idea for the clinic to have this celebration."

Talking about how attitudes had changed Mrs Phillipson said: "Very often people would come to the clinic and say how guilty they felt about having an infection. What I always said is that it's the people who don't attend who should feel guilty."

Lead Consultant for Sexual Health at the West London Centre, Dr Ken Mclean, said: "From the very beginning this Centre was at the forefront of pioneering new treatments and services. We have achieved so much not least by trying to reduce the stigma attached to sexual health."

"There are many challenges that still remain as HIV and other sexual transmitted infections continue to rise and so does demand for our services."



■ **Dr Nick Theobald with Dr Evans and Mrs Phillipson and copies of the history of the West London, produced to mark the 75th anniversary.**



■ **Left: Dr Steve Dawson, who worked as a Registrar at the old West London Hospital in the Martha and Luke clinic, is now a Consultant working in GUM in Slough. He is pictured with Trust Consultant at the present West London Centre for Sexual Health, Dr Nicola Smith.**

Patient power

More than 100 local people contributed their ideas on discharge information at a series of three workshops held in the autumn at Chelsea and Westminster Hospital as a follow up to the national Patient Survey. Consultant Nurse, Pre-Operative Assessment, Clare Evans, tells Trust News about our latest experience of patient power.



We began in May 2004 with invitations going out to hundreds of people who had registered their interest in being Foundation Trust members. We invited them to three workshops to discuss discharge information.

When we met, in September, we used the same table map used by the 1,000 good ideas campaign, and quickly found that it was impossible to limit the discussion to one topic.

The workshops, which ran for about two hours, were wide ranging and produced huge amounts of information.

These sessions, which I ran with Staff Nurse Sarah Craig, were very useful and identified three main patient concerns:

- Hygiene and infection

Users tell us what they want from our service

- Food
- Being able to contact someone - to have direct contact.

These were the issues that were raised time and again.

We also had a lot of feedback on discharge information and from that came three main action points:

First, to produce a discharge summary for patients, for them to take home. The

summary would include information such as the name of the consultant, the date of the procedure, the type of procedure. That would be a record for the patient to have and hold for themselves.

Second, to distribute an A5 booklet on Planning your Discharge, when people are first given pre-assessment information.

And third, to print off an information leaflet for

■ Pictured left to right Staff Nurse, Sarah Craig, from Pre-Operative Assessment with our patient volunteers Sister Marcella Roe, Miss Dorothy Hockley, Consultant Nurse, Clare Evans and Mrs Diana Denchfield.

patients on how to prevent getting MRSA.

Now three of the people who attended the workshops have volunteered to be involved in helping implement the three action points.

Lions give engraved vases to Annie Zunz Ward

In November, 25 hand engraved flower vases were donated to Annie Zunz Ward by the Hammersmith and Shepherd's Bush branch of the Lions Club.

Hammersmith and Shepherd's Bush Lions President, Sylvia Kiernan, pictured right, decided to donate the vases after spending six weeks on Annie Zunz.

She said: "I found that vases were far and few between, so I decided to do something about it."

Sylvia's husband Harry Brown, also engraved the name of the Lions Club and Annie Zunz on each vase.

Ward Sister Mary Knight



said: "We are delighted with the vases. It was such a thoughtful thing to do."

■ Pictured with one of the donated vases are, from left to right, Hammersmith and Shepherd's Bush Lions Club

Treasurer, Valerie Kiernan. Lions charity worker Harry Brown, Annie Zunz Ward Sister Mary Knight and Hammersmith and Shepherd's Bush Lions Club President Sylvia Kiernan.

Vaccine study

St. Stephen's Centre is running a study of a new vaccine against the Herpes Simplex Virus type-2.

This vaccine is produced by GlaxoSmithKline Biologicals, and this study is directed to evaluating the immunological effects of the vaccination in girls aged 16-17 years.

If you know of any young woman interested please ask them to contact: Chris Higgs, Research Manager on 020 8746 5603.

We're reaching for the stars

'Keep up the good work' is the message to staff here at Chelsea and Westminster Hospital as we aim to improve our star rating in the summer of 2005.

Although the Healthcare Commission - an independent body which assesses the performance of hospitals - has announced that star ratings systems will change from 2005/06 onwards, the star ratings will remain for this financial year.

Until we have more details we will continue to work hard to meet the targets which are currently set for all NHS trusts.

Gaining a top rating will depend on us achieving a wide range of targets by March 2005.

The first essential step is for us to achieve all of the eight key targets which are:

- ★ A&E emergency admission waits - all patients should be admitted within 12 hours.
- ★ Two-week cancer waits - all patients referred urgently by their GP should be seen within two weeks.
- ★ No patients should be waiting longer than nine months for an operation.
- ★ Financial management - all Trusts are required to breakeven at the end of the financial year.

- ★ Hospital cleanliness - all Trusts are required to gain a score of "Acceptable" or better from the Patient Environment Action Team (PEAT).
- ★ National booking programme standards for inpatients and day cases and outpatients - allowing patients to book hospital appointments directly at a time convenient to them.
- ★ No patients should be waiting longer than 17 weeks for an outpatient appointment.
- ★ A&E target - all patients should be seen, treated or admitted within four hours.

In 2003/04 the Trust met eight of the nine core targets set by the Healthcare Commission, but failed to meet financial targets.

All Trusts have to achieve breakeven for the year. The Trust ended the year with a £1.8m deficit - just one per cent of our overall income.

For this, the Trust lost one star but also lost another star because it did not do well in some of the areas covered by



the balanced scorecards.

Balanced scorecards cover three key areas:

- ★ clinical focus - including areas such as infection control and clinical negligence
- ★ patient focus - including areas such as patient survey and hospital food
- ★ capacity and capability focus - including areas such as junior doctors' hours and staff survey

In order to receive three stars in 2005, the Trust must do well in all of the balanced scorecard focus areas in addition to achieving the key targets.

New Head of Performance and Information

Welcome to Nick Cabon, the new Head of Performance and Information here at the Chelsea and Westminster.

Before joining us he was Team Leader at the Healthcare Commission where he led on the star ratings for acute and specialist trusts for 18 months.

Nick was previously Information Manager at the Whittington Hospital in London for two years.

He did his first degree at Leicester Poly and his Masters at Nottingham University.

His experience in the NHS includes taking charge of the Admissions Department at the



Royal National Orthopaedic Hospital in Stanmore in Middlesex for 15 months and being Information and

Administration Manager for the East Kent Health Authority for three years.

Nick will be leading for the Trust on the performance targets and on the monitoring and production of routine information returns.

He will be the lead for benchmarking - i.e. comparing our performance with similar NHS trusts, and activity modelling - i.e. predicting our future activity based on what we are doing now.

Nick's team includes the Information Department and the clinical coders.



■ *Chris in Physiotherapy with Superintendent Physiotherapist Lindsay Skipper.*



■ *Pictured with Chris in the Hand Therapy Unit is, from left to right, Paediatric Therapy Lead Sue Hay and Physiotherapy Practitioner Fiona Coldham.*

Visit by Chief Nurse

The Chief Nursing Officer of England, Chris Beasley, accepted an invitation to visit the Chelsea and Westminster Hospital in December.

During her visit Chris visited areas of the hospital, including the Good Clinical Practice Centre, where she heard presentations from Lead Nurses and Nurse Consultants.

She said afterwards: "I have really enjoyed my visit. I like to visit clinical areas and keep in touch with staff.

"This week has seen the launch of the new cleaning guidelines and I know that a very special effort is being made here, in partnership with ISS Mediclean to ensure that those high standards are met.

"One thing I would like to say is that the future is bright for nursing staff. I appreciate that we live in difficult times, with a lot of complex challenges, but a great deal of exciting work is being done and there are many opportunities at many levels."



'The future is bright'

Director of Nursing, Andrew MacCallum said: "It was a great pleasure to welcome Chris to the Chelsea and Westminster.

"She visited a children's

ward, maternity areas, the Neonatal intensive care unit, and the Hand Therapy Unit and was keenly interested in listening to what staff had to say."

■ *Pictured on Neptune Ward with Chris Beasley (centre) are, from left to right, Patient Environment Team Leaders Elsa Pais and Anthonia Ekwukoma, Neptune Ward Manager Gareth Teakle and Patient Environment Team Leader Blanche Takwi.*



■ *Pictured on the Labour Ward are Labour Ward Co-ordinator Veronica Henry (right), Assistant Director of Nursing Sharon Terry (back centre) with Chris.*



■ *Pictured on Annie Zunz Ward showing Chris our Electronic Patient Record system is Staff Nurse Fiona Thursfield.*

Fraud costs NHS £2 billion a year

I have worked within the NHS for the past 10 years, first as an internal auditor and then for the past four years as a Counter Fraud Investigator.

My employer is Parys-Snowdon Fraud & Investigations Ltd - a company with a dedicated team of specialists, with many years' experience, who work closely with NHS organisations, regional teams and the police, to maximize the effectiveness of the service.

At local level every NHS body had to appoint a Local Counter Fraud Specialist (LCFS) to implement a strategy to combat fraud.

The local fraud specialist in every Trust has to undergo specialist training, and there is an NHS accreditation process, which has to be followed and passed, as well as guidance from the Department of Health.

Examples of fraud within a trust include allegations about:

- Carrying out private work during NHS scheduled hours
- Working elsewhere while on sick leave
- False timesheet submission
- Identity Fraud
- Cheque Fraud
- False application details
- False Travel Claims
- Suspicious invoices.

The 491 caper...

This fraud, named after the law passed in Nigeria to deal with it, is very popular.

The FBI in the USA has a complete department to deal with this fraud!

An email is received, often with a West African or South African address.

The Department of Health reckons that fraud costs the National Health Service about £2 billion every year. That is your money - and mine - being stolen.

In December 1998 the Counter Fraud and Security Management Services (CFSMS) were introduced

to prevent fraud and corruption. By 2000 regional counter fraud teams were set up. Local Counter Fraud Specialist, Parvin Ahmed-Hasib, came to work at the Chelsea and Westminster in July, 2004. This is her report on a busy first six months.



■ **Parvin Ahmed-Hasib**

The sender purports to be a military, banking, senior government or audit official, or sometimes a business colleague or family member of a deposed head of State. The writer will sometimes play for sympathy, describing how they have fled for their lives, and have seen their family killed.

They will often refer to 'God', in an attempt to appear honest and trustworthy. Also, simplistic errors and spelling mistakes are deliberately used to make the recipient feel superior and in control.

They seek assistance from people to transfer huge sums of money into UK bank accounts.

The deal is for the intended victim to facilitate the transfer of money into a foreign bank account, in return for millions of dollars.

Though this may seem far

fetched, it is surprising how many gullible (and greedy) people fall for the bait. The lesson is when such an email is received **NEVER reply to it.**

By replying, the sender knows that they have found an active email address and this is sold on to other fraudsters. Send the letter to your LCFS.

Charity approach...

In this instance a letter arrives, often handwritten, asking for a small sum of money to be donated to a local (usually African) charity, or to help with a medical bill, or to finish a child's education. The sum requested can be for less than £100 as this is more likely to get a positive response.

The 'target' sends a donation by way of a cheque (often to an account in Japan) made out to the 'charitable cause', which is often not cashed.

However, the fraudster now has the Trust bank details and a copy of the authorising signature(s), which are then used to create a bogus bank transfer for a much larger amount.

Faking a Time sheet

Many frauds involve timesheets, and with shift working common for many occupations within the NHS it is an area which needs constant attention.

One example is an agency nurse who had been

completing and submitting timesheets for shifts that she had not worked at another London hospital.

She had dishonestly obtained nearly £28,000.

The nurse admitted 98 offences at Crown Court and was sentenced to four months in prison and the UKCC was informed. In a similar case a nurse was sentenced to 15 months in prison.

Misuse of the NHS...

In 2004 this Trust has been involved in an investigation of an Egyptian national for alleged misuse of the NHS at four London hospitals, including ours.

It was alleged the man had been travelling to the UK to obtain free NHS treatment and was selling medications on his return to Egypt.

The treatment he received at the Chelsea and Westminster would have cost £13,897.95.

An order has now been taken out against him to prevent him from disposing of any assets, up to the value of the NHS civil claim. The order also prohibits him from leaving the UK and requires him to give up his passport.

If you would like to contact Parvin on any issue you feel might be a case of fraud you can telephone: 07856 440 272. Or e-mail: parvin.ahmed-hasib@parys-snowdon.co.uk or parvin.ahmed-hasib@chelwest.nhs.uk Your confidentiality is assured.

You can help to fight the scams

The Good Ideas campaign run by Chelsea and Westminster Healthcare from September was on course by mid December to gather 1,000 suggestions by the end of 2004.

The ideas have ranged from the brilliant to the banal to the barmy, but the vast majority have been a genuine effort by patients, visitors, our local residents and our staff to suggest ways our services and

facilities could provide a better service for patients.

Our thanks to everyone who took the time and trouble to come to a workshop, or to send in their views, or to write a sensible suggestion on the opinion board in main reception.

In these two pages of Trust News we begin to report back to you. These are some of the ideas we have had, and this is what we propose to do about them.

Your suggestions

- 1 **Enhance the visibility of Modern Matrons**
✓ Ward rounds being established and monitored
- 2 **Management should spend more time on the shop floor**
✓ Executives and senior management visiting clinical areas
- 3 **More positive feedback to wards and departments**
✓ Letters of gratitude to be displayed in clinical areas
- 4 **Provide a piece of fresh fruit with every meal**
✓ This is already offered on the patient menu
- 5 **Have an independent support service for patients**
✓ We already have one. PALS to raise profile in 2005
- 6 **Put in bunk beds to increase hospital capacity**
✗ No, that is impractical and dangerous for patients
- 7 **Display waiting times in outpatients**
✓ We do this, but will check to ensure all clinical areas covered
- 8 **Set up a hospital website**
✓ Work on this is well underway. It should be on line very soon. The Trust already has a recruitment website and one linked to the Trust's Foundation application
- 9 **Who's who board on each ward**
✓ Many wards already have who's who boards. Audit of boards will be carried out
- 10 **Buy more birth balls**
✓ All but two of the birthing rooms now have these balls. The remaining two are on order
- 11 **Ask two questions when patients leave. How was your stay? What one thing could we do better?**
✓ Each patient to be given a comment card and asked the two questions
- 12 **Clean up the front of the Hospital**
✓ Additional cleaning of the atria and front of the hospital is being done

Your suggestions

- 13 **Provide proper cutlery and crockery for the children's wards**
✓ This has been ordered
- 14 **Children's menu on the Burns unit**
✓ The Burns Unit now offers a children's menu
- 15 **Greater variation in menus**
✓ The menu is currently being reviewed
- 16 **Bring back soup in the restaurant**
✓ There is now fresh soup in the restaurant every day
- 17 **Ask patients if they want to be called by their first name**
✓ Staff should always ask patients how they want to be addressed
- 18 **Put a contact number in the toilets to report if they need cleaning**
✓ Signs to be put in all toilets asking people to report any problems to the nursing staff in that area
- 19 **Do not overcook vegetables**
✓ We will review this regularly
- 20 **Remove the blood on the floor of the ultrasound cubicle (this had been polished over)**
✓ This has now been removed
- 21 **Use a pictorial guide on the doors to describe what needs to be done in particular rooms, eg empty bins, dust etc**
✓ This is already being done in St Stephen's. ISS think this is an excellent idea and are very interested in trying to implement the system
- 22 **Stop people smoking outside the hospital**
✗ We cannot dictate what people do on a public footpath, though we do our best to encourage people NOT to stop immediately outside the front doors





Your suggestions

- 23 Signs in the toilets explaining how important cleanliness is**
✓ Signs are displayed in the toilets but they disappear. They will be replaced and monitored
- 24 Hospital Security should be more visible**
✓ There are regular patrols around the hospital day and night by uniformed officers.
- 25 Provide petting zoo to entertain children while waiting**
✗ Love to, but we are an NHS hospital and not a farm
- 26 Internet on Patientline**
✓ This is already set up but has been disconnected because of a trial with EPR on Annie Zunz. Once EPR is rolled out this can be reconnected
- 27 Clean out the lift shafts**
✓ It is being done
- 28 More help for patients at meal times**
✓ There is a pilot programme of 'protected meal times' on medical wards when staff can concentrate on making sure that patients get the right food and the help they need
- 29 Communicate with patients by text instead of letter**
✓ We have piloted this in women's services and use it within our sexual health services. It may be rolled out to other areas, but there is a cost implication
- 30 Put Menus on Patientline**
✓ These are already there in the "other services" menu
- 31 Put general health information on Patientline**
✓ There is health information already available
- 32 Better supervision of cleaning in hospital**
✓ Everyone is working hard to improve the quality of the cleaning and this is being monitored to ensure this continues. The level of supervision at ward level in the afternoon and evening has been increased (This is when most cleaning takes place)
- 33 Don't use cleaning machines during lunch**
✓ The protected meal times should resolve this as well
- 34 Put sanitary boxes in the toilets**
✓ This is being done
- 35 Clean the carpet in the Chapel between the pews**
✓ This will be done
- 36 Provide seating around the hospital**
✓ There is a lack of space beside lift banks B and D but seating will be provided by lift bank C

Your suggestions

- 37 Signpost to stairs to promote their use and relieve the pressure on the lifts**
✓ Signage in the hospital will be updated in the New Year
- 38 Arrange for a hairdresser to visit the hospital**
✓ This service will be available very shortly
- 39 Put hooks in shower cubicles**
✓ Hooks or a shelf will be added where possible by March 05
- 40 More showers on the labour ward**
✗ It is not possible to increase the space devoted to washing facilities but the ratio of showers to baths will be examined.
- 41 Replace dirty pull cords in bathrooms and toilets**
✓ Dirty cords replaced by March 05
- 42 Advance notice of available spaces in the hospital car park**
✓ An electronic sign stating the number of spaces or 'car park full' will be added by March 05
- 43 Keep the car park ticket machines working**
✓ These will be replaced by March 05
- 44 Explain what the uniforms mean on the wards**
✓ The who's who boards will hopefully help to explain what the uniforms mean
- 45 Provide contact details in appointment letters**
✓ This is already done, but we will check all letters sent out
- 46 Introduce Nurse led discharge**
✓ Nurse led discharges to be started in January 05
- 47 Make tea/coffee available after the canteen closes**
✓ Machines are on every ward so hot drinks are always available
- 48 Have people at main reception to show patients to wards**
✓ There are volunteers who work at main reception and they do provide an escort for patients
- 49 Move the toilet roll holders to a position in front of the bowl**
✓ Estates have been asked to move the poorly positioned holders
- 50 Provide a pharmacy pick up point nearer the main entrance**
✗ A new Pharmacy opened in June 2004. It is necessary for patients to collect drugs from a trained pharmacist who can explain the medication and answer any questions.

Kick Start the Future – find out about KSF

So what is the KSF?

It is the NHS Knowledge and Skills Framework which looks at the skills and the knowledge which you need to do your job effectively.

Does the KSF affect everyone?

Yes! Everyone will have a KSF post outline to reflect the skills and knowledge required to do the job. The KSF also provides a common basis for staff review and development across all disciplines of the NHS.

Is it part of Agenda for Change?

Yes. The KSF and the development review process is one of the three core strands of Agenda for Change and is an integral part of career and pay progression in the National Health Service.

What are its objectives?

It is designed to:

- promote equality and diversity for all staff
- identify the knowledge and skills that individuals need to apply in their post
- help guide the development of individuals.

How will I benefit?

You will benefit from clearer job objectives with defined knowledge and skills you need to apply to your role.

It will also provide you with better access to appropriate learning and development for you and a structured approach to your career and individual learning process.

Where can I find out more?

To help you understand the Knowledge and Skills Framework and what it means to you, the KSF team will be running a series of awareness sessions.

We would like to invite you to drop in for one of our awareness sessions



which will be running throughout January and February between 12.30 and 14.00 on the following dates:

- Thursday 20th January - Pathology Seminar Room, 2nd floor, Lift block D
- Monday 24th January - Post Graduate Lecture Theatre, Lower Ground, Lift Bank B
- Thursday 3rd February - Pathology Seminar Room, 2nd floor, Lift block D
- Tuesday 8th February - Mansfield Room, St Stephen's Centre, 4th floor
- Thursday 10th February - Pathology Seminar Room, 2nd floor, Lift block D
- Friday 18th February - Post Graduate Seminar Room, Lower

Ground, Lift Bank B

- Tuesday 22nd February - Mansfield Room, St Stephen's Centre, 4th floor
- Monday 28th February - Post Graduate Lecture Theatre, Lower Ground, Lift Bank B

And if I still have questions?

If you have any comments or questions about KSF, please email ksf.hotline@chelwest.nhs.uk or write your comments on a slip of paper and post in one of the three KSF suggestion boxes which you will find in the Dining Room, St Stephen's Centre and the Smokers' Room.

We look forward to meeting you!



More than 100 staff study for the ECDL

A celebration of learning took place at the Hospital in December when staff who have done, or are going to do the IT ECDL (European Computer Driving Licence) were able to meet up. More than 50 people came to the session which was a pre-Christmas party organised by the ECDL Team.

The aim was for staff to motivate each other, to give out information on ECDL and to congratulate those who had successfully completed all or part of the programme.

It was also an opportunity to thank the IT company Banner Duncan who are working in Partnership with the ECDL team at Chelsea and Westminster Hospital.

At the Trust more than 100 members of staff are currently studying for their full ECDL or part ECDL.

When completing only three out of seven modules, a basic computer competency 'British Computer Society' Level One certificate can be attained.

These modules are: 'Basic Concepts

of IT', 'Using the Computer' and 'Managing Files and Information and Communication'.

To gain the full European Computer Driving Licence these modules must also be taken: 'Word processing' (Microsoft Word), 'Spreadsheets' (Microsoft Excel), 'Databases' (Microsoft Access) and 'Presentations' (Microsoft PowerPoint).

The ECDL can be completed over a year with exams taken at the end of each module.

In 2001 the ECDL was adopted by the NHS in England to set the standard of basic IT skills for staff to achieve.

At the Trust, the ECDL support team consists of Learning Curve Advisor, Rona Davis who is also the ECDL Test Centre Manager. Learning Resource Centre Co-ordinator Claire Sparkes and part-time Learning Assistants, Debbie Potter, Rory Alleyne and Hans Blix Duodu.

For more information on the ECDL, please email Claire Sparkes in the Learning Resource Centre at claire.sparkes@chelwest.nhs.uk or phone ext 8807.



The Westminster

The Chelsea and Westminster has five predecessor hospitals of which the Westminster is the oldest. In this first of a series, Hospital Archivist Robert Baker writes about the hospital which began with a meeting in a coffee shop in 1716...

Four men - Henry Hoare, William Wogan, Robert Witham and the Reverend Patrick Cockburn - met in St Dunstan's Coffee House in Fleet Street in 1716 to (as the minutes record) 'consult upon the most effectually Methods for relieving the Sick and Needy'. This eventually led to the establishment of an infirmary in the Petty France area of Westminster in 1720.

There were other hospitals in London, but the Westminster was different - it was England's first voluntary hospital.

Unlike an endowed hospital such as St Bartholomew's, which could survive on income from its investments, the Westminster was dependent on subscriptions received from the public. The Hospital for many years recorded large donations on boards, and a number of these can be seen at Chelsea and Westminster - the academic atrium, under the mobile.

Being a voluntary hospital meant that the medical and surgery staff usually held only honorary positions and so were not paid. Patients were not charged fees.

The Westminster moved twice as it developed in its early years of existence.



A hospital with a most distinguished history

A further move, to a new purpose-built hospital, took place in 1834.

This was at Broad Sanctuary, opposite Westminster Abbey, on the site now occupied by the Queen Elizabeth II Conference Centre.

It was around this time that a medical school was first established. Later came a nurses' training school.

Plans to amalgamate the Westminster with St George's and move to new premises in Clapham or Wandsworth never came to fruition, but there were affiliations with other institutions, notably in 1946 with All Saints Hospital, which

had been founded in 1911 by a former student at the Westminster to treat kidney and bladder problems, and Westminster Children's Hospital, formerly the Infants' Hospital, which was founded in 1903. A profound change came with the introduction of the National Health Service in 1948.

The Westminster took on many new responsibilities as the lead of the Westminster Group, which over time encompassed a number of other hospitals, including the Gordon Hospital, Putney Hospital and Queen Mary's Hospital Roehampton.

The Westminster moved once more before its eventual closure and transfer in 1993 into the new Chelsea and Westminster Hospital.

A larger hospital was needed, and after a major appeal, new buildings in St John's Gardens, off Horseferry Road, were opened by the King in 1939.

The new hospital, medical school and nurses home covered an area of 66,000 square feet, nearly doubling the size of their predecessor

■ *The Westminster Hospital with St John's Gardens in the foreground. This hospital was opened in 1939.*

buildings.

Even so, further expansion proved necessary and a new wing to the Hospital was opened in Page Street in the 1960s, linked to the existing buildings by a tunnel.

The Westminster was at the forefront of developments in many fields of medicine and surgery, including cancer, rheumatism, defective heart conditions and organ transplantation.

There have been numerous interesting and significant figures associated with it ever since its early years, such as William Cheselden, oculist (eye surgeon) to Queen Caroline, who developed a new method of ocular surgery which remained standard procedure for over a century, Lady Augusta Stanley, who campaigned for improved conditions for nurses in the Hospital in the nineteenth century (a bust of Lady Augusta can be seen in the lower ground floor of the hospital outside management one), and more recently Sir Clement Price Thomas, who operated on King George VI in 1951.



■ *A nurse and young patient in the Westminster in the 1950s.*

I am always pleased to hear from anybody who would like to know more about the archives - or from anyone who might have documents or artefacts to contribute to the archives. Telephone 020 8846 6739 or e-mail Robert.Baker@chelwest.nhs.uk

Epidural Pumps launched by the Acute Pain Service

The Acute Pain Service launched 12 new epidural pumps into the clinical setting in November when intensive training took place involving staff across the Trust.

The specialist nurses from the Acute Pain Team were joined by training managers from McKinley Medical to provide training every hour on the hour throughout the week.

The attendance for this training was superb, resulting in more than 70 per cent of staff on adult surgical wards and ICU being trained in its use.

The Pain Team is very grateful for the enthusiasm that has been shown by the staff and their co-operation in the launch of the pump.

Please note that the Pain Management Nurse Specialist contacts are as follows:-

- The Acute Pain Service - Pain Management Nurse Specialist - Alison Taylor - bleep 0146
- Acute Pain Sister - Helen Pope - bleep 0148
- The Chronic Pain Service - Pain Management Nurse Specialist - Lisa Watson - bleep 0130

All referrals to the Chronic Pain Service must come from the medical team and be made directly to the Pain Fellow, Dr Roxy Zarnegar - bleep 0342.



■ Pictured at the Trust at a McKinley Epidural Pump staff training session in November are, from left to right, Pain Management Nurse Specialist Team Leader, Lisa Watson, McKinley Training Manager Gordon McKenzie, Pain Management Nurse Specialist Alison Taylor, McKinley Sales Agent, Malcolm White and Acute Pain Sister Helen Pope. They are pictured with some McKinley Body Guard Epidural Pumps.

Invitation to visit NHS Direct

NHS Direct, the 24 hour confidential nurse advice and health information telephone service, available on 0845 4647, would like to invite you to visit its centre in West London to see at first hand the service being provided to callers. Please, come and see us: Wednesday 19th January, 2.00pm-3.30pm; Wednesday 23rd February, 10.30am-12noon; Wednesday 16th March 2.00pm-3.30pm. Spaces are limited so if you would like to attend any of the events please contact Sonia Stewart on 020 8867 1400 or email: jane.hart@wlon.nhsdirect.nhs.uk

Patientline rolls out EPR to the bedside

The electronic patient record will be available at bedsides all round the hospital over the next few months through the conversion of the current Patientline bedside units.

The new service, which has been running as a pilot on Annie Zunz Ward since February, 2004 will be simple and straightforward to use.

A team will come into the wards to convert each unit - a simple process of replacing the screen and wall box.

Clinical staff who require access to patient records will be supplied with a new ID card and an individual pin number. This will link the individual staff member to the Lastword system where they will log on as normal.

Kit Burcham, from Patientline, will be running two separate walk in sessions for staff on Wednesday 19th January and Tuesday 8th February from 9am to 5pm in the EPR Training Room on Anthony White Ward, 3rd Floor.

Staff are invited to go along and see the Patientline solution in action.

MP gives the annual Christmas lecture



■ Pictured at the Gastroenterology Christmas Lecture is, guest speaker MP Denis Skinner (centre) with from left to right, Consultant Gastroenterologist Dr Ron Zeegen, Professor Brian Gazzard, Department of HIV/GUM, Consultant Gastroenterologist, Dr Jervoise Andreyev, Consultant Gastroenterologist, Dr David Westaby, Consultant Gastroenterologist Dr John Martin and Professor Tim Allen Mersh, Department of Surgery.

Christmas 2004

Fun was had by all



Christingle Service in Chapel

Pictured above at the Christingle Service which took place in December in the St Stephen's Chapel is 11 year old Adnan Abdulbussein from Middlesex, an inpatient on Jupiter Ward at the Trust. Adnan was wheeled to the service on his hospital bed.

Children from the Hospital and the Servite Roman Catholic Primary School had the opportunity to make their own Christingles at the service.

The special service was organised by the Trust's multi faith Chaplaincy Service and the Chelsea Children's Hospital School.

The tradition of Christingle started over 250 years ago in a Moravian church in Marienborn Germany, where Christingles were given to children on Christmas Eve. When translated, the word 'Christingle' means 'Christ light' or 'Christ child'.

A modern Christingle, significant to the Christian faith consists of an orange, which represents the world.

Sweets or fruit on cocktail sticks are stuck into the orange, representing God's gifts on the earth and the four seasons. A lighted candle in the centre of the orange, represents Christ as the light of the world and a red ribbon, signifies the passion of Christ.

Christmas 2004 was celebrated at the Chelsea and Westminster Hospital in the traditional way - with lots of parties, for both adults and children, a visit by the Chelsea footballers to the children's wards, carol services, mince pies, mulled wine and roast turkey, and prizes both for hospital departments and for individual staff members.

The Christmas season got off to a splendid start with the Christmas Fair held by the Friends of the Chelsea and Westminster Hospital on December 2. The event, which was well supported, raised more than £4,500 for the Friends.

Then came the Volunteers' Christmas lunch reception, the Christingle Service in the Chapel organised by Chelsea Children's Hospital School and the multi faith hospital Chaplaincy Team, the Friends' drinks reception, and the Friends' carol service.

The well attended hospital carol service was held on December 16 with readers from different departments.

Congratulations to our Christmas Cheer Award winners. The prizes included meals at local restaurants, disposable cameras, free hair cuts, clothing, and vouchers. All the gifts went into a lucky prize draw (see a list of sponsors and winners on the next page).

Congratulations too to the winners of the Best Decorated ward department competition - see page 18 for a full report.



■ Pictured at the Friends of the Chelsea and Westminster Hospital Christmas Fair selling seasonal decorations and cards are from left to right: Shawna Moss, Elizabeth Llewellyn, Geraldine Henry and Vickie Normanton. The Fair raised more than £4,500.

More pics
pages 16,
17 and 18

Christmas 2004

■ *The Hospital Carol Service was held on December 16. Pictured are, back (l-r): Chaplain Father Paul Addison, Chief Executive Heather Lawrence, Head of Multi Faith Chaplaincy Department Rev Steven Smith and Director of Nursing Andrew McCallum. Front (l-r): Haematology Dept's Cissy Muwanga, Assistant at main reception Bernadette O'Connell, Physiotherapy Assistant Kate Kirkby and Sister in A&E Marina Buchanan. Other readers not pictured included Logistics Manager ISS Tony Clements, Manager for Neptune Ward Neil Williams, and Consultant Neurologist Dr Angus Kennedy.*



■ *Pictured at the Volunteers Christmas party which took place at the Trust are, from left to right, Friends Volunteer Jane Weston, Hospital Volunteer Annette Strover, Friends Volunteers Jean Grellier, Mary Lambert and Pam Mullen and Hospital Volunteer Caroline Goring.*



■ *Patricia Atkins and Mariatu Bendu are pictured with a Christmas hamper in the staff Dining Room. ISS organised Christmas lunches with lucky prizes for those taking part.*

Our thanks to the Christmas Cheer sponsors of 2004

Ad Lib Bar, Fulham Road
Agfa
Allsop & Co, Park Walk
Angela Stanley & Co
Estate Agents, Fulham Road
Aubergine Restaurant, Park Walk
Auberge restaurant, Fulham Road
Babylon Design, Fulham Road
Blue Spice Restaurant, Fulham Road
Boots, Fulham Broadway
C and M Maintenance
Feng Sushi Ltd, Fulham Road
Glaister's Bistro,

Hollywood Road
Haden, the contractors providing our 'hard' services
Hollywood Road Gallery, Hollywood Road
ISS Mediclean
James Hull Associates, Fulham Road
La Bottega Del Sole, Fulham Road
La Reserve Hotel, Fulham Road
Lontec Print
Lush, King's Road
May + Co Estate Agents, Fulham Road
Merrett & Company

Estate Agents, Fulham Road
Peter Melton Northstate Contracts Ltd
Salvador's El Bodegon Restaurant, Park Walk
Siemens
Swann's Way, Hollywood Road
Tesco Express, 248 Fulham Road
Total Look, Fulham Road
Tray Gourmet, Hollywood Road
Unique, Fulham Road
Vue Cinema, Fulham Broadway
Wyndham House Butchers, Fulham Road



■ *Boys from the Westminster Choir in the Main Mall of the hospital.*

And the winners were...

Christmas 2004

A record number of nominations and a record number of prizes - 81 nominations in all, and 39 winners.

Sian Davies Sister, Adele Dixon Ward
 Nick Wales Consultant, Obstetrics
 Marjaana Vanska Midwife, Maternity
 Karen Fall Volunteer, Macmillan Centre
 Jane-Marie Hamil Clinical Nurse Lead, ICU
 Brian Lehane EPR / IM&T Analyst, EPR dept
 Miriam Busani Surgical Appliance Office
 Nicola Whiteley Staff Nurse, Endoscopy
 Alex Dalrymple Senior ODP, Day Surgery
 Dr Errol Cornish Consultant, Anaesthetics
 Ellie Shepherd Sister, Medical Day Unit
 Jane Weston Volunteer, Friends
 Patricia Gledhill. Surgical Admissions, Management Three
 Dr Mark Bower Consultant, Cancer Services
 Deborah Poole Medical Secretary, Department of Medicine
 Piotr Silwinsky. HCA, St Mary Abbots Ward
 Bernadette O'Connell Front Desk, ISS Mediclean
 Emer Hawgan (Bouanem) SSN, Lord Wigram Ward
 Maria Guirriero. Housekeeper, Thomas Macaulay
 Nita Mulder Volunteer, Victoria Clinic
 Rajesh Thapliyal. Reception, Trauma and Orthopaedics
 Maggie Perrin Housekeeping, Hotel and Doctors Mess
 Steve Bishop Senior radiographer, X-Ray
 Louise Hill Sister, Eye Clinic
 Amanda Harrington PALS Manager, PALS
 Alison Cox Clinical Nurse Specialist, Beta Cell Diabetes
 Kirsten Bull. Staff Nurse, Outpatients 4
 Jo Turner Colorectal Nurse Specialist, Surgery
 Lydia Payne. Outpatient, Physiotherapy/Hydrotherapy
 Aimee Pook Staff Nurse, Mercury Ward
 Omar Abdelrahman Housekeeping, ISS Mediclean
 Sharon and Jose Santos . Staff Nurses, Emergency Department
 Angela Jeffrey Senior ODP, Main Theatres
 Laura McGregor Student Nurse, Lord Wigram Ward
 Mun-Yee Tung Specialist Registrar, Thomas Macaulay
 June Williams Occupational Therapist
 Kulvinder Sandhu Senior technician, Pharmacy
 Clare Bellone Sister, Gynae Outpatients dept
 Deborah Tong Assisted Conception Unit
 • plus a team prize for the Clinical Site Managers



■ The huge tree in the main mall proved extremely popular with staff, patients and visitors. "It's like the Rockefeller Centre," one nurse said. Andy Denton, from Facilities, is pictured with the tree that he helped to organise.

■ Below: There were parties for children including one held in the Outpatients Department and another in the Academic Atrium for inpatients and their siblings. Pictured is 9 year old Haiqa Butt with clown Nina Mack.



Cathedral Choir School sang carols in the build up to Christmas.



Christmas 2004

The winner of the best decorated area for 2004 was Lord Wigram Ward, Adele Dixon Ward coming second and Radiology taking the third prize.

The judges this year were Mrs Anne Halsey, from The Friends of Chelsea and Westminster Hospital and Mrs Jenny Hill, a Non Executive Director of the Trust.

Mrs Halsey presented the prizes on behalf of the Friends who generously donated the prize money of £50, £30 and £20.

The judges said that Lord Wigram really had done an exceptional job and was a very clear winner. Sister on the ward Holly Ashforth said she was delighted and really pleased with her team's effort. Staff Nurse Paula Mullvey even came in on her day off to help put up the decorations.

Adele Dixon took the second prize with an impressive array of festive coloured co-ordinated baubles along the corridors and in the bays.

Radiology took third place for an immense effort, decorating a vast area of the department.

Mrs Halsey is pictured, above right, with staff from Lord Wigram Ward, and right she is with the second place winner and below with the third prize winner Adele Dixon Ward.



Best Decorated Ward/Unit was...



A New Year Resolution?

Why not take National Vocational Qualification in 2005?

You could study for an NVQ in admin, customer service or care. There are still a few places left on each course.

Give Claire Sparkes a call on ext 8807.

This could be the start of something interesting, exciting and well worthwhile. Go on. Test yourself. Give it a go.



*"My name isn't
Sweetie, dearie or
love, I am usually
called Dr Elliott."*

**Ageism is everywhere and can be so
insulting. Think about what you say.
Think about what you do.**



London Standing Conference
for Nurses, Midwives and Health Visitors

Older People's Group
www.lscn.co.uk

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).

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 6.30pm onwards; 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

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

How do you win a Charter Mark for the third time?



The Intensive Care Unit at Chelsea and Westminster have been awarded a Government Charter Mark for the third time. Clinical Nurse Lead, Jane-Marie Hamil and Clinical Nurse Specialist, Elaine Manderson tell Trust News how the unit gained this prestigious award once more.

The Charter Mark is a national award for excellence given by the Government to public sector or voluntary organisations. There are 2,481 organisations that currently hold the Charter Mark - and only seven are intensive care units!

Charter Mark holders have to show that they have set high standards, offered choice to their customers, looked to continuously improve their service and empowered staff to make changes for the better.

In short Charter Mark holders listen, act and deliver.

The Charter Mark scheme is a voluntary process which involves staff on the ICU preparing an application outlining our performance against six criteria. These are:

- 1 Set standards and perform well
- 2 Actively engage with your customer, partners and staff
- 3 Be fair and accessible to everyone and promote choice

- 4 Continuously develop and improve
- 5 Use resources effectively and imaginatively
- 6 Contribute to improving opportunities and quality of life in communities

There are four assessment bodies that the Government has approved. We chose the East Midlands Quality Centre Ltd, costing £1,000.

The first stage was to hold focus groups where staff 'brainstormed' ideas.

The next stage was to meet for half a day with the assessor to identify any weak areas.

We were then able to develop our full application and submit it for assessment.

The final stage was a full day visit by our assessor, Trevor James, on 5 November when he met staff, patients and relatives.

He was very impressed with the enthusiasm and commitment of staff and he found that relatives and former patients were equally impressed.



■ Student Nurse Ronke Adigun with Sister Louise Saunders



■ Volunteer Claudia Thompson (right) is pictured with Charge Nurse Gordon Turpie working in the office on ICU

He was also impressed with the way that the ICU staff work with other departments and teams in the hospital to provide a co-ordinated service.

Other areas commended included:

- Our customer care standards and the services we offer to patients and visitors
- The way that we monitor performance
- The visitor and staff satisfaction surveys and our patient focus groups
- Our annual report
- Staff identified by name badges and photo boards
- The way we encourage and respond to feedback
- The use of volunteers.

We gain feedback on how to improve our service, e.g.:

- Developing a website to share information
- Holding the patient focus groups more frequently
- Developing a newsletter
- Analysing the compliments and complaints that we receive in more depth to identify themes that may help service improvement
- Consider ways to monitor

our financial indicators to demonstrate that service improvement is cost effective

- Consider ways that we can become more involved in our local community.
- The whole process from start to finish took roughly nine months and needed about three working weeks to co-ordinate the application and gather the evidence.

Although this seems to be a large investment of time and money, we believe that the process has been invaluable in helping us to improve our service and plan for the future.

We would encourage other departments to try for a Charter Mark. We would be happy to help you put an application together.

If you are interested please contact Jane-Marie or Elaine on the ICU or see www.chartermark.gov.uk They will be running a workshop on the Charter Mark on 2nd February between 2pm and 5pm in the Hargrove Seminar Room. We invite all staff who are interested in pursuing the Charter Mark to attend.

‘The process was invaluable for us’

Research is golden key to better care for patients

Here at Chelsea and Westminster an increasing number of research projects have been undertaken by Therapists since the appointment of Consultant Physiotherapist, Dr Jeremy Lewis, as the Therapy Research Lead in August 1999. In this article Jeremy talks to Trust News about the dedication, energy and imagination therapy staff require in order to complete a research project on top of a busy clinical case load. It is an effort now being repaid. In 2004 more than 10 research studies conducted by members of the therapy staff have been published or accepted for publication.

What is research and why is it needed?

Research is a crucial part of clinical governance. It is about investigating the best way to assess and treat patients, and ensuring that the treatment we use has been proven to work.

What kind of research do therapists do?

Therapists do research in many areas including the areas they work in as well as collaborating with other professional groups. For example a major research study, recently accepted for publication in the prestigious orthopaedic journal Spine, showed the benefit of physiotherapy techniques involving exercise, mobilisation and manipulation for patients with chronic low back pain.

The study also found that group treatment was just as effective as individual treatments for this condition.

The findings from this study have attracted considerable national and international attention.

Does it take long?

Most major research projects take years. The back pain project mentioned above took almost four years to complete. But some case studies are much quicker.

For example a junior member of staff who was on a three month rotation did a fantastic piece of work looking at the use of a Tens machine to treat skin irritation in Burns patients.

The results were published in the Journal of Burn Care and Rehabilitation, and then picked up by an American research team and that led to another piece of research. That is what often happens with research projects building upon the findings of previous studies. In this way researchers add to the body of knowledge required to better understand how best to treat a particular condition or disease.

Why does this research matter?

Clinical research is essential in order to establish the best ways of treating a condition, and in turn this means that the more effective the treatment the faster the patient can recover and return to normal function.

For example, low back pain is the single most expensive musculoskeletal condition treated within the NHS.

In 1993 it cost the NHS £480 million with an associated £3.8 billion costs to industry. The findings of the low back pain study conducted in the Therapy Department have the potential to reduce waiting list times for those suffering, as well as reducing costs to the service, and most importantly the findings help ensure that the treatment we offer is effective and beneficial.

What other kinds of research do we do?

Other musculoskeletal research studies completed in the Therapy Department

have studied the effect of posture as well as the influence of correcting posture on shoulder pain.

The Hand Therapy Unit has produced valuable research on assessment procedures for patients with hand injuries, as well as investigating the compliance of patients asked to use hand splints to treat severe hand and finger tendon trauma.

Another major study accepted for publication studied physiotherapy management for breathless patients.

The study findings showed that patients taught the techniques were able to ascend and descend stairs with significantly less breathlessness.

This finding is of major importance as chronic obstructive pulmonary disease kills up to 30,000 people in the UK every year and is responsible for a substantial proportion of hospital admissions.

Who pays for research?

Staff working at this Trust can apply for funds from the Trust's Charitable Funds Committee and Westminster Medical School Research Trust and administered by the Joint Research Committee.

The closing date for applications for 2005 is 28th January 2005.



■ Pictured from left to right are (front) Senior Physiotherapy Hand Therapist Fiona Coldham, Physiotherapy Practitioner Tiggy Corben, (back) Orthopaedic Physiotherapy Practitioner Sandra Karayiannis, Consultant Physiotherapist and Research Lead, Dr Jeremy Lewis and Inpatient Therapy Lead, Mary Jones.

Health Awareness events in 2005

January

Monday 3 January

Arthritis awareness week
Annual new year Arthritis Research Awareness Campaign. Events to raise awareness of the illness will take place during the week.

Friday 28 January

National salt awareness day
Highlighting levels of salt in processed and ready-prepared meals, the effects of salt in food on health and to encourage reduced consumption.

Monday 31 January

Bug Busting day
Head lice awareness campaign for schoolchildren.

February

Raynaud's scleroderma awareness month

A disease in which blood supply to hands and feet is interrupted.

Monday 14 February

Contraceptive awareness week
Objective of the week is to influence health professionals the public and the media in raising awareness of contraception and issues affecting contraceptive choice.

National impotence day
Organised by the Sexual Dysfunction Association, the day aims to raise awareness of the incidence of erectile dysfunction and its causes. The charity also provides support and advice to sufferers - both men and women.

Monday 28 February

International repetitive strain injury awareness day

RSI is the term for a number of overuse injuries affecting the soft tissues of the neck, upper and lower back, chest, shoulders, arms and hands.



NHS Think Clean Day

Opportunity for trusts to renew efforts to deliver cleaner hospitals. Purpose will be to energise staff and demonstrate what they can achieve in a relatively short time. Emphasis on personal responsibility for noticing and dealing with problems.

March

Tuesday 1 March

Marie Curie Cancer Care Daffodil Campaign
Annual fundraising event to fund the Marie Curie nurses who help terminally ill people to make their own choice to be cared for in their own homes, free of charge.



Ovarian cancer awareness month

Organised by Well-being, the health research charity for women

Wednesday 9 March

National no smoking day
Nationwide campaign organised by Cancer Research aiming to help people stop smoking in a supportive environment.

Sunday 13 March

National obesity awareness week
The obesity awareness and solutions trust, which organises the week, ask that participating organisations should donate money for every pound in weight lost that week.

Monday 14 March

Brain injury awareness week

Monday 21 March

Cystic fibrosis awareness week

Prostate cancer awareness week

Thursday 24 March

World tuberculosis day

April

Thursday 7 April

World health day

Sunday 17 April

World haemophilia week

Monday 18 April

Mental health action week

National depression week

Multiple sclerosis awareness week

Parkinson's awareness week

Monday 25 April

Arthritis care awareness week



May

Monday 2 May

Myalgic encephalomyelitis awareness week

Deaf awareness week

Tuesday 3 May

World asthma day

Monday 9 May

Dystonia awareness week

Baby safety week

Foster care fortnight

Thursday 12 May

International nurses day



Monday 16 May

Hoax calls awareness week

National epilepsy week

National breastfeeding awareness week

National allergy week

Psoriasis awareness week



National smile week
Organised by the British dental health foundation

Monday 23 May

Summer walk to school week
Organised by the Pedestrians association, the week aims to highlight the fact that the school run accounts for a large chunk of rush hour traffic. There would be environmental and health benefits if fewer vehicles were on the roads.

Health Awareness events in 2005

Tuesday 31 May

World no-tobacco day
Sponsored by the WHO the event aims to call attention to the impact of tobacco use on public health and reduce individual tobacco dependence.

June

Everyman male cancer awareness month

National osteoporosis month

Wednesday 1 June

Help the Aged stepping out campaign
Aiming to solve isolation of older people by offering them discounts at attractions across Britain. Organised by Help the Aged.



Breast cancer campaign month
Swimming 4 giving month with sponsored swims across the UK.
Breast cancer UK

Monday 6 June

Down's syndrome awareness week

National tampon alert week
Tampon alert weeks runs all week. Incorporating tampon alert day on the 8th. This awareness week aims to raise awareness of the problem of Toxic Shock Syndrome (TSS). Half of all known cases of toxic shock are women using tampons.

British Heart Week - The Big Red Fightback
British Heart Foundation's major annual awareness and fundraising campaign.

Glaucoma Awareness week

Friday 10 June

70th anniversary of alcoholics anonymous

Monday 13 June

National Diabetes week

National Food Safety week

Breathe easy week

The 15th Annual Breathe easy Week

is organised by the British Lung Foundation. The week will aim to generate awareness of lung conditions and funds for vital research

National men's health week



Tuesday 14 June

World blood donor day

Wednesday 15 June

Bug Busting day - Head Lice Beware

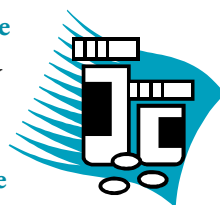
Monday 20 June

Deafblind awareness week
Events are being organised by Deafblind UK, the association for deafblind and dual sensory impaired people, and aim to raise awareness of this disability among both the general public and the medical profession. Some 23,000 people in the UK have deafblindness, many of whom have some residual hearing or sight.

Huntington's disease awareness week

Sunday 26 June

International Day Against Drug Abuse



Monday 27 June

Cancer relief week of hats
Third Week of hats, organised by Macmillan cancer relief with the British Hat Guild. The event raises funds to help people living with cancer.

Metabolic disease awareness week

July

Monday 4 July

Sickle cell awareness day
The disease is an inherited blood disorder in which the red blood cells are sickle shaped instead of the normal doughnut shape, making them unable to pass through very small blood vessels. This causes blockages resulting in a lack of oxygen to the parts of the body which in turn results in pain and damage to vital organs. The aim of this campaign is to raise awareness of the condition and encourage Black and Asian communities to get screened.

Twins, Triplets and More week

Metabolic disease awareness week

Monday 18 July

National transplant week

August

Monday 1 August

Sexual health week

September

Monday 5 September

Migraine awareness week

Hughes syndrome awareness week

Monday 12 September

Continence awareness week

Wednesday 21 September

World Alzheimer's day

October

Saturday 1 October

Breast cancer awareness month

Lupus awareness month

Monday 10 October

Back care awareness week



Thursday 20 October

World osteoporosis day

Monday 31 October

Bug busting day

November

Monday 14 November

Mouth cancer awareness week

December

Thursday 1 December

World AIDS day

Practitioner Claudia joins the Trust Infection Control Team

Pictured right is the newest member of the Infection Control Team at the Chelsea and Westminster, Claudia Cummings who started in the new position of Infection Control Practitioner this month.

Based at the Trust, this is a six month secondment position where Claudia will be responsible for the surveillance of orthopaedic wound infections and facilitating the implementation of the national Winning



Ways strategy to reduce hospital acquired infections.

Claudia will work along side ward staff, the Director for Control of Infection, Dr Berge Azadian and Senior Infection Control Nurse Roz Wallis.

Claudia joined Chelsea and Westminster in 2000 working in Main Theatres. Since 2003, she has worked in the Maternity Unit as a Senior Theatre Nurse.

Prior to joining the Trust, she worked for the British Pregnancy Advisory Service as a Theatre Sister.

Before this, she worked in Kingston, Jamaica, in the National Chest Hospital as a Theatre Nurse.

Claudia is currently studying for an MA in Social Policy at Middlesex University. She is also training to become an NVQ Assessor.

• *Former Infection Control Nurse Juliet Magee has left the Trust. Her post will be filled shortly.*

Helping smokers quit in Kensington and Chelsea

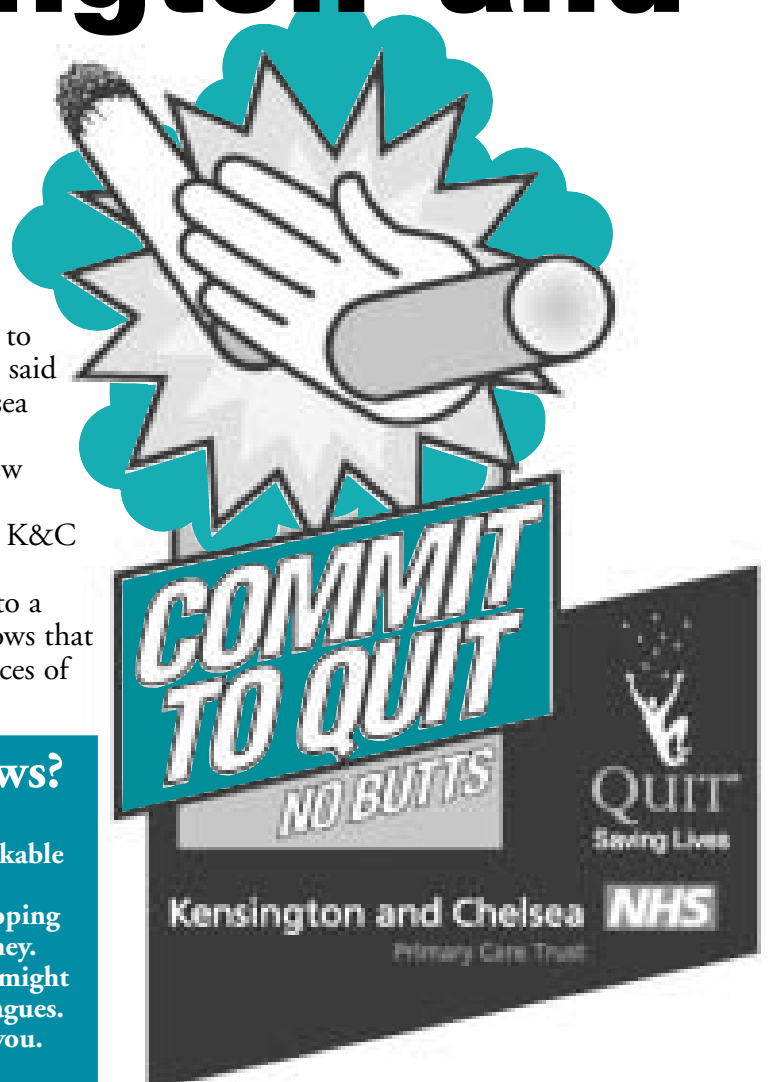
Smokers living and working in Kensington and Chelsea will be given extra help to quit thanks to a joint initiative by the Primary Care Trust and QUIT, the national charity.

"QUIT's successful track record in helping smokers to stop made them the ideal choice for our partnership," said Paul Haigh, Chief Executive of Kensington and Chelsea Primary Care Trust.

Stop smoking clinics are available in K&C and a new telephone counselling programme is being launched.

Smokers can access all stop smoking services on the K&C free phone helpline 0800 0859147.

Smokers who quit for four weeks will be entered into a prize draw to win free gym membership. Research shows that exercising while quitting can improve a smoker's chances of success.



Do have a story for Trust News?

Do you have a story for *Trust News*?

It might be something interesting, exciting, or remarkable that a colleague is doing.

Perhaps they are off to work for a charity in a developing country, or doing a bike ride or a run to raise money.

It might be a change in your services or facilities. It might be a message that you need to communicate to colleagues.

Whatever it is, we should be pleased to hear from you.

Call Jeanette Albert on 6829.

Generous response on World AIDS Day

The World AIDS Day stall in the main mall of the Chelsea and Westminster Hospital on December 1 and the day before raised an impressive total of £1,245.13 over the two days which is more than double that of last year.

Volunteers and staff would like to offer a huge Thank You to all the people who donated to commemorate World AIDS Day 2004.

The money will go directly to benefit patients on Thomas Macaulay Ward and Kobler Outpatients and in Day Care.

The theme this year focussed on the UK epidemic and staff reported that the two days went extremely well.

Staff at the West London Centre for Sexual Health, based at Charing Cross Hospital, also had a stand on AIDS Day on the first floor.

The majority of people at both sites were very supportive and lots of Red Ribbons and information was handed out to staff and visitors at both sites to raise awareness of issues surrounding HIV and AIDS.

Unfortunately those of our colleagues who staffed the AIDS stand at the Chelsea

Fundraising marred by bigotry

and Westminster were the target of racist and homophobic remarks.

One member of staff was spat at.

Chelsea and Westminster Healthcare is an NHS Trust with one of the leading HIV treatment centres in Europe. We are all part of a tolerant and well informed

community of staff, patients and volunteers.

It is sad - and shocking - to be reminded that there is still a great deal of bigotry surrounding the subject of HIV and AIDS.

Well done to those who had to cope with the unpleasant proof of this fear and ignorance.



■ Pictured from left to right on the AIDS stand are: volunteer Tony Hunt with Staff Nurse Kate Dilnot, from the John Hunter Clinic and volunteers Michael Vaudin and Barry Dew.

Russian visitors learn about UK health care



■ A party of Russian visitors, led by Professor Ruslan Khalfine, Director of the Department of Health Care Organisation and Advancement, in the Ministry of Health and Social Development, Moscow, came to the Chelsea and Westminster Hospital in December. The party, which included the head of an HIV-AIDS Centre and journalists, visited the Chelsea Wing, Thomas Macaulay ward and St Stephen's Centre.

During their time at the Chelsea and Westminster Hospital the party were escorted by General Manager for HIV/GUM, Paul Walsh, Head of HIV research, Professor Brian Gazzard and Clinical Director of the HIV/GUM Directorate Dr Simon Barton.

The six day visit to London was organised by the Foreign and Commonwealth Office.

Want to join a PPI Forum?

Have you ever used services at this hospital and thought that if you were in charge, you would do things differently?

If so, here's your chance to have your say.

Patient and Public Involvement (PPI) Forums have been set up in all NHS Trusts in England.

The Chelsea and Westminster PPI Forum is made up of dedicated volunteers (patients and local residents).

Their role is to represent local views on services at the hospital, and to monitor the work of the NHS Trust.

To find out more about how to get involved please contact Aneesa Chaudry, Forum Co-ordinator on 020 7361 0728 or email: aneesa@kcsc.demon.co.uk

Neil is honoured by The Queen

Charge Nurse on the Paediatric High Dependency Unit, Neil Williams pictured below was awarded the status of 'Serving Brother' by Her Majesty The Queen for his work with St. John's Ambulance, where he has given 15 years' service.

Neil received a Diploma presented by Richard, Duke of Gloucester, Grand Prior of the Order of the Hospital of St. John of Jerusalem. St John's Ambulance is under the umbrella of this parent international organisation.

Neil will also be presented with a medal at a special ceremony soon.

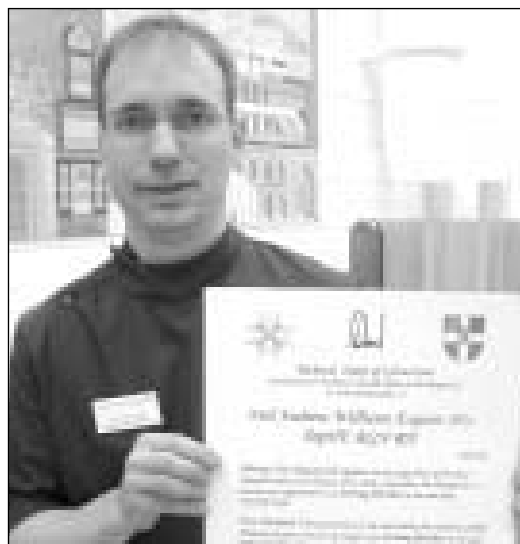
Before starting his nursing career, Neil joined St. John's Ambulance in Devon at the age of 17.

He now leads a team in Bromley, covering events such as New Year's Eve celebrations, the London Marathon and football matches.

As a voluntary organisation, St. John's Ambulance also helps the emergency services when major incidents occur.

St. John's Ambulance is the UK's leading first aid, transport and care charity. It provides first aid and medical support services. It also aims to develop first aid skills in young people.

Her Majesty the Queen is the Sovereign Head of the Order of St. John of Jerusalem.



■ Neil Williams



■ From left to right are Alex Minton, performing arts co-coordinator; Barbara Preyer, visual arts co-ordinator; Stephen Cole, acting manager, Hospital Arts at a sale of prints and posters held in November. The sale raised £600 - to go directly into Hospital Arts to re-invest in new art works and performances for 2005.

Palliative Care course is held

At the end of November Dr Sarah Cox (Consultant in Palliative Medicine) and Nigel Dodds (Macmillan Lead Nurse for Cancer and Palliative Care) were invited by Help the Hospices to run a one day course on palliative care for patients with HIV and AIDS for eight health care professionals from seven countries.

Help the Hospices is a national charity for the hospice movement that works to progress palliative care both in the UK and overseas.

The organisation brought the health professionals to the UK to work alongside UK palliative care providers and undertake a programme of training.

Here at Chelsea and Westminster Hospital we had a trainee Doctor from Argentina on clinical placement. Other visitors were doctors, nurses and a chaplain from India, Thailand, Singapore, Albania, Guyana and South Africa.

■ Pictured are Nigel and Sarah (back row) with the overseas professionals attending the course.



Associate Director of Procurement for this Trust

Our apologies to Vince Pross who is the Associate Director of Procurement for Chelsea and Westminster.

A headline in the December edition of *Trust News* erroneously described him as Deputy for Supplies. That headline was wrong. Vince heads the procurement function at the Chelsea and Westminster which entails quality and economic improvement for Trust services and goods, creating legal

protection relating to contract law obligations and obtaining ownership rights for strategic assets.

To qualify for this role Vince holds an MSc in Procurement and is a member of the Chartered Institute of Purchase and Supply.

The North West London Strategic Health Authority has formed a Procurement Confederation. This strategic decision is intended to create

£84 million in savings by pooling expertise amongst procurement professionals. The leader of this confederation is Mansel Chamberlain and he has the title Confederation Procurement Director.

All members have their own procurement leads known as Associate Directors of Procurement. Vince is that lead person here at the Chelsea and Westminster Hospital.

Pre-Operative Assessment

■ Pictured below is the Trust's Gynaecology Pre-Operative Assessment Nurse, Ruth Morris, who started this position in October.

Previously, she was an E Grade on Annie Zunz Ward.

Ruth worked on Annie Zunz for six and a half years, starting as a D Grade.

Prior to joining us, she worked at the Royal Free Hospital in Rheumatology and Dermatology. She also trained there.



Saying goodbye to Jane



■ Staff gathered in November to say goodbye to Jane Bowers who has retired from the NHS after 31 years.

Jane started in the National Health Service in 1973 in Croydon where she worked in the general outpatients department for 18 years. Then she had two years off to have her boys - David and Daniel (pictured front in the photograph) - and then went to work at the Westminster Hospital in medical outpatients.

Jane was at the Westminster for 18 months and came over to the Chelsea and Westminster in a Pickfords moving van in January 1993.

Friends and colleagues gathered to say goodbye and Jane promised to keep in touch. She and her husband David have started their own business, breeding cocker spaniels out in the country, in Lincolnshire.

■ Welcome to the Trust's new Learning and Development Advisor, Kim Hamnett pictured below who started in November. She is based in the Learning Resource Centre and can be contacted on ext. 8334. This is Kim's first job in the NHS.

Prior to joining us, she worked for a charity called Environmental Resources who specialised in helping black and ethnic minorities gain healthcare employment. She was Training and Recruitment Co-ordinator.

Previously, Kim worked for the National Association of Care and Resettlement of Offenders (NACRO) where she was Centre Co-ordinator. Kim has worked in training and development for 10 years.



Research presented to conference

■ Four members of staff from our Emergency Department attended the RCN Emergency Care Associations conference in November in Cheshire.

Jane Tippet, Nurse Consultant for major injuries and illnesses (back centre), Emma Tippins, Senior Sister Professional Development (front centre), Sister Stephanie Moore (left) and Staff Nurse Melanie Bartlett all gained from the opportunity to meet and share new ideas and experiences with colleagues from around the country.

Emma presented her MSc research 'How Emergency Nurses Identify and

Respond to Critical Illness' in a plenary presentation on the Sunday morning.

The session was well

received and Emma was given some very positive feedback from other delegates.



■ **Congratulations to three surgical medical secretaries pictured right who recently became permanently appointed after temping in their positions. From left to right are, Carol Mackenzie, Kelly Moulin and Patricia Pocknell.**

Carol Mackenzie works for Consultant Orthopaedic Surgeon Mr Gibbons.

Prior to this position she temped as a medical secretary in paediatrics.

Kelly Moulin works for Trauma and Orthopaedics Consultant Surgeon Mr Evans.

Previously, she worked for a private practice in Knightsbridge.

Patricia Pocknell works for General Surgeons Mr Jenkins, Mr Black, Mr Nott and Mr Henry. Previously, she was a supervisor in the Assisted Conception Unit here.



Consultant appointed

■ **Dr Jonathan Handy, Consultant Intensivist pictured below was appointed permanently by the Trust in January. He has been a Locum Consultant here for six months.**

Dr Handy was a Specialist Registrar on the Imperial College rotation in Anaesthetics and Intensive Care. He studied medicine at University College London.



■ **Pictured above is Richard Harvey, the new Critical Care Outreach Team Information and Database Co-ordinator / Outreach Administrator. He started this role in November.**

Previously he worked here in Endoscopy and Cardiology on reception for six months as a member of staff bank.

Richard lived in Michigan, America, for two and a half years working as a web designer. In 2001, he graduated as a mature student from the University of Durham with a first class honours degree in English Language and Linguistics.

■ **Congratulations also to two plastics secretaries who have also recently been appointed permanently (see picture below). Tracy Scott (left) works with Craniofacial Consultants Martin Kelly and Niall Kirkpatrick**

Secretary Jenny Almeida works for Burns Consultants Simon Myers and Greg Williams and General Plastics Consultant Lucian Ion.

Tracy started temping in her position in July before becoming permanent in December. Previously, she was a medical secretary at St George's Hospital.

Jenny temped for a year in her position before being made permanent in October. Before that she worked for a GP surgery in Streatham and a healthcare centre in Clapham.



We knew you had it in you!

Congratulations to two of the Neonatal Hearing Screening Team at the Chelsea and Westminster Hospital.

The previous Service Co-ordinator Natalie Morgan, who helped set up this service more than four years ago, left on 31st October 2004 after managing the Service since the beginning to become a full time mum.

Samuel - her first child - was delivered on Tuesday 30th November 2004, here at Chelsea and Westminster Hospital. Natalie and Samuel are both doing well.

Congratulations as well to one of our screeners, Chantelle Newell-Barnett who gave birth to her second child Alisha on Thursday 28th October 2004, again at Chelsea and Westminster Hospital.

25 Year Club invitation

The 25 Year Club is seeking nominations of new members for luncheon presentations in May 2005.

If you think you have completed an aggregate of 25 years service (as at 31st March 2005) at the Chelsea and Westminster or its predecessors which include the Westminster Hospital, West London Hospital, Queen Mary's Hospital, Roehampton, Westminster Children's Hospital, All Saints Hospital, or St Mary Abbots you may be eligible.

As a member you will receive a gift at a luncheon presentation and thereafter receive an annual invite to the luncheon.

Contact Derek Hodgson, current Chairman of the 25 year club, on extension 6789 or e-mail to dhodgson@bhnt.nhs.uk



■ **Welcome to Priti Bhatt, new HR Manager for HIV/GUM and the Management Executive Directorates - pictured above.**

Previously, Priti worked at St. George's Healthcare NHS Trust as an HR Advisor for almost five years. She also worked at Marks and Spencer in training and recruitment for three years. Priti completed her CIPD qualification at Manchester Metropolitan University in 1998.



■ **The Trust has two new learning representatives who will help staff research courses they are interested in doing. Already employed by the Trust, Hazel Alexis-Noel (pictured right) and Toni Lindsay will do this role on a part-time basis.**

Both representatives started in November. They trained over a six week period and will work alongside the Learning Resource Centre and Unison. Their roles are a result of a government initiative to encourage people to develop their skills.

Hazel has worked in the Women and Children's Directorate as a team secretary for three years. She has been in the NHS for 11 years. Toni has worked in Physiotherapy for nine and a half years. Previously she worked in a school for children with special needs.

Both Hazel and Toni can be contacted for help via email. Hazel at hazel.alexis-noel@chelwest.nhs.uk and Toni at annette.lindsay@chelwest.nhs.uk

Creative chapter for PR Manager

Jennifer Rogers, who has worked as PR and Communications Manager at the Chelsea and Westminster Hospital for the past 11 years, is leaving the Trust to pursue a new career as a scriptwriter.

Jennifer (pictured right) joined the staff in January, 1994 after working for five years as a Public Relations Manager with the Dorset Health Authority.

Born in Western Australia she worked as a reporter and feature writer, columnist, theatre and film critic, and sub editor over a career of 20 years on newspapers in Australia, Hong Kong, and England.

She also worked for two years as a teacher in a primary school in northern Nigeria and spent a year



with the United Nations as an information officer in New York.

She said: "When I was 40 I got a malignant melanoma which led to my writing a play called *Jigsaws*, which had a modest success.

"Now, at 58, it's time to be creative in a new way."

Jennifer, and her partner

■ **Barry Brant (pictured below) took part in the over forties English badminton championships in December.**

He has worked in Pathology at the Chelsea and Westminster Hospital since the hospital opened.

Barry, who has been playing since the age of 12, plays for Middlesex County Veterans Club.

He hopes to qualify to play for England at an international level this year.



Mary Coplestone-Boughey, who works in our IT department, love travelling and they are taking off this month on a nine week adventure exploring India by bus and train.

Yoga is available for staff

Are you in need of some relaxation, increased flexibility and fitness in this new year? Maybe Hatha Yoga could be for you. Classes take place at Chelsea and Westminster on Mondays from 5.15 to 6.45 in the Rehabilitation Gym in the Occupational Therapy Department on the Ground Floor with a qualified teacher.

Anybody can attend, regardless of your level of fitness or yoga experience. Classes are small with personal attention given.

Hatha refers to the yoga postures practised.

Yoga originated in India and has been in existence for thousands of years. It is believed that yoga harmonises the mind and the body creating enhanced health.

For more information, contact the class teacher Hélène on 07947 804 902. Classes are run on a drop-in basis and each session is £6.

Loose comfortable clothing is required.

More information can be found at www.yogacalm.co.uk

Shorter stays in Orthopaedics

On Monday 10 January a new initiative will begin at the Chelsea and Westminster with the aim of moving orthopaedic patients through their treatment with a shorter stay in hospital.

Sister Michelle Das, from Fracture Clinic, explained that this initiative is part of a much larger project, headed by Consultant Orthopaedic surgeon, Mr Warwick Radford. It is all about improving the patient journey, from first outpatient appointment to final discharge home.

This latest stage will involve the designation of one six bedded male bay and one six bedded female bay on David Evans Ward for elective patients coming in for hip and knee operations.

These patients will not be expected to stay in hospital any longer than seven days - and hopefully less. Each patient will be given a planned discharge date when they are first booked to come in for surgery.

Sister Das said: "The length of time hip patients spend in hospital after their operation can vary from four to 14 days. The length of stay depends on how fit and



Asking patients for feedback

healthy the patient is, and on the level of support they need to be back at home, and whether that support is available."

It is hoped that the new shorter stay bays will encourage a spirit of healthy competitiveness among patients as they learn to get back on their feet prior to going home.

A second aspect of the

project will be Patient focus groups set up to find out what we could have done better. Patients will be encouraged to tell us what they liked and did not like about their journey through the NHS system.

In addition patients who have gone home will be invited back to focus groups to share their experiences with other patients.

■ **The Orthopaedic Project Team from left to right:**
Consultant Mr Warwick Radford Senior Staff Nurse Jo Herrick, Sister in Fracture Clinic, Clinical Nurse Lead for Surgery, Paul Thomas, Inpatient therapy lead, Mary Jones, Sister Michelle Das and Acting Sister on David Evans Ward, May Wesley.

Gay date

Some 16 members of staff attended a meeting in December to consider the formation of a Gay and Lesbian Staff Association.

They heard a presentation from a founder member of the police force's gay association.

A second meeting is now planned for January 17 at 6.30pm in the room downstairs at the Pizza Express on the Fulham Road to consider the way forward. Do come along.

January Arts Programme

Thursday 6th EMMANUEL ENSEMBLE Main Mall
1-2pm flute and piano duo

Monday 10th ALEX VYDELINGUM The Café
1-2pm Jazz pianist-in-residence ground floor

Thursday 20th TOMMASO STARACE Main Mall
1-2pm JAZZ DUO
saxophone and hammond organ duo

Monday 24th ALEX VYDELINGUM The Café
1-2pm jazz pianist-in-residence ground floor

****ALL PERFORMANCES ARE FREE****

****OPEN TO ALL****

Clothing Needed

The Discharge Lounge of the Chelsea and Westminster Hospital on the Medical Day Unit, ground floor, by Lift D needs good quality, CLEAN, second hand clothing.

This is used to dress people going home from hospital. Comfortable casual clothing for both men and women is needed - e.g. trousers, sweaters, shirts, and coats - plus socks, tights, and underwear. If you are able to help, please take your donation to the MDU.