

# Trust NEWS

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# Website 'goes live'

Chelsea and Westminster has a new website [www.chelwest.nhs.uk](http://www.chelwest.nhs.uk)

The site has been developed by staff across the hospital over the last three months and has been designed to give patients and visitors useful information about the hospital including the services we provide and where to find us.

Director of Information Technology Alex Geddes said the site has been designed with a fresh feel in line with NHS Guidance.

He added: "The site concentrates at this time on who we are, the health services we provide and how to find us, and available

patient and visitor support services.

"The content was developed in conjunction with the directorates from information available on the Trust intranet and from publications.

"The previous recruitment website is also accessible from the new home page."

Alex explained: "Like all websites this is just the starting point for communications with staff, patients and the public. Our intention is that it will be developed further in the coming months."

**Your comments about the website are welcome – you can send them by emailing [webmaster@chelwest.nhs.uk](mailto:webmaster@chelwest.nhs.uk)**

## Moving forward



Five years after a severe stroke, patient Susie Wintour has defied all odds and is back doing what she loves the most - painting.

Susie suffered a severe brain stem stroke five years ago which left her extremely disabled. At first she was unable to move any part of her body and could only communicate by blinking. Through the help of the hospital's physiotherapy team Susie has made a good recovery and taken up painting again.

She will be exhibiting her work at the hospital from 7th - 20th March. Money she makes will be donated to charity. Susie's story continues on page 2.



### Watch this space!

4th annual Hand Hygiene Awareness Week on 11 -15 April  
Full timetable of events will be published in the April *Trust News*.  
Volunteers needed to help – contact the Infection Control Team on ext 8264 or bleep 4768.

### Unmask our super heroes



Vote for your employee of the month – page 7

# Heather's view by the Chief Executive, Heather Lawrence

I am writing this a few hours before we fly to the USA to join friends in celebrating their son's wedding, and very much in need of a holiday. I hope that you each have a much deserved holiday in sight. I know that for many of you work has been tough and some of you feel that we have asked too much. The Trust Board recognises your continued and relentless efforts on behalf of our patients, and we would all wish to convey our gratitude to you.



We now have one month to ensure that our star rating adequately recognises the contribution everyone has made. This is why we have added extra controls on expenditure which normally would rest with Directorate teams. There is no intention to compromise patient care, and I have personally been involved in staffing decisions.



We have received our Patient Survey results. Accident and Emergency attendees give, in the main, very positive feedback but the patient experience in outpatients is disappointing. Andrew MacCallum will ensure that all areas receive feedback. We need specifically to improve our communication, and consistency of communication with patients and their relatives. Details of the results of the patient survey will also be in the next issue of *Trust News*.



The Trust undertook its annual PEAT self assessment on 9 February. The team included ISS-Mediclean, facilities



management, executive directors, nursing and patient representatives, who visited wards and departments across the Trust. Overall, the assessment team concluded that the Trust performs to a good standard. This is positive feedback, given the public's concern in these areas nationally. I would like to thank the assessment team and all staff across the Trust who contributed to a successful PEAT visit, especially the wards and departments that were involved on the day. A detailed report will follow in next month's *Trust News*, which will highlight where we did well and where we need to improve.



Good news - the first phase of the Treatment Centre has been handed over and is operational. My personal thanks go to the staff who made this possible.

Congratulations to Dr Jervoise Andreyev, Dr Emer McGilloway, Michelle Das and Mariano Martinez-Tenorio who I understand have been awarded with Certificates of Merit, in the latest Evening Standard NHS Champions scheme.

I am also pleased to announce that we have launched an employee of the month award scheme see page 7. Please do nominate your colleagues who you believe deserve recognition for the excellent work they do.



We want patients to choose Chelsea and Westminster as a place to receive treatment, and for staff to continue to select Chelsea and Westminster as a good place to work. Star ratings will influence this, as will your word of mouth and the patients' personal experience.

## Moving forward

### • From page 1

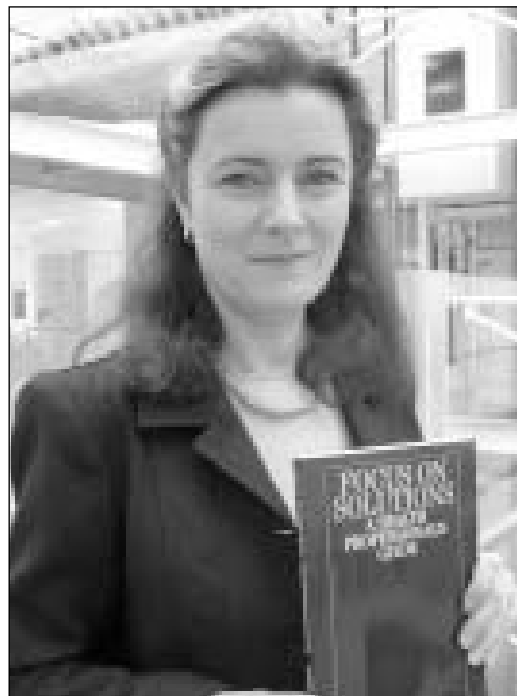
Susie's work, which will be exhibited at the hospital, will consist of works she completed before her stroke with more recent water colours.

She is donating any money she makes to the Chelsea and Westminster Hospital Stroke Unit, Hospital Arts and the Different Strokes charity set up for helping young stroke survivors.

Senior Physiotherapist Esther Palmer said: "Susie's sheer will and determination throughout her period of rehabilitation has been inspirational. We are so pleased she has made such a good recovery and is now able to take up her passion once again."

## Therapist publishes book

Trust Speech and Language Therapist, Kidge Burns, published her first ever book in January. It is about a way of working that focuses on solutions rather than problems when dealing with psychological, functional or physical difficulties in your own or client's life.



The book is called 'Focus on Solutions - A Health Professional's Guide'. It took Kidge over a year to complete. She wrote it after she was approached by a publishing agent who was familiar with her work in Solution Focused Brief Therapy.

The book gives a framework on how Solution Focused Brief Therapy can help individuals, groups or families deal with a stammer, a stroke, memory or voice problems, traumatic brain injury or illness, HIV or cancer.

Her book is the first to look at solution focused therapy and physical health in an acute hospital environment. Kidge says: "My book is useful for both experienced practitioners and those who are new to this approach.

"It is based on very practical things, so it fits in well with case management." She added: "The book looks at over 70 case examples which will be of interest to nurses and doctors looking for positive outcomes achieved over a short period of time."

Kidge has recently been to Norway where she was training more than 200 Speech and Language Therapists to become 'solution focused'.

Kidge joined Chelsea and Westminster in 1998.

# First class training for docs of the future

Training for junior doctors here at Chelsea and Westminster is 'first class' say the Royal College of Physicians.

The General Professional Training Department of the College carried out an assessment of our training programmes in November last year.

The assessment looked at all levels of Senior House Officer (SHO) training and the support we offer.

All NHS Trusts are assessed by the Royal College every four years.

The Trust achieved outstanding good practice for the organisation and standard of educational training delivered to all SHOs within general medicine and sub specialities.

Chelsea and Westminster will now be used as an example of good practice by the Royal College of Physicians in their literature



■ Pictured from left to right is Medical Secretary Beverley Duncan, Consultant Dr Fiona Boag and Postgraduate Centre Manager, Rosamunde Wood.

for other hospitals across the country. Chelsea and Westminster trains more than 19 senior house officers every six months. Their training programme is co-ordinated by RCP Tutor and Consultant Physician Dr Fiona Boag she said: "We are delighted to receive such excellent praise.

This is thanks to a team effort across the hospital. Everyone - registrars, nurses, radiologists, consultants and the Postgraduate Centre - is involved in training. Without their enthusiasm and commitment we would not have achieved this.

"I must also say a special

thanks to my secretary Beverley who handles all the administration and organisation in such a professional way. She is excellent."

Medical Director Mike Anderson said: "Very well done!"

## Healthy boost for A & E

Chelsea and Westminster Hospital is to receive a £100,000 injection for meeting targets to bring down waiting times in A&E. Ninety-eight per cent of patients are now seen, treated or discharged within four hours at the hospital's Emergency Department.

The money is being invested in a six bedded observation ward based in the Emergency Department which opened in November last year. The ward provides a comfortable and safe environment for patients who need to stay in the department before they can be safely discharged or admitted.

The additional money is the fourth stage of a government financial incentive scheme where hospitals delivering faster care for patients in A&E are able to access up to £500,000 in stages until March 2005.

Director of Operations, Edward Donald, said: "Reducing waiting times to four hours for the vast majority of our patients is a massive achievement and is thanks to the hard work and commitment of our staff.

"What this shows is that by investing and changing the way we do things we can make significant improvements in the way we care for patients."

## Physio gets star treatment



■ Pictured is Sarah with her colleagues in the physiotherapy department being filmed by the GMTV production crew before her make-over.

Physiotherapist Sarah Drew mingled with stars, including Hollywood oscar winning actor Dustin Hoffman, on the set of GMTV in January.

Sarah decided to nominate herself for a make-over when she heard GMTV were looking for very tall people who have problems finding clothes to come forward.

Sarah, who is 6ft tall, headed to the studio for 5.15am on 24 January and got the full works - new hairstyle, make up and clothes.

She said: "It was fantastic and a real whirlwind. I had more stylists than Bryan McFadden and Delta Goodrem! I got to keep the clothes so I now have one very trendy outfit too."

# ★ Staff Survey winner ★



■ Pictured with Chief Executive Heather Lawrence is Staff Survey winner, Christine Donovan who is a Senior Sister in Day Surgery at the Trust. She won store vouchers to the value of £250.

Christine said: "I found out that I had won on my birthday, which made it an extra special surprise."

Results of the staff survey are expected soon and will be published in Trust News.

## Do you have a story for Trust News?

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

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

# With a little help from the Friends

Over the years many departments and wards have benefited from the generosity of the Friends of the Chelsea and Westminster Hospital.

### What do they do?

The Friends support the work of the Hospital for the benefit of the patients, their

families and the staff who care for them. It does this in a variety of ways by:

- purchasing medical equipment where funding is not possible from other sources
- funding services or staff posts, again where funding is not forthcoming from other budgets
- donating funds to enhance the quality of patients' visit or stay. For example by furnishing relatives' rooms; buying neurological chairs for stroke patients; funding outings for mental health clients and bringing a little 'Christmas cheer' during the run up to the festive season.

You are very welcome to contact the Friends Office on ext 8825 or email: friends.office@chelwest.nhs.uk if your ward needs any item of equipment.

All requests will be considered by the Friends Committee which meets monthly and you may be invited to attend the meeting to support your request for funds.

## Benefiting Friends – Benefiting us Trading March 2005

Tuesday 1st

Diane Philips - Accessories

Wednesday 2nd

Friends - Bric-a-brac

Thursday 3rd

Mr Linens - Towels, linens etc

Friday 4th

Staff Shop Cosmetics - Perfume, toiletries

Friends - Book sale

Monday 7th

Claudia Fashions - Ladies clothing

Tuesday 8th

Staff Shop Cosmetics - Perfume, toiletries

Wednesday 9th

Friends - Bric-a-brac

Thursday 10th

Roger Mantell - CDs, Videos, DVDs, books

Friday 11th

Présence Dècor

Gifts and interior design items

Friends - Book Sale

Monday 14th

SHE - Ladies clothing

Tuesday 15th

M & E Jewellers - Gold jewellery

Wednesday 16th

Friends - Bric-a-brac

Thursday 17th

Gillian Shooter - Handbags

Friday 18th

Chris Poland - Luggage and leathersgoods

Friends - Book sale

Monday 21st

Présence Dècor

Gifts and interior design items

Tuesday 22nd

Toddlers 2 Kids - Babies' and children's

clothing

Wednesday 23rd

Friends - Bric-a-brac

Thursday 24th

Valentino - Italian Shoes

Friday 25th & Monday 28th

Bank Holidays

Tuesday 29th

Jonathan Stoops - Miscellaneous items

Wednesday 30th

Friends - Bric-a-brac

Thursday 31st

Staff Shop Cosmetics - Perfume, toiletries

## Book club

Did you know that there is a regular reading group run by the Friends?

It meets monthly on the first Wednesday of each month at 12.45pm in the Friends Patients' and Staff Library (Lower Ground Floor, Room PL40). If you enjoy a good book why not consider joining? Bring your lunch and give it a whirl!

Books for the next few months are:

- 2nd March: *A Son of the Circus* by John Irving
- 6th April: *Small Island* by Andrea Levy (Whitbread winner)
- 4th May: *Northanger Abbey* by Jane Austen
- 1st June: *Flaubert's Parrot* by Julian Barnes

For further information, please contact Pam Mullin, Friends Patients' and Staff Library 020 8746 8827.

## ... IT helpdesk

Remember! Shut your computer down properly when there is a power test. Leaving it on could mean you will lose your files!

Ever wondered what they do? Why the phones are always busy? Find out in this month's 'spotlight' which falls on the IT help desk team.

With more than 20,000 calls a year, 1,500 PCs, 70 servers and 3,000 users it's no surprise that every day is different and very busy for the IT helpdesk team here at Chelsea and Westminster.

There are 15 people working on the IT helpdesk and they don't just work 9-5. They are available round-the-clock to make sure that the hospital's varied IT systems run smoothly.

Assistant Director of IT, Bill Gordon, said: "IT problems don't just occur during normal office working hours which is why we always have someone on call.

"Every call that we get is logged and if it can't be sorted over the phone, then and there, it is escalated up to another member of the team. At least 30 per cent of calls are sorted out by the four staff who run the customer services helpdesk.

"In all cases we have to prioritise calls - clearly problems with clinical systems that will affect patients are always given priority and we have to sort these out immediately.

"People do get frustrated when we can't deal with everything at once - we are all so reliant on IT to do our jobs.

"Our response times have improved by 20 per cent in the last year and we hope to improve on these further."

The helpdesk is split into different teams. The **Customer Services Desk** is lead by IT Customer Services Team Leader Chris Lehane. The desk



is the first port of call for all requests from staff on IT issues and problems.

Anything which cannot be dealt with by the desk is passed onto other teams which includes:

- **PC Support Team** - they are generally who you will see out and about. They deal with all the PC related issues, software and new installation of computers.
- **NT/2000 Support Team** work busily behind the scenes keeping the majority of the hospital servers going.
- **Network Support Team** look after the hospital's network which is the core backbone of the Trust's IT systems. This also includes ensuring the security and integrity of the network to prevent attacks from the outside world. Again this work is mostly done behind the scenes.
- **Systems Support Team** have two key roles -

keeping the Trust wide applications working and developing new systems when requested.

Bill added: "All of the teams work very closely with each other and without this teamwork it would be impossible to achieve the high levels of service currently provided.

"Much of our time in the last few months has been spent consolidating and improving our entire infrastructure. The benefits of this will become visible to staff over the next few months. In addition to this we have been working hard to help the Trust achieve Information Governance compliance.

"We are also all in the process of rolling out access to Electronic Patient Records via the Patientline devices for all clinical staff. This will mean replacing all clinical staff identity badges. Instead staff will be given a smart card which will combine information about their identity with access to electronic patients' records and access to the Trust's newly implemented access control system.

"We will be working with departments across the hospital to develop new levels of support and understand how

### Who's who

**Bill Gordon** *Assistant Director IT*

#### SYSTEMS SUPPORT TEAM

**Georgina Dumler** *Team Leader*

**Alan Vine, Kumar Wijeyaratnam, Gavin Gault**

#### IT CUSTOMER SERVICES TEAM

**Chris Lehane** *Team Leader*

**David Campbell, Ola Teriba, Derek Soppitt**

#### TECHNICAL SUPPORT

**Kim Teoh** *Team Leader*

**Steve Kelly, Stella Ejindu, Kevin Webb, Maurice Janger**

#### NT/WINDOWS 2000 SUPPORT

**Gareth Thorne, Spencer Jones**

#### NETWORK SUPPORT

**Jason Deverajah**

we can best provide it. One of the big problems is that the users do not have any level of expectation - other than it should be working now!

"Managing user expectations is one of our short-comings and we are committed to improving this."

### Top tips from the helpdesk

Got a problem? Call the helpdesk on ext 8899.

To help get a quicker response try to have the following information to hand. If phones are engaged you can email the helpdesk.

- Name
- Extension/Bleep
- Site
- Department
- Floor and room number
- PC Asset Number
- Nature of the problem/enquiry

The Human Resources Team has intensified its programme to implement a range of initiatives to help improve the working lives of all hospital staff.

The programme has been developed in response to the national Improving Working Lives standard (IWL) which is being introduced across the whole of the NHS.

HR Corporate Adviser Caroline Chalmers said: "Our programme we hope will raise awareness of key issues which impact on the well being of our staff including flexible and healthy work practices, equality and diversity and training and development.

"Every member of staff is entitled to work in an organisation which supports their needs, whether they be flexible working conditions or ongoing professional development.

"This programme will bring the needs of employees to the forefront and help us to create a happy, safe and challenging working environment which encourages people to do their best."

*This month's Trust News highlights what we are doing to make this hospital a better place for our staff and patients.*

## Welcome to the Team

Caroline Chalmers has joined the Human Resources Team as Corporate HR Adviser and is working closely with Norah Mason, Deputy Director of HR, to get ready for our self assessment in April.



This assessment will look at the progress we have made against Improving Working Lives targets set by the Government.

Since beginning the role in January, Caroline has been conducting a series of focus groups and one-to-one interviews to collect staff opinions and feedback regarding the Improving Working Lives Programme.

She said: "I am in the process of reviewing various HR initiatives the Trust has in place, to find out whether they are effectively reaching a wide range of employees.

"The best way for me to do that is to talk to as many people as I can about their experiences within the Trust and listen to what they have to say about their working lives and how they believe it could be improved.

"The added benefit is that since I have only recently moved to London from Australia, I have found my new position a perfect way to meet people throughout the hospital."

Caroline can be contacted on ext 5930.

## Have your say...



■ Above: Last month, staff from the Midwifery Team took part in a focus group where they were invited to express their views and opinions about working at the Trust as part of the Improving Working Lives programme.

The session was part of a programme of focus groups held in the last six months to gain the views of staff across the Trust.

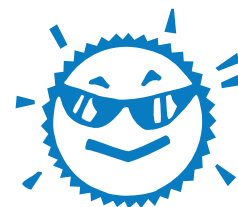
Those views are now being collated by the Human Resources Team and will be used when developing further HR initiatives.

Thank you to staff who took time out from their busy schedules to participate in the session.

## Fun in the sun... on a budget

Barracudas is offering great discounts to all NHS employees on their Summer and Easter Activity Day Camps for kids aged 5 - 16 years.

Prices for Summer Camps start at £92.00 per child per week and include activities such as archery, swimming, arts and crafts, drama and go-karts. Easter Camps start from £79.00. For further information or to take advantage of the special offer, call 0845 123 5299 or email [info@barracudas.co.uk](mailto:info@barracudas.co.uk) quoting 'NHS' when requesting a brochure or making a booking, or visit their website at [www.barracudas.co.uk](http://www.barracudas.co.uk)



## Professional Development Update

A note taking training course is being held on 2 March for all Trust staff who would like to enhance their skills in preparing meetings, taking accurate notes and presenting minutes.

Administration, reception and front office staff are encouraged to attend the course which will include:

- How to prepare an agenda and what to include
- Taking short accurate notes/listening
- Effective communication at the meeting
- Preparing different styles of minutes and their uses
- Achieving action through minutes
- Avoiding problems

For further information or to register please contact Clare on ext 8807 or Paul on ext 8835.

## Easter play scheme

Places are available at a local play scheme at Fox Primary School in Kensington Place for the Easter Holiday.

Run by the Royal Borough of Kensington and Chelsea it is open to children aged 5 to 13 at a cost of £10 per day. Transport from outside the hospital will be provided at an additional cost of £2 per child per day.

If your child has a disability or needs special attention, please feel free to discuss any requirements you may have before booking a place.

If you are interested in enrolling your child for the Easter Holiday contact Amber Payne Childcare Co-ordinator on ext 8397 or email [amber.payne@chelwest.nhs.uk](mailto:amber.payne@chelwest.nhs.uk)

# WANTED

## Chelsea and Westminster's super heroes



A massive search is now on at a central London hospital to find its super heroes. Sources have revealed exclusively to *Trust News* that Chelsea and Westminster Healthcare NHS Trust is looking to unmask its super heroes as part of its new Employee of the Month awards.

HR Director Maxine Foster said: "Although super heroes come in all shapes and sizes - they are easy to spot. They are people who have gone beyond the call of duty to care for someone you know or simply made you smile one day."

When captured the super hero will receive one month's free membership at David Lloyd Leisure Centre located directly above Fulham Broadway tube station.

Guest passes will also be given to runners up. Winners will be announced in *Trust News* every month.

Nomination forms are

### Exclusive

available from the intranet (under Human Resources) or from Office 9, Human Resources, Lower Ground Floor, Chelsea and Westminster Hospital.

Forms can be submitted to the nomination box in Office 9 or via email: [caroline.chalmers@chelwest.nhs.uk](mailto:caroline.chalmers@chelwest.nhs.uk)

### Who can nominate?

Staff, patients and their relatives can nominate a member of staff from our main hospital in Chelsea and the other off-site locations.

All staff should consider nominating colleagues who they believe excelled on a day to day basis in one or more of the following fields:

- communication and co-operation
- employee morale
- teamwork
- leadership/support
- internal/external customer focus
- focus on quality
- workplace health and safety
- training and development
- commitment and work ethic

## Consultation on new pension scheme



■ Pictured is Pension Officer Betty McDonagh. Betty held a special information session for staff outside the canteen in February.

The Department of Health is embarking on a consultation process for all NHS employees in England and Wales in order to review the current pensions scheme.

You can get involved in the consultation by completing a response form available on the NHS Employees website at [www.nhsemployers.org](http://www.nhsemployers.org)

Alternatively, if you have any queries about your pensions scheme you can contact Betty on [betty.mcdonagh@chelwest.nhs.uk](mailto:betty.mcdonagh@chelwest.nhs.uk) or ext 2439.

# Time to kick the habit

There has never been a better time to give up smoking - there are stop smoking clinics, helplines and plenty of advertising to remind you of the risks.

There's also the new Public White Paper which states that the NHS will be smoke free by the end of 2006. There is strong evidence that smoke free policies also help smokers overcome their smoking habit by creating an environment in which people feel able to quit smoking and receive the support necessary.

The five London Strategic Health Authorities have stated they want a commitment from all Trusts by No Smoking Day on 9 March 2005 and for all Trusts to have a Smoke Free Policy in place and active by 31 December 2005.

Acting Director of HR, Maxine Foster, said: "Smoke free means that smoking is not permitted anywhere within the hospital building, so our smoking room will have to go. No exceptions will be made for staff or visitors. The only exceptions for patients may be long stay mental health patients in an acute psychiatric state or terminally ill patients - these will be on a case by case basis. No blanket exceptions will be allowed for particular categories of patients.

"Some NHS Trusts are deciding to include grounds as well as buildings in their smoke free policies. Smoking outside the entrance can give a poor impression and resources spent on clearing smoking litter or building and maintaining smoking shelters can be much better spent on providing treatment and support for smokers to stop."

The Health Development Agency has recently published a guide for Smoke Free Hospital Trusts. It sets out the steps needed for NHS Trusts to become smoke free. The Trust will be using this guidance to work with staff and patient representatives to help us implement the policy successfully.

## Join a stop smoking course

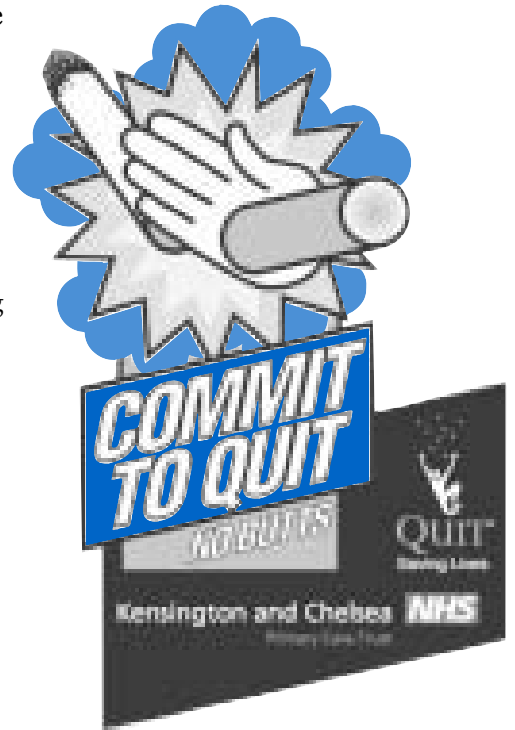
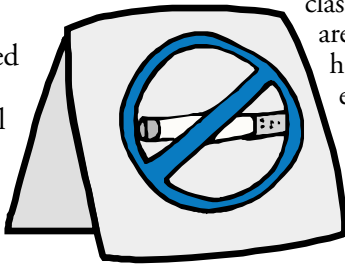
A key part of our approach is to provide support for staff and patients through Stop Smoking Courses, in partnership with Kensington & Chelsea PCT. There are currently two courses running within the Trust. Contact Occupational Health on ext 8330 for

dates of future courses for staff.

## Call the stop smoking helpline

The PCT also have a Stop Smoking Helpline. Smokers calling 0800 085 9147 have access to a range of smoking cessation services and information (including a 'ringback support' service, for those who find it difficult to attend classes). Posters and card-stands are on display throughout the hospital to raise awareness and encourage smokers to use the service.

If you want to help us and get involved in developing a strategy and policy, please contact Acting Director of HR, Maxine Foster on ext 6726.



## Freedom of Information Do you know what to do?

The Freedom of Information Act 2000 (FOIA) came into force in January this year. It gives anyone, regardless of age, nationality or location the right to request information from public authorities including central government, local authorities, schools, police and the NHS.

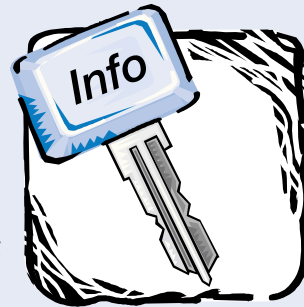
The Act is intended to promote a culture of greater openness and accountability and facilitate better public understanding of how public authorities carry out their duties, why they make decisions and how they spend public money.

We have a statutory duty to implement the Act which will be enforced by the Information Commissioner.

### What to do if you get a request?

If you get a request from a patient, relative or member of the public you need to refer it to Sue Perrin, Head of Corporate Affairs. Sue is based in Management One on the lower ground floor. You can call her on ext 8485 or email [sue.perrin@chelwest.nhs.uk](mailto:sue.perrin@chelwest.nhs.uk)

Don't forget that staff are able



to make requests under the Act.

The Trust is required to respond to any requests for information within 20 working days so please pass on any details urgently. These requests must be made

in writing and contain the name and address of the applicant. They do not have to mention FOI.

Requests from patients for medical information are not covered by the Act. They will continue to be met under the Data Protection Act.

- Visit the Department of Health freedom of information publication scheme at [www.dh.gov.uk/publicationsandstatistics/freedomofinformation/](http://www.dh.gov.uk/publicationsandstatistics/freedomofinformation/)
- For more information about the Freedom of Information Act visit [www.dca.gov.uk/foi/index.htm](http://www.dca.gov.uk/foi/index.htm)



# Making an IMPACT

Chelsea and Westminster is launching a new initiative IMPACT - (IMproving services for Patients At Chelsea and Westminster Trust) which will bring together everyone's efforts to improve services for patients.

We want to hear from you if you know of any excellent work that you or your colleagues are doing to improve services for patients.

The initiative is part of a national scheme, introduced by the Modernisation Agency, which we are calling IMPACT. It aims to support hospitals to deliver improvements in key areas

including patient and staff experience, access to services, quality and safety, and value for money.

Acting Director of Strategy and Service Development and executive lead for the project, Amanda Pritchard, explained: "This initiative will bring together all current and new projects

designed to improve services and help us deliver real benefits for patients and staff."

"The first stages have begun with hospital data being analysed by the Modernisation Agency, focusing on areas such as patterns of admission and discharge and waiting times. We will also be scoping what



■ **Amanda Pritchard**

work is already underway to improve services so we can share good practice. That's why it is so important to hear from our staff about what they are doing."

## ***Come along to the launch***

IMPACT is being launched at a special event on 10 March in the Postgraduate Lecture Theatre, from 9.30am to 1pm as part of the clinical governance half day.

If you would like to attend the event please contact Catherine Andrews on extension 2142 or by e-mail on [catherine.andrews@chelwest.nhs.uk](mailto:catherine.andrews@chelwest.nhs.uk)

## **More than 60 people attended the Women and Children's Directorate Open Day in February.**

On the day there was information about career opportunities in maternity, paediatrics and gynaecology services. There were also seminars held for staff.

■ ***Pictured on the day are visitors and staff by the neonatal information stand in the Academic Atrium.***



# Rise in sexual diseases to be tackled

Members of the Greater London Assembly Health and Public Services Committee embarked on a fact finding tour of sexual health services here at Chelsea and Westminster in January.

The tour was part of an investigation by the Assembly into increases in the number of young people in London with sexually transmitted infections (STIs).

Joanne McCartney, Chair of the Committee, said: "The increase in the number of young people with sexual health problems has risen at an astonishing rate so it is important that we get a grip



on the extent of the problem.

"We need to find out why levels of STIs are increasing at such a rate and what problems are faced by young

people in accessing sexual health services."

The visit included a tour of the John Hunter Clinic at St Stephen's Centre and the Victoria Clinic at the South

■ ***Left to right is Joanne McCartney, Chair of the London Assembly Health and Public Services Committee pictured with Charge Nurse from the John Hunter Clinic, Sara Davis.***

Westminster Centre.

General Manager for HIV and GU Medicine, Paul Walsh, said: "We are greatly encouraged that this extremely important area of sexual health is now being addressed by the GLA. We hope that their involvement will help bring a better understanding of and improvements to the provision and commissioning of young people's services across London."



■ *The Trust said a big goodbye to **Professor John Studd**, above, who retired in February. He has worked in the NHS for 45 years.*

*Professor Studd has been involved in pioneering work on the treatment of menopause, osteoporosis, pre-menstrual symptoms and depression in women. He started the first ever Menopause Clinic in Europe at the Queen Elizabeth Hospital in Birmingham. He has also worked at Nottingham and King's College Hospitals as a consultant. He worked with us for nine years.*

*In his retirement, Professor Studd plans to do a lot of listening to opera and fishing, as well as going to the cinema in the afternoon.*

*He will still practise privately and plans to complete lots of writing projects.*

*Professor Studd said that he has enjoyed his time at the Trust and added that he had enjoyed the company of medical and nursing colleagues in such a happy and honest environment. His colleagues collectively said that there would be a very big gap in the department now that he has gone.*

## Test of a lifetime for health adviser

**Lucy Gardner, Senior Health Advisor for Women's Services, in the St Stephen's Centre (pictured right) will take part in a test of a lifetime to raise money for Save the Children by doing the gruelling Polar Challenge this April.**

Lucy leaves on 12 April to begin the 320 mile race to the Magnetic North Pole in the Arctic. The race will take around four weeks to complete and temperatures will be below minus 30 degrees.

Lucy said: "I am very excited and very nervous at the same time. Going to the North Pole has always fascinated me. I saw the race last year on television. The opportunity arose to do it this year and I had to take the challenge."

Lucy is not looking

forward to the atmosphere in the Arctic. "If I am not careful and take my gloves off for any reason my hands could get frostbite.

"Batteries do not work in the freezing cold and any water bottle kept away from my body for too long will freeze."

Lucy has been in training since October. She tries to go to the gym everyday and goes long distance walking every weekend. She has also trained in Austria where she was taught how to scare off polar bears!

Lucy will race in a team with



two men. There will be up to 20 teams of three competing. As there is 24 hours of daylight she will get the chance to see the curve of the Earth.

Lucy would like to raise as much money as possible for Save the Children. To sponsor her or to find out more, please email Lucy at [lucy.gardner@chelwest.nhs.uk](mailto:lucy.gardner@chelwest.nhs.uk) or phone ext 6150. **Good luck Lucy!**



■ **In January, the Therapies Department bid a big farewell to Kate Kirby, Physiotherapy Assistant, who retired after 21 years of service in the NHS.**

**Straight after leaving the Trust Kate travelled to Australia and New Zealand for a six week holiday. Kate said that she is happy to be retiring, but will miss her team and the Hospital. She also wanted to thank St Mary Abbots Ward, Professor Allen Mersh, Jo Turner and all of the nurses and surgeons who took very good care of her when she was unwell. She explained that it is because of them that she had a chance to retire.**



■ Pictured left is **Claire James** who started a six month secondment in February as Assistant General Manager in HIV/GUM. Also pictured is **Richard Grimes**, who is doing a secondment in Claire's previous position of Senior Sexual Health Advisor in the St Stephen's Centre.

Claire has worked in the NHS, in sexual health, for 12 years. Since working in the St Stephen's Centre, she gained her accreditation as a Psychosexual Therapist. Prior to joining the Trust she was a Senior

Health Promotion Co-ordinator at the West London Health Promotion Agency.

Richard, who also started his secondment in February joined the Trust five years ago. He has been a Health Advisor in the John Hunter Clinic. He started this position initially as a locum advisor.

While working full-time at the Trust, Richard completed his MSc Degree in Psychodynamic Therapy. Richard is also working towards becoming an accredited Psycho Therapist.

## Head of Clinical Governance

**Vivia Richards was appointed as the Head of Clinical Governance in January.**

As Head of Clinical Governance, Vivia will develop and facilitate the implementation of the clinical governance work programme. Her team includes the Risk Management Department and the Clinical Governance Support Team which comprises of Clinical Governance and Clinical



Guideline Coordinators.

Vivia works within the new Governance and Corporate Affairs Directorate and will be working with Pippa Roberts, Acting Head of Governance and Corporate Affairs.

Prior to this position Vivia was a Senior Clinical Governance Co-ordinator. She lead a team of staff to provide support for staff to develop and monitor their clinical governance-related work. In addition to working in the Clinical Governance Support Team, Vivia has worked with various teams in the Trust, including most recently supporting the work of the Emergency Care Collaborative.

Vivia can be contacted on ext 1156 and is based within Management One on the Lower Ground Floor.

■ Philip Holmes, pictured below, joined the Trust in January as Facilities Manager for Soft Services and is a part of the Operations Directorate.

Philip has worked as a professional in facilities management for more than 15 years, working in residential care, social housing and most recently in the pharmaceutical industry. This is his first NHS position.

Philip has a BSc in Building Surveying. He also has an MBA from Lincoln University which was awarded with a distinction. Philip can be contacted on ext 6866.



■ Pictured above is TB Nurse Specialist Breda Ward who is covering Sheena Basnayake's maternity leave. Breda started this position in January.

Breda has a background in HIV/GUM. She joined the Trust three years ago, previously working in Kobler Outpatients as a Senior Staff Nurse. Just before joining the Trust Breda travelled for a year and a half to South East Asia, Papua New Guinea and Australia. Before travelling she worked at North Manchester General in HIV and Infectious Diseases for a year and a half. Breda can be contacted on ext 5862 or bleep 4475.

## Gastroenterology Symposium



*In February, the Gastroenterology Unit at Chelsea and Westminster hosted a very successful symposium, entitled 'Dilemmas and Solutions in the Delivery of Nutritional Support' an area where this hospital has special expertise.*

*The speakers, who are all leaders in their fields led a thought provoking, constructive discussion which was much appreciated by the lively, multi-disciplinary audience of more than 60 who attended from all around London.*

■ Pictured are the symposium speakers on the day: From left to right, Chelsea and Westminster Consultant Gastroenterologist Dr Jervoise Andreyev, Nurse Consultant in Nutrition at Royal Liverpool University Hospital, Alison Young, Consultant Gastroenterologist at Aintree Centre for Gastroenterology and Neurological Disease Liverpool, Dr Paul O'Toole and Director of the Institute for Complex Neuro-disability, Keith Andrews.

## VSO Nurse in Malawi

**In April, Briony Dinsdale Staff Nurse on Thomas Macaulay Ward will be taking a career break to go to Malawi for two years with the VSO. She will work as a Clinical Nurse Tutor.**

She will be based at a 200 bed rural hospital in South Malawi. As well as teaching, she will also do general nursing. Her main goal will be to develop skills among staff to deal with HIV and AIDS.

This is her first time doing anything like this.

When asked what she was expecting, Briony said: "I have no idea. I know it is a very well run hospital in a very isolated place. I am doing lots of reading about Malawi and I have been told by several people that it is beautiful with very friendly people. I will also talk to other VSO volunteers who have been there.

"It would be nice to speak to any staff at the Trust who have lived there also," she added.

After her placement, Briony will travel around Africa for three months before returning back to the Trust to work. Briony has worked at the Trust for 12 years.



# Third Cont@ct clinic opens



■ Pictured from left to right are, Nurse Practitioner Jane Bickford, Health Advisor Chris Miller, Dr Charlotte Cohen, Staff Nurse Antigoni Kaliviotis and (front) Dr Fiona Boag.

A new outreach clinic providing confidential sexual health advice and testing for young people opened in February at the Worlds End Health Centre on the King's Road.

The clinic, which is called Cont@ct 3, has been set up by the young peoples team at the John Hunter Clinic in collaboration with Dr Emilani of the Worlds End GP surgery. It is staffed by Nurse Practitioner Jane Bickford and Health Adviser Chris Miller.

The Young Peoples Team consists of Dr Fiona Boag who leads the team, Dr Charlotte Cohen, Staff Nurse Antigoni Kaliviotis, Dr Laura Waters, Health Advisor Chris Miller and

Nurse Practitioner Jane Bickford.

The new clinic will run every Thursday in the Worlds End Health Centre from 3.00pm to 6.00pm.

Cont@ct 3 is the third young peoples sexual health clinic to improve access to services for young people but the first outreach service. Cont@ct 1 was set up at the Victoria Clinic in 1999 and this was followed by Cont@ct 2 at the West London Centre for Sexual Health.

Jane said: "This is an excellent opportunity for us and we are delighted that the GPs have allowed us to use some of their clinic space.

"Rates of sexually transmitted infections in young people are rising and rates in London are higher than anywhere else in the country.

"We wanted to open this new clinic as we recognise that not everyone feels comfortable travelling and coming to the clinic at the hospital. If they don't want to come to us we thought that we should go to them."

## Kick start the new year!

We are kick starting 2005 with a new Knowledge and Skills Framework (KSF) for all NHS staff.

The framework is part of Agenda for Change and looks at the skills and the knowledge which you need to do your job effectively. As highlighted in previous issues of Trust News KSF provides a common basis for staff review and development across all disciplines of the NHS.

**More master classes available for managers!**

30 per cent of managers have now attended

master classes. The classes provide an overview of KSF and the opportunity to draw up KSF Post Outlines. If you are responsible for doing this, please book a place through the the Learning Resource Centre on ext 8807 or 8835.

### Awareness sessions

All staff should now have received an information leaflet about KSF. Staff awareness briefings are being held regularly. If you would like to attend please book a place by calling the Learning Resource Centre.

### e-KSF goes live

This is the new online tool for managing KSF post outlines and the Personal Development Review process.

The latest version went live in January and we are already using it for KSF post outlines with 80 managers now having access.

### Any more questions?

If you still have questions or comments about KSF please email our own KSF hotline [ksf.hotline@chelwest.nhs.uk](mailto:ksf.hotline@chelwest.nhs.uk)

## How much do you know about TB?

World TB Day is on 24 March 2005.

The TB Team will be promoting Tuberculosis awareness in the hospital foyer from 10am - 2pm, providing information to all staff, patients and the public and answering all your questions you have about TB.

Enter the fun quiz to win some great prizes.

## Coming soon...

The Friends of the Chelsea & Westminster Hospital are delighted to announce that a new hairdressing service for patients, staff and friends, will be operating on the second floor, (Lift Bank D - location of the former smoking room) from early March.

Full details, including prices, special introductory discounts and opening times, will be available shortly, but in the meantime, please contact the Friends Office on 020 8746 8825 [friends.office@chelwest.nhs.uk](mailto:friends.office@chelwest.nhs.uk) if you have any queries.

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