

Trust NEWS

In this special issue:

Four page special... the headlines that made *Trust News* in 2005.

Plus the Christmas programme and more news!



Congratulations!



Victoria Clinic does it again!

Congratulations to staff from the Victoria Clinic who won a Nursing Times Award for the second year running.

The award was for their innovative OptionE service which allows HIV patients, who are stable on treatment, to have drugs delivered to home and receive test results by email.

Senior Staff Nurse for HIV services, Tony Kerley (*pictured left*), received the award from Secretary of State for Health, Patricia Hewitt.

He said: "This is great news and we are delighted. This has really been a team effort and this award is recognition for everyone's hard work."

See page 7 for more.

Congratulations!

More and more celebrations...

Three members of staff from Radiology won a South West London Strategic Health Authority competition for making an educational poster to explain the work of a radiographer.

The aim was to show the importance of radiography in hospital treatments, to promote radiography as a career, and help improve recruitment and retention. *See page 2.*

Congratulations!

More celebrations...

Our 1,000 good ideas campaign won a prestigious Health Service Journal Award which recognises innovation and improvements in the NHS.

Chief Executive Heather Lawrence and Director of Nursing Andrew MacCallum attended a glittering ceremony at London Hilton Hotel, Park Lane and were presented with the award by satirist and impressionist Rory Bremner and Chief Executive of PR company Fishburn Hedges, Ron Finlay, in the presence of Secretary of State for Health, Patricia Hewitt.

Heather said: "We are delighted to



receive the award for this campaign which has helped us bring about real improvements for our patients and a better working environment for our staff." *See page 7.*

Heather's view by the Chief Executive, Heather Lawrence



Celebrating success and recognising achievement is important, particularly when the pressures of improving our performance is a constant.

I would like to thank all staff for their continued excellent contribution to patient care and in making Chelsea and Westminster the hospital it is.

This special edition of *Trust News* provides an opportunity to reflect on some of our recent successes.

Thank you.

Winning poster will help to boost recruitment

Staff from Radiology won a competition for their educational poster to help promote the work that they do.

The competition, run by South West London Strategic Health Authority (SHA), aimed to show the importance of radiography in hospital treatments and promote it as a career, addressing the issue of recruitment and retention.

Poster designer Diagnostic Radiographer Fiona Glencross and fellow creators Senior Radiographer Magda El Sherbini and Superintendent Radiographer Paul Hague found out they had won the diagnostic radiographer category at a special ceremony at City Hall on World Radiography Day on November 8.

They were presented with their awards by National Project Director Noelle Skivington from the Strategic Health Authority.

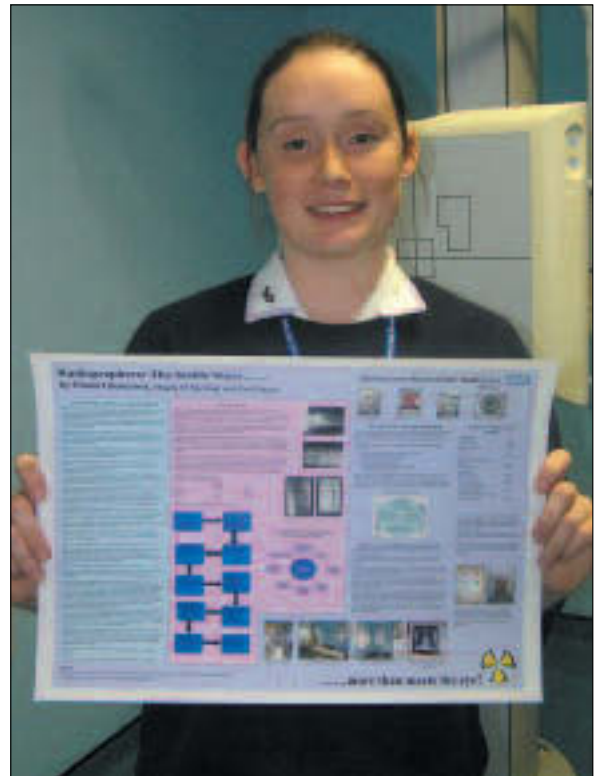
Fiona said: "We were one of four teams shortlisted through to the final out of many entrants, so to get to this stage was excellent. To actually win the competition in

our category is a great achievement."

Their poster entitled '*Radiographers, the inside story, more than meets the eye*' will be kept by the Strategic Health Authority to use as an educational tool. Part of the poster will be used in a SHA radiography career promotion DVD.

The winning poster consists of three sections. The first explains a typical day in the life of a diagnostic radiographer. The second focuses on the large range of hospital areas they work in and the third looks at how the Trust service has improved, such as extending X-ray and the MRI opening times to 6.30pm and 8pm, helping to reduce waiting times.

A smaller sized version of the poster will be kept and displayed in the Radiology Department at the Trust.



■ Pictured in *Imaging is Diagnostic* Radiographer Fiona Glencross holding an A3 sized version of the winning Radiography poster.

Professor takes on national adviser role

Professor Brian Gazzard, Clinical Research Director at the Trust is now Chairman of the Expert Advisory Group that advises the Chief Medical Officer about HIV issues. He started this position in July.

The Chief Medical Officer is the UK Government's lead Medical Advisor. He is also leader of all public health staff in England.

When describing his new responsibility as Chair of the Expert Advisory Group, Professor Gazzard said: "Giving impartial advice about how the HIV epidemic is best controlled in the UK



is a very important function."

Professor Gazzard was also recently elected a lifetime member of the International Fellowship of AIDS Physicians, of which there are only 50. Professor Gazzard is also Chairman and Trustee of more than seven HIV and AIDS committees, associations and charities. He has been responsible for the organisation of HIV/AIDS

services at Chelsea and Westminster Hospital since the beginning of the AIDS epidemic in 1981, (when we were formerly St Stephen's and Westminster Hospitals).

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.

Whatever it is we should be pleased to hear from you. Call Jeanette Albert on ext 6829 or Sarah McKellar on 020 7808 9899 or email sarah.mckellar@nexuspr.com

In this special edition we highlight some of the Trust News headlines from the past year.

OCTOBER 2004

- SWIFT - a nurse-led clinic offering women sexual health screening and family planning - celebrated its 1st birthday.
- Macmillan Nurse Catherine Gillespie got a taste of celebrity life when she appeared in *OK* magazine with *Men Behaving Badly* and *Doc Martin* star - Martin Clunes. She met him at The Savoy to help launch Macmillan Cancer Relief's Biggest Coffee Morning.



■ *Keeping a cool head under pressure and providing support for patients is all in a day's work for emergency receptionists who were featured in October's issue of Trust News.*



■ *After a major drive to recruit more midwives, the Trust welcomed 13 new midwives from Scandinavia.*

- Consultant Midwife Susan Oakey packed her bags and went to Palestine to teach midwives. Many Palestinian communities are cut off from the hospitals that they usually use and when travelling there are often lengthy delays at check points - as a result many women were choosing to have birth at home. Susan was invited by South Bank University as it was looking for midwives with significant community experience.

NOVEMBER 2004

- The hospital's 1,000 Good Ideas Campaign got off to an excellent start with more than 600 ideas suggested by the middle of October.

■ *Shorter waiting times, less anxiety for patients and better training for junior anaesthetists were just some of the benefits of a range of new initiatives introduced at the Trust to improve care for patients needing emergency surgery. Consultant Anaesthetist Mike Weston said: "We are now managing to get the majority of work done during the day and reduce night time surgery to 'life and limb' operations only." Initiatives included the introduction of an Emergency Pre-operative Practitioner who assesses emergency surgical patients before they go to theatres allowing anaesthetists to spend less time on the wards and more time in theatres.*



■ *Staff in our Intensive Care Unit won a Government Charter Mark award for the third time running. The unit was first awarded a charter mark in 1998.*



DECEMBER 2004

- Our Theatre Sterile Supplies Unit was the only department in north west London to achieve accreditation of the highest standard by achieving the Medical Devices Directive.
- We opened an observation ward in the hospital's emergency department for patients needing complex tests or investigation but do not need to be admitted to a ward.
- *Lead Nurse at the Victoria Clinic, Leigh Chislett, won a Nursing Times innovation award for the Hep B vaccination campaign called Sorted.*



JANUARY 2005



■ *West London Centre for sexual health celebrated its 75th anniversary. Champagne corks were popping as health service staff who have served across the years joined together at a special anniversary party. The celebrations were marked with the cutting of a lavish birthday cake and the publication of a history booklet written by Dr Nick Theobald.*



■ *Chief Nursing Officer Chris Beasley praised staff for their hard work during a special visit to the hospital.*

FEBRUARY 2005

■ *Staff across the hospital expressed their compassion for the thousands of people affected by the Tsunami disaster in south east Asia. Many staff held their own fundraising events or donated money directly.*



- The efforts of staff working in paediatric surgery were highlighted in a special double page spread about their work.
- The infection control team highlighted efforts across the hospital to combat bugs and implement the Government's strategy for improving infection control called Winning Ways.

MARCH 2005

- We launched a new employee of the month award scheme to recognise the hard work of our staff.



■ *A third sexual health clinic for young people called Cont@ct was opened at the Worlds End Health Centre on the King's Road.*

- Defying all the odds, stroke patient Susie Wintour, held her own art exhibition at the hospital to raise money for charity.

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.

Exclusive

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 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

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

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

APRIL 2005

■ *NHS Think Clean Day was launched at the hospital aimed at raising the profile of cleaning and the benefits of good hygiene. William Gilbert Ward received an Oscar for winning the hospital's sign amnesty competition.*

- Our new £5.6m Treatment Centre opened its doors to patients in April - paving the way for 4,700 extra patients. The Centre includes seven operating theatres and facilities for the hospital's Regional Hand Management Unit.



MAY 2005

■ *Principal Dancer of the Royal Ballet Darcey Bussell (pictured below left) officially opened the new Early Pregnancy Assessment Unit. The unit offers expert care and treatment for women who are experiencing problems in early pregnancy. It cares for women through miscarriage, ectopic pregnancy, molar pregnancy and bereavement as well as women who have had previous miscarriages.*



■ *Five staff from Chelsea and Westminster visited one of London's most famous addresses - 10 Downing Street - when they attended a special reception hosted by Prime Minister Tony Blair and Cherie Blair. The reception was held in recognition of the hard work of non-clinical staff working in the NHS.*



● We celebrated our fourth hand washing awareness week to remind patients, visitors and staff of the importance of cleaning their hands.



■ *We were the first hospital in the UK to 'go live' with electronic prescribing in all outpatients clinics bringing the Trust a step closer to having electronic prescribing across all areas of the hospital. Trust News reported how this type of prescribing is helping to reduce errors and speed up the dispensing of patient medication.*

JUNE 2005



■ *A national survey revealed that our Emergency Department is the best in the UK for providing adequate pain relief at the right time. The national patient survey for emergency care carried out by the Healthcare Commission found that just under 90 per cent of patients felt that they had adequate pain relief. Nurses in the emergency department can now supply and administer more medicines to patients to help relieve any pain they may have.*

- Staff working on the Burns Unit and ICU combined their specialist skills to provide better care for patients. With additional money from the Department of Health, a new way of working was developed with ICU providing extra support to patients on the Burns Unit.
- Staff in the hospital responded magnificently to the horrific events of the 7 July London bombings. All non-emergency operations were put on hold and A&E staff were on standby ready to receive casualties. The Trust did not receive a large number of casualties on the day. There were eight in total, some of whom were transferred to our specialist Burns Unit.

■ *Midwifery Assistant Lynda Maxwell made the national news and proved it's never too late to pick up the text books and start learning when she was presented with an individual learner award by the National Health Service University as part of Adult Learners Week.*



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JULY 2005

■ *We launched the National Patient Safety Agency Clean your Hands initiative.*

cleanyourhands®
campaign



- We were officially recognised as a good place to work when we achieved Practice Plus status - the Improving Working Lives programme's highest award.
- We were one of the first hospitals in the UK to use a new catheter which will help to reduce urinary tract infections. The Bardex IC silver alloy coated hydrogel catheter was assessed and approved by the Government's rapid review panel which was set up to look at new equipment that can help NHS staff reduce infections.

AUGUST 2005

- Three stars!!! We regained our three star status in the national performance ratings published by the Healthcare Commission. The Trust achieved all of the key targets set but also scored highly in areas such as providing clinical care services and patients' services.



- We were the first hospital in the UK to pilot a new campaign by the Royal College of Nursing (RCN) to reduce hospital-acquired infections. The campaign called *Wipe it Out* was launched here at the Trust by RCN's General Secretary Dr Beverly Malone (pictured below left).



- For the second year running staff from the Lighthouse, Terrence Higgins Trust and Chelsea and Westminster got together and spread the positive word on safe sex and the need for testing at London's Notting Hill Carnival. Condoms were distributed and leaflets inviting the community to come for voluntary testing. Left to right: Ted from Terrence Higgins Trust, Anosha Ramsammy (WLCSH), Marie Horsfall, Rumbi Ngezi, Leonie Dacres and Dot Cole from John Hunter clinic.

- A deep cleaning programme was also launched across the Trust helping to improve the environment for both patients and staff.

SEPTEMBER 2005



- We launched a new security policy to improve safety for staff and patients. The policy included rolling out new GPS technology which can pinpoint the location of lone workers such as community midwives.

- The John Hunter Clinic started its plans to get ready for a £800,000 major makeover of its clinics. Once works have finished the clinic will have a new waiting area, twice as many examination rooms and more consultation rooms. There will be a dedicated triage room so patients can be seen more quickly and a new integrated medical record storage system. The centre's laboratory is also being upgraded to help speed up test results.

What's happening in 2006?
Watch this space.

Thank you to everyone who has sent us their stories. Keep them coming in 2006!

OCTOBER 2005

- Special parent rooms on the hospital's Neonatal Unit were given a major makeover thanks to a generous donation from the Ronald McDonald Children's charity. The rooms provide a peaceful place for parents to stay whilst their babies are being cared for on NICU. Parents can also stay in the room overnight with their baby but have the comfort of knowing that there are specialists on hand to help.



- We launched an online Masters in Science degree in Infection Control Management and introduced our first ever infection control link professionals - a network of clinical staff who are responsible for promoting good infection control across the hospital.

Good idea wins award

Chelsea and Westminster's 1,000 Good Ideas Campaign has won a prestigious Health Service Journal Award which recognises innovation and improvements in the NHS.

The Good Ideas Campaign was launched in September 2004 to get patients, staff and visitors involved in generating ideas to drive forward improvements in services.

A number of initiatives were launched including an 'ideas postcard' sent to every member of staff with their payslip, posters advertising the campaign, an ideas scribble board was placed at the hospital entrance, and an ideas telephone hotline and email were established. A range of staff and patients focus groups were also conducted.

Some of the good ideas followed through are a



hospital deep cleaning programme, sign directories beside and inside lifts and the hospital's website.

Patricia Hewitt, Secretary of State for Health, said: "Chelsea and Westminster Healthcare NHS Trust has proved itself to be right at the forefront of the transformation taking place in

the health service and it fully deserves its award."

Nick Edwards, Editor of HSJ, added: "Chelsea and Westminster Healthcare NHS Trust is helping to lead the way in implementing new ideas and ways of working in the health service, and has beaten off very stiff competition to win its

■ *L-r: Impressionist Rory Bremner, Chief Executive Heather Lawrence, Director of Nursing Andrew MacCallum and Fishburn Hedges Chief Executive Ron Finlay.*

accolade. Its work has made a real difference to the standard of healthcare provided to patients."

Victoria Clinic does it again!

Staff from Chelsea and Westminster's Victoria Clinic have won a Nursing Times Award for the second year running.

Senior Staff Nurse for HIV services, Tony Kerley, won the prestigious award for an innovative service which allows HIV patients, who are stable on treatment, to have drugs delivered to home and to receive test results by email.

The service, called OptionE, is a nurse-led out-patient system for people with HIV/AIDS which is run largely by email.

Tony received the award from Secretary of State Patricia Hewitt at a special ceremony at the Hilton on

Park Lane in November.

He said: "The OptionE service reduces the number of visits HIV patients need to make to the hospital - helping them get on with their life. If they are stable on treatment we can email them test results at home and also deliver drugs to their homes. This means they only need to see a doctor once a year and a nurse three times a year helping to free up time for doctors."

The new service has helped the clinic cope with



■ *Tony Kerley*

a 72% increase in its HIV/AIDS case load in recent years and has delivered cost savings of £23,000 a year.

Judges described the project as excellent and were struck by its relevance to other forms of chronic disease management based around the use of email and new technology, nurse prescribing and nurse-led care. "He has a clear view of

where HIV care is moving," they said.

Chelsea and Westminster was the only Trust to have two people shortlisted for an award.

Senior Staff Nurse Imelda O'Brien was also highly commended for her work to develop the Cont@ct service for young people. Since Imelda's appointment as co-ordinator, the clinic has seen a dramatic increase in the number of young people attending and has also been successful in targeting young men under 19 - a group that has traditionally been hard to reach.

Victoria Clinic's Clinical Nurse Lead, Leigh Chislett, won a Nursing Times Award last year for the SORTED hepatitis vaccination campaign.

Christmas 2005

PROGRAMME

Friends Christmas Fair

Wednesday 30 November, 10am to 3pm
The Mall, Ground Floor

Asthma UK Christmas Carol Service

Thursday 1 December, 7pm to 8.30pm
St Luke's Church, Sydney Street, SW3

Fundraising carol concert, £25 adult tickets and £10 children's tickets, includes mulled wine and mince pies. Westminster Under School Senior Choir with guest readers Daniel Hill, Patricia Hodge, Helen Lederer, Andrew McGregor, James Naughtie, and Louis Theroux. **Please contact Asthma UK on 020 7786 5000 to order your tickets**

Festival of Carols with ConQordia

Tuesday 6 December, 6.45pm
Holy Trinity Church, Sloane Street, SW1

Friends of Chelsea and Westminster Hospital join with Friends of the Royal Marsden and the Royal Brompton. Guest speakers the Rt. Hon Sir Malcolm Rifkind QC, MP and Tessa Wyatt, as well as a guest choir from the Redcliffe School. Tickets £10, includes wine and mince pies. **Please contact The Friends Office to order your tickets**

Iroko Drummers

Wednesday 7 December, 10am to 11am
St Stephen's Chapel, First Floor, Lift C

Marcus Andrews, Pianist

Thursday 8 December, 1pm to 1.45pm
The Mall, Ground Floor and children's wards

Come and listen to music by Bach, Haydn and Ravel

Christingle Service

Wednesday 14 December, 10.30am to 12pm
St Stephen's Chapel, First Floor, Lift C

Parliamentary Carol Service

Wednesday 14 December, 6pm to 7pm
St Margaret's Church, Westminster Abbey, SW1

Proceeds from the service collection will go to the Westminster Medical School Research Trust. Admission by free ticket only, which will be allocated on a first-come-first-serve basis. **Please apply for tickets by 30 November, giving names and addresses of all those who wish to attend. Please send a SAE to:**

Mrs V Gunnery, Appeals Secretary
Westminster Medical School Research Trust
Chelsea and Westminster Hospital
Tel: 020 8746 8311

Westminster Cathedral Choir School

Thursday 15 December, 1pm to 1.30pm
The Mall, Ground Floor and children's wards

Come and hear the choir sing your favourite Christmas carols and songs

Hospital Christmas Carol Service

Tuesday 20 December, 4pm
St Stephen's Chapel, First Floor, Lift C

Hospital Christmas carol service for staff, patients and visitors

Christmas Day Service

Sunday 25 December
10am: Holy Communion
11am: Mass
St Stephen's Chapel, First Floor, Lift C

New Year's Day Service

Sunday 1 January
10am: Holy Communion
11am: Mass
St Stephen's Chapel, First Floor, Lift C

Chelsea and Westminster Healthcare 
NHS Trust