

Trust NEWS

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Double awards success for Trust

Two innovative projects to improve care for patients at Chelsea and Westminster were nominated for this year's Patients Association Awards.

These prestigious awards recognise good practice and reward excellent patient care – Chelsea and Westminster was one of only two NHS trusts to be nominated in two separate categories.

Helen Brown, Lead Nurse for Support Worker Development, and Reverend Steven Smith were nominated for their privacy and dignity charter which was featured in the June edition of *Trust News*.

And Roz Wallis, Senior Infection Control Nurse, and the Trust's infection control team were nominated for introducing a silver alloy urinary catheter into everyday use at Chelsea and Westminster to help reduce the spread of healthcare associated infections.

Although neither team of staff won their categories outright, just being nominated was a significant achievement.

Heather Lawrence, Chief Executive said: "The fact that these initiatives were shortlisted for the Patients Association Awards is a tribute to our staff and demonstrates their commitment to improving our patient care."

The privacy and dignity charter spells

out the FRESH values that all staff should follow in their daily working lives to help safeguard the privacy and dignity of patients – fairness, respect, empowerment, sharing and honesty.

This charter is part of a much broader programme of initiatives at Chelsea and Westminster to promote the core values of privacy and dignity – you can find out more by reading the June edition of *Trust News* which is available under the 'Press & PR' section of the intranet.

Chelsea and Westminster was one of

the first NHS trusts in the country to use a silver alloy urinary catheter – urinary tract infections not only cause patients a lot of discomfort but also cost the NHS thousands of pounds.

The new catheter, a unique combination of silver alloy and a hydrogel coating that provides an extended, slow release of silver ions, reduces the ability of bacteria to bond to the surface of the catheter and so reduces the risk of bacteria moving into the bladder and causing an infection.

And the winners are...



■ This year's Adult Learners Week in the Trust celebrated the achievements of staff – many of whom were recognised at an awards ceremony. See page 7 for more information about the award winners.

Heather's view

by the Chief Executive, Heather Lawrence

This month we will learn if our application for Foundation Trust status has been successful at this time.

Monitor, the independent regulator, has spent the last two months rigorously assessing our application before taking a final decision on whether to license us as a Foundation Trust.

Their assessment culminates in a Board to Board session on July 5 and, if the Monitor Board approves our application, we will become a

Foundation Trust with a new name – Chelsea and Westminster Hospital NHS Foundation Trust.

The Trust Board strongly believes that Foundation Trust status is the right option for Chelsea and Westminster to become more accountable to our patients, local community and staff.

It will give us more flexibility to develop services that are in the best long-term interest of patients. We will also be able to develop closer partnerships with our Fulham Road neighbours – the Royal Marsden and Royal Brompton – and other potential partners.



Foundation Trust status will also mean that, when we work hard to balance our books and even achieve a surplus as we did in 2005/06, we will be able to retain that surplus and reinvest it to improve our patient services.



While I hope that Foundation Trust status will be our future, we must also focus on the here and now.

Our continued overspending on pay costs continues to be a matter of concern – all managers must ensure that they live within their budget week on week and Edward Donald, Director of Operations, and the General Managers for each directorate will be working with all staff to ensure this happens.

We must also continue to meet all our performance targets to ensure that we provide the best possible care for patients – after all, that is what we are all here to do.

Your guide to this month's Trust News

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Raising the profile of diabetes

During Diabetes Awareness Week in June, the Trust's diabetes team held a stand for one day behind the main reception to raise awareness of the condition.

In the UK, more than 1.8

million people have been diagnosed with the condition – more than 75% of them with Type 2 Diabetes - and a further one million people are currently undiagnosed.

Alison Cox, Senior Diabetes Nurse explains: "The majority of people who

have Type 2 Diabetes may have had the condition for up to 12 years before diagnosis, during which time associated complications could occur - this is why early detection and prevention are important.

"By raising awareness of diabetes, it is hoped that more people will seek medical advice sooner."

Some symptoms of diabetes to look out for are lethargy, persistent thirstiness, and frequently passing urine, especially at night.

For more information about the condition you can phone the Diabetes UK Careline on 0845 120 2960 or log on to the Diabetes UK website at www.diabetes.org.uk



■ Pictured during Diabetes Awareness Week are Emily Knox (Diabetes Specialist Nurse), Judith O'Toole (Diabetes Specialist Nurse), Alison Cox (Senior Diabetes Nurse), Dr Kevin Shotliff (Consultant in Diabetes and Endocrinology), Sally-Ann Sharman (Retinal Screening Sister) and Debra Lake (Diabetes Nurse Consultant)

Annual general meeting

A date for your diaries – this year's annual general meeting of the Trust will be held on Thursday September 7. More details to follow...

Out of the frying pan...

A team of Chelsea and Westminster doctors are set to star in a Channel 4 cookery programme after swapping the hectic atmosphere of the hospital's busy Emergency Department for the equally stressful environment of Gordon Ramsay's kitchen.

They are due to appear on 'Gordon Ramsay's F word' as part of a cooking competition between different groups of amateur cooks.

Consultants Peta Longstaff and Francesca

Garnham, Clinical Fellow Lucy Bingham and Specialist Registrar Gboyinwa Ajayi formed the Emergency Department's competing team.

They were interviewed over the phone and given a

screen test before the production company making the programme decided that the Chelsea and Westminster doctors were the most suitable medics that they had auditioned.

Francesca said: "It was a fantastic opportunity to spend time working with a top chef, even though it was very demanding."

The Emergency Department team served up a three course meal to a selected audience including some celebrities. They were judged on how many customers were prepared to pay for their meals.

Only four guests rejected

the starter, 18 returned the main course to the kitchen but the doctors' crepes suzettes were their crowning glory as every guest polished them off.

The team found the day exhilarating and challenging. Everyone felt that they had learned something, both about cookery and about themselves.

"I will never look at restaurant kitchen staff in the same light," said Peta. "They were tremendous, working so hard and as a cohesive team. When it came to our turn we had to pull out all the stops to try and match their efforts."

Food safety highlighted

Staff from ISS Mediclean, the company which provides the Trust's catering services, held an information stand during Food Safety Week in June to focus on the four Cs of food hygiene – cleanliness, cooling, chilling and cross-contamination.

The stand, which provided information on food hygiene and safety as well as fresh fruit on the first day, was pitched behind the main reception on the first day until lunchtime and then in the hospital restaurant for the rest of the week.

The lucky winner of a food hygiene quiz was Lorraine Bewes, Director of Finance, who won a fruit basket while six runners-up won bottles of white wine.

Ulla Kamara, Assistant Catering Manager said: "Good food hygiene is relevant to everybody, especially at this time of the year. This week was an opportunity to remind people of the basics and to clear up any myths people may have."



Pictured at the Trust Food Safety Week stand are Ulla Kamara, Assistant Catering Manager and Domenico Agostino, Coffee Shop Manager

World No Tobacco Day



On World No Tobacco Day on May 31, Kensington and Chelsea PCT's Stop Smoking Service held a stand in the main reception area of the hospital to give information about their services and to offer free lung tests.

Dominick Nguyen, Kensington and Chelsea PCT's Stop Smoking Manager said: "70% of smokers want to quit smoking but they are four times more likely to succeed if they receive motivational support and use recommended medication."

Pictured on the day at the Trust are Neale Jones, QUIT support worker and Sue Bowcock, Community Advisor for Kensington and Chelsea Stop Smoking Service.

If you would like help to stop smoking, please phone the free helpline on 0800 0859 147 or go to www.givingupsmoking.co.uk.

Staff interested in joining a stop smoking group can contact Kensington and Chelsea PCT's Stop Smoking Service on 020 8962 5518.

Meet the Endoscopy Team

The Denise Kilmarnock Endoscopy Unit at Chelsea and Westminster provides an advanced and diverse range of procedures to different departments across the Trust and many other hospitals in London.

The unit, whose staff have particular expertise in endoscopic ultrasound and interventional endoscopy, vital for any state-of-the-art cancer centre, performs more than 5,000 procedures a year in two procedure rooms.

These procedures are performed to investigate and treat patients with intestinal bleeding, diarrhoea, many cancers, gastro-intestinal ulcers, pancreatic and liver disease.

Staff in the unit work closely with Trust acute medical and surgical teams, Intensive Care Unit, the Burns Unit, radiology, pathology and anaesthetics staff - it is open Monday to Friday from 8.30am to 7pm.

Consultants that work with the unit are Dr Matthew Banks (Clinical Lead, Endoscopy), Dr Bobby Prasad (Clinical Lead, Gastroenterology), Mr Jeremy Thompson (Clinical Director, Surgery), Dr Mike Anderson (Medical Director), Professor Brian Gazzard (Consultant Physician), Mr Anthony Antoniou (Locum Consultant Surgeon) and Dr Abdul Mohsen (Locum Consultant).

There are 20 permanent members of staff and two new Consultant Gastroenterologists will be starting in August and September, Dr Marcus Harbord and Dr Martin Benson, who will both also work at the Royal Marsden Hospital.

Recently the unit welcomed Camilla Gosling, Endoscopy Sister who joined us in April from University College London Hospitals.

Staff Nurses Tracy Khoshbin and Carina Bantista are also new to the unit. Tracy came from the Freeman Hospital, Newcastle upon Tyne, and Carina previously worked in the Trust on Adele Dixon Ward.

Typical procedures conducted on the unit include both upper and lower gastro-intestinal endoscopies, endoscopic retrograde cholangio-pancreatography (ERCP), which examines the liver, pancreas and bile ducts, and endoscopic ultrasound (EUS), bronchoscopies and breath tests.

Dr Banks says: "Endoscopic ultrasound has a huge impact on tailoring the

Who's who in the Endoscopy Unit?
Dr Matthew Banks – Clinical Lead, Endoscopy
Dr Bobby Prasad – Clinical Lead, Gastroenterology
Dr Mike Anderson – Trust Medical Director
Mr Jeremy Thompson – Clinical Director, Surgery
Professor Brian Gazzard – Consultant Physician
Mr Anthony Antoniou - Locum Consultant Surgeon
Dr Abdul Mohsen - Locum Consultant
Charlotte Carne – Senior Sister/Service Lead
Camilla Gosling - Endoscopy Sister
Kalene Sheppard – Nurse Endoscopist
Zorena Rampersad – Pre-Assessment Colonoscopy Sister
Marietta Reyes - Junior Sister
Colin Bee and Julia Reynolds – Endoscopy Healthcare Assistants
Gina Guantero, Jenny Wormald, Cielo Caneja, Pam Nzara, Christina Morerwa, Joao Grilo, Tracy Khoshbin, Carina Bantista, Sharon Jean-Louis and Glenda Almayda – Endoscopy Staff Nurses
Winsome Passley – Administration and Clerical Manager
Gloria Ashman and Christine Keeble – Administration and Clerical Staff

management of patients with a range of conditions, from upper gastro-intestinal cancer to lung cancer. It is a service that is expanding and attracting many tertiary referrals from other trusts."

Currently, the unit is working closely with Respiratory Consultants Dr Pallav Shah, Dr Suveer Singh and Dr Dilys Lai to develop more treatments for the palliation of lung cancer such as diathermy and stenting for endobronchial tumours.

Nurse Endoscopist Kalene Sheppard is working closely

with Professor Tim Allen-Mersh, Colorectal Surgical Consultant, to develop a one-stop rectal bleeding clinic which will start soon.

In May the unit resumed its educational in-house training sessions in endoscopy which take place every Wednesday afternoon with invited guest speakers.

The unit is also carrying out a patient satisfaction survey on issues such as privacy and dignity, consent, patient information and full booking.

Charlotte Carne, Senior Sister/Service Lead says: "The survey results have so far been very positive, specifically relating to nursing care. However, certain issues have been highlighted, such as communicating waits and delays to patients, and we can now tackle the problems highlighted by taking the service forward as a team.

"The nurses and doctors are really committed to providing a seamless episode of care to all the patients that visit the unit and this has been reflected in the overall good questionnaire results received."



■ **Staff in the Denise Kilmarnock Endoscopy Unit**

High IMPACT

'Bundles' standardise intensive care

The Trust's IMPACT project is based on 10 High Impact Changes, identified by the NHS Modernisation Agency in its work with thousands of NHS clinical teams, that can help deliver significant improvements in patient care.

This checklist of 10 changes, which draw on learning from the Modernisation Agency work and are evidence based, aim to improve the quality of patient care, efficiency and cost effectiveness.

Change No 6 states that 'increasing the reliability of performing therapeutic interventions through a Care Bundle approach in critical care alone could release approximately 14,000 bed

days by reducing length of stay'.

Jane-Marie Hamil, Clinical Nurse Lead in the Trust's intensive care unit (ICU), explains: "Care Bundles is an approach which makes us really scrutinise every aspect of an intervention like tracheostomy care, for example, by auditing all its individual elements such as humidification, suction pressure and inner tube care.

"We audit our performance against each of those elements on a monthly basis and submit our data to the North West London Critical Care Network, chaired by the Trust Chief Executive Heather Lawrence, which is able to compare figures from 13 NHS and independent sector hospitals in our area of

London."

Elaine Manderson, Clinical Nurse Specialist, says: "The main advantages of the Care Bundles approach are safety, consistency and equity in care for patients, so that every patient requiring a tracheostomy or ventilation receives a prescribed standard of care rooted in evidence about what is best for patients.

"The tracheostomy Care Bundle is focused on nurses because they tend to carry out care related to this, but the ventilation Care Bundle has been developed with medical staff including Respiratory Consultant Dr Suveer Singh and Consultant Anaesthetist Dr Jonathan Handy since this is an area of care delivered by doctors and nurses."

IMPACT – Improving Services for Patients At Chelsea and Westminster Trust – is a Trustwide initiative to improve patient care.

It is an umbrella project, co-ordinated by Catherine Andrews, for local initiatives driven forward by multi-disciplinary directorate and services teams.

Trust News highlights a different initiative every month to demonstrate how frontline staff are helping to improve our patients' journeys through the Trust.

Nutrition screening tool to be piloted

A new screening tool to assess patients' nutrition will be piloted on two wards, one medical and one surgical, in July.

The Malnutrition Universal Screening Tool (MUST) replaces the current ward-based screening tool and will help the Trust comply with NICE guidelines on nutritional support and the Essence of Care nutrition benchmark.

Documentation associated with the new tool will be tested through the pilot programme before a Trustwide rollout of MUST which is due to happen in September.

Training for nurses in the use of the new screening tool will take place throughout July and August. Watch out for more information from the dietetic services department over the next few months.

What is... KSF?

Q What is it?

The Knowledge and Skills Framework (KSF) is part of the new Agenda for Change national pay and conditions system for the NHS – it links the learning and development needs of individual staff with the demands of their job to provide high quality patient care.

All Trust staff, except doctors and Executive Directors who are not part of the KSF process, should have a KSF post outline – the knowledge and skills needed to do your job – with an annual Personal Development Review (PDR) to assess progress against the outline and a Personal Development Plan (PDP) to address areas where you aren't meeting the outline.

Q How does it affect the Trust?

In common with all other NHS trusts, we have strict deadlines to meet for the implementation of KSF. All Trust staff should have their KSF post outline, including 'areas of application' which personalise the outline to your department and your job, and their first PDR with a PDP in place by September 1.

Q Why does it matter?

Because the KSF is a structured process to improve your learning and development in line with your career aspirations – it aims to provide a consistent approach to career development across the Trust and the whole NHS.

Q Who needs to know about it?

All Trust staff except doctors because they are not covered by Agenda for Change.

Q How can I find out more?

Details of courses for both staff preparing for their Personal Development Review and managers undertaking reviews, as well as clinics to help you navigate the e-KSF – the internet-based tool which allows you and your manager to access your KSF documentation in a completely confidential way online – are available from Mark Fielding in the Learning Resource Centre on ext 8835.

A question and answer article about the KSF was featured in May's *Trust News* – available on the intranet under the 'Press & PR' section.

Chelsea Early Warning Scoring System launch

The Chelsea Early Warning Scoring System (CEWSS) to identify patients on wards who may require a higher level of care was launched in June.

This new early warning system has been developed by Andrea Blay, Critical Care Nurse Consultant, and the Critical Care Outreach Team.

A week-long programme of talks and workshops took place for different groups of clinical staff and CEWSS link professionals, who include nurses, pharmacists and therapists.

On the opening day, more than 150 staff and other visitors attended a Critical Care Exhibition which

included information stands.

The winner of the CEWSS quiz was Lennie Busley, who has just joined the Trust as a staff nurse on the Intensive Care Unit. Her prize was a luxury Fortnum and Mason hamper, which she won on her first day at Chelsea and Westminster.

Respiratory Consultant Dr Suveer Singh said: "The Critical Care Outreach Team have worked very hard to develop this initiative. It shows their dedication to the

aim of improving care of the acutely ill patient, which many staff are becoming increasingly aware of."

The Critical Care Outreach Team would like to thank the following speakers for their excellent talks - Dr Suveer Singh (Respiratory Consultant), Dr Gary Davies and Dr Paul Beirne (Respiratory Registrars), Dr Treena Saini and Dr Sarah Frearson (Palliative Care Registrars), Edel Costello (Liverpool Care Pathway Facilitator), Dr Michelle Hayes (ICU Consultant), Dr

Peter Kroker (Consultant Physician), David Bushby (Lead Resuscitation Officer) and Sarah Davis (ex-Senior Staff Nurse, Coronary Care Unit).

The Critical Care Team would also like to thank 3M, Cardiac Services, Vygon and Draeger for their kind donations towards the week.

If you would like to become a CEWSS link professional, please contact Theresa Weldring (Critical Care Outreach Practitioner) on ext 8220, bleep 0104 or via Trust email.



■ **CEWSS Link Professionals Leigh Paxton (Staff Nurse, David Evans Ward), Janet Otieno (Senior Staff Nurse, Burns Unit), Lucimary Silva and Rhita Berempya (Staff Nurses, Lord Wigram Ward) with Theresa Weldring (Critical Care Outreach Practitioner)**



■ **Demonstrating an incentive spirometer are Darren Smith (Physiotherapist), Jane Hawton (Physiotherapist) and Lorna Soares-Smith (Clinical Specialist Physiotherapist)**

Staff Bank reminder – new opening hours

All staff are reminded that the Staff Bank office has new opening hours of 9am-6pm on weekdays only.

All staff who work Bank shifts must note their shift booking reference numbers when they book shifts because Clinical Site Managers do not have access to this information out of hours.

Out of hours, Clinical Site Managers only deal with emergency bookings or cancellations and so all other queries must be dealt with during office opening hours.

Jaz Mallan, the Trust's Recruitment and Retention Manager who manages the Staff Bank, said: "We are asking staff to please support us to improve efficiency by only contacting the Clinical Site Managers in connection with temporary staffing as an emergency.

"Following the reduction in hours from June 1, we are continuing to monitor and assess the impact of the reduced service."



■ **Lisa Wright (Critical Care Outreach Practitioner) with Sarah Dube (Senior Staff Nurse, Gynaecology Outpatients) and Elizabeth Keeble (Staff Nurse, Gynaecology Outpatients)**

Adult Learners Week

The Trust's Learning Resource Centre organised a successful Adult Learners Week in May. The week adopted the National Institute of Adult Continuing Education's (NIACE) theme of 'live long and prosper' by learning.

The main aim of the week was to encourage more staff to take part in their self development.

Learners were recognised for their participation on themed days throughout the week with prizes awarded for booking and attending courses, answering quizzes and taking part in the learning exhibition raffle.

On the final day a 'Learning Roll of Honour' was screened in the canteen to celebrate recent staff learning achievements. Managers and colleagues were invited to nominate staff for awards if they had applied their learning to the workplace.

A total of 11 staff members received learning awards. Each person had successfully completed an accredited workshop or qualification in recent months and winners were chosen by drawing names from different areas of the hospital.

A judging panel, consisting of Learning Resource Centre staff and an external NVQ Assessor, selected winners who

had been nominated by a manager or peer.

Congratulations to Alicia Garcia-Zaz, Gynaecology Staff Nurse, who was given the first prize 'Recognition of Applied Learning' award for using her Essence of Care knowledge in the workplace. Alicia was nominated by Gynaecology Outpatient Sister Claire Bellone and she received a £50 Pizza Express voucher.

Claire said: "Alicia has demonstrated excellent standards of care. She is new to healthcare and her enthusiasm and professionalism are exemplary – her attention to detail, patient care and dedication to learning are inspiring."

High learning commendations were awarded to Juliette Walker and Chloe Smith, Cancer Services MDT Co-ordinators, both nominated by Cancer Services Manager Komal Shah for successfully applying their AMSPAR medical terminology learning to deliver quality treatment in good time. They both received CE Harrod Pharmacy goody bags.

Other learning award winners were Simi Bahuleyan (Human Resources - Surgery), Jim Smith (HIV/GUM), Johnson Formah (TSSU), Anna Whitsun (Women and Children's), Remi Omishore (Medicine), Kim Hamnett



■ **Staff at an 'Improve your numeracy skills in 30 minutes' class run by Rona Davis and Suraj Paudel (both standing)**

(Human Resources – Learning Resource Centre), Sarah Perry (Paediatric Theatres) and Louise Hill (Medicine).

Holmes Place Gym treated staff to mini manicures and massages while Kensington and Chelsea College showcased its courses and also gave staff the opportunity to try out Tai Chi and sign language.

On the first day, Unison and the Chelsea School of English held stands in the Academic Atrium and interactive learning was promoted by Learn Direct.

Learning and Development teams from St Mary's and the Trust held a stand together to showcase some of the shared learning services offered across both sites, including Prince 2 Project Management, AMSPAR, Personal Effectiveness of Administrators and Stress Management.

Other stands were held by the Learning Assistants, the Corporate Nursing Team, Human Resources and Occupational Health.

Learning activities during the week included taster sessions in creative thinking, personal brilliance and emotional intelligence. Classes in effective body language and different learning styles were also taught.

In the Learning Curve, 30-minute sessions on how to improve your grammar and

numeracy took place and there were free European Computer Driving Licence (ECDL) training sessions.

On National Adult Learners Day, which fell on the Thursday of Adult Learners Week, the Trust hosted a regional learning event which was sponsored by Campaign for Learning.

The Trust showcased its Essence of Care training programme, which is a partnership with Kensington and Chelsea College, and the London Development Agency launched its Adult Learning and Skills in London project.

Jenni Walton, Interim Learning and Development Manager said: "The week was an excellent opportunity to show that learning can be fun and interactive, and to recognise the learning achievements of staff."

"If anybody has any feedback on the current learning programme and would like to provide suggestions on what they would like to see during next year's Adult Learners Week, please email me at jenni.walton@chelwest.nhs.uk or phone me on ext 8165."

Prizes for the learning awards, quizzes and raffles were kindly donated by Camille Hair Design, Lush, Ordning & Reda, Tray Gourmet, CE Harrod Pharmacy, Me and My Baby Therapy Rooms and Clinic, Culpepper and Pizza Express.



■ **Kensington and Chelsea College Tai Chi taster session**

Team effort improves infection control

Of course, all Trust staff have a part to play in helping reduce the number of healthcare associated infections at Chelsea and Westminster.

But a team of 80 specially trained staff based all over the hospital have special responsibility for promoting good infection control and helping fight the spread of infections.

Our first infection control link professionals (ICLPs), who are responsible for infection control in their clinical areas, act as role models for other staff, and carry out monthly audits of hand hygiene and intravenous line care, took up their roles in July 2005.

They include nurses, therapists, radiographers and other members of the multi-professional team in every clinical area of the Trust.

The link professional model establishes an essential communication link between clinical areas and the central

infection control team but also encourages staff to take responsibility for making things happen in their area.

It has been so successful that the model has now been adopted to implement everything from security training for staff to the new Chelsea Early Warning Scoring System to aid the early detection of critically unwell patients on wards.

ICLPs have been vital in helping to reduce the level of MRSA at Chelsea and Westminster – there were just 29 MRSA bacteraemias in 2005/06 which represented a significant reduction on 47 cases in 2004/05, although MRSA statistics should be interpreted with caution since the numbers are relatively small.

Roz Wallis, Senior Infection Control Nurse, said: "Our link professionals have made a real difference and I have no doubt that their hard work has contributed to the reduction in our MRSA rates.

"44 of the link professionals have already completed our four-day training course which focuses on key infection risks and trains them to carry out the monthly audits.

"Our evaluation shows that they value the training we provide, the average score they gave us was 9 out of 10, and we are planning a further course to train up the remaining link professionals."

Results of the monthly hand hygiene and intravenous line audits are available on the intranet so you can compare your ward or department with others – go to 'Departments', 'Infection Control', 'Hand Hygiene Audit Results'.

The link professionals

network has flourished thanks to the support of everyone from Andrew MacCallum, Director of Nursing, to the staff in individual clinical areas who have taken on this role.

Hand hygiene compliance, attendance of ICLPs at their monthly meeting and their project work will now be reported to the Trust Board on a monthly basis which demonstrates how seriously the issue of infection control is taken at Chelsea and Westminster.

Infection control nurses, Roz Wallis and Shona Perkins, are working very closely with the link professionals to help them improve basic standards.

Roz said: "I have been concentrating on non-ward areas such as X-ray, therapies, outpatients and the Treatment Centre while Shona focuses on the wards.

"Basic standards include improving hand hygiene, cleanliness of medical devices and patient environments. As part of this we are stressing the need for all staff to comply with the uniform policy.

"For example, a lot of staff wear wrist watches while providing patient care which can potentially become infection risks. We recommend that wrist watches are not worn in either inpatient or outpatient clinical areas."

Trust hosts bereavement network

The Trust hosted its first Bereavement Networking Forum in May. Co-ordinated by Donna Nelson, Trust Bereavement Advisor, it attracted Bereavement Advisors from hospitals all over southern England.

The event, in its sixth year, takes place twice a year at different hospitals in the UK.

Donna said: "The forum was created by Annie Wittert, Bereavement Advisor at St Richard's Hospital in Chichester. She decided to start the forum, which is open to all NHS bereavement advisors and anybody working closely with this group, because there was no support group in existence. It provides a good opportunity to discuss best practice and to have a network of support."

Guests invited to the forum included Rona McKay, who has just finished a secondment as the Trust's Emergency



■ Pictured with guests at the Bereavement Forum are Donna Nelson, Trust Bereavement Advisor (left), Jason Lane, PALS Officer (2nd right) and David Webber, Trust Mortuary Technician (right)

Planning Officer, who explained the potential impact of a flu pandemic.

Other guests invited to the forum from the Trust were Reverend Steven Smith and Mortuary Technician David Webber while external guests included Keith Norman,

Coroner's Officer at Westminster Coroners Court, Julia Nash and Beba Allsop, Registrar and Deputy Superintendent Registrar at Chelsea Old Town Hall, and Peter Perkins, from the Trust's contracted Funeral Directors Barnes and Sons.

New medicine

A new Patient's Own Drugs (POD) green bag scheme was launched at Chelsea and Westminster in May, to encourage patients to bring their medicines with them when they are admitted to hospital.

The London Ambulance Service carry a supply of POD green bags which have been designed to store a patient's medicines so they can be given to doctors on arrival at hospital, to ensure that the

Meet the infection control link professionals...

Who are you?

Melanie Ashdown

Where do you work in the Trust?

In Pharmacy as the Business Manager.

Why did you become an ICLP?

I was nominated for the role but it made sense because I am responsible for health and safety in the department, including infection control.

When did you start in the role?

November 2005.

What are your main achievements since becoming an ICLP?

In February I ran a hand hygiene quiz for the pharmacy



staff. On a monthly basis I change the hand hygiene posters that we display around the department. Through our induction process I meet all new pharmacy employees and one of the items I cover is hand hygiene – I stress the importance of cleaning hands on entering and exiting wards and between seeing different patients.

Who are you?

Camilla Bouverie and Judi Small

Where do you work in the Trust?

Senior Physiotherapist (Camilla) and Therapy Assistant (Judi) based in Therapy Services.

Why did you become an ICLP?

Judi – I've always enjoyed hygiene awareness and, having worked in catering for several years before changing career, I know how important it is to keep your hands clean and not take any chances.

Camilla – Therapists are always going in and out of different clinical areas where awareness of infection control



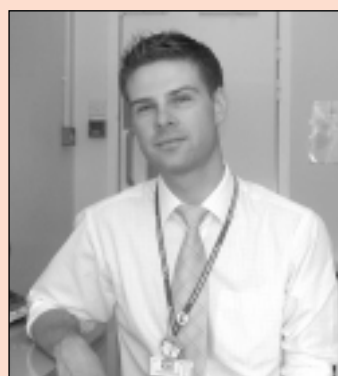
is relatively high but down in the therapies department we have had little, if any, infection control input so far.

When did you start in the role?

April 2006.

What are your main achievements since becoming an ICLP?

We have put up posters throughout the department to increase awareness of hand hygiene, improved linen cleaning so that pillow cases in treatment cubicles are changed daily instead of weekly and the curtains around cubicles are changed every six months, improved equipment cleaning so that gym equipment is changed between classes and electrotherapy equipment is cleaned weekly. Lots more alcohol hand gel dispensers have been installed in the department and we are also doing monthly hand hygiene audits.



Who are you?

Anton Ivanic

Where do you work in the Trust?

I'm a Superintendent Radiographer based in X-ray – our other infection control link professional is Natalie Kriedemann who is a nurse.

Why did you become an ICLP?

I was nominated but I have always been interested in the issue of infection control.

When did you start in the role?

December 2005.

What are your main achievements since becoming an ICLP?

I have done presentations to staff with information about hand hygiene and what we can do to reduce infections because we see a wide range of patients from a large catchment area, including inpatients, people referred by their GPs and care home residents, which makes this is a perfect breeding ground for infection.

We are currently auditing hand hygiene to ensure that hand gel dispensers are in the right places in the department.

Education scheme launched

right treatment is received straight away.

The scheme has been rolled out across London following successful trials. Medicines brought in will be assessed by pharmacy to determine if they are suitable for use and consent will be gained from the patient or a representative to use the medicines during their stay in hospital.

Katey Hewitt, Deputy Chief Pharmacist, Operations said: "Using a patient's own medicines will help to get an

accurate drug history and reduce wastage. Discharge planning will now be easier and patients should feel more empowered to manage their own medicines.

"The Trust first introduced a scheme for assessing and using patients' own drugs in 2004 on surgical wards and this was then later rolled out across the whole hospital. The POD green bag scheme will therefore support the initiatives already in place in the Trust."



■ Pictured with a new 'Patient's Own Drugs' green bag are Charlotte May (Senior Medicines Management Technician), Natasha Day (Emergency Medical Technician) and Sumaira Malik (Clinical Pharmacist)

Long service awards for Trust staff

The 25 Year Club welcomed 11 new members in May who have all worked at Chelsea and Westminster and our predecessor hospitals for 25 years or more.

At two 25 Year Club award luncheons, generously funded by the Chelsea and Westminster Health Charity, the following members of staff, who either work for the Trust or have retired, received long service awards and inauguration into the club:

- **Mr John Bowerman** (Consultant Maxillo Facial Surgeon - retired)
- **Manuel Rodrigues** (Porter)
- **Ann-Grete Cox** (Healthcare Assistant, Nell Gwynne Ward)
- **Nancy Castillo** (Staff Nurse, Burns Unit)
- **Amelia Tyson** (Healthcare Assistant, Thomas Macaulay Ward)
- **Valerie Crowley** (Ward Clerk, Rainsford Mowlem Ward)
- **Pooran Rashidi** (Healthcare Assistant, Nell Gwynne Ward)
- **Christine Russell** (Staff Nurse – retired)
- **Dr Jonathan Chandy** (Consultant Anaesthetist - retired)
- **George James** (Steam Technician, Haden Building Management)
- **Dr Graham Ball** (Consultant Chemical Pathologist)



■ **June Williams, 25 Year Club Chairman (third right), Rob Baker, Hospital Archivist (second right) and (left to right) Dr Graham Ball, George James, Valerie Crowley, Dr Jonathan Chandy, Pooran Rashidi and Christine Russell**

The 25 Year Club was founded in the early 1960s by the Board of Governors at Westminster Hospital to recognise and reward long service.

Members do not pay a subscription and membership is for life. If you have given 25 years of service to the

Trust and our predecessor hospitals or associated institutions, and are interested in becoming a member, please contact Paul Wardle, Corporate Human Resources Administrator, on ext 2350 or email paul.wardle@chelwest.nhs.uk

Research news

A reminder to all staff that the Trust's Joint Research Committee is now inviting e-mail applications for travel scholarships up to a value of £1,000 - only one application per researcher.

Travel scholarship awards are made every six months to support researchers and raise the Trust's profile because, thanks to such funding, successful applicants can attend high profile research-related events in the UK and overseas.

The Committee cannot guarantee that timelines for adjudication will be aligned with applicants' specific deadlines for confirming or accepting a place at an event.

Application forms and further details can be downloaded from the Research and Development folder on the intranet.

Completed applications, including copies of abstracts in support of applications, must be sent via e-mail to Esther Moore on ext 6191 or via Trust email or to Peter Wade on ext 6887 or via Trust email – the closing date is August 31.

Trust doctor's African experience

Dr Nneka Nwokolo, a Consultant based at the Trust's Victoria Clinic for sexual health, has returned from Nigeria where she spent three months earlier this year working with local healthcare professionals treating HIV positive patients.

She explained: "I was actually born in Nigeria but my family left the country when I was six months old and, although we went back so I could go to High School there, this was the first time in 20 years that I had returned.



■ **Dr Nneka Nwokolo**

"I took a three-month sabbatical from the Trust to work on a University of Maryland project to roll out anti-viral treatment by training local doctors and other professionals in prescribing these drugs and managing both the condition itself and complications."

Nigeria is a country with a population of 160 million people, and huge extremes of wealth and poverty, and there are no reliable statistics about the prevalence of HIV although estimates suggest at least 5% of the population are living with the virus including many newborn babies.

Dr Nwokolo said: "This trip really brought home to me how lucky we are in this country and how much we take for granted because Nigeria has no state-funded health service and so people were incredibly grateful for the smallest amount of treatment we could provide through the University of Maryland project, because it was free.

"Going to Nigeria was a fantastic experience and definitely something I would like to do again at some stage, although perhaps in a different country because there is so much demand for the help of HIV doctors throughout Africa."

Learning Curve success

Congratulations to staff working in the Learning Curve who for the second year running have received a Grade A accreditation for being an excellent European Computer Driving Licence (ECDL) test centre.

ECDL is an international IT qualification which is now the NHS benchmark for basic IT skills.

The accreditation was awarded in May by the British Computer Society, which carries out annual checks on all ECDL test centres to safeguard quality standards.

Some of the rigorous checks included assessing test procedures, the quality of service provided, health and safety standards in the Learning Curve and accurate completion of paperwork. A sample of ECDL candidates were also interviewed before the accreditation was awarded.

The training is run by Rona Davis, Learning Curve Advisor, and Claire Sparkes,

Learning and Development Co-ordinator.

Maxine Foster, Director of Human Resources said: "It can be a challenge to maintain the best possible accreditation, so well done to Rona and Claire for maintaining such a high standard. This is an important element of our learning and development strategy."

Currently, 73 staff from all areas of the Trust are studying for an ECDL qualification. The average pass mark per module is 89%.

For more information on how you can study for an ECDL qualification, please contact Claire Sparkes on ext 8807 or via email at claire.sparkes@chelwest.nhs.uk



■ **Pictured in the Learning Curve with Rona Davis (2nd right) and Claire Sparkes (3rd left) are Trust staff currently doing their ECDL qualification - Roberto Gregorio (Medical Records Clerk), Rafael Sanchez (Physiotherapy Administrator), Dan Purnell (Resuscitation Officer), Derek Soppitt (IT Help Desk Support Worker) and Wilbert Baptiste (Accounts Payable Officer - seated)**

Ophthalmology course proves popular with GPs



The first 'The Eye and the Beholder' ophthalmology training course for GPs took place at the Trust in June.

It was organised by Mr Nigel Davies, Trust Consultant Ophthalmologist, the Postgraduate Centre and Mr Sher Aslam, Ophthalmology SHO, now at the Western Eye Hospital. The course attracted more than 40 people.

Patients were examined during the afternoon workshop session and topics covered included 'red eye' and 'acute visual loss'.

■ **Pictured on the afternoon are Ksenya Kirnitski, Deputy Postgraduate Centre Manager (4th left) Mr Nigel Davies (3rd right) and course attendees (left to right) Poonam Chouhan (Trust SHO), Anjlee Sheth and Sneha Wadhvani (GP Registrars) and Carol Tang, Thomas Das and Saima Choudhry (Trust SHOs)**

Personal Effectiveness for Administrators

A total of eight Trust staff successfully completed the first 'Personal Effectiveness for Administrators' course run at Chelsea and Westminster.

Run one day a month over seven months, this new training programme focuses on providing administrative staff with the tools and techniques to improve their personal skills and develop confidence through enhanced self-awareness.

Workshop topics included creative thinking, networking, assertiveness, working in teams, developing relationships through an understanding of behaviour types, emotional intelligence and managing perception.

The programme is offered as an endorsed award from the Institute of Leadership and Management and will be running again in September – anyone interested in undertaking the course should contact the Learning Resource Centre on ext 8835.

Congratulations to all those who completed the course.



■ **Back row - Gerard Marusiak, Nigel Grant, Lee Ann Taylor, Vickie Imo, Christine Sparkes and Tanya Lewis. Front row - Desiree Cox, Fiona Caldwell, Sara Perry and Patsy Pascall**

Netball league proves a big hit

A netball league set up by physiotherapist Helen Powell, who only started working at Chelsea and Westminster earlier this year, has already attracted 60 staff from across the Trust.

They started playing every Monday night from 7 to 9pm

in Battersea Park in May and six teams from various professions and various wards and departments now play every week.

Helen, who currently works in the multi-disciplinary stroke team on Nell Gwynne Ward as part of her rotation around different

areas of the Trust as a newly qualified physiotherapist, set up the league because she wanted to do some exercise but found running boring!

She said: "I hadn't played netball since school but I wanted to do some regular sport and so I emailed colleagues in the therapies

department and then more widely to see if anyone else was interested in playing netball after work.

"I got a much better response than I was expecting and we've got players from all over the Trust involved – it costs just £10 for 10 weeks which is pretty reasonable.

"It's taken up more of my time than I was expecting, I spend more or less every lunchtime helping to organise the weekly sessions, but it's been really enjoyable."

If you are interested in joining the netball league, contact Helen Powell on ext 8064 or bleep 0319 – men as well as women are welcome.

Are you involved in organising a sports team or league in the Trust? Tell *Trust News* all about it so staff from across the Trust can find out more – contact Matt Akid on ext 6828 or Jeanette Albert on ext 6829, or via Trust email.



■ *Players in the Trust's netball league*

Volunteers News

The first in a regular series of Trust News articles about the hospital volunteers who help make such a difference to the Trust.

Virginia Llewellyn will be a familiar face to many Trust staff because she is one of the volunteers who are based on the main reception desk at Chelsea and Westminster to help welcome visitors to the hospital.

She says: "It has been a joy to be a volunteer at the front desk because I like the fact that I can help people when they come here at what is often a very stressful and worrying time for them whether they are a patient or a friend or relative.

"It is nice to know that sometimes we can make a real difference to someone's experience of the hospital by taking the time to help and I consider myself very lucky to be doing something I enjoy so much."

Virginia and her fellow volunteers are at the frontline of hospital life and, because

first impressions often count for so much, they play an important role in ensuring that our visitors' experience of Chelsea and Westminster is positive.

They direct visitors to wards and departments, and even take visitors to where they need to get to if they need some help, answer questions and are also trained on the hospital computer system so they can answer queries from telephone callers about clinic appointments and whereabouts in the hospital patients are being looked after.

Virginia adds: "It is also



■ *Volunteer Virginia Llewellyn helps deal with another telephone enquiry*

wonderful to work with so many young people in the hospital whose lives are much more exciting than mine! And I really value the fact that the security staff we work with on reception treat me as one of the team.

"Of course, you get to know faces and even names of people who have to come to the hospital regularly, for whatever reason, and I must confess that I particularly enjoy seeing the babies

growing up!"

• If you would like *Trust News* to write about a volunteer who helps make a difference to your ward or department, contact Matt on ext 6828 or Jeanette on ext 6829.

Anyone interested in becoming a volunteer at Chelsea and Westminster should contact Cinzia Giammarchi, Volunteer Liaison Manager, on ext 8480.

A big thank you to respiratory department patient

A patient who has been cared for by the Trust's respiratory team has generously raised charitable funds towards the department's research development.

Matthew McMillan, who is treated by a team including Consultant Dr Suveer Singh, returned to the Chelsea and Westminster with his son Cameron in early June for the handing over of an official plaque to celebrate their contribution.

Thanks to Mr McMillan's generosity, the respiratory department has been able to part-fund a research nurse to co-ordinate studies which include an exciting potential new treatment option for patients with asthma at Chelsea and Westminster.

The therapy, bronchial thermoplasty, involves a bronchoscopic radiofrequency ablation technique to reduce airway construction and potentially decrease maintenance treatment by steroids.

Dr Singh said: "We are very please that Mr McMillan is making good progress, and is happy with the care provided by the department. We are indeed grateful to him and his son Cameron for their generosity which will help us pursue clinical research into respiratory disorders."



■ Dr Felix Chua, Dr Paul Beirne, Dr Belinda Lee, Cameron McMillan, Dr Gary Davies, Matthew McMillan, Dr Suveer Singh, Ellen Govier and Dr Pallav Shah

Friends fund photographic equipment

The Friends of Chelsea and Westminster Hospital have once again lent a helping hand, this time boosting the Trust's care for patients recovering from burns injuries with the donation of a much-needed digital camera and photographic printer.

Brierley McCarten, Occupational Therapist explained: "The camera is used to

take photographs of patients who have received scars after a burns injury. Typically after a period of two years, a scar changes and it is good to track this visually to review treatment and to keep in a patient's records.

"Photographs are taken every two months. When a patient sees a picture showing the improvement in their scars, they are amazed.

"Previously, we had nothing in the department to visibly monitor treatments, so it is great to have this equipment. The Friends really have made a huge difference to patient care and the department and we are extremely grateful."

■ Pictured with the digital camera and photographic printer are Friends Chairman Lady Smith-Gordon, Lamya Bouhali (Burns Therapy Technical Instructor) and Councillor Frances Taylor who is also a member of the Friends



Burns team present poster at national conference

A multi-disciplinary team from the Chelsea and Westminster Burns Unit – including a surgeon, anaesthetists, nurses, dietitian, play specialist and an anaesthetic nurse - attended the British Burns Association's annual scientific conference in Dublin.

Dr Zulkifli Hanafiah, Dr Olivera Potparic and Sister Nicky Lucas presented a poster entitled 'Analgesic use and pain scores in patients with burns in relation to the burn size', which was the result of an extensive audit undertaken in the Burns Unit.

The poster was well received and viewed with much interest. One of the conclusions has been that small burns

are as painful as large burns.

The conference was an excellent opportunity for members of our multi-disciplinary team to network with other

burns services throughout the British Isles. These meetings are a vehicle for new research, and presentations are in the format of lectures and posters.

The social aspect of the conference was also very enjoyable – the welcome party was held in the State rooms of Dublin Castle, and was hosted by the Deputy Prime Minister and Secretary of State for Health. The conference dinner was held at the Guinness storehouse and museum, and included free tasting of Guinness.

■ Dr Olivera Potparic, Nicky Lucas and Dr Zulkifli Hanafiah present their poster at the British Burns Association's annual scientific conference



Andrea and Fiona jog in a good cause

Cardiology Nurse Specialists Andrea Feegrade and Fiona Milligan took part in the Hearts First Jog at Canary Wharf on June 7.

Everyone taking part in the event walked, jogged or ran round an optional number of laps of the route.

This major fundraising event raises money for the British Heart Foundation to help the charity continue the fight against heart disease which is still the UK's single biggest killer disease.

Andrea and Fiona completed a 12 kilometre jog to raise more than £400 for the BHF.



■ *Fiona Milligan and Andrea Feegrade*



■ Janette Reddick has rejoined the Trust as Paediatric Diabetes Nurse Specialist. She previously worked at the Trust on Jupiter Ward and in Paediatric A&E.

Prior to coming back to the hospital, Janette worked at Ealing Hospital as a Paediatric Diabetes Nurse in their community team.

Based behind Paediatric Outpatients, Janette can be contacted on bleep 4415 and ext 8128.

■ *Amanda Pritchard, formerly Director of Strategy and Service Development at Chelsea and Westminster, is due to return to the Trust as our new Deputy Chief Executive.*

She will rejoin the Trust in September to help strengthen the Trust's senior management team.



■ Patricia Dopheide has started a new role as Macmillan Clinical Specialist Occupational Therapist in palliative care.

This is a new post, shared jointly between Chelsea and Westminster Hospital and Kensington and Chelsea PCT, which will allow Patricia to help manage the care of palliative care patients with specialist needs both in hospital and in the local community.

She will also work closely with the local community team from Trinity Hospice in Clapham.

Patricia has worked for the Trust for more than four years, most recently as a Senior 1 OT in medicine, before her promotion to this clinical specialist position.

■ *Welcome to Nicola Sirin who joins the Trust this month as Infection Control Practitioner from Kingston PCT where has been working as an Infection Control Nurse for the past 16 months.*

She has nursing experience across a range of acute and primary care settings in London and first developed her interest in infection control as a link professional in her previous post in assessment and rehabilitation at West Middlesex Hospital.

Nicola is currently undertaking a BSc (Hons) degree in health protection which includes aspects of both infection control and health protection.



New Assistant General Managers

Two new staff have joined the Trust as Assistant General Managers for the Women and Children's directorate.

Oliver Campbell-Smith, who is the AGM for paediatrics, and Ellie Wilkes, who is the AGM for obstetrics, gynaecology and neonatology, both started their careers at Chelsea and Westminster on May 8.

Oliver previously worked on the Better Healthcare Closer to Home project at Epsom and St Helier University Hospitals NHS Trust.

Ellie joined the Trust from St George's Hospital, Tooting, where she was Business Manager for acute medicine – she has been working for the NHS for just over three years.

In the HIV/GUM directorate, John Pickett has been appointed as Assistant General Manager to cover Claire James' maternity leave where he will work closely with General Manager Debbie Richards who joined the Trust earlier this year.

Congratulations to Oliver, Ellie and John on their new roles.

Camille Hair Design

2nd Floor, Lift Bank D

Opening hours:

Tue-Fri 9.30am - 5.30pm

Saturday 10am - 4pm

Evening appointments by prior arrangement

10% discount to staff upon production of valid ID badge

Call ext 8681 or
020 8746 8681 if calling
from outside the hospital

Fond farewells



■ **Philip Holmes (far right), together with Ulla Kamara and Kieron Hudson of ISS-Mediclean, promote healthy eating in the Trust**

Best wishes to Philip Holmes, Facilities Manager for Soft Services, who left the Trust in June to take up a new challenge as Assistant Director of Facilities at the Royal Free Hospital in Hampstead.

He said: "I'm looking forward to starting my new job but I am really sad to be leaving such a great set of people at Chelsea and Westminster because this has been a thoroughly enjoyable place to work."

During his time at Chelsea and Westminster, Philip proved particularly adept at getting plenty of coverage in *Trust News*.

His ability to get his photo in almost every edition has generated plenty of comments so we thought it only right and proper to reproduce the photo for which he probably doesn't want to be remembered.

He dressed up in a frankly

ridiculous costume, together with Ulla Kamara and Kieron Hudson of ISS-Mediclean, to promote the Trust's new healthy star menu scheme – so at least it was in a good cause!

■ **John Broughton**, Facilities Manager for Technical Services, has also left the Trust to start a new job as Estates and Facilities Manager at Moorfields Eye Hospital.

He said: "I am sorry to leave because this is a lovely hospital to work in but I'm looking forward to a new set of challenges at Moorfields."

John led an energy saving awareness campaign at Chelsea and Westminster this year to encourage staff to 'think green' by switching off lights that are not needed, making sure computers are turned off and reporting dripping taps and leaks.

■ We also wish all the best to **Alison Crombie**, Acting Assistant Director of Nursing here at Chelsea and Westminster since June 2005, who has taken up a new post at Barking Havering and Redbridge Hospitals NHS Trust in Essex.

Farrough retires after 35 years

■ **After 35 years of service, Neonatal Unit Staff Nurse Farrough Zakariaee said farewell to the Trust when she retired in June.**

Farrough worked at our predecessor hospitals, Westminster and the West London, and she completed her nurse training at St Stephen's Hospital.

At her retirement party, Heather Lawrence, Chief Executive gave a speech about Farrough and presented her with a leaving gift. Farrough says that she will miss all her friends at Chelsea and Westminster, and of course the babies who are looked after in the Neonatal Unit, and she will always have fond memories of the hospital.

Kathryn Mills, NICU Senior Sister said: "Farrough has been a kind and supportive colleague, who will be dearly missed by us all. The team wish her all the very best."

Farrough will spend the first weeks of her retirement on holiday in Los Angeles before visiting family in Miami, Florida.



■ **Farrough Zakariaee (far right) at her Trust retirement party with Chief Executive Heather Lawrence (second right) and Lyn Ronnie (NICU Clinical Nurse Lead), Sue Nderitu (NICU Sister) and Joyce Small (NICU Staff Nurse)**

Obituary

■ **Catherine Bola Adeniran, ISS Mediclean Housekeeper at the Trust since August 1999, sadly passed away on June 4 at the age of 39.**

While at the Trust, Catherine worked on Lord Wigram Ward, in the Nurses Residence at Doughty House and various offices on the lower ground floor of the main hospital building.

Catherine was buried on Thursday June 22, and she leaves behind a daughter and a two-year-old grandson.

Trust staff, ISS Mediclean and Haden



employees collectively raised more than £1,000 for Catherine's family.

Tony Okoye, Deputy Housekeeping Manager said: "Catherine was a friendly, humorous, hard-working and dedicated team player who will be missed by all of her friends and colleagues at the Trust."

Do you have a story for *Trust News*?

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

Whatever your news, we want to hear from you – call Jeanette Albert on ext 6829 or Matt Akid on ext 6828.

Trust News - you have your say!

Thank you to everyone who completed the *Trust News* survey which was included in our May edition – this is your staff magazine and we wanted to find out what you like about it, what you don't like it and how we could improve it.

Your responses were largely positive, which means we must be doing something right, and you also came up with some great ideas to make it a better magazine.

You can read more about the results of the survey below – and how we are responding to your comments and suggestions to improve *Trust News*.

And don't forget that we always welcome your story ideas for future editions of *Trust News* and any feedback you have on the magazine – you can contact Matt Akid on ext 6828 or Jeanette Albert on ext 6829, or via Trust email.

Congratulations to Edna Tungol, Senior Staff Nurse on Edgar Horne Ward, who was the lucky winner of our prize draw to win £20 of House of Fraser vouchers – everyone who completed the survey and returned it to the Communications department was entered in the prize draw.

Survey results

How would you rate Trust News as a staff magazine?

Excellent	28%
Good	54%
Average	15%
Poor	3%

How often do you read Trust News?

Every month	82%
Every few months	15%
Once or twice a year	3%

How much of Trust News do you usually read?

All of it	34%
Most of it	34%
About half of it	26%
Hardly any of it	6%

How do you receive Trust News?

Display racks	37%
Internal mail	34%
From manager/colleagues	10%

* some staff ticked more than one option on this question

Staff room 20%

Is it difficult to get hold of a copy?

No 100%

Likes and dislikes

We asked staff completing the survey to tell us what they particularly liked about *Trust News* as well as their pet hates and ideas to improve the magazine.

Most of the positive comments, which outweighed the negatives, reflected the fact that *Trust News* helps keep staff up-to-date with what's happening in all areas of the Trust, is easy to read and gives recognition to staff who achieve something special.

You singled out a couple of

sections of the magazine as the bits that you always turn to first – Staff News because it profiles new staff joining the Trust and Heather's View because you felt our Chief Executive's column is positive and motivating for staff.

Your number one pet hate was seeing some of the same staff faces in *Trust News* every month – we've taken your comments on board for the future.

Thank you for your ideas to improve *Trust News* – lots of you said you would like to see the work of a different ward, department or team highlighted each month, and we've already acted on your comments by establishing this as a regular feature.

We focused on the Pre-operative Assessment Team in our June edition and this month it's the turn of Endoscopy – if you would like to see the spotlight fall on your team, contact Matt Akid on ext 6828 or Jeanette Albert on ext 6829 (or email us).

Another suggestion was for a contents page to help you find what you want to read in the magazine more easily – we have introduced it in this month's magazine.



■ Edna Tungol, winner of the *Trust News* survey prize draw

Diary dates

Cetacean Impressions, a collection of elm wood prints by Julian Meredith, will be displayed in a Hospital Arts exhibition in the C&W Gallery from July 10 to September 19

July 2-8: Alzheimer's Awareness Week

More information from the Alzheimer's Society at www.alzheimers.org.uk

July 3-8: Twins, Triplets & More Week

More information from the Twins & Multiple Birth Association at www.tamba.org.uk

July 6: Trust Board

Boardroom, lower ground floor, 2pm

July 6: Daby Balde play traditional Fula music from North Africa in The Mall on the ground floor from 1 – 1.45pm

July 6: Time Management

Training course run by the Learning Resource Centre – contact ext 8807 or 8835 for information or a nomination form

July 7: Team Briefing

Boardroom, lower ground floor, 9am – all staff welcome

July 13: Opus 4 classical quartet play in the Mall on the ground floor from 1 – 1.45pm

July 19: Personal Development Review

Training course run by the Learning Resource Centre – contact ext 8807 or 8835 for information or a nomination form

July 9-15: National Transplant Week

More information from Transplants in Mind at www.transplantsinmind.co.uk

July 27: Cancer and palliative care team awareness event

Academic Atrium, lower ground floor, 10am-4pm – all staff welcome

Cancer and palliative care awareness event

The Trust's cancer and palliative care team are holding an event to raise awareness among staff of their services on Thursday, July 27.

There will be a number of different stands in the Academic Atrium on the lower ground floor from 10am to 4pm – including details of cancer education and training opportunities for nurses, the chance to find out about the work of therapists in cancer services and the Macmillan Cancer Information Centre.

And there will also be a special focus on the Liverpool care pathway for the care of the dying which has already been rolled out across the medicine directorate and is now being extended to the surgical directorate.