



Grant Mallon (Gastrostomy Nurse Specialist) with young patient Adrijus

## Children's Sunshine Appeal launched

A major fundraising appeal is being launched to help the Trust achieve its vision of providing world class children's services following our designation as the lead centre for specialist paediatric and neonatal surgery in North West London.

NHS funding of £40 million has already been committed to redevelop Chelsea and Westminster Hospital by building a two-storey extension including new paediatric operating theatres and inpatient facilities.

The Children's Sunshine Appeal aims to raise an additional £5 million to help our staff to provide the very best services to children and also enable the purchase of innovative art to create a healing environment.

It is being launched this month by Chelsea and Westminster Health Charity whose purpose is to help improve the health of the people of Westminster, Kensington and Chelsea, Hammersmith and Fulham, and Wandsworth.

Gary Lawson, Chief Executive of Chelsea and Westminster Health Charity, says: "More than 85,000 children are treated at Chelsea and Westminster Hospital every year and the Children's Sunshine Appeal aims to ensure that they have the best possible experience of the new paediatric unit currently being developed."

Dr Martin Brueton, Chairman of the Children's Hospital Trust Fund, has added his support by saying: "I welcome the launch of the Children's Sunshine Appeal which provides an exciting context for our STAR Appeal to raise £1.5 million for a paediatric surgical robot."

The Children's Sunshine Appeal target of £5 million includes the £1.5 million for the surgical robot.

Heather Lawrence, Chief Executive of Chelsea and Westminster Hospital NHS Foundation Trust, adds: "I am excited that the Charity is launching this fundraising appeal to support our redevelopment which will improve services for patients. I would urge all staff, patients and our local community to support the Children's Sunshine Appeal because money donated to the appeal will enable us to go the extra mile for children and their families."

Come and find out more about the Children's Sunshine Appeal at this month's Christmas roadshows (see below for dates).

To find out how you can get involved in the Children's Sunshine Appeal, please contact Rick Holland (Director of Development, Chelsea and Westminster Health Charity) on 020 3315 6614 (x56614) or email [rick.holland@chelwestcharity.org.uk](mailto:rick.holland@chelwestcharity.org.uk). See [www.childrensunshineappeal.org.uk](http://www.childrensunshineappeal.org.uk) for more information.

## Christmas 2010 at Chelsea and Westminster

There are plenty of chances to celebrate the festive season at Chelsea and Westminster Hospital this year.

The **Christmas Cheer Awards** are back which means this is your chance to nominate someone to thank them for their contribution to the life of the hospital and patient care. The awards are open to everyone and are held each year to recognise staff and volunteers who bring a cheerful, positive attitude to their work.

The deadline for nominations is **Friday 10 December at 3pm**—a nomination form is included on the back page of this edition of *Trust News* or you can print off a copy from the intranet.

Alternatively, come along to one of the **Christmas roadshows** being held on the Ground Floor of the hospital.

Visitors to the roadshows can enjoy refreshments while they fill in a nomination form and also pick up a copy of the Chelsea and Westminster 2011 desk calendar. The calendar is free and features beautiful images of some of the artworks and architecture featured within the hospital building.

Chief Executive Heather Lawrence will present the awards at a special ceremony at 3pm on Thursday 16 December in the Academic Atrium.

The Friends of Chelsea and Westminster Hospital are supporting the **Best Decorated Ward** competition. Once again cash prizes of £100, £75 and £50 are up for grabs for the best decorated wards, departments or units.

The deadline for entries is **Tuesday 14 December at 12 noon**—a nomination form is included on the back page of this edition of *Trust News* or you can print off a copy from the intranet.

A panel of judges will visit areas that enter the Best Decorated Ward competition on the morning of Thursday 16 December and more details will be publicised throughout the hospital nearer the time.

Don't miss out on all of the festive events taking place in and around the hospital this month—see the back page of this edition of *Trust News* for this year's Christmas programme.

This is the last edition of *Trust News* in 2010—the first edition of 2011 will be a joint January/February publication.

### Christmas roadshow dates Main Atrium, Ground Floor

- Tuesday 7 December, 12 noon–1pm
- Thursday 9 December, 8–9am
- Friday 10 December, 1–2pm

# Season's greetings to everyone and best wishes for 2011



## Quick bites

### Friends Christmas cards available

The Friends of Chelsea and Westminster Hospital Christmas cards and raffle tickets are now available from the Friends stall on the Ground Floor or you can view the cards and download an order form at [www.friendsofchelseaandwestminsterhospital.org.uk](http://www.friendsofchelseaandwestminsterhospital.org.uk).

### 'Learn Online' now being piloted

All staff will soon to be able to do more of their mandatory training online as an alternative to face-to-face training when a new system is introduced.

'Learn Online' amalgamates three systems currently used by different groups of staff in the Trust to access e-learning—it is currently being piloted by doctors, nurses and midwives, and Staffbank employees.

'Learn Online' is easy to use, accessible from home or work at your own pace, and support will be available as it is rolled out Trustwide. More than 160 different courses will be available including Equality & Diversity, Child Protection and Infection Control.

### Team Briefing dates 2011

Chief Executive Heather Lawrence and the rest of the Executive team hold monthly face-to-face Team Briefing sessions at 9am on the first Friday of each month in the Boardroom on the Lower Ground Floor.

All staff are welcome. Divisions must ensure that appropriate staff attend to ensure an effective communication cascade of Team Briefing. All line managers should use the briefing as the basis for ensuring that their staff are well informed.

Team Briefing dates for 2011 are as follows:

- |              |               |
|--------------|---------------|
| • 7 January  | • 1 July      |
| • 4 February | • 5 August    |
| • 4 March    | • 2 September |
| • 1 April    | • 7 October   |
| • 6 May      | • 4 November  |
| • 3 June     | • 2 December  |

### Foundation Trust elections

Elections to the Council of Governors were held in November—results for contested constituencies where ballots were held are published at [www.chelwest.nhs.uk](http://www.chelwest.nhs.uk), they were not available for inclusion in this month's *Trust News* before we went to press.

Congratulations to three candidates elected without ballots in uncontested constituencies—**Henry Morgan** (Public: Wandsworth Area 1), **Melvyn Jeremiah** (Public: Westminster Area 2) and **Kathryn Mangold** (Staff: Nursing & Midwifery).

### Staff awards

Congratulations to **Dr Jeremy Lewis**, Consultant Physiotherapist, who was nominated for the Chartered Society of Physiotherapy Award for Excellence in learning, teaching and development and also to **Dr Simon Barton**, Clinical Director of HIV & sexual health services, who was named in the Britain's Top Doctors list published in *The Times* in November.

### Training for Innovation (TFI) workshop

Training for Innovation (TFI), which is based at Chelsea and Westminster Hospital, is holding a stakeholder workshop at the Institute of Physics in Portland Place on Tuesday 14 December—all Trust staff are welcome to attend this free event.

If you would like to attend, please contact [vickie.imo@chelwest.nhs.uk](mailto:vickie.imo@chelwest.nhs.uk) with your name, job title, email address and contact telephone number.

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



I was delighted to have the opportunity to meet some of our healthcare assistants last month at one of their regular meetings, which I was kindly invited to attend.

Healthcare assistants carry out many different roles in our hospital and I have always spoken about how much I value their contribution to patient care, but having reflected on my conversations with them, I continue to be humbled by their caring attitude and approach to their work.

I was particularly struck by one comment made by one of the healthcare assistants, who said she always sets out to make sure the patients she looks after feel as comfortable and cared for as the people she invites into her own home. It is this dedication to patient care and genuine desire to make sure our patients have a good experience which is what we should all be striving for.

I was also pleased to hear about the success of the recent The Productive Operating Theatre (TPOT) visioning event. It was good to see staff from many different areas of the hospital at the event and it reminded me that the responsibility for running a productive and efficient theatre service doesn't rely on one department, ward or staff group—it is a team effort.

The Board recently approved the Trust's corporate objectives for next year—relating to quality and ensuring financial and environmental sustainability.

To be more sustainable we have started a major programme of work to become more efficient including replacing the existing generators and switchgear. However, it will be the project to install combined heat and power which will bring the most rewards.

Of course all of this runs alongside the ongoing work to make savings at all levels and I'm really pleased with the progress we've made so far, however the problem doesn't go away and we need to be vigilant and maintain the momentum.

When I talk about QIPP (Quality, Innovation, Productivity, Prevention), all of these elements—excellent patient care, looking for improvements or new ways of doing things, and challenging ourselves to become more efficient—are examples of the types of things I'm referring to.

We should always reflect on what we've achieved and value what we've done, but at the same time we need to continue looking forward.

There is a large amount of change happening at Chelsea and Westminster at the moment, for the benefit of our patients. I appreciate that this will be more difficult for some staff, particularly those whose roles might change, however we shouldn't be afraid. It's often during unsettling times that we learn the most about ourselves and open ourselves up to new opportunities and challenges. The Trust is committed to working with staff through these changes.

Finally, I would like to thank each and every member of staff for your ongoing commitment and hard work this year and wish everyone a Happy Christmas and a peaceful and happy New Year.

## What do patients say about Chelsea and Westminster?

### Instant feedback

Each month *Trust News* includes a round-up of all the feedback received from patients, both positive and negative, to help make staff aware of what patients are saying about us.

In the last month, patients have praised the staff working in our sexual health clinic 56 Dean Street. However, some patients have raised concerns about a lack of communication around care plans, appointments and results.

### Letter of the month

The M-PALS team receives hundreds of letters from patients commenting on their care at Chelsea and Westminster and every edition features one of those letters to help share this feedback.

If you would like to share your experience of the hospital, whether it was positive or negative, please fill in a comment card or write a letter and hand it in at the M-PALS office which is located on the Ground Floor

*I was admitted to Chelsea and Westminster and stayed a week on Edgar Worne Ward under the care of Dr Kennedy's Neurology team.*

*I wanted to write to you to compliment you on the excellent care I received from your staff, nurses, doctors and physiotherapists. I would also like to mention the housekeeping staff and porters who were all very hardworking, efficient and friendly.*

*All of the staff who worked on the ward were marvellous and I felt in safe and very capable hands with them.*

*I would particularly like to mention some of the nursing staff who looked after me: Staff Nurse Violet, Comfort, Eric, Maureen, Margaret, Ann, Bettina and Ernestine from the assessment ward I was on for the first night, all of whom were exceptional.*

—BB

## Web watch



Almost 40,000 people now visit [www.chelwest.nhs.uk](http://www.chelwest.nhs.uk) every month which means that our website is a major source of information for patients, visitors and people interested in working at Chelsea and Westminster.

The site is currently being revamped by 'web editors' in different areas of the Trust to improve the quality of information that we provide about Chelsea and Westminster online. Now the website Homepage—which most visitors to the site will access before navigating their way to the information they are interested in—has been completely overhauled and new features added:

- A direct link to the latest edition of *Trust News*
- A direct link to the *Putting Patients First* section which keeps patients, visitors and our local community fully informed about the redevelopment of the hospital
- A 'Latest news' ticker with links to the latest news stories about Chelsea and Westminster
- A 'Find us' section with easy-to-use location maps for not only Chelsea and Westminster Hospital but also West London Centre for Sexual Health, 56 Dean Street and the South Westminster Centre for Health

## Hand hygiene watch



The hospital increased its hand hygiene compliance to 89% during October according to audits conducted by the Trust's Infection Control Link Professionals (staff who are responsible for infection control in their areas of the hospital).

The result is an improvement on the 86% achieved during September.

Congratulations to the following wards and departments who achieved 100% compliance during October:

- Phlebotomy
- Preoperative Assessment
- Theatre Sterile Services Unit
- David Erskine Ward
- Medical Day Unit
- Chelsea Wing
- Outpatient Department 4
- John Hunter Clinic
- Assisted Conception Unit
- Annie Zunz Ward
- Antenatal Outpatient Department

Visitors to the hospital can contribute to high standards of hand hygiene by using the hand gel which is widely available throughout the hospital.



# Meet the Team: Portering Department



**E**very ward and department contributes to the life of Chelsea and Westminster Hospital in their own way, but there's one team of people in particular who quite literally keep the hospital moving—the Portering Department.

The department functions 24 hours a day, seven days a week and in a single day will move more than 500 patients, 300 pieces of equipment and 2,000 sets of medical notes. They also receive, sort and deliver an impressive 22,500 letters and parcels each day.

It shouldn't therefore come as a great surprise to learn that on average, each member of the portering team will walk between eight and 10 miles a day.

Operations Manager Tony Clements says that the team also manages the 15,000 ad hoc portering requests that are placed via the helpdesk every month, which also takes calls for other departments within the Facilities Directorate.

Tony says: "There are 76 porters in the team and together they run a vital service which never stops working. The job is both varied and challenging, but is also very rewarding.

"We're really proud of the services we provide and we often not only achieve, but regularly exceed, our service level performance targets. The average portering job is completed within half an hour of the request being received.

"We all try hard to live up to and maintain the reputation we have earned over the years.

"Moving patients around the hospital is one of our most important roles and this not only includes transporting patients within the hospital, but also those who arrive at main reception or through the patient transport service.

"Each day around 110 patients need to be collected from the patient transport department and taken to the relevant clinic or ward.

"In addition to providing the obvious portering services, we're also responsible for supporting many departments within the hospital such as the Theatre Sterile Services Unit and the Medical Equipment Library with whom we work closely to ensure that all medical equipment is properly tracked and that it gets to the correct place on time.

"We also have a dedicated Theatre Team who work closely with Main Theatres, Paediatric Theatres and the Treatment Centre to ensure they have all the instruments and equipment they need and that items such as operating tables are set up properly."

Another important role the porters carry out is delivering blood supplies throughout the hospital, a task that needs to be completed within a very short timeframe.

Blood supplies have to be transfused within 30 minutes of being removed from designated storage refrigerators, so the porters must ensure this happens—as well as making sure all the relevant documentation is compliant—to prevent any costly wastage of blood supplies.

Tony adds: "The department is also responsible for managing the different types of waste produced by the hospital—such as clinical, domestic, recyclable and confidential—about 110 tonnes each month, which needs to be collected, segregated and properly consigned for disposal.

"This in itself is a huge job, but we also work closely with departments to help them reduce the amount of waste they produce

and in turn contribute to the reduction of our carbon footprint and of course the cost of the hospital's waste disposal services."

The team also operates the hospital's 'snack box' service for wards so that if a patient misses the routine meal times, the ward can request a snack box to be delivered.

"However, while much of what we do is quite practical and hands on, we also recognise that with such a high level of patient contact we play a huge part in helping patients have as positive an experience as possible.

"Coming to hospital can obviously be a stressful time and many of the patients appreciate the opportunity to chat to the porters as they help them move around the hospital.

"Patients and relatives often comment that they appreciate how approachable and friendly our porters are and how they value the fact that we actually speak to them as individuals.

"More importantly though, the porters enjoy having the chance to speak to patients and it's genuinely one of the best parts of the job."

**60  
second  
interview**



## The Revd Sharon Connell Chaplain, Multi Faith Chaplaincy

### What is your most treasured possession?

Photographs of family, friends, special times and places I have visited.

### Where did you go for your last holiday?

County Donegal in North West Ireland with its wonderful Atlantic coastline and beautiful sunshine.

### What is your favourite film and why?

I have many favourites which are remembered for different reasons and times of my life—so maybe Sister Act as at that time I had the title 'Sister' and someone secretly put the poster advertising the film on my office door.

### If you could have chosen a different career?

Stand up comedy or I would have liked to have worked in the travel industry with unlimited expenses and no time limits.

### How do you relax?

As I have just finished my Masters, relaxing is now back on my agenda—so going to the cinema, cooking, spending time with family and friends and having a good giggle!

### Which talent do you wish you had?

The ability to multi-task without anyone being able to notice I was doing it.

### Which public figure do you most admire?

I wouldn't like to put anyone on a pedestal because it is too easy to fall off! I admire different things in a variety of people, famous or not. I've admired Nelson Mandela for many years as he has fought for justice and the right of every human being. The day he was released we were in Zimbabwe and the celebration and partying was fabulous.



# Review of 2010

**I**t's been another busy year at Chelsea and Westminster Hospital.

We've won awards, hosted politicians and royalty, created new services and launched the first major redevelopment of the hospital since it opened—all in the middle of one of the most significant economic downturns seen for many years.

In this year's final edition of *Trust News* we look back at just a few of the highlights of 2010.

## January

### David Cameron visits Maternity Unit



**T**he then Conservative Party leader and now Prime Minister David Cameron visited the Maternity Unit at Chelsea and Westminster hospital on Sunday 3 January to meet new mothers and staff.

He spent time on Ann Stewart Ward, the hospital's postnatal ward where new parents spend time with their babies before going home. Mr Cameron was accompanied by Andrew Lansley who was then the Shadow Health Secretary.

### Quality and efficiency campaign launched

**A**pril saw the launch of a new *Fit for the Future* campaign to help set out the challenges facing the hospital as a result of difficult economic times—and the role that staff play in shaping the future of the hospital. The campaign outlined major Trustwide initiatives including:

- Maintaining and improving the quality that patients experience while delivering 10% cost savings in 2010/11
- Encouraging staff to think about how they can do things differently and work more efficiently while delivering high quality patient care
- A major organisational restructure to put frontline clinicians in positions of leadership and responsibility
- Shaping a new future as a specialist hospital with a range of 'local hospital' services
- A major redevelopment of the hospital building

## February

### Mobile clinic launched



**C**helsea football legend John Hollins and his son, BBC presenter and *Strictly Come Dancing* winner Chris, officially launched the new Chelsea and Westminster mobile health clinic at Chelsea Football Club on Sunday 7 February.

We joined forces with the football club to provide a mobile screening clinic on matchdays at Stamford Bridge featuring a range of services including blood pressure checks, weight checks and stop smoking advice.

Dr Rachael Jones, Consultant Physician at the West London Centre for Sexual Health, said: "Men tend not to use health services as much as women which may mean they have shorter life expectancy and higher rates of heart disease, smoking-related illnesses and obesity. We are taking our hospital out into the community to help improve access for all."

Since the launch, the mobile clinic has provided outreach services at many other events including the Notting Hill Carnival and the T4 Stars of 2010 concert.

## April

### Redevelopment begins

**T**he first major redevelopment of the hospital since it opened in 1993 began in April to improve services for patients and secure our future as a specialist hospital with a wide range of local services.

The redevelopment includes a two-storey extension to the main hospital building and some internal works to help achieve the Trust's vision of providing world-class children's services while also developing HIV services. The project also includes:

- New state-of-the-art operating theatres
- Expanded paediatric High Dependency Unit for the sickest children
- Streamlined and improved children's services on a single floor of the hospital
- A new ward for inpatient and outpatient HIV and related cancer care



## March

### HRH The Duchess of Gloucester visits hospital



**H**RH The Duchess of Gloucester visited the hospital and met patients and staff in the Adult Multi-Disciplinary Clinic for Spina Bifida & Hydrocephalus on Thursday 11 March.

The Duchess is a patron of a national charity, the Association for Spina Bifida & Hydrocephalus (ASBAH), which has supported the fortnightly clinic since it was first established. An ASBAH health adviser attends all clinics to give advice to patients and their carers.

Chelsea and Westminster's Adult Multi-Disciplinary Clinic for Spina Bifida & Hydrocephalus is a centre of excellence which cares for approximately 500 patients a year from around the country.

It provides a 'one-stop' health check-up for patients living with spina bifida and hydrocephalus, drawing on the expertise of a range of multi-disciplinary staff.

### 56 Dean Street celebrates first birthday

**S**taff at 56 Dean Street celebrated the first anniversary of the HIV and sexual health centre in March.

Since it opened, the state-of-the-art facility has experienced a year-on-year increase in patient numbers and it is now officially the busiest sexual health clinic in London. The centre moved in March 2009 from Vincent Square, SW1 to Dean Street in the heart of Soho.

Dr Alan McOwan, Service Director at 56 Dean Street said: "The relocated centre has been much more effective at targeting those at greatest risk of the most common sexual health infections.

"Our innovative walk-in instant HIV results service has also proved very popular,

so much so that 56 Dean Street is now responsible for about 20% of all new HIV diagnoses among gay men in London.

"This is important because people who are diagnosed and treated for HIV early on can expect to live at least 10 years longer than those who are tested late."



## May

### Sophie Raworth opens revamped ACU



**B**BC presenter Sophie Raworth opened the revamped Assisted Conception Unit (ACU) during the annual Open Day held on Saturday 8 May.

Sophie said that she was lucky enough not to require fertility treatment but she knew through the experiences of many of her friends how difficult it could be and how much difference the work of staff like those at Chelsea and Westminster can make.

She said: "I will be forever grateful to Chelsea and Westminster for the wonderful care I was given when I had my three children here. It has been an honour to come back today to open the Assisted Conception Unit and I hope you give many more people the chance to get the greatest gift of all—a beautiful baby!"

## June

### Results demonstrate HIV testing success



**A** research study demonstrated that offering HIV tests to patients in the hospital's Emergency Department was accepted by both patients and staff and is successful in detecting new cases of HIV.

The study, which was funded by the Department of Health and the Collaboration for Leadership in Applied Health Research and Care (CLAHRC) for Northwest London, was to assess the feasibility and acceptability to both patients and staff of routinely offering HIV tests in an Emergency Department.

It was carried out over a three-month period and showed that of 3,049 eligible patients offered an HIV test, 2,123 accepted. Of these, four new HIV diagnoses were made and all four patients were transferred to care.



# Review of 2010

## July

### 'Lady in the Mask' backs hospital charity Burns Appeal



**7**/7 survivor Davinia Turrell broke a five-year silence to help support the Chelsea and Westminster Health Charity's Burns Appeal.

Davinia, who was treated in the hospital's Burns Unit for injuries she sustained in the 7/7 bombing at Edgware Road Station in 2005, hadn't previously spoken about her ordeal.

She agreed to lend her support to the Charity's Burns Appeal which is aiming to raise £100,000 over the next two years to fund a Clinical Psychologist post for inpatients on the Burns Unit.

In an interview with the *Evening Standard* Davinia spoke about the "wonderful" care she received at Chelsea and Westminster and why she chose to support the fundraising appeal.

Davinia said: "I am wholly committed to raising funds for the Psychological Screening Project as I know that burns can have many lasting psycho-social effects on people, no matter what the size and location of their injuries and scars.

"I am very honoured and excited that the Chelsea and Westminster Health Charity has asked me to help publicise this appeal."

### Sexual health staff star in documentary

**T**he team of doctors, nurses, health advisers and other staff at the West London Centre for Sexual Health—based at Charing Cross Hospital in Hammersmith but run by Chelsea and Westminster—was showcased in Channel 4's *The Hospital* documentary series on Monday 26 July.

The one-hour documentary was the first in a three-part series examining the relationship between teenagers and the NHS. The film was widely praised in the media and the clinic experienced a significant influx of new and returning patients wishing to use its sexual health services after it was screened.

## October

### Trust wins national award



**T**he Trust was ranked among the top 10 employers for working families in the UK in the Top Employers for Working Families Awards 2010 announced on Tuesday 19 October—the only NHS organisation in the top 10.

To achieve this ranking, the Trust had to demonstrate how family-friendly working practices are embedded into the culture of the organisation.

The awards, organised by the work-life balance charity Working Families, were

judged by a panel of experts and validated by the independent human resource centre the Institute for Employment Studies who created a rigorous assessment process.

Sarah Jackson, Chief Executive of Working Families said: "Winning an award requires a huge amount of dedication, forward thinking and creativity to find solutions that really make a difference to the working lives of parents, carers and their families. Huge congratulations to Chelsea and Westminster Hospital for being recognised as a 'top employer for working families'."

It was the second major national award to recognise the Trust as an employer of choice for staff—we also won the 'Most effective benefits strategy' category of the HR Excellence Awards this summer.

Mark Gammage, Director of Human Resources, said: "Congratulations to the whole HR team and in particular Amber Payne, our Employee Benefits Manager, for her hard work and commitment."

### Urgent Care Centre opens

**A** new Urgent Care Centre (UCC) opened in the hospital's Emergency Department (A&E) on Tuesday 19 October.

The new facility was developed in partnership with local GPs.

Patients now benefit from a faster assessment process and the addition of GP-led care to ensure that they receive the right care in the right place.

The UCC is a 'walk-in' service for patients who come to hospital with minor illnesses and injuries that require urgent attention but that are not critical or life-threatening. The A&E Department continues to treat acutely unwell patients.

The opening of the UCC means that staff in the A&E Department can concentrate on providing care and treatment for those patients who really need their help.

## August

### Work starts on outpatient development

**A** major development of the Lower Ground Floor was started in August to create a new, modern environment for many outpatient services provided by the hospital.

Work started to redevelop a large area of the Lower Ground Floor to accommodate

new outpatient services which will open to patients in their new location in February 2011.

To facilitate the new development, a complex programme of moves—both of clinical services and staff—was also launched.

## September

### School celebrates official opening

**T**he Chelsea Community Hospital School (CCHS) celebrated the official opening of its new premises on Thursday 16 September. The school moved into the new location on the First Floor of the hospital as part of the major redevelopment of the hospital.

It has two classrooms (primary and secondary) and is one of the first purpose-built hospital schools in the country. It is also one of only 20 hospital schools in the country.

The school's Principal Janette Steel said: "Imagine having multiple admissions to hospital each year, being admitted for six months to an inpatient unit, or being in isolation for long periods—difficult at any age but for children and young people this loss of their everyday life of family, school and friends can have a long term impact.

"At CCHS we provide an enriched science and arts curriculum 50 weeks a year—patients in isolation have access to the

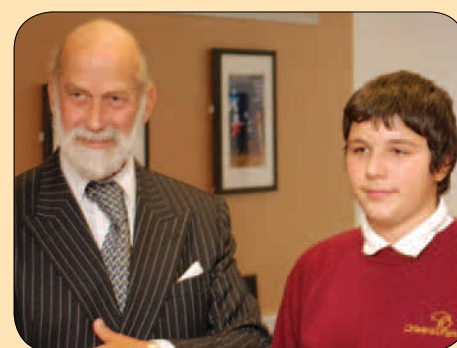


internet and web cameras, enabling them to link up with the hospital classrooms, their home school and their families."

It was a double celebration for the school which also received the prestigious International School Award by the British Council.

They received the award for their international project work which includes partnering with schools in Finland, Poland, Italy, Greece and Gaza, who the children communicate with via videoconference.

### HRH Prince Michael of Kent visits hospital



**H**RH Prince Michael of Kent visited the Burns Unit on Tuesday 28 September. He met children who have been cared for on the Unit, as well as staff, and saw how

£90,000 donated to the Unit by the Mark Master Masons through the Children's Burns Trust has been used to improve services for young patients.

Prince Michael is Patron of the Children's Burns Trust and Grand Master of the Mark Master Masons.

The Masons' generous donation has been used to buy specialist equipment such as a new bath to improve bathing facilities for children.

Patients have also benefited from new audio-visual equipment used for general distraction and during physiotherapy.

## November

### Hospital art collection a UK first

**C**helsea and Westminster became the first hospital in the UK to gain official accreditation by the Museums, Libraries & Archives Council (MLA) for its art collection.

The collection is the most comprehensive collection of contemporary British art on display in a hospital. Since the hospital opened in May 1993, it has acquired more than 1,000 paintings and murals, drawings, prints and photographs which enliven wards, clinics and treatment rooms, as well as public areas.

The collection can be viewed by patients, staff and visitors free of charge, 24 hours a day, 365 days a year.

Katherine Mellor, Arts Director at Chelsea and Westminster Health Charity said: "I am really pleased that Hospital Arts is the first contemporary art collection in a hospital to be accredited by the MLA.

"The award is recognition of the hard work the team does through the year and the high standard of the collection we maintain."



## The Productive Operating Theatre

Almost 150 staff including theatre staff, porters, nurses, surgeons, anaesthetists, schedulers, general managers and a range of other non-clinical staff, attended The Productive Operating Theatre (TPOT) Visioning Event held during November.

The session enabled staff to acknowledge and identify problems and consider improvements to all aspects of theatre working to bring change where needed and provide better care for patients.

TPOT is an improvement package aimed at achieving three main goals including increasing the safety and reliability of care, improving team performance and staff wellbeing and adding value and improving efficiency.

Staff who attended the event were asked to vote for what they thought made the perfect operating session and what were the barriers to achieving it.

'Preoperative assessment—fit patient' received the highest number of votes for a perfect operating session, followed by 'happy work environment' and 'good team working'. The barrier which received the most votes was patients being unprepared for theatre.

## Western Extension of the Congestion Charging zone set to be scrapped

Good news for staff who drive to work, as well as our patients and their visitors who use their cars to come to the hospital—the Western Extension of the Congestion Charging zone will be abolished from the end of the charging day on Christmas Eve.

Thank you to all staff, patients and visitors who supported the Trust by having their say during the recent public consultation on this issue.

We supported the removal of the Western Extension because it included the hospital and therefore unfairly disadvantaged our staff, patients and visitors.

For example, staff living in areas poorly served by public transport or working unsocial hours, patients unable to use public transport, and visitors living a long way from the hospital, all had no choice but to drive to the hospital and pay the Congestion Charge.

## Employee/Team of the Month

Sponsored and funded by Chelsea and Westminster Health Charity

Congratulations to **Carole Aouane** (Senior Staff Nurse, Annie Zunz Ward) who was named Employee of the Month for October.

Mr Roger Marwood (Consultant Gynaecologist) said: "Carole is totally organised, a superb carer, unflappable, helpful, experienced, cheerful, dedicated and a pleasure to work with. A perfect nurse!"

Congratulations to the **Clinical Coding Department** who were named Team of the Month for October. Mireya Calderbank (Clinical Coding Manager) said: "Despite unsettling times due to department move, staff leaving and new staff joining, they have still managed to ensure we have met the targets for the Trust."



Carole Aouane with Cathy Mooney (Director of Governance & Corporate Affairs) and Gary Lawson (Charity Chief Executive)



Clinical Coding Department with Cathy Mooney and Gary Lawson

October



Chelsea and Westminster Health Charity

## Photo Gallery

### Health Bus gatecrashes pop party

Staff from the West London Centre for Sexual Health took the community mobile health clinic to Earls Court on 21 November to offer sexual health advice and testing to youngsters at the T4 & the Stars of 2010 show.



### Congratulations Sarah

Sarah Mee (Consultant Hand Therapist) was named Hand Therapist of the Year 2010 by the British Association of Hand Therapists (BAHT) at the Hand Therapy and Hand Surgeons' Conference in November.



### Remembering Jim Smith

Dr Mark Nelson unveiled a plaque on Thomas Macaulay Ward in memory of Jim Smith, who was a St Stephen's Volunteer for more than 10 years and a patient representative on the Council of Governors.

An ice machine was donated to the ward by St Stephen's AIDS Trust in memory of Jim who passed away at Chelsea and Westminster Hospital in May this year.



### Good Nutrition Awareness Week

Staff from around the hospital joined in Good Nutrition Awareness Weeks (GNAW) during November organised by the Dietetics Department. This year the event aimed to help doctors and ward staff to identify and address the nutritional needs of patients and the importance of the Nutritional Care Pathway.

### Green Day

The hospital's occupational therapists promoted the work of their department at the first ever 'Green Day' during November as part of National Occupational Therapy Week 2010.



### Improving Diabetes Inpatient Care

The Diabetes team had a stand in the hospital last month to mark World Diabetes Day and also launch Emergency Hypoglycaemia Treatment Boxes on all adult wards and departments where there are blood glucose monitors in use.

The boxes contain an algorithm and recommended treatments will be available for use, so that staff will know exactly how to safely treat patients who have hypoglycaemia and where to locate the treatments in an emergency.





# Putting Patients First

## Redevelopment of Chelsea and Westminster Hospital

The redevelopment of Chelsea and Westminster Hospital aims to improve services for patients—in this month's *Trust News* we provide a brief update on progress.

- A set of escalators from the Ground Floor to the Lower Ground Floor will be installed between Christmas and New Year
- The new area for outpatient services on the Lower Ground Floor is due to open to patients on 7 February—if you have any questions about this project, please contact Steve Goodwin on 020 3315 8563 (internal x58563)
- The building of a two-storey extension to the first and Second Floors to improve paediatric and other patient services continues both inside the hospital and on the Netherton Grove construction site—if you have any questions about this project, please contact Rozina Mustafa on 020 3315 2778 (internal x52778)
- Linked to the outpatient redevelopment, a four-week consultation about proposed changes to the way that outpatient services are organised and staffed was launched in November with forums for staff affected—all staff can participate in the consultation which ends on 13 December (the consultation document is available on the intranet)

## Infrastructure project set to make hospital more fuel efficient



The hospital boilerhouse

## Information Governance desk calendar—pick up your copy this month



The Chelsea and Westminster desk calendar 2011 featuring photographs of artworks and other scenes from around the hospital is available for staff to pick up at this month's Christmas roadshows being run by the Communications Department with the Information Governance team and Chelsea and Westminster Health Charity.

It includes Information Governance handy hints that all staff can follow so that the Trust provides a confidential service and patients trust us to look after their information.

Come and collect your desk calendar at the Christmas roadshows being held on the Ground Floor of the hospital on **Tuesday 7 December from 12 noon–1pm**, **Thursday 9 December from 8–9am** and **Friday 10 December from 1–2pm**—refreshments will be provided.

If you are unable to collect a desk calendar next week, contact the Communications Department on 020 3315 6829 (x56829).

### Information Governance training—have you done yours?

All staff are required to undertake mandatory Information Governance training.

Congratulations to all those staff who have successfully completed their training—more than 1,100 to date—and a reminder to those staff who have not yet completed it that there are four ways to do the training:

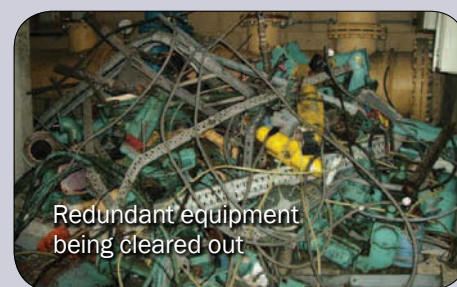
- **Online:** a step-by-step guide has been emailed to all staff on Trust email
- **Training sessions:** staff can email [information.governance@chelwest.nhs.uk](mailto:information.governance@chelwest.nhs.uk) to book a slot on Tuesdays 10:30am–12 noon and on Thursdays 2–3:30pm
- **Classroom-based training of 'super users':** line managers can arrange for staff to attend this training so that they can cascade it to colleagues by emailing [information.governance@chelwest.nhs.uk](mailto:information.governance@chelwest.nhs.uk)
- **Classroom-based training of staff groups:** line managers can email [information.governance@chelwest.nhs.uk](mailto:information.governance@chelwest.nhs.uk) to arrange for groups of at least 25 staff to be trained

A multi-million pound project is transforming the way in which electricity, heating and cooling is supplied to the hospital. Upgrades to the hospital's infrastructure will make us self-sufficient in terms of the power needed to keep services running smoothly by installing two new standby generators to supplement the existing generators, new 11,000 volt electrical switchgear, two combined heat and power units to provide electrical power and heating, and improved cooling systems.

Mike Bateman, Infrastructure Project Manager, explains: "At present the hospital takes more power from the National Grid than it is actually entitled to and so action was required, especially as we will require extra capacity when the Netherton Grove development to build a two-storey extension for paediatric and other services is complete.

"We are currently in the early stages of the project with redundant and outmoded equipment being removed from the boilerhouse on the Lower Ground Floor. The aim is to complete all the work to overhaul the hospital's infrastructure by November 2011 at a total cost of £9.5 million."

By removing ageing plant and equipment, and replacing it with modern standby generators and electrical switchgear, the Trust aims to not only reduce its carbon footprint and reduce costs by using energy more efficiently but also reduce the risk of services being disrupted.



Redundant equipment being cleared out

## Executive team news

Congratulations to **Dr Mike Weston** and **Karen Robertson** who have been appointed to the roles of Divisional Medical Director and Divisional Director of Operations for Clinical Support Services.

Mike Weston took up his new position from 1 December while Karen Robertson has taken up her post on a permanent basis having previously acted up into the role.



Welcome to **Axel Heitmüller** (above) who will join the Trust as Director of Strategy on 13 December.

Axel's previous roles include Deputy Director and Chief Analyst of the Prime Minister's Strategy Unit and Expert Adviser to the Secretary of State for Work and Pensions.

Axel says: "I am looking forward to starting my new role and meeting as many of you as possible over the coming months. No doubt I'll be on a steep learning curve."

Congratulations and farewell to **Hannah Coffey** (Divisional Director of Operations, Medicine and Surgical Services) who has been appointed as Director of Operations at Basildon and Thurrock University Hospitals NHS Foundation Trust. She is due to take up her new post on 4 January.

From later this month **Debbie Richards** will replace Hannah in the role of Divisional Director of Operations for Medicine and Surgery—she is currently Divisional Director of Operations for Women's Services & Paediatrics, HIV & Sexual Health and Dermatology.

## HIV study day

Almost 70 healthcare professionals from across the UK attended 'The changing face of HIV: A multi-disciplinary approach to managing an ageing HIV population' study day which was held at the hospital during November.

The day was organised by Esther McDonnell (Senior Occupational Therapist, HIV), Karen Percy (Specialist Dietitian, HIV/GUM) and Breda Ward (Advanced HIV Practitioner) and was aimed at considering the multiple challenges that are faced by the multi-disciplinary team (MDT) caring for older people living with HIV.

Breda Ward said: "The feedback we received from delegates highlighted the uniqueness and success of the HIV service we provide here at Chelsea and Westminster Hospital and many felt that there are numerous aspects of successful multi-disciplinary working which could be translated into best practice in their own settings."





## Christmas 2010

### Christmas Cheer Awards nomination

Do you know a member of staff or a volunteer at Chelsea and Westminster Hospital who brings a cheerful, positive attitude to their work? Someone who is a pleasure to be around and who cheers up the day for staff and patients?

If you do, then why not nominate them for a Christmas Cheer Award? The winners will receive prizes at a special ceremony on Thursday 16 December at 3pm in the Academic Atrium.

**Entries must be received no later than 3pm on Friday 10 December.**

I nominate (name and job title): \_\_\_\_\_

Department/area: \_\_\_\_\_

Because: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Nominated by: \_\_\_\_\_

**Please return this form to:**

Communications Department, 6 Verney House, or fax it to x56539 by 3pm on Friday 10 December

Choose  
Chelsea and  
Westminster

Chelsea and Westminster Hospital **NHS**  
NHS Foundation Trust

## Christmas calendar of events

**Fionnula de Burca**  
(Concordia Foundation)

Thu 2 Dec, 1–1:45pm  
Ground Floor, Main Atrium, Lift Bank B

DEC  
2

**Christmas Roadshow**

Tue 7 Dec, 12–1pm  
Ground Floor

DEC  
7

**Festival of Carols**

Tue 7 Dec, 6:45pm  
Holy Trinity Church, Sloane Street, SW1

**Tickets: £10**—please contact the Friends of Chelsea and Westminster Hospital on 020 3315 8825 to order tickets

**Friends Christmas Fair**

Wed 8 Dec, 10am–3pm  
Ground Floor

DEC  
8

**Parliamentary Carol Service**

Wed 8 Dec, 6–7pm  
St Margaret's Church, Westminster Abbey

Tickets are strictly limited and will be issued on a first come/ first served basis (max 4 tickets per person)—apply in writing, giving full names and addresses of those wishing to attend, enclosing a stamped self-addressed envelope to Mrs V Gunnery, Westminster Medical School Research Trust, Chelsea and Westminster Hospital (020 3315 8311)

**Christmas Roadshow**

Thu 9 Dec, 8–9am  
Fri 10 Dec, 1–2pm  
Ground Floor

DEC  
9  
DEC  
10

**Christingle Service**

Wed 15 Dec, 10:30–11:30am  
St Stephen's Chapel, First Floor, Lift C

DEC  
15

**Opera Holland Park**

Wed 15 Dec, 1–1:45pm  
Ground Floor, Main Atrium, Lift Bank B

DEC  
15

**Westminster Cathedral School Choir**

Thu 16 Dec, 1–1:45pm  
Ground Floor, Main Atrium, Lift Bank B

DEC  
16

Recital of classic Christmas Carols

**Christmas Cheer Awards Ceremony**

Thu 16 Dec, 3pm  
Academic Atrium, Lower Ground Floor

**Hospital Carol Service**

Thu 16 Dec, 4pm  
St Stephen's Chapel, First Floor, Lift C

**Services**

**Sun 19 Dec**

**10am:** Holy Communion

**11am:** Roman Catholic Mass  
St Stephen's Chapel, First Floor, Lift C

**Christmas Day—Sat 25 Dec**

**10am:** Holy Communion

**11am:** Roman Catholic Mass  
St Stephen's Chapel, First Floor, Lift C

DEC  
25

**Sun 26 Dec**

**10am:** Holy Communion

**11am:** Roman Catholic Mass  
St Stephen's Chapel, First Floor, Lift C

DEC  
26

**Sun 2 Jan**

**10am:** Holy Communion

**11am:** Roman Catholic Mass  
St Stephen's Chapel, First Floor, Lift C

JAN  
2

**Alex Vydelingum, pianist**

Mondays (excluding public holidays)  
1–2pm Café, Ground Floor, Lift C

## Competition Corner

**R**USH Hair are giving two lucky readers the chance to win a free Privilege Pack—worth more than £230—in this month's *Trust News* competition.

A RUSH Privilege Pack would make a perfect pre-Christmas treat or perhaps a present for a loved one—it includes three visits to a RUSH salon of your choice (see list of salons below) for a cut and blowdry, colour, and blowdry.

To enter just answer the following question:  
*When is the new outpatient area on the Lower Ground Floor of the hospital due to open?*

Find the answer in this edition of *Trust News* and email it to Renae McBride at [renae.mcbride@chelwest.nhs.uk](mailto:renae.mcbride@chelwest.nhs.uk) by the competition closing date of 15 December, together with the RUSH salon of your choice.

### RUSH hair salons locations

#### London

Aldwych, Camden, Clapham, Oxford Street, Ludgate, Tottenham Court Road, Baker Street, King's Cross, Fulham, Victoria, Uxbridge, Putney, Wimbledon, Chiswick, Covent Garden, Earl's Court, Moorgate, Strand

#### Outside London

- **Middlesex**—Staines
- **Surrey**—Redhill, Kingston, Woking, Croydon, Guildford, Epsom, Richmond, Sutton, Walton-On-Thames
- **Kent**—Tunbridge Wells, Maidstone, Canterbury, Bromley

- **Sussex**—Horsham, Crawley, Worthing, Brighton, Chichester
- **Hampshire**—Portsmouth, Southampton
- **Essex**—Basildon, Romford, Ilford, Lakeside
- **Berkshire**—Maidenhead, Reading, Windsor
- **Buckinghamshire**—High Wycombe
- **Suffolk**—Bury St Edmunds
- **Hertfordshire**—Watford

Congratulations to Christina Henry (MDT Co-ordinator, Batriatrics Department) who won the competition in November's *Trust News* for a free flotation session valued at £45 from Floatopia Chiswick.

## trustnews

If you have a story idea or article for the next edition of *Trust News* please contact Renae McBride by Friday 14 January 2011.

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[renae.mcbride@chelwest.nhs.uk](mailto:renae.mcbride@chelwest.nhs.uk)

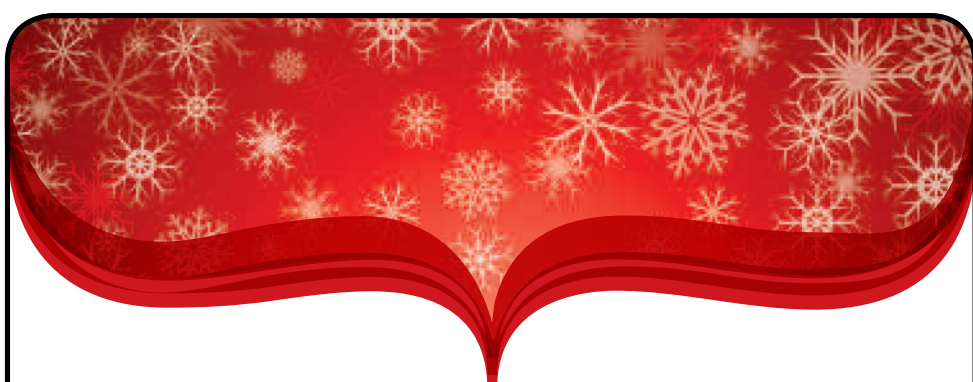
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## Christmas 2010

### Best Decorated Ward, Unit or Department nomination

**Entries must be received no later than 12 noon on Tuesday 14 December.**

The competition is open to wards, units and departments. If you would like to enter, please return this form to the Communications Department by 12 noon on Tuesday 14 December (otherwise your area will not be visited by the judges).

You could win one of three cash prizes—**£100, £75 or £50**—thanks to generous support from the Friends of Chelsea and Westminster Hospital!

Name of ward/unit/department: \_\_\_\_\_

Contact name: \_\_\_\_\_

Contact number: \_\_\_\_\_

**Please return this form to:**

Communications Department, 6 Verney House, or fax it to x56539 by 12 noon on Tuesday 14 December

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