Countdown to a new Trust

It is only a few days to go before we join with West Middlesex University Hospital to become a new, larger foundation trust. Work has been going on to ensure that all is in place for day one of the new organisation—Tuesday 1 September.

Chief Executive Libby McManus said: “The first day, when we officially start working together, heralds a new beginning. One which will see greater potential for patients in our communities and for us as teams working hard to give the type of care and attention we would want for ourselves and those we love.”

Although the message is very much business as usual for all staff and patients—with patients still being treated at their hospital of choice—there will be a number of events to mark the day including a welcome event in both hospital atriums attended by Libby and Trust Chairman Sir Thomas Hughes-Hallett.

The final step towards the merger of the two hospitals was taken when the Chelsea and Westminster Board of Directors gave its formal approval. The Board of Directors’ decision, endorsed by the Council of Governors and subject to Secretary of State approval, means that as of 1 September, we will become one organisation with 5,000 staff serving nearly one million people locally, regionally, nationally and internationally.

Said Libby: “We have been very encouraged by the optimism and enthusiasm shown by so many of you. A single, larger organisation will be better placed to adapt to change and provide better quality, modern healthcare that addresses the needs of a changing population. Services will be planned more effectively across hospital sites and, working with GPs and community services, will mean that patients will not have to visit hospital so often.

“We also believe that larger clinical teams will offer the flexibility to deliver high quality care and make sure that patients are always treated in the right place, at the right time and by the right people.”

More details about the arrangements to celebrate day one of the new organisation will be emailed to all staff nearer the day.

Looking back...
Trust News over the past decade: Milestones, events and famous faces
See special pull-out inside this issue

Knitting for Gus
The busy hands of Avril Goodwin, her sisters and friends, create gloves, blankets and other knitted goods which have raised thousands of pounds for Ron Johnson Ward.

Said Avril: “My husband Gus was cared for by the wonderful staff in RJ Ward. Sadly he died in 2013 but I always remembered his words that the staff and the ward were fantastic, but the seats were not. So I have made it my cause to raise as much as I could for the ward for new seats as a thank you to the staff.”

Avril (3rd right, above) and her knitting pals have made hundreds of items which are sold in the hospital and in their local community in north Hillingdon. So far they have raised more than £12,000 for new chairs for the ward.

Ward sister Viv Heaslop said: “Avril is an amazing woman and a true friend and supporter of our ward. “She and her sisters and friends have raised thousands of pounds for us through her fundraising for the ward.”
Meet our new Chief Executive

Lesley Watts, new Chief Executive of Chelsea and Westminster Hospital Foundation Trust, will be starting her new role on Monday 14 September.

A nurse and midwife by training, Lesley has executive managerial experience at the highest level having been a chair of an NHS trust, a governor at a foundation trust, and Director of Nursing and Operations at a major hospital. She joins us from East and North Hertfordshire Clinical Commissioning Group where she was Chief Executive.

Chairman Sir Thomas Hughes-Hallett said: "I am delighted that Lesley will be joining our team. Her leadership and obvious energy, empathy and enthusiasm will help us to continue to build an organisation with local, regional and world-class ambition. She has been pivotal to delivering successful mergers and acquisitions within the NHS and has a proven track record in delivering a financial turnaround."

We are recognised as one of the best places to work in the NHS

Chelsea and Westminster is again included in the list of honours by the Health Service Journal and Nursing Times as being one of the ‘Best Places to Work’ and as being in the ‘UK’s elite public sector health care employers’. According to the HSJ, the Best Places to Work are organisations which have proven that they know what it takes to create environments where people love to come to work. The winning Trusts have all scored highly in the NHS staff survey.

Mandatory training is everybody’s business

We all have a responsibility to play our part to maintain a safe and healthy environment for our patients. Fundamental to this is for all staff to be up-to-date with their statutory and mandatory training. Compliance will also become a key part of the annual appraisal system for staff. More details and interactive training aids will be introduced on the intranet.

HIV services branching out in Hertfordshire

Chelsea and Westminster’s sexual health service is expanding its reach into Hertfordshire. The service took over the running of GUM services in the county jointly with Central London Community Healthcare NHS Trust in the spring of this year. Now NHS England has awarded the service the temporary contract to provide HIV services for local people with the support of the local sexual health team. The services are run in Watford, at the Kingsway Clinic in Stevenage, and at Hertford County Hospital.

Libby’s View by Libby McManus, Chief Executive

The news we’ve all been waiting for is now in. Our Board of Directors has approved our plans to join forces with West Middlesex University Hospital. On 1 September 2015, we are keen to identify opportunities to learn best practice from each other, and alongside patients and staff, we have been asking local GPs to give us their views on our respective organisations. During July a joint organisational survey, was sent to every practice across eight Clinical Commissioning Group (CCG) locations including Hammeomith and Fulham, Central London, West London, Wandsworth, Richmond and Twickenham, Hounslow, Hillingdon and Ealing.

While the results are still being worked through internally for learning and improvement opportunities going forward, here are four snippets of GP feedback about Chelsea and Westminster Hospital:

- 75% of GP respondents rate patient care and patient experience at Chelsea and Westminster Hospital over the last 12 months as excellent or good
- 57% of GP respondents rate our patient clinic letters as excellent or good
- GPs highlighted that the Trust does the following particularly well in their view:
  - Excellent clinical care and nursing care on the wards
  - Direct access to maternity services
  - Links to community clinics
  - Special mentions were given to surgery, children’s services, care of the elderly, cardiology, emergency services and radiology services

GPs and practice staff give their thoughts on our hospitals

With Chelsea and Westminster Hospital soon to be joining forces with West Middlesex University Hospital on 1 September 2015, we are keen to identify opportunities to learn best practice from each other, and alongside patients and staff, we have been asking local GPs to give us their views on our respective organisations.

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- 75% of GP respondents rate patient care and patient experience at Chelsea and Westminster Hospital over the last 12 months as excellent or good
- 57% of GP respondents rate our patient clinic letters as excellent or good
- GPs highlighted that the following, if improved, would have the biggest impact for patients:
  - More clinics featured on e-referral booking system
  - Fewer cancelled appointments for patients
  - Answering phones quicker
  - More information about rapid discharge
  - Parking

We always appreciate feedback as this helps us to improve our services and the experience of our service users.

If you have any feedback you would like to add about what we do well or how we could improve, please contact our Patient Advice and Liaison Service (PALS), located next to the hospital shop and escalators on the Ground Floor of the hospital.

Alternatively you can email the PALS department at pals@chelsewst.nhs.uk.

Top tweets

Elliot R de C Smith @ElliotRdeCSmith
I would like to say a huge thank you on behalf of myself and @Frlthoph to the burns unit and ICU care you have provided us with. It has been immense & heartfelt. I cannot say enough good things about you @ChelwestFT
12:31am • 28 Jul 2015

Kishan @ChelwestFT
@ChelwestFT I love you guys, you saved my finger! xxxxxxx 11:14pm • 30 Jul 2015

Clare McCormack @clairecmccormack
@ChelwestFT thx for amazing care last night in A&E NHS at its finest 11:36pm • 26 Jul 2015

Paul Hannent @phannent
@Crisperkate recently had a week in Mars Ward @ChelwestFT. The treatment & care you provided was with immense & heartfelt, I cannot say enough good things about you @ChelwestFT 12:31am • 28 Jul 2015

John’s Hodge @johns_hodge
Had to attend A&E at @ChelwestFT for emergency treatment last night. They were brilliant. Nurse Andre & Dr Sarah (?) both amazing. Thank-you 11:14am • 19 Jul 2015

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Had to attend A&E at @ChelwestFT for emergency treatment last night. They were brilliant. Nurse Andre & Dr Sarah (?) both amazing. Thank-you 11:14am • 19 Jul 2015
The department is quiet but we know Group, I meet with David Bushby and a Committee. I reflect on all the work Common which gives me a little time to second.

8:30am
I pop into a few of the wards to say hello. I visit one of our volunteers who is a patient at the moment. She’s just had breakfast and she tells me she is keen to get on with her rehabilitation and to get home. I say hello to the nurse looking after her. On the ward I meet with some of our patient representatives who have been observing how breakfast is served. They are keen to tell me and the ward sister what went well and what could have gone better. We thank them for their support and time.

10am
In my role of Visiting Senior Lecturer at King’s College and Chair of the Trust Multi-professional Research Steering Group, I meet with David Bushby and a team from King’s College London. They are keen to work with the Trust in developing collaborative research and educational opportunities and want to thank the specialist nurses who have helped final year nursing students with their dissertations. It’s good to hear that some of these students will take up nursing posts with us in September.

11am
I’m off to meet with my colleagues at the weekly Chief Nurse Cabinet meeting. There are a few things to discuss but top of the agenda today is the forthcoming integration with West Middlesex University Hospital. It is a good opportunity to catch up with colleagues and hear what is going on in each other’s areas.

12:15pm
Recently we hosted an End of Life Care Conference focussing on the Gold Standards Framework Accreditation scheme we were joined by 50 colleagues from other acute Trusts.

I phone Professor Keri Thomas who led the conference to update her on our work to date. We are one of the first London teaching trusts to go through the accreditation process and we are getting national recognition for our project work.

1pm
I have a meeting with Berge and Roz from the infection control team and Olga from the Decontamination Unit to complete a report. This has been a good piece of work showing great teamwork.

2pm
Having had a bite to eat, I join my colleagues on the establishment review panel and each vacant post is reviewed to ensure that we are delivering the best service possible.

3pm
Today is induction day so I join Vanessa, the Director of Nursing, to meet new staff over coffee. I ask them why they have joined the Trust and why they said that they have heard great things about Chelsea and Westminster. It’s great to see their enthusiasm and I hope we are able to meet their expectations. Passing by the PALS office I say hello to Ola and Justyna. Ola is planning to visit the wards and to speak to some of the nursing staff about patient experience.

3:45pm
I meet with a family who want to discuss aspects of their mother’s care. Clearly there are some things we have done well but there are things we could have done better. I commit to looking into the issue for them so they can get answers and so that we can learn.

4:45pm
I finish writing the reports on the recent cancer peer review process. I reflect on what the patient reviewer said about the dedication of the cancer teams and their sensitivity to patient’s needs. In a busy environment I am pleased that this message of care is clearly visible.

5:45pm
I am on call tonight and so I join Niki the Clinical Site Manager (CSM) to get an update on how things are across the Trust and to check on plans for the night ahead.

10pm
Alan, the CSM, calls me at home to update me on staffing and beds across the Trust and to run through a plan, A&E is busy again but all is well in the Trust. I wish him a quiet night. With the CSM team in charge I know the Trust is in safe hands.

Day in the life Barry Quinn Assistant Chief Nurse

6:45am
I jump on my scooter, during my short ride to work I pass Wandsworth Common which gives me a little time to slow down, reflect and think of the day ahead. I park up and pop into A&E, I was Manager on Call last night and I know things have been busy for the team. I speak with one of the consultants and the nurse in charge from the night shift. The department is quiet but we know this will change soon.

7:15am
I arrive in the office and have the place to myself for an hour. I have a quick scan of emails and respond to any necessary items or outstanding issues. This is a good time for me in my role of Lead for End of Life Care to finalise the end of life care report requested by the Quality Committee. I reflect on all the work colleagues throughout the Trust have been doing to ensure people moving towards the end of life get excellent care, including the seven day face to face palliative care nursing service.

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Brian Lehane
Integration Team Manager

60 second interview

Why did you choose to work at Chelsea and Westminster? Seconded when we were Riverside and never went back to Charing Cross.

How long have you worked here? 25 years.

What is your most treasured possession? None, I’m not really materialistic.

How do you relax? TV, fishing, gardening.

Describe your perfect day. Sun, sea and no distractions.

What is your favourite film and why? Darby O’Gill and the Little People—my Dad took me when I was young.

Where did you go on your last holiday? Mexico.

What did you want to grow up to be? A carpenter.

Which talent do you wish you had? To be able to draw and paint.

What do you most enjoy about your work? Meeting the challenges that come your way every day.

What is your favourite website? Ebay.

What is your biggest achievement outside of work? My family.

What is your earliest memory? Playing with all the other kids in the street.

Who is your favourite author? Robert Louis Stephenson.

What is your favourite book? Treasure Island.

If you could travel forward or back in time which era would you visit and why? The 1960s, we had a great time.
Charity corner

Don’t miss out on funding! CW+

CW+ has allocated nearly all of the £30,000 funding set aside for our Small Change Big Impact initiative, but there’s still time to apply! If you have an idea that will improve patient experience in the hospital, you can apply for up to £2,000 to make it a reality. Get your application in quick to make sure that your ward benefits next year!

Recent approved applications include: water fountains for Lower Ground Floor, new bariatric chairs for outpatients, and renovation of the Bereavement Relatives’ Room.

Orthopaedic Consultant, Mr Dattani, applied for Funding to develop an app for junior doctors on rotation. He says “The process was so quick, I didn’t need to create an app from scratch, but required some funding. The CW+ Small Change Big Impact grant was perfect for this. By approving the application, we are now able to create something for doctors which will provide them with readily available information at the touch of a button—from the department structure, daily routines and who is on call, to helping with diagnostics and how to refer someone for an X-ray.”

To apply, download an application form at www.chtrustfund.org.uk/cw+ or email us at smallchangebigimpact@chelwest.nhs.uk.

Join an evening to support the Friends

Join us for a delightful evening of classical music by the Tippett Quartet in aid of the Patient Support Project. The project was established at Chelsea and Westminster Hospital in 2011, set up and funded by the Friends.

The Friends need your support to ensure that we can continue to preserve and develop this unique project, so that the many people who have difficulty attending their appointments or struggle on the wards because they have no visitors or breaks at lunchtimes never have to feel alone again.

The aim of the Friends Patient Support Project is to support our patients and to make their hospital stay as comfortable as possible. We are here to improve the patient experience and to make the hospital a friendlier place for everyone.

Looking after our vulnerable patients is our priority and we will continually develop our services to satisfy our patients’ needs.

The project offers a range of supporting services such as:

- **By your side:** Many elderly people or people with additional support-needs who come to the hospital on their own can find attending appointments stressful. To make the experience less intimidating, we have created the By Your Side service. Those who request the service will be contacted before their hospital attendance to establish their requirements. A volunteer will meet the patient on arrival at the hospital, escort the patient to the appointment and stay with them for the duration of the appointment. At the end of the appointment the patient will be escorted back to the exit of the hospital or the transport lounge.

- **Time out:** Taking long term patients outside the ward on a regular basis can improve their chance of recovery and minimise the risk of depression.

- **Here to help:** We want to make the hospital a friendlier environment and reduce the stress for patients and visitors who are coming to the hospital, by giving directions inside the hospital to find the right department or ward, escorting people to their appointment if they have mobility or other problems, and directing people to the right department depending on their needs.

- **Visiting and mealtime assistance:** This service aim is to help prevent loneliness, social isolation, poor nutrition and poor hydration of elderly and particularly vulnerable patients. Some of our services require a week’s notice.

Money raised through this appeal will enable us to continue to grow this well-established project which is run by a member of staff and a team of volunteers.

- The musical evening will be held at St Mary The Bottons Church on Thursday 24 September 2015. Tickets are £35 each and can be booked online at www.cwfriends.eventbrite.com or obtained from the Friends’ Office.

Norland cycling challenge brings the UK’s swallowing station for children

A team of nine cyclists from Norland successfully completed their biggest challenge yet—to cycle 967 miles from John O’Groats to Land’s End in three days. They raised a phenomenal £44,000 for the UK's swallowing station for children at Chelsea Children’s Hospital.

The project has been called “Gulp” and is now being extended to provide other much-needed clinical equipment for the children’s gastroenterology department.

For more information on the work of the Children’s Hospital Trust Fund visit www.chtrustfund.org.uk or call 020 3315 8956.

Radio CW goes online

Radio Chelsea and Westminster is now available 24/7 ONLINE via our website www.radiocw.org or via the Tunein radio app.

Live programming is from 7pm weeknights and 3pm on weekends. Request shows are at 8pm. This is a direct link to the stream at stream1.myradioapps.com/radio_cw.

The radio is still obtainable on the intranet and on Hospedia channel 6.

Garden party fundraiser brings safer surgical experience for children at Chelsea Children’s Hospital

This year’s Courtfield Gardens summer party in aid of the Children’s Hospital Trust Fund (CHTF), raised a record-breaking £13,000 for the charity which cares for children at the hospital. More than 450 guests attended the fundraising event, which is sponsored by Knight Frank so that every penny spent on the night goes directly to the charity.

From the money raised, the Children’s Hospital Trust Fund has been able to purchase upgraded specialist gel pads which protect patients during surgery. Thanks to the charity, there will now be one in each children’s theatre. These specialist pads also avoid the need to use large adhesive plasters which can damage the fragile and delicate skin of prematurity and newborn babies while also keep patients warm during surgery.

For more information about the Children’s Hospital Trust Fund visit www.chtrustfund.org.uk or give us a call on 020 3315 8956.
A decade of achievement

*Trust News* has been the newspaper for staff working at Chelsea and Westminster Hospital for over 10 years.

The newspaper was the successor of another successful staff magazine called *On Stream* which had heralded the creation of the hospital back in the early 1990s.

While *On Stream* had been an A4 magazine, *Trust News* was to be published using a newspaper format thus enabling designers to create pages with more stories and bigger pictures and graphics.

During the past decade we have reported on the comings and goings of people, new innovations in medical treatments, annual events, the valuable contribution of our charities, and the many VIP and celebrity visits we have hosted.

Welcome to this special commemorative pull-out edition of *Trust News*

This edition celebrates some of the highlights of the past 10 years and features some of the familiar (and famous) faces we have seen over the years at Chelsea and Westminster.

This will be the final edition of *Trust News* as we have known and loved it. With the creation of the new larger Foundation Trust incorporating West Middlesex University Hospital, we will be launching a new magazine at the end of September—so it will be goodbye to *Trust News* and hello to a new publication for all staff in our new trust. Staff and readers are encouraged to submit ideas for a new name to communications@chelwest.nhs.uk.

We hope you enjoy the look back over the years—and remember to keep the stories coming.
Some milestones along the way

2005
March—The Trust’s Super Heroes scheme starts, kicking off a search for staff who go the extra mile for their patients or colleagues. HR Director Maxine Foster said: “Although super heroes come in all shapes and sizes, they are easy to spot. They are people who have gone beyond the call of duty to care for someone you know or simply made you smile one day.”

May—Chelsea and Westminster is one of the first hospitals in the UK to go live with electronic prescribing in all outpatient clinics. This new development brings the Trust a step closer to having electronic prescribing across all areas within the hospital.

July—Chelsea and Westminster Healthcare NHS Trust regains its three star status in the national performance ratings published by the Healthcare Commission (HCC). Two of the Trust’s stars in the 2004 ratings, primarily because we significantly underachieved on our financial management targets.

September—The Trust is invited to rejoin the NHS Foundation Trust application process. It is Government policy that all NHS Trusts must become NHS Foundation Trusts ‘by 2008’.

2006
November—Special parent rooms on the hospital’s Neonatal Unit are given a major makeover thanks to a generous donation from the Ronald McDonald Children’s Charity (RMCC) to the Children’s Hospital Trust Fund charity at Chelsea and Westminster. £71,000 was spent on re-organising and refurbishing two new parent rooms and a lounge to create a peaceful place for parents to stay while their babies are being cared for on the unit.

December—The first colour photos appear in Trust News with the front page picture featuring a young patient dressing the hospital Christmas tree. A new campaign is launched to recruit more members to the hospital in preparation of becoming an NHS Foundation Hospital Trust in 2006. At the December Board meeting the Trust decided to go ahead with its application to become a Foundation Trust.

2007
May—The Trust holds its first Open Day.

2008
July—The 60th anniversary of the NHS is celebrated. A new hospital radio facility is opened by Gaby Roslin.

2009
April—Plans are unveiled for the new Chelsea Children’s Hospital.

May—S6 Dean Street is opened by Professor Lord Darzi.

August—The National Pandemic Flu Service is now live.

September—All existing four-digit telephone extension numbers change to five-digit numbers by placing ‘5’in front of the current extension.

November—Redevelopment of new admin offices in Verney House begins.

2010
July—A new research study by our clinicians has demonstrated that offering HIV tests to patients in the Emergency Department is accepted by both patients and staff, and successful in detecting new cases of HIV. Staff move to new offices in Harbour Yard. The Trust join British Red Cross as a key supporter of the charity.

August—177 survivor Davinia Turrell broke a five-year silence in July to help support the Chelsea and Westminster Health Charity Burns Appeal. Davinia, who was treated in the Chelsea and Westminster Hospital Burns Unit for injuries she sustained in the 7/7 bombing at Edgware Road Station in 2005, hadn’t previously spoken publicly about her ordeal. The photo of Davinia clutching a surgical burns mask to her face came to symbolise both the horror of the London bombings and the bravery of the ordinary commuters on that day. Within hours of the attacks, that image was flashed across the world. She agreed to lend her support to the Chelsea and Westminster Burns Appeal, which aims to raise £100,000 over the next two years to fund a Clinical Psychologist post for inpatients on the Burns Unit.

2011
February—Women who have had their babies at Chelsea and Westminster rate our maternity care as among the best in London in an independent survey. According to the Care Quality Commission’s (CQC) survey of women’s experiences of all maternity services in England, only four hospitals in London were rated better than the national average—we were one of them. The results of the survey, which were published in December, reveal that 61% of women who gave birth at Chelsea and Westminster Hospital last February rated their care as ‘Excellent’—the third best rating in London.

March—Singer-songwriter Sophie Ellis-Bextor launches a £5 million fundraising campaign to help create a world-leading paediatric centre at Chelsea and Westminster Hospital. The Children’s Sunshine Appeal aims to raise £5 million towards a brand new £45 million unit for children and young people across London and the South of England.

September—Jason Bradbury, host of Channel 5’s Gadget Show, launches an appeal to raise £1.5 million to buy the first robotic operating system in the UK for children and babies in southern England at a star-studded event at top venue Altitude 360 Black in Millbank Tower. The Pluto Appeal is part of the Children’s Sunshine Appeal at Chelsea and Westminster which aims to raise £5 million towards our brand new children’s hospital, due to open to patients in 2012.

2012
January—Chelsea and Westminster Hospital is the setting for the new BBC documentary series Junior Doctors: Your Life in Their Hands which is being shown in six one-hour episodes on BBC3. The programme follows the lives of eight junior doctors at work and at home as they adjust to taking the giant leap from medical school to the fast pace of some of the busiest and most challenging wards and departments.

March—The search is now on for the outstanding individuals and teams who make the greatest difference to our patients and hospital as we launch the first Chelsea and Westminster Star Awards. A special ceremony is planned at the autumn time of the year to highlight the best of new Children’s Hospital.

June—Heather Lawrence relinquishes the CEO role. Paying tribute, Chairman Prof Sir Christopher Edwards says: “Heather Lawrence will be leaving us at the end of this month after 15 hugely successful years. As Chief Executive, Heather has demonstrated outstanding leadership, working with the Board and all staff to make Chelsea and Westminster one of the best performing and most highly regarded NHS trusts in the country.”

August—It was business as usual during the Olympic cycling road races on 28 and 29 July, even though road access to the hospital was severely restricted at both days. The hospital’s Emergency Planning team and frontline clinical staff worked alongside local authorities to ensure that women in labour, parents of sick children and relatives of other seriously ill patients were able to get to the hospital without delay.

The Trust launches the Safe in Our Hands campaign in response to the Shaping a healthier future public consultation on the future of NHS services in north west London—drawn up by GPs, hospital doctors and other health experts. The Trust proposes that Chelsea and Westminster is designated as a ‘major hospital’ with a full A&E service.

London hosts World Pride 2012 and staff from S6 Dean Street, our HIV and sexual health centre in Soho, took part in the parade. World Pride aims to give people from the Lesbian, Gay, Bisexual and Transsexual (LGBT) community a chance to come together to celebrate progress in achieving equality and to give those who can’t march safely in their own country a secure environment in which to do so.

October—Tony Bell arrives as the new Chief Executive.

2013
September—Bridget Everett presents the Trust’s Christmas Cheer Awards. First sight of the new Children’s Hospital is opened by Gaby Roslin.

December—Trust News is completely redesigned and is now a full-colour tabloid size publication.
November—The Trust’s values of Safe, Kind, Excellent and Respectful are launched. Our values define what patients should expect when they are cared for at Chelsea and Westminster and how all staff can help to meet those expectations.

2013

April—Chelsea and Westminster is designated a ‘major hospital’ as commissioners agree that the hospital will be one of five major acute hospitals as part of a reconfiguration of healthcare services across North West London. This decision means Chelsea and Westminster will continue with a full 24/7 A&E department with emergency surgery.

Chelsea and Westminster is the preferred bidder for a potential partnership with West Middlesex University Hospital NHS Trust (WMUHT). West Mid had sought a partner for merger and Chelsea and Westminster is selected as the preferred bidder.

Our new state-of-the-art diagnostic centre opens, to create a better environment for patients who need a range of diagnostic tests. The new centre—which includes endoscopy, cardiology, neurophysiology and lung function diagnostic facilities—brings together many diagnostic services previously spread across the hospital. The project doubles the number of treatment rooms in endoscopy to increase our capacity to see patients.

June—The Children’s Hospital Trust Fund purchases the UK’s first surgical robot to be used solely for surgery on babies and children. The state-of-art surgical robot, which cost more than £1 million, was bought thanks to the charity’s Pluto Appeal fundraising campaign. The Children’s Hospital Trust Fund has kindly donated the robot to Chelsea and Westminster Hospital, which sees 85,000 babies and children from all over South East England through its doors every year. Babies and children at Chelsea and Westminster Hospital will benefit from having the most advanced surgical technique in the world—the da Vinci robot will allow surgeons to perform intricate surgery on babies and children with greater precision, quicker recovery times and smaller scars.

2014

February—Sir Thomas Hughes-Hallett is appointed as the new Chairman of Chelsea and Westminster Hospital, replacing Professor Sir Christopher Edwards who steps down after six years leading the organisation.

A new, bespoke, midwife-led Birth Centre opens and witnesses its first delivery when baby Matteo is born at 1:59pm to parents Danielle Warshawer and Chris Grassi. The birth centre offers spa-like facilities within the safety of the hospital and comprises seven rooms with mood lighting, four with birthing pools. The team in the new unit includes midwives and doulas (non-medical caregivers) who together support women through birth. Mum Danielle said: “It doesn’t feel like a hospital and lives up to its name as a specialist birthing centre. The care was exceptional—the attention to detail and feel of love and care was instantly calming. It made the birthing experience surprisingly a pleasure.”

June—The Children’s Hospital Trust Fund has kindly donated the robot to Chelsea and Westminster Hospital, which sees 85,000 babies and children from all over South East England through its doors every year. Babies and children at Chelsea and Westminster Hospital will benefit from having the most advanced surgical technique in the world—the da Vinci robot will allow surgeons to perform intricate surgery on babies and children with greater precision, quicker recovery times and smaller scars.

2015

June—A new Boots outpatients pharmacy opens in the main atrium.

Chelsea and Westminster attracts many famous people and VIPs to the hospital including members of the Royal Family and celebrities from the world of film and entertainment—and, of course, the annual visit at Christmas of our near neighbours at a certain football club.
Our stars

Over the past three years, outstanding performers in the Trust have been recognised by our annual Star Awards. Here are some of the winners...

- Excellence Award—Assisted Conception Unit
- Public Health Star of the Year—Jake Jenkins (Lead Nurse Practitioner, HIV/GUM)
- Chief Executive’s Special Award—Trevor Post (Local Security Management Specialist)
- Enterprise Health Partnership Star of the Year—Sunita Sharma (Clinical Lead for Postnatal Services—For Mummy & Baby)
- Council of Governors’ Special Award—Chaplaincy Team

Open Day of fun

Since 2007, the hospital has opened its doors every May for its annual Open Day.

Reflections of a governor

By Public Governor Martin Lewis

I was elected to the Chelsea and Westminster Council of Governors in 2007 and have since been re-elected twice—in 2010 and 2013.

In the early days we were called the members of the Members Council and, subsequently, we changed it to Council of Governors.

It took us some time to develop to where we are now as a Council representing the Trust membership.

The governors act as a critical friend to the Trust and indeed are now very active within the Trust representing our patients, communities and staff.

We also represent a membership which is shortly to grow by another 1,500 with the amalgamation of West Middlesex University Hospital.

Governors meet four to five times a year in between those times we have two main committees:

- Governors Quality sub committee
- Membership committee

Governors are also involved in:

- End of life care
- Estates
- A&E development
- Meet a Governor sessions
- PLACE
- Medicine for Members
- Agenda committee
- Ward visits
- Occasionally interviewing senior staff
- Agreeing the appointment of the Chief Executive and Chairman
- Amalgamation with West Mid
- Meeting with Non-Executives

Since the early days of the Council, we have developed into a very well structured group who work closely together to champion patients’ and member’s interests.

Over this time we have also built up strong and healthy relations with managers and staff throughout the Trust.

We are now moving into a new and exciting period which I am sure will benefit our patients and, of course our staff and will shortly be holding elections to elect new governors to represent our West Mid members.

It’s been a great privilege to serve as governor. Next year is my 9th and last year as a governor and will my 50th year of involvement in healthcare—a fitting end to my career.
Patient governor Susan Maxwell answers the question: What does a governor do?

This is a question I am often asked around the hospital, by both patients and staff, and I could easily reel off a list and leave it at that, except that we do a lot more than that list would suggest. Here’s the list...

The role of the Council of Governors is to hold the Board to account and to ensure the Trust conducts itself in a way that is consistent with the needs of the communities it serves. Other important statutory duties include:

- Representing the views of their constituency ie patients and the local community, staff and stakeholder organisations including CCGs and local authorities
- Holding the Non-Executive Directors collectively and individually to account
- Receiving the Annual Report and Annual Accounts
- Providing views on the Trust’s forward plans each financial year
- Appointing the Trust’s external auditors
- Approving significant transactions
- Requesting that Monitor convene a panel to which a governor may refer a question as to whether the Trust has failed or is failing to act in accordance with its constitution
- Requiring a Director of the Board to attend a meeting for the purposes of obtaining information about the performance of the Trust
- Individual Governors may also take part in committees/working groups to contribute an independent view to Trust affairs.

It is that last bullet point that makes being a governor even more interesting and extremely rewarding. For instance, I attend a meeting which takes a close look at the quality of care within the Trust. Among the items, we see the list of complaints and how they are progressed, and I could easily reel off a list of patients, I have learned that the majority are happy with the way they are included in discussions about their treatment, confirming that they get to ask questions.

They think the wards are clean well and often, and many declare that Chelsea and Westminster Hospital is wonderful. This, of course, is music to my ears but it would be wrong for us governors to get complacent and believe that this is the perception of all patients. By way of engagement with members, we do provide a chance to “Meet a Governor” for one hour practically every week in the Trust. The Council of Governors funds Medicine for Members seminars and annual events including Christmas at Chelsea and Westminster and Open Day. We recruit new members at these events and at the last Open Day we funded a prize draw for those who signed up on the day. Winners were Cynthia Ake (£25 M&S Voucher), Anne Whalen (£15 M&S Voucher) and Lili Sternberg (£10 M&S Voucher).

We, your governors, are involved and we care, so please feel free to chat to us any time about what we do. We, in turn, would love to hear from you with your ideas and suggestions about how our hospital could be improved.

Burns Unit official opening

The Adult Burns unit welcomed actress Natascha McElhone (The Truman Show, Solaris, Californiafication, Ronin) as the special guest to officially open the Adult Burns Unit in June.

Staff, charities and former patients were invited to the event to tour the unit and then a reception with speeches from Natascha, Isabel Jones (Clinical Lead for the Burns Unit) and Chief Executive Libby McManus.

Natascha McElhone has a special relationship with Chelsea and Westminster Hospital as her husband Dr Martin Hirigoyen was a plastic surgeon at the Trust (before he sadly died) and their sons were all born here.

The new unit opened for its first patients in February 2014 thanks to the generous support of our patients, charities and local organisations including Dan’s Fund for Burns, Cw+ charity and Clowns Nursery, who have helped us raise the money to redevelop this critical facility.

The unit has 16 beds, its own operating theatre, gym and clinic rooms, and allows us to provide world-class burns care in a state-of-the-art environment for patients from across London and the south east.

Libby said: “Some of the patients are the most vulnerable that we see in the hospital and I welcome the significant investments that have been made to enable our dedicated team to provide them with compassionate care and support in an environment that meets their unique needs.”

Dean Street Express scoops top award

The innovative Dean Street Express (DSE) has won a prestigious award at the national Patient Safety Congress.

The awards, which are now in their seventh year, are held in Birmingham and sponsored by the Health Service Journal and Nursing Times.

They seek to showcase health care schemes and projects which are making a real impact on improving the patient experience.

DSE won the award for Best Product, Innovation or Service, beating eight other health care organisations. The bid had been made with the molecular diagnosis company Cepheid who carry out the sample tests.

DSE is the fast access service set up at Dean Street 18 months ago and now seeing over 300 patients every day. In their nomination bid DSE says it has created a lean process with the most up-to-date and sensitive near-patient equipment providing accurate, on demand and fast results, reducing the average time for results from 10 days to two days.

General Manager for HIV/GUM, Pathology and Dermatology James Beckett said: “We are delighted to be the recipients of such a prestigious award. DSE is proving to be a leader in the development of fast access sexual health services and other Trusts are now looking to adopt the DSE model.

“We now have over 120,000 patients attending the Dean Street clinic each year with 75% coming from outside the local borough.

“Yet, despite the fact we are extremely busy, patient satisfaction levels of good or excellent have improved and remain extremely high.”
Looking back at the history of anaesthesia

The Magill Department of Anaesthesia, Intensive Care and Pain Management has opened a small exhibition of equipment used by anaesthetists in the past. The Department is named after Sir Ivan Magill who worked at Brompton and Westminster Hospitals. Magill was a pioneer of British anaesthesia and is best known for developing tracheal intubation and pulmonary anaesthesia, although he contributed to almost every aspect of anaesthesia.

We are now proud to announce that the electronic Sir Ivan Magill museum of historical anaesthetic equipment and the display cabinets are now live. The Magill Department of Anaesthesia is eternally thankful to the formidable and unconditional support provided by all its staff and it specially thankful to:

- Dr Julia Hillier and her Postgraduate Educational Fellow and Respiratory SpR Dr Orhan Orhan who purchased and put together two display cabinets to house the Magill’s memorabilia in the postgraduate centre.
- Mrs Maureen Fortier for organising a raffle to raise funds towards the display glass cabinets.
- Dr Carlos Corredor Locum Consultant in Cardiothoracic Anaesthesia and Intensive Care at St George’s Hospital who curated the museum while in training in Anaesthesia and Intensive Care Medicine at Chelsea and Westminster. Carlos also produced a fantastic catalogue with a detailed description of displayed items.
- Mr Conor Taylor who kindly laminated the catalogue and helped to ensemble the cabinets.
- Dr Andrej Jandzio who kindly uploaded a link of the catalogue to the Magill website.

24th Magill Symposium booked for November

The annual 24th Magill Symposium, organised by the Magill Department of Anaesthesia, Intensive Care and Pain Management, and supported by Prof Takata, will take place on Wednesday 18 November from 12 noon–7pm in the Gleson Lecture Theatre.

This year the topic is Anaesthesia and the Brain in the Perioperative Period—a scientific programme of hot, current and controversial topics will be delivered by Professor Robert Sneyd, Professor Nick Frank, and Professor Jaideep Pandit, alongside many more outstanding speakers.

Dr Geoffrey Lockwood, from Imperial College Health Care Trust will close the symposium with a plenary lecture where he will give us food for thought and reflect on the long lasting effects on the brain.

The aim of the day is to provide an enjoyable afternoon at Chelsea, learning from experts about advances in mechanisms, monitoring and consequences of anaesthesia. We would welcome medical, surgical, nursing, physiotherapists and theatre staff to this event.

Five CPD points have been applied for. For further information please visit www.biletto.co.uk/24th-magill-symposium or to register for the event, please email symposium@magill-department.com.

Divisional leads appointed to champion research

We are delighted to welcome three leading clinicians to the posts of Divisional Research Leads—Dr Mark Nelson for the division of Women and Children, HIV and Sexual Health, and Dermatology, Dr Tom-Newsom Davis for Emergency and Integrated Care, and Dr Marcela Vizcaychipi for Planned Care, Surgery and Clinical Support.

The leads are all research-active, undertaking a diverse range of research studies to drive improvements in patient care. Their role is to understand, support and drive research within their clinical divisions, ensuring a successful, balanced research portfolio that is continually offering new opportunities for our patients and staff.

Mark Terry, Research Delivery & Operations Manager, said: "The Leads are integral to ensuring that as many patients as possible have the possibility to get involved in high quality clinical research."

If you are interested in finding out more about our research, please email researchdevelopment@chelwest.nhs.uk or ask your clinician for relevant research opportunities.

Kids at home in hospital setting

by Adam Rosenfeld, Queensmill School

Students from Queensmill School, a School for students with complex autism in Shepherd’s Bush, attended work experiences at Chelsea and Westminster Hospital.

The students worked in three areas—the Children’s Outpatient administration office, John Hunter Clinic, and the Gynaecology office. Within these departments they developed vocational skills by photocopying, filing and sorting resources.

The students enjoyed attending these work experience sessions. Over the course of the school year, the students built confidence, learned professional etiquette and enjoyed having social interactions with staff members in the hospital.

Queensmill School and Chelsea and Westminster Hospital look forward to continuing the partnership during the next school year.

Medicine for members events

Foundation Trust members are invited to book their place for Medicine for Members events.

Both events will take place in the LGF Postgraduate Lecture Theatre.

Pain clinic for survivors of torture

Tuesday 8 September 5:30-6:30pm

- Dr Susan Childs (Consultant Clinical Psychologist) and Dr Bianca Kuehler (Speciality Doctor in Pain) will be talking about the survivors of torture Clinic and also Pain Management.

Men's health update and myth-busting

Tuesday 27 October 5:30pm-6:30pm

- In the lead-up to 'Movember', Mr Nigel Borley (Consultant Urologist, Specialist in Male Genital Surgery and Council Member of the British Society of Sexual Medicine) will be presenting the latest in men's health and answering your questions.

Men’s health update and myth-busting Tuesday 27 October 5:30pm-6:30pm

- In the lead-up to ‘Movember’, Mr Nigel Borley (Consultant Urologist, Specialist in Male Genital Surgery and Council Member of the British Society of Sexual Medicine) will be presenting the latest in men’s health and answering your questions.

Foundation Trust members can book their place for these events by emailing medicine4members@chelwest.nhs.uk or by calling 020 3315 6829/2767.
Key part of new Emergency Department opens

The first phase of the £12million redevelopment of the Emergency Department proving an expanded A&E service has now opened.

A larger majors treatment area, imaging department with CT scanner, fracture clinic and emergency observation unit all went live at the end of August.

Once this phase is up and running work will begin immediately on the next phases of the project providing a new resuscitation room and paediatric ED. The work will continue over the winter and will be completed by the summer of next year.

All services will work normally during the works and we hope to keep any disruption down to a minimum.

Project manager Hilary Donnellan, said: “Once the next phases begin, there will be some disruption in the public areas which we will be making every effort to keep to a minimum. There may be some noise evident in patient areas, but again this will be minimised as much as possible.”

Creating a new standard of healing environment

The new Emergency Department will be making its mark in the art world as well as being a leader in medicine.

CW+ has raised over £500,000 towards its £600,000 appeal to support the redevelopment, including a recent grant of £60,000 from Arts Council England.

The charity has been bringing together artists, designers and clinicians to support the hospital in creating a calmer environment in which to be treated in the ED.

Light, colour, smell and sound affect hormones, brain activity and the way people behave. CW+’s art and design plans aim to minimise anxiety and improve clinical outcomes, such as reduced waiting times, stress, pain and faster recovery. This will be achieved through site specific visual and digital commissions, adaptable lighting, flexible distractions and bespoke sound programmes.

CW+ has commissioned two artists to work on Phase one of the redevelopment. They have been working on their ideas and consulting with staff and patients to enable these ideas to develop.

- **Emergency Observation Unit:** Helen Bridges is using botanical imagery and that of London landmarks and locations. Her designs will traverse walls and windows in the unit, aiming to help patients feel more familiar in the hospital environment. Collaged images of the London landscape, chosen in collaboration with patients, create feature walls in the corridors and side rooms. Window transfers provide privacy for patients and offer a soothing colour palette with subtle imagery of plants to bring the outside world in.

- **Fracture Clinic:** Jasmine Szu-Ying Chen’s initial sketches are based on staff requesting artwork which is educational as well as being brightly coloured and fun. She is drawing on William Morris designs as inspiration along with old medical sketches of the human body.

To find out more about CW+’s exciting plans for the new A&E, visit www.cwplus.org.uk/ae-art or email Trystan.Hawkins@chelwest.nhs.uk

Ben stars in film for kids

Consultant Anaesthetist Ben Thomas has been starring in a film which aims to inform school children of the different jobs their parents do.

Ben was filmed in the Chelsea and Westminster Hospital operating theatres as part of virtual visits which will show several 5-minute clips of parents who undertake a range of jobs. By linking curriculum subjects to skills and applications in jobs in later life the films aim to inspire and provide context to classroom learning.

Ben said: “I was approached by Anthony Grant, a freelance filmmaker in south London, to help him with this short film aiming to educate primary school children of the links between their everyday school subjects and how to apply them later on in life. It is a fantastic opportunity to showcase to children how their education relates to their future career choices and for my part in particular careers within the NHS.”
Great Zumba! Remembering Esther

Staff from around the hospital joined the physiotherapist team in a mass Zumba dance session to remember former colleague Esther Hartsilver who was tragically killed in a cycling accident earlier this year.

Senior physiotherapist Barry Crane said: “Esther was a physiotherapist with us for four years and made a significant impact on us all. This joyous event is a fitting tribute to her. It was tremendous to see so many people there, having a great time and celebrating in a way which would have made Esther proud.”

Former gold medal winning decathlete, Daley Thompson, joined in the dance session to raise awareness of road safety, raise money for Brake—the road safety charity and Parkinson’s UK (a charity close to Esther’s heart), and to sponsor a bench in Victoria Park in east London, near where Esther lived, in her memory.

Nikki Pallai from Daley Fitness gym in Putney led the Zumba class for around 70 people who came along to join in the lunchtime fun, with dancing, fitness, a lot of laughter and buy some homemade cakes. The cake sale made £200 and together with the sales of t-shirts in Esther’s memory there will be enough to sponsor the park bench.

Daley Thompson said: “It was a great event, and fantastic to see the enthusiasm for health and fitness from so many people. It was really good to be at the hospital, having a great time with people who do such an amazing job.”

Mini fans take the heat out of being in hospital

A swarm of mini fans have descended on Chelsea and Westminster Hospital—thanks to Marks & Spencer. The fans have been given to patients of the cancer and palliative care team who have found them very helpful in relieving breathlessness and taking the edge off the summer heat.

Consultant in Palliative care Dr Sarah Cox said: “We were delighted to receive the mini fans from M&S. "They have proved to be incredibly helpful for patients with breathing difficulties during the recent hot weather."

Going for the Rose

Dr Aisling Hillary is a woman of many talents—apart from being a doctor in the Acute Medical Unit, she is a mean singer and plays the violin and keyboards.

And now she is aiming for to make a name in the cultural field—by becoming this year’s Rose of Tralee!

The Rose of Tralee International Festival is a world famous event which takes place every summer in Tralee, County Kerry in Ireland.

The highlight of the event is the choosing of the Rose of Tralee—a talented young women of Irish descent. Nominees come from all over the world, and Aisling represents London and England.

Said Aisling: “Although I was actually born in Holland, I am very much an Irish girl at heart. Friends encouraged me to go in for the Rose of Tralee festival event and I have managed to win through to the finals at the festival. This is a very big deal in Ireland and throughout the ‘Irish world’ so I would be delighted to win the coveted title.”

The festival was going on as we went to press so the outcome is unknown. All we can do is wish Aisling all the luck of the Irish.

Sara Scarborough (CNS Palliative Care), Phoebe Wright (FY2 Palliative Care), Joel Mcilveen (CNS Palliative Care), Dr Sarah Cox (Consultant Palliative Care), Joel Mcilveen (CNS Palliative Care), Sir Tom Hughes-Hallett (Chairman) and Darren Brown (Specialist Physiotherapist, Oncology & Palliative Care)