



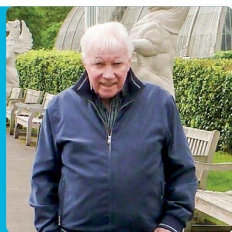
Spring/summer 2018 • n°12

NHSChelsea and Westminster Hospital
NHS Foundation Trust@ChelwestFT
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goingbeyond

Life-changing robotic
knee surgery

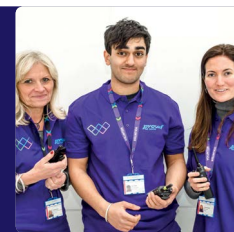
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Happy 70th
birthday, NHS!

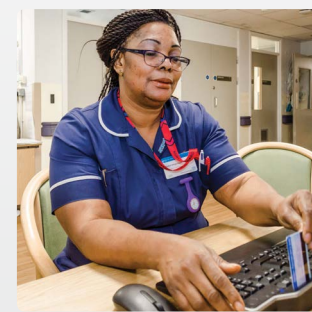
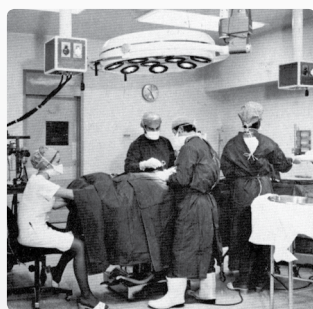
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Spotlight on
volunteering

p15



Celebrating our proud history

70 YEARS
OF THE NHS
1948 - 2018

Looking back at our history and how far we've come...

Chelsea and Westminster Hospital is celebrating its 25th birthday—in amongst a year of momentous anniversaries. Staff, patients and supporters have come together to share birthday messages, tell their stories and, for many, receive our special, reintroduced Long Service Awards and a piece of cake!

Healthcare has come a long way over the last few decades and we are proud to be a part of this wonderful history. Our CEO Lesley Watts said it was great to celebrate with so many dedicated

staff and inspiring patients and supporters, whom have all contributed to what we've achieved.

Lesley said: "Many years of incredible hard work and dedication from all involved have got us to where we are now. We've been rated 'Good' by the CQC and our staff ranked us as one of the top trusts to work for. Our staff make me proud every single day."

To our staff, Lesley said that it was important to look to the future: "Remember you are now part of history

in the making—so make the most of your moment!"

Chelsea and Westminster Hospital was opened on 13 May 1993 by HM Queen Elizabeth II, bringing together the services of Westminster, Westminster Children's, St Stephen's and St Mary Abbot's hospitals, into a brand-new, purpose-built hospital. It was designed to make the best use of light and incorporate arts which had rarely been done before.

We are also celebrating the 70th birthday of the NHS on 5 July, the 30th

anniversary of the Kobler Clinic in September, and the 15th anniversary of the West Middlesex University Hospital redevelopment in November.

Next year, we'll mark the 300-year anniversary of our predecessor—Westminster Hospital, alongside our charity, CW+.

Get social!

Help celebrate with us on social media using **#CWH25** and **#NHS70**.

Celebs wish us a happy birthday
and share their stories

Hear their messages



Our special birthday video features patients, staff, volunteers and famous faces! It's on our website at www.chelwest.nhs.uk/anniversaries

We're rated 'good'



Our Trust has been rated by the Care Quality Commission (CQC) as 'Good' in all main domains: safe, effective, caring, responsive and well-led, and 'Outstanding' for 'use of resources' by NHS Improvement. We're one of the first trusts to receive 'Good' across the board under the new CQC inspection framework.

Our CEO Lesley Watts said: "This incredible result is a tribute to our staff, and well-deserved. They're dedicated, committed to patient care, and loyal to each other and our organisation. We remain focussed on continuing our improvement journey and making sure we give the very highest quality of care to our patients, day in, day out."

England's Chief Inspector of Hospitals Professor Ted Baker said: "This is a fine achievement and I congratulate the Trust and its staff on the improvements that have been made since our last inspection."

Our hospitals and clinics consistently perform well against all national access standards, making us one of the best performing Trusts in the country.

See more photos on page 10.

News in brief

National innovations in neonatal care



Congratulations to the Neonatal Data Analysis Unit team for achieving a Royal College of Physicians *Excellence in Patient Care* award for innovation. Their forward-thinking specialist neonatal work has seen them set up a national research database—which is a powerful, unique resource that is improving healthcare for pre-term babies. The team is a credit to our Trust and Imperial College. We are proud of their work and would like to say a big well done for their outstanding clinical work as well as being recognised through this highly regarded award.

Surgeon Nadine Hachach-Haram awarded a BEM



Nadine Hachach-Haram has received a British Empire Medal (BEM) in the Queen's Birthday Honours for her innovative work in the field of surgery and medicine, including at our hospital, which saw her cofound Proximie, an augmented reality platform that has helped pioneer virtual access to surgical expertise for people living in remote areas. The technology has been adopted by a number of NHS hospitals and medical providers across the globe. It has won multiple awards, including the Royal Society of Medicine *Innovation and eHealth* award and the *Best Augmented Reality Industry Technology* award at London Tech Week. This year's Queen's Birthday Honours list recognised a range of contributors to the NHS to celebrate the NHS's 70th year. Well done, Nadine!

Sharing our success among the tulips



Staff from Chelsea and Westminster Hospital's Acute Assessment Unit joined 400 acute medicine professionals at the SAMsterDAM (Society for Acute Medicine and Dutch Acute Medicine) conference in Amsterdam in May to learn about each other's healthcare systems and share best practice. At the main conference, our former Director of Research Prof Derek Bell OBE (pictured) presented *Acute Care: The British Way* and Dr Hannah Skene presented *Lessons Learnt from London's Major Incidents*. Junior doctors, Dr Diana Newman and Dr Maria Goryaeva presented posters on managing patients with a rare diseases and encouraging excellence—both received 'highly commended' prizes by the conference judges.

Fantastic performance during a historic year

by Lesley Watts, CEO



Welcome to the summer edition of *Going Beyond*. The weather has warmed up since our last edition, and the sun came out just in time to kick off our year of anniversaries with Chelsea and Westminster Hospital's birthday in May.

We had a great time celebrating with so many people who have contributed to our long, proud history. I was particularly happy to recognise our employees who have 25 years or more

service—we have such wonderfully experienced, talented and loyal people in our organisation, and it was great to have many of them in one room for afternoon tea!

Next we have the 70th birthday of the NHS, which we're marking on 5 July as part of nationwide celebrations. These anniversaries have had us all trawling through old photo albums and remembering hairstyles and uniforms from years gone by—but, above all, has brought to mind how far we've come in healthcare, and the dedication and camaraderie of the people behind it who make it all possible (read more on page 12).

In our more recent history, it's been a very busy time for our Trust, but our staff have continued to shine despite increasing demand for our services. We are delighted to have recently received a 'Good' rating overall from the Care Quality Commission (CQC) following their inspection of both hospitals—as well as an 'Outstanding' rating for 'Use of resources' by NHS Improvement.

As we think about this improvement journey and the past year, I am pleased to say we have performed incredibly well, consistently delivering on our national access standards and ranking in the top best performing trusts in the country. At the same time, our staff have said we're one of the top trusts to work for—they're engaged, motivated and would recommend us as a place to work and receive treatment.

I take great pleasure in spending much of my working week visiting departments and talking to staff across our organisation. I continue to be greatly impressed with the positive culture and clinical leadership demonstrated by our frontline and support staff—all of which was reflected in the CQC's feedback during their visit. The next 12 months are about continuing our improvement journey, focusing on high-quality, patient-centred care and being the employer of choice.

Until next time, I hope you have a wonderful summer, stay safe and well, and enjoy celebrating all that's wonderful about the NHS!

Achieving our priorities

by Rob Hodgkiss, COO

We're pleased to recognise and celebrate our A&E teams across Chelsea and Westminster and West Middlesex hospitals for continuing to exceed national performance targets. For the two hospitals combined, we achieved 95.7% last month (May 2018), which is well above the national standard for A&E wait times.

As one of the busiest A&E services in the country, it's a truly remarkable effort. It has been achieved despite major

challenges, including the switch-over to our new digital patient records system (CernerEPR) and a significant growth in attendances.

The teams have worked incredibly hard to make this possible while making sure we are giving the best possible care for our patients. Thank you to our staff for their dedication, and for serving our community, day in, day out. Read more about our latest performance figures at www.chelwest.nhs.uk/trustmeetings.



Transformational new digital database now live!

We've transformed recordkeeping at West Mid with the introduction of our new digital database—Cerner electronic patient record system (EPR)—in May.

Chief Operating Officer Rob Hodgkiss said: "Our patients deserve and expect the very best. The system gives us the latest technology to ensure our patient data is accurate, safe and enables us to continue to deliver the highest quality care."

We staggered the introduction of the system to make sure the switch-over had minimal impact on our patients—and the go-live weekend in May was a fantastic team effort from all our staff. Our A&E department was first to go live at 9:30am on Sunday 6 May, and by 5:30pm our operating theatres and all wards were live.

Outpatient clinics began again on the Tuesday after the bank holiday break with 1,000 patient appointments over 120 different clinics. On that day, staff managed the transition really well, supported by CernerEPR floorwalkers and champions. More than 600 different staff used the system on that day.

Thank you to all our staff for their hard work in making this big change, and to our patients and visitors for their



ongoing patience throughout this transition.

The new system will help us deliver even better care for our patients, and the next step will be implementing it at Chelsea and Westminster Hospital.

"Ultimately we will have one single system across the whole Trust which will give us better data collection and analysis, and drive improvements for patients and clinicians," Rob said.

What does it mean for patients?

The new system means patients can be confident that staff caring for them have efficient access to information about their health and care from wherever they are in our hospitals. This includes information like test results, diagnoses and treatments.

This is better for patients and better for clinical staff. And we are taking this one step further by sharing the system with Imperial College Healthcare. If you are also a patient at, for example, Charing Cross Hospital, our staff will be able to see records of your care there. It all means a more complete picture of your health which will help us give you the best possible care.

Who can see my records?

Only staff who are involved in your direct care will access your records. This includes staff from our Trust and staff from neighbouring Imperial College Healthcare NHS Trust which includes Charing Cross, Hammersmith and St Mary's hospitals.

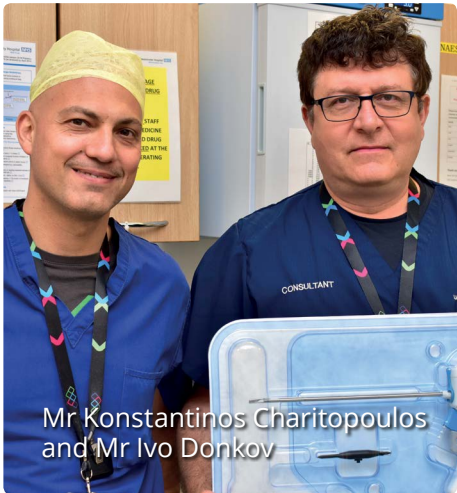
See www.chelwest.nhs.uk/cerner to find out more.



Divisional news: Planned care

This division includes surgery, critical care, burns, outpatients, radiology, pharmacy, urology, and ear, nose and throat

New surgical technique to treat prostate conditions dramatically improves quality life for patients



Mr Konstantinos Charitopoulos and Mr Ivo Donkov

Prostate enlargement—benign hyperplasia of the prostate (BHP)—is a condition that affects more than 70% of men aged over 60 years. Whilst not cancerous or a serious threat to health it can greatly affect a man's quality of life.

Treatment options include lifestyle changes, medication, insertion of a catheter (a small tube) and surgery. The standard surgical treatment involves removing part of the prostate gland, usually under general anaesthetic and requiring 1–2 days in hospital.

However, a new technique is changing all of this and significantly improving the experience for these patients. We have introduced a new, less invasive procedure that lifts or holds the enlarged prostate tissue out of the way so it no longer blocks the urethra.

There is no cutting, heating or removing of prostate tissue, making recovery easier. The majority of patients have this done under local anaesthesia, meaning they can go home on the same day.

Driving this forward is a team at West Middlesex University Hospital led by urology consultants Mr Konstantinos Charitopoulos and Mr Ivo Donkov. The team is focusing on patients with lower urinary tract symptoms (LUTS) and we have a dedicated LUTS clinic for the initial assessment and follow-up of these patients.

Mr Charitopoulos, Consultant Urological Surgeon, said: "We have so far operated on 36 patients at West Middlesex University Hospital and more than 90% were discharged the same day."

"We have had excellent results and the patient feedback has been very good. It's our aim to provide all options to our patients and help them go back to their normal activities as soon as possible."

Patient Ian, who is in his mid-60s, underwent the procedure a few months ago. He told us: "I had been experiencing symptoms for several years which were getting progressively worse. It got to a stage where it was having a significant impact on my quality of life."

"My sleep was badly affected as I kept waking several times to go to the toilet and had to plan any activities away from home around access to toilet facilities."

"Changing my diet made a marginal difference but I wasn't keen on using medication long-term, so was looking for a permanent solution."

"Having the UroLift procedure meant I was able to return home the same day and within a few weeks I started to feel the benefits. It has now been about six months since I had the surgery and I am over the moon with the results."

"I no longer wake during the night and am able to enjoy an active social life. I'd recommend the procedure to anyone in the same situation."

About prostate enlargement

The prostate is a small gland located in a man's pelvis between the penis and bladder. As the prostate enlarges, it presses on and blocks the urethra (the tube through which urine passes), which can affect the ability to urinate normally.

This leads to poor sleep, due to waking during the night needing the toilet, and affects social confidence, due to the fear of not being able to reach a toilet in time.

If you have concerns, please speak to your GP.

Hospital Island Discs series



As well as keeping busy giving out awards (see below), Peter Dawson (Divisional Medical Director for Planned Care and Colorectal Surgeon) managed to find the time to appear on Radio Chelsea and Westminster's *Hospital Island Discs* series. His record choices included *Dance the Night Away* by the Mavericks, *Wuthering Heights* by Kate Bush and Queen's *Bohemian Rhapsody*.

You can listen to Peter's interview in full—including some of his career highlights and personal insights—and find out what makes these songs special to him at vimeo.com/270626561

Pharmacy facts

- At both hospitals we dispense an average of 4.2 packs and 3.3 doses every minute of every day
- Each year this equates to around 1m packs and 1m doses at Chelsea and 1.15m packs and 680,000 doses at West Mid

Patients sing their praises of St Mary Abbots Ward

Well done to our St Mary Abbots Ward team, who have achieved a patient recommendation rate of 93% through the NHS Friends and Family Test.

The team has done so by focussing on working together and making sure patients feel supported at every step of the way.

Anne Dede, Senior Sister on St Mary Abbots Ward, said: "As a team we've made a conscious effort to make sure that from the moment the patient arrives on the ward we're thinking about their experience. Every little thing makes a difference—how we communicate, how we tell them about the services we provide, and how doctors, nurses, therapists, healthcare assistants, housekeepers and everyone in the team works together."



"If a patient has been given bad news, we're especially focussed on supporting them and their families in the very best way we can. All of this means that when our patients are leaving, they're willing to tell us how we're doing."

- If you've been a patient at our Trust, please ask a member of staff for a Friends and Family Test feedback form, or find out more online.

Patient achieves his ambition following pioneering surgery

David Patterson, aged 77, was our first patient to undergo a pioneering procedure to replace his knee.

The former postman from Isleworth is pictured here just a few months after surgery enjoying a stroll in Kew Gardens, which was one of the things he had been looking forward to doing again after struggling to walk more than a few yards prior to his knee replacement surgery.

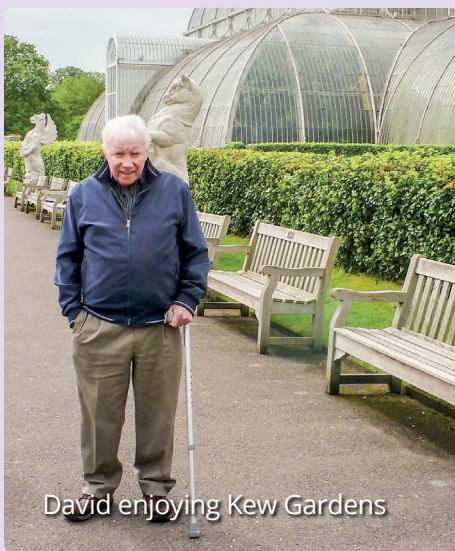
Our Trust has been trialling robotic-assisted total knee replacement surgery, an innovative new surgical technique that gets patients back on their feet sooner than ever before.

Using a mini, semi-active robotic burr, surgeons are now able to carry out more accurate and effective knee replacements with minimal invasion—in

comparison to traditional surgery, which requires large cuts to be made around a patient's knee.

The new technology can help speed up recovery time, reduce postoperative pain and increase the longevity of the implants, which is increasingly important, given we are seeing younger and younger people requiring this procedure.

The results are being monitored to see how they compare to existing techniques.



David enjoying Kew Gardens

Awards and recognition



CW+ PROUD Awards: Congratulations to our latest winners! Pauline Harwood (left), Team Leader in Outpatient Department 3 at West Middlesex University Hospital, was quite emotional to find out she had won an award after being nominated by one of the surgeons for her outstanding contributions. Technician Brian Sy (right) was particularly proud receiving his award in front of his colleagues in the Intensive Care Unit at West Mid. Both awards were presented by Peter Dawson, Divisional Medical Director for Planned Care.



Divisional news: Emergency and integrated care

This division includes emergency services (A&E), stroke, cancer treatment, therapies, diabetes and palliative care

Taking action to support our patients living with dementia

More than a quarter of patients in acute hospital beds have some form of dementia and this number is rising, with around 850,000 people now living with dementia in the UK.

Dementia typically causes a decline in memory and, in the worst cases, can severely reduce thinking skills so that people are unable to perform everyday activities.

Our staff on Rainsford Mowlem at Chelsea and Westminster Hospital, which cares for elderly, frail patients who are often living with dementia, are leading the way in our Trustwide effort to provide person-centred care for our increasing number of dementia patients, in partnership with the CW+ care of the elderly programme.

Over the past six months, the ward has introduced a brand new day room, allowing patients to get out of

bed and interact with one another in a welcoming environment.

Whether it's having a go at our dementia-friendly puzzles, playing dog bingo or our staff using a *Chat and Chuckle* pack which facilitates conversations for those with memory loss—there's more opportunities for our dementia patients to engage with the things they love for longer.

The team have also been holding regular 'Crafternoons' and a Lunch Club, along with special activities throughout Dementia Action Week in May, to encourage creativity, stimulate patients' minds and keep them engaged.

71 year old Moira, pictured (right) with Dr Cerys Morgan during one of our Crafternoons, suffers from dementia and has been in hospital for several months.

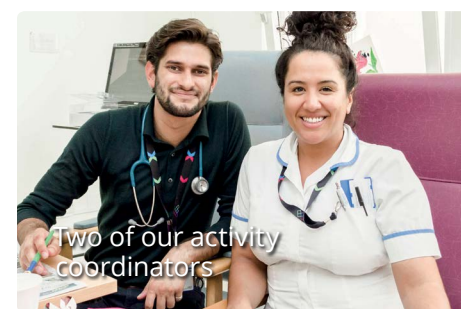
Cerys, who is leading the transformative work on Rainsford Mowlem, said: "When Moira first arrived with us she was very withdrawn, struggling to interact with staff, patients and her loved ones."

"Over the last three months, however, she's become the life and soul of our day room! She welcomes everyone to lunch club, introduces herself and participates in all the activities."

Cerys has developed a close relationship with Moira and recently gave her a dementia-friendly toy cat.

The team have also decorated Moira's room and some of her mobility equipment, improving her surroundings and allowing her to feel more at home.

For further information on our enhanced dementia care, to discuss your ideas for the Crafternoon, or simply to come and join in, please email cerys.morgan@chelwest.nhs.uk.



Two of our activity coordinators



Patients Lala and Margaret chair-dance



Moira with Dr Cerys Morgan

Launching our 7-day therapy service

The Trust's therapy teams at both hospitals recently launched a 7-day therapy service for our older adult patients, allowing us to provide high-quality, consistent care, every day of the week.

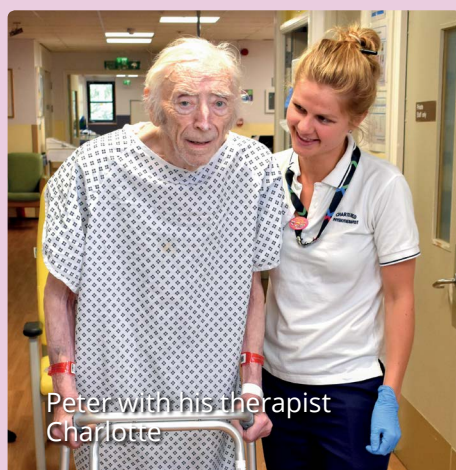
Our physiotherapists, occupational therapists and therapy assistants provide support to patients whose health prevents them from doing the activities that matter to them most, while also aiding a speedier recovery.

We piloted the 7-day therapy service for three months at the beginning of 2018 across all of our older adult wards and we quickly began to see how much of a difference this made for patients, relatives and staff.

Older patients weren't previously able to continue participating in rehabilitation with the therapists over the weekend, but this new service means that they can now work towards achieving their goals every day.

During the pilot, patients' length of stay was reduced by one day on average and the total number of discharges increased by 18% compared to the same period in 2017.

Therapy staff also felt very productive at the weekends. They have been able to identify and assess patients needing therapy input earlier, contact relatives more easily and identify patients who are ready for discharge over the weekend, putting all the necessary preparations in place so that they can go home much earlier in the week.



Peter with his therapist Charlotte

With such positive results, our therapy teams have been running a permanent 7-day service since March and it's patients like 90-year-old Peter Taylor who are really feeling the benefit.

Pictured above, moving around on Crane Ward at West Mid with therapist Charlotte, he said: "I've been in hospital before and the wards are usually really quiet on the weekends, but now that there's always someone around to help me get out of bed, I'm finding I can do more and more every day."

Peter has made great progress and with the everyday support he's been receiving from our therapists, has now returned home.

Getting it right first time and enhanced care



Members of the AAU team at Chelsea and Westminster Hospital

Our Emergency Departments and Acute Assessment Unit (AAU) at Chelsea and Westminster Hospital have been selected by NHS Improvement (NHSI) to pilot *Getting It Right First Time* (GIRFT)—a national programme to help improve NHS care by addressing variations in service.

Having been rolled out within surgical specialities only to date, we are one of three trusts tasked with trialling GIRFT in acute medicine for the first time.

Data and insights from our frontline clinicians, who are experts in the areas they are reviewing, will be used to identify best practice and differences in the way services are delivered across the UK.

This will allow trusts to benchmark, be more efficient, improve quality and

make significant cost savings, with our clinicians helping to share the programme's recommendations and be one of the first to actually implement them on the ground.

We're also working with NHSI and trusts across the country on the 90-day enhanced care programme to improve the way we care for our most vulnerable patients.

It's about doing everything we can to provide one-to-one care and enhanced observation for those who need it most, collecting data about the level of care our patients require and then taking steps to deliver it.

We're initially trialling the programme on our general surgery and gastro wards, but plan to roll it out across both hospitals over the coming months.

Awards and recognition

CW+ PROUD Award: Congratulations to our Cancer Multidisciplinary Team coordinators who won a CW+ PROUD Award in March. They were recognised for continuing to deliver a service that ensures more than 90% of our patients are treated within 62 days of referral, despite a 50% increase in referrals over the last 2 years.



Divisional news: Women, children and sexual health

This division includes maternity and obstetrics, neonatal, children and young people, HIV and sexual health, private patients and dermatology

Maternity care blossoms with ‘Daisy’ and ‘Sunflower’ teams

We have launched two new midwifery teams to help expectant mums experience better births and personalised maternity care.

The new teams—Daisy at West Middlesex and Sunflower at Chelsea—are close-knit teams of six midwives each who are on-call 24/7 to support the mums they are caring for.

The new teams are expected to care for around 500 mums in their first year. These mums will benefit from dedicated and consistent care from one midwife throughout their entire pregnancy, from antenatal care to labour and postnatal support. The team works together to provide a holistic and personalised approach to care, with each midwife also trained in complimentary therapies.

Sally Sivas, our Director of Midwifery, said: “The benefits of having a dedicated midwife throughout your pregnancy and in the weeks after birth are invaluable. You get to know and trust your midwife, build a relationship, and it means our mums are better prepared for birth and all that entails.”



The Sunflower team at Chelsea and Westminster

Helen White was one of the first to benefit from the new, dedicated midwifery teams when her son Dexter was born in the state-of-the-art Birth Centre at Chelsea and Westminster Hospital. Helen said: “My experience was nothing but positive and Sunflower’s teamwork was reassuring. Taking the time to get to know them before the birth and having familiar faces on the day was really positive.”

Mum Frances Bussey had a baby boy named Alfie and was full of praise about the care she received. She said: “I had a great pregnancy and I was expected to have a low-risk birth but didn’t. My midwife responded quickly and reassured me that everything was going to be okay.

“Even though it didn’t all go to plan, having one midwife and her team assigned to my care made such a difference to my experience. Having your first child is such a big life change, and as a new mum I felt a lot more relaxed than I would have otherwise.

“I really can’t sing my midwife’s praises enough, we built up such a great relationship and I truly believe she saved this experience for me.”

The new way of working follows recommendations from the National Maternity Review *Better Births* report and feedback from mums in North West London.

Private patients launch health assessments



A health assessment is more than just a check-up and can be the start of a journey towards better health. The team on Chelsea Wing have launched a private offering of three levels of assessment which will build a clear picture of where your current health is and identify potential future health risks.

Paul Goodrich, Managing Director for Private Care, said: “Our new health assessments include a comprehensive range of diagnostic tests and quality time with a doctor and nurse to explore all of your health and wellbeing concerns. You’ll also be given guidance and support to help you become healthier and to look after your future.”

Find out more about our health assessments or book by calling 020 3315 8484.



The Daisy team at West Mid

Welcoming the NMC



Donna with Chief Nurse Pippa Nightingale

We welcomed a visit to our Chelsea site from the Nursing and Midwifery Council (NMC) this month to see first-hand midwifery and maternity care on our wards and birth centre, and get a chance to meet and talk with staff.

Donna Ockenden, Senior Midwifery Adviser NMC, along with NMC Council members Sir Hugh Bayley and Marta Phillips, thoroughly enjoyed meeting our teams, learning about our maternity offerings, and listening to feedback and some of the challenges our staff face.

Donna praised the good practice that she saw and enjoyed the birth simulation training with London Ambulance and our midwives.

Ron Johnson achieves ‘gold’!



All smiles for the Ron Johnson team

A big well done to the Ron Johnson Ward at Chelsea and Westminster Hospital for achieving gold in the latest ward accreditation round. Over the last few years, the team has put new initiatives around teamwork, shared learning and improvement at all levels. This result is a reflection of their ongoing hard work and dedication, and is very well deserved. Staff on the ward said they were ‘very proud’ and that it was ‘the best ward to work on’!



Check out their video at www.vimeo.com/274088664



Frances with baby Alfie

Sexual Health London Smart Kits launched

Our sexual health teams have started providing Smart Kits for STI testing in our clinics. This exciting new service means that if you don’t have any symptoms and want a sexual health screen, you can complete a quick triage when you visit and receive a kit. You can do all your own tests in the comfort of home without having to book an appointment or wait in a clinic, and simply return it in the post. Alternatively, visit our website and choose your clinic to order one online.

Awards and recognition

‘Silver’ accreditation: The Labour Ward at West Middlesex University Hospital (left) has recently received ‘Silver’ in our ward accreditation programme. They do excellent work helping new mums bring babies into the world and this is recognition of their ongoing quality improvements.



Patient feedback: Meanwhile, at West Mid, 90% of inpatients recommended the hospital and the staff last month—our best result to date. Great achievements.

CW+ PROUD Award: Michael Post, Partnership Development Manager in HIV/ GUM (right), has received a CW+ PROUD Award for showing commitment to the service above and beyond that of his role. This year has seen the launch of the first pan-London online services for sexual health, and Michael has worked with other services external from the Trust to engage them in the service.



Nursing, midwifery and allied health news

New Director of Midwifery: Delivering babies is a family affair

Sally Sivas joined us recently as Director of Midwifery across both hospitals and community services, covering midwifery and gynaecology nursing. Sally brings with her a wealth of experience, having first qualified as a nurse in 1984 and midwife in 1986. Delivering babies is very much part of her family culture: "Both my grandmothers were lay carers, helping women to give birth or assisting when a member of the family had passed away at home—before the NHS was founded people had to pay for a doctor or midwife to visit them and so lay carers were a popular alternative for people who couldn't afford professional help. My older sister Elizabeth became the first qualified nurse in our family and she has been a great inspiration for my own career."



Sally has worked across many organisations in senior roles within midwifery and nursing and is particularly proud of how she has contributed to choices for women during childbirth. She has developed new roles such as consultant midwives, practice development midwives and maternity support workers, allowing further support to midwives in practice.

According to Sally, a great midwife needs courage, calmness and confidence and she has witnessed this in the teams across both our hospitals. "They are a fabulous, positive team that are simply the best."

Gillian Avery appointed as Trust non-medical prescribing lead

Non-medical prescribers are healthcare professionals trained to prescribe medication to patients making it easier and quicker for them as well as increasing their choice.

Gillian brings a wealth of clinical experience into this lead role from different care settings and specialities—surgery, vascular, cardiac, gastro, breast, ophthalmology and dermatology to name a few.



For the past five years Gillian has worked within sexual and reproductive health at Sexual Health Hounslow and has gained invaluable clinical leadership experience.

Gillian is a Faculty of Sexual and Reproductive Health (FSRH) trainer and enjoys the teaching and training elements to her advanced practice role.

Recognising the work of our operating department practitioners

When you think of the team involved in carrying out an operation you will probably name surgeons, anaesthetists and nurses. However there is another group of professionals who often go unrecognised but who play a vital role in making sure everything runs smoothly, and on 14 May we joined in the first national day to celebrate the work of operation department practitioners (ODPs).

ODPs are a relatively new profession compared to doctors, nurses, midwives or even radiographers. They have been working within the NHS for more than 50 years under various titles, but have only been regulated by the Health and Care Professions Council since 2004 and, from 7 April 2017, ODPs were given professional recognition by

being welcomed into the Allied Health Professionals family.

Each ODP performs an essential, varied and highly skilled role to help prepare patients for surgery, ensuring that everything is in place for the operation so it goes smoothly, and then supporting the patient in their initial recovery phase.

Senior ODP Malcolm Walker (centre, top photo) is one of the Trust's 43 ODPs and has worked in the role at West Middlesex University Hospital for more than 40 years.

He says: "It's a great career. Every day is different. There's always plenty of time to spend with patients. I've been in the job for 41 years now and don't regret it at all."



ODPs at West Mid



ODPs at Chelsea

Welcoming new nurses

Following a busy and successful year last year, 2018 has continued in the same vein with our recruitment and retention team travelling far and wide seeking out the very best nurses to join us and making sure our new recruits settle in.

On 11 May it was great to meet a large number of our final placement students in a conference we organised for them. The purpose of the day was:

- To thank them for their hard work at the Trust to date and celebrate coming to the end of their training
- To give them an opportunity to learn about safe staffing, our quality agenda and patient engagement from the senior nursing leadership team

- To provide information about the importance of teamwork and transition to becoming registered nurses
- To hear from the CEO about her career from nursing to chief exec
- To discuss job opportunities

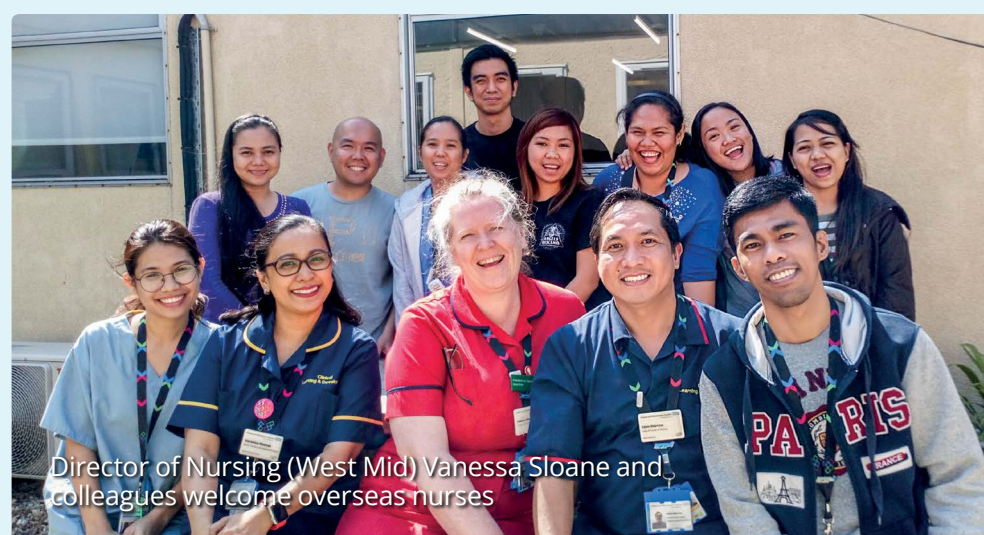
We look forward to many of them joining us once again once qualified.

At the end of April a team of four went to the Philippines to recruit more overseas nurses for the West Mid site.

The nurses interviewed were of an excellent calibre and 91 were offered posts, 70 of whom had already achieved their English tests and so could begin their application process immediately.



Presenters at the conference for final placement students



Director of Nursing (West Mid) Vanessa Sloane and colleagues welcome overseas nurses

Celebrating our midwives and nurses



Members of the Ann Stewart postnatal team at Chelsea



Members of the AMU team at West Mid after a busy shift

It was International Day of the Midwife on 5 May and both hospitals celebrated the wonderful work of our midwives and everyone in our maternity areas who help deliver 12,000 babies every year.

West Mid enjoyed an international feast and Sally Sivas, Director of Midwifery, signed the Royal College of Midwives' *Caring for You* charter. Our Chelsea team also marked the day with a special lunch.

A week later, we were delighted to celebrate International Nurses Day to recognise all the incredible work our nurses do across the organisation every day and every night, and to say a big thank you to all.

See our celebratory videos



See why our midwives love their job: www.vimeo.com/268045341



Hear from our amazing nurses: www.vimeo.com/269216501

A year in photos 2017/18

We're reflecting on the past 12 months as we publish our Annual Report and we're proud to look back on our journey to our 'Good' rating. It's been quite a year and our staff have delivered the highest quality care in the midst of great pressures, always keeping this improvement work front of mind.

On top of a growth in activity at both our hospitals, financial and workforce pressures that are being felt across the sector, and large-scale preparation work for our new digital database (CernerEPR) and our CQC inspection, our teams responded to terrorist attacks—Westminster and London bridges and the Parsons Green tube bomb—the Grenfell Tower fire, and we were also affected by the WannaCry cyber attack. These events shook the nation, but also saw our teams responding to each crisis with kind and dedicated spirits, showing resilience and determination.

We achieved the national access standards over the whole 12-month period, delivering for every patient, every time. We are extremely proud of our staff—they remind us every day of what makes the NHS so wonderful. Here's a snapshot of our year...

April 2017

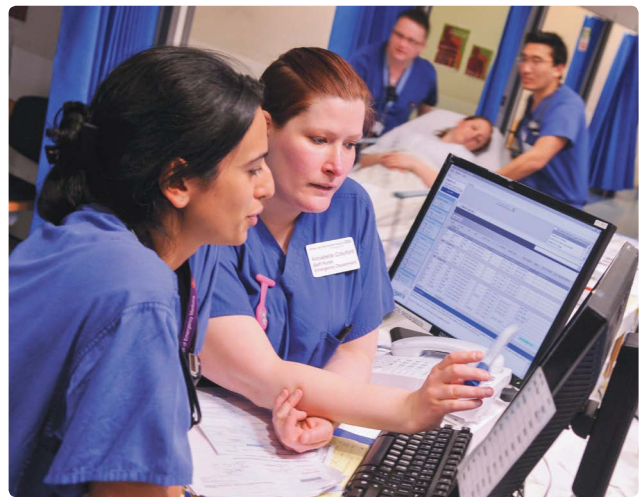


Turning smartphones into portable heart monitors



Launch of quality programme to drive improvements for patients such as our ward accreditation programme

June 2017



May 2017



Fantastic turnout at Chelsea and Westminster hospital Annual Open Day where we launched our Trust values



proud to care

- P**utting patients first
- R**esponsive to patients and staff
- O**pen and honest
- U**nfailingly kind
- D**etermined to develop



Major incidents: Borough Market and Grenfell Tower tragedies

July 2017



Lewis Hamilton pops in to see young patients at Chelsea and Westminster Hospital



CW+ received a transformational pledge to help create new Intensive Care Unit at Chelsea

August 2017



Cardiac centre at West Mid welcomes its 1,000th patient



West Middlesex University Hospital accredited as Baby Friendly by UNICEF UK

September 2017



Major Incident: Parsons Green bomb



CW+ Sun and Stars Appeal launches at West Mid



West Mid Open Day with our Occupational Therapy Team having some fun

October 2017



£3m gift received by CW+ to help create new NICU



Dean Street announce 80% drop in new HIV diagnoses since 2015



Staff Awards—celebrating the achievements of our staff

November 2017



New *Pets as Therapy* service introduced with CW+



New hand therapy app, designed by staff and funded by CW+



New pharmacy robot at Chelsea



New sepsis toolkit introduced

December 2017



Chelsea footballers stopped by to see patients at Chelsea and Westminster over Christmas



Hitting all our national performance targets—number one in the country in October for Cancer 62-day referrals



England Rugby Sevens squad pay a Christmas visit to West Mid Hospital

January 2018



Helping fight tooth decay—we launched *Big Bites and Pearly Whites* campaign with local authorities

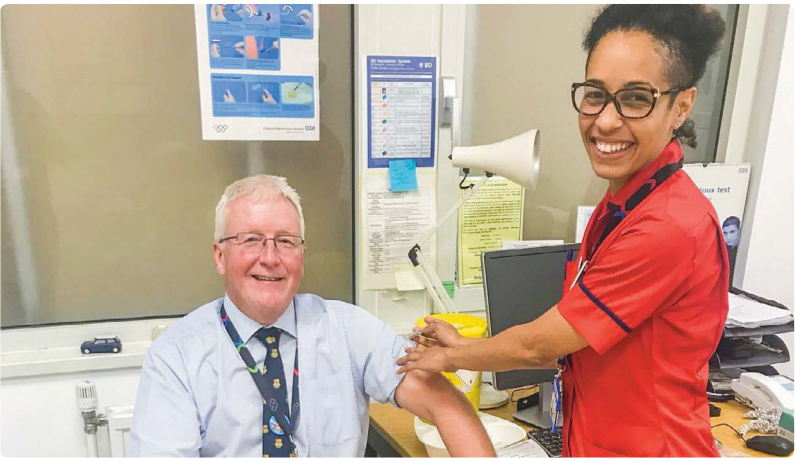


100 days to the start of our electronic patient record system *CernerEPR*

February 2018



Introduction of wearable tech helps us monitor patients' vital signs through pilot study



70% of our frontline staff vaccinated against flu

March 2018



Jeremy Hunt popped in to say thank you to our staff



Busiest ever day in A&E on 12 March—we saw more than 1,000 patients in just one day

April 2018



Our CQC result rating the Trust overall as 'Good', and 'Outstanding' for use of resources from NHS Improvement

A stellar line-up in our CW+ MediCinema



We were also thrilled to recently welcome actress Celia Imrie (left) to a very special screening of her latest blockbuster film *Finding Your Feet*. Celia told us: "I had the most joyous treat of visiting the rainbow-coloured cinema on the 3rd Floor of Chelsea and Westminster Hospital.

"There were three patients in their beds in the back row—definitely the best view—wheelchairs too, and all 'traffic' made possible by the dedicated volunteer helpers and nurses on duty."



Some very special patients in the CW+ MediCinema got an extra special treat in May when they got to meet the Galaxy's favourite Wookiee Chewbacca (below and right) ahead of a screening of *Solo: A Star Wars Story*.

The CW+ MediCinema is our state-of-the-art, 40 seat, 6 wheelchair and 5 bed-space cinema, which shows the latest releases, as well as classic films, to patients and their loved ones five times a week.



Friends gala raises £70k for end-of-life care



The Chelsea and Westminster Hospital Friends held a spectacular gala dinner at Lambeth Palace to celebrate 25 years of volunteering and fundraising. Over the years they have raised funds for our Burns Unit, Critical Care Outreach Service, Birthing Unit, A&E and more.

Through the generous donation of auction prizes and pledges they raised an amazing £70,000 on the night, which will go towards our hospital's end-of-life care butterfly rooms.

World famous wallpaper designer Marthe Armitage transforms patient environment



Hospital charity CW+ recently commissioned renowned artist Marthe Armitage to install her intricate, signature wallpaper designs in the Cardiac Care Unit and older patient wards at West Middlesex University Hospital.

Marthe produces hand-printed wallpapers using the traditional technique of lino block printing, from her studio in Chiswick. A variety of her iconic and distinctive designs have been digitally printed using the latest technology onto vinyl which is a suitable material for the hospital environment. We selected the chosen designs following a consultation process with patients and staff.

Trystan Hawkins, Director of Patient Environment at CW+, commented: "We are delighted to have installed Marthe's beautifully-designed wallpaper in our hospital. Her designs are inspired by the natural world, which research shows can really help calm and distract patients when used in a clinical setting."

The new wallpaper has been warmly received by patients, visitors and staff.

Consultant Cardiologist Dr Sadia Khan said: "Marthe's wallpaper has transformed our unit and we have had so many patients and visitors comment on how beautiful it is. Patients in the cardiac unit are often waiting to have heart tests, which can understandably be a worrying time, so creating a calm and tranquil environment is really important."

Marthe has been designing hand-printed wallpapers for more than 50 years. She is a member and past Master of the Art Workers' Guild, of which the iconic William Morris was himself Master in 1892. Now in her 80s, Marthe continues to be as creative and innovative as ever.

She says: "I was very pleased to be asked to be involved in this project. I have not worked in a hospital before, so it's lovely to see my designs in a new and different environment. I hope my wallpaper will help to calm patients by giving them something to really look at. I find if you really look at something, it can help take your mind off yourself—which I hope will help these patients feel a bit more relaxed."

New laser enables procedures for bladder cancer to be performed without general anaesthetic at West Mid



CW+ has recently purchased a diode laser as part of their grants programme to fund innovative ideas from hospital staff. This laser is being used to treat bladder cancer patients at West Middlesex University Hospital under local anaesthetic using a procedure known as trans urethral laser ablation (TULA). This procedure takes just 30 minutes, which is half the time of the operation under general anaesthetic, and patients do not need to be admitted overnight.

Mr Konstantinos Charitopoulos (left), Consultant Urological Surgeon at West Middlesex, applied to CW+ for funding for the laser. He says: "We have already started using the laser procedure with some of our patients and it has been very successful. Eliminating the need for general anaesthetic not only improves the patient experience, but also saves hospital theatre time and space, allowing these resources to be offered to other patients which can help reduce overall waiting times."

Discovering design talent of the future



CW+ was delighted to partner with the Royal College of Art's *InnovationRCA* and the Royal Society of Medicine to host the first ever *Design Jam: Design for Health* event earlier this year. The three-day event aimed to create design solutions for challenges faced in healthcare. The Trust's Medical Director Zoë Penn was on the judging panel to select the winning team *Shoe Shape*.

The team was inspired by a challenge presented by Paediatric Orthopaedic Physiotherapist Denise Watson about the lack of affordable custom-fit footwear for children with clubfoot—a birth defect where one or both feet are rotated inwards and downwards. We are delighted to be continuing to work with *Shoe Shape* and Denise to develop the designs further.

Happy 70th birthday to the NHS!

70 YEARS
OF THE NHS
1948 - 2018

The NHS is turning 70 and we are delighted to join in the celebrations—and share them with you!



Senior Research Assistant Rhian Bull serves up a cup of tea to Research Associate Nurse Kribashnie Nundall

Both Chelsea and Westminster and West Middlesex University hospitals are marking the occasion with afternoon tea and a mini open day on Thursday 5 July as part of nationwide NHS celebrations. Take a look at our historical display, talk to our charity

CW+ about our critical care transformation and check out some of our latest innovations as we look to the future.

Our nursing recruitment team will be there for those interested in joining our team and you can find out about volunteering and becoming a member of the Trust while taking a free tour around our art collection. There will

also be performances organised by CW+ and some very special visitors, our therapy dogs.

When health secretary Aneurin Bevan launched the NHS, it was the climax of an ambitious plan to bring good

healthcare to all. For the first time, hospitals, doctors, nurses, pharmacists, opticians and dentists were brought together under one organisation to provide services that were free for all at the point of delivery.

70 years later, it's the perfect opportunity for the nation to celebrate the achievements of the NHS and to reflect on the vital role the service plays in everyone's lives. A chance to recognise and thank our staff who are proud to be part of the NHS and guide, support and care for our patients and each other every day.

- Share your photographs and memories of working or being cared for over the past 70 years by the wonderful NHS on social media using [#NHS70](#) [#PROUDtoCare](#).

West Mid couple racks up nearly 70 years' service

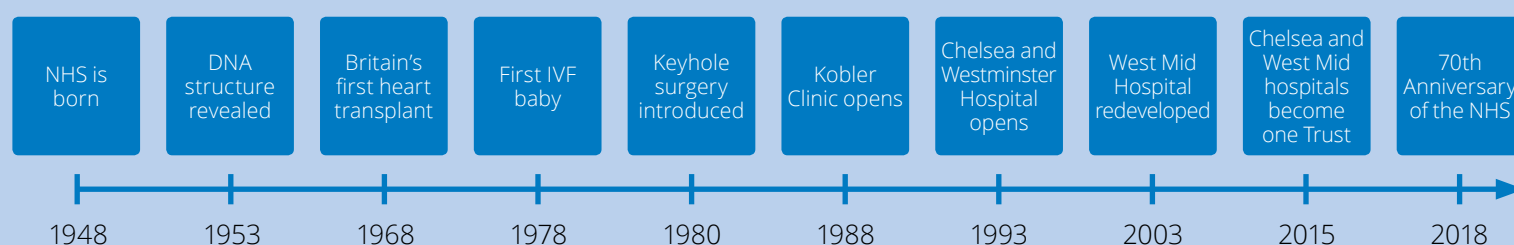


John and Gaynor Allwood's story epitomises the special spirit of our organisation. John started work at West Mid in 1979 and was one of the first wave of professional operating department practitioners (ODPs).

In 1986, John and Gaynor caught each other's eye when they passed on a corridor when Gaynor came to West Mid as a student nurse. Drinks with a group of friends at the nearby *London Apprentice* followed before Gaynor cooked John spaghetti bolognese at her on-site accommodation. Apparently the fact that John had his own car was one of the attractions for Gaynor!

Two years later, John proposed at the Taj Mahal while they were on holiday, and the rest is history. Their daughters Emma and Sophie were subsequently both born at our Queen Mary Maternity Unit.

With a combined 68 years' service, John has retired this year after an incredible 38 years to spend more time on his charity work in the Ukraine, but plans to return part time later this year. Gaynor, with a mere 30 years' service, remains in surgery where she works as a staff nurse.



Back to the future with two top nurses

This lovely photo (below) from 1983 shows the latest group of student nurses joining West Mid. Fast forward 35 years and Annette Lloyd (front row, 4th left) has enjoyed a long and successful career at the hospital, most recently as matron for surgery, and currently as lead nurse for recruitment, based at West Mid, covering maternity leave.



Four years later, in 1987, another group of student nurses (far right) were completing their foundation course. Richard Jackson (back row, 2nd left) went on to work as a staff nurse in orthopaedics and neurosurgery before retraining as a therapist. For the past two years he has been one of our quality improvement leads and helped us through the recent Care Quality Commission inspection.



Travelling back in time like Kyle Reese from *The Terminator* to avoid a future disaster of epic proportions, Richard would tell his young self to "sort that hair out!"



On a more serious note, Richard said: "I feel very much part of the family at both the West Middlesex and Chelsea sites.

"It's satisfying to see our new quality improvement initiatives translating into measurable improvement of the care our patients receive."

Westminster nurses have a jolly reunion



We were proud to host the 60th reunion of the Westminster Nurse 1958 set in May. Westminster Hospital in Horseferry Road opened in 1939 and was just 19 years old when these nurses started their training.

Organised by one of the nurses, Ann Paine, 20 retired nurses joined us and enjoyed a welcome from our CEO Lesley Watts, who spoke of the wonderful camaraderie of nursing and invited them to return in future as part of the hospital family.

They were also joined by special guest Ruth May (Executive Director of Nursing, NHS Improvement) who had spent the last couple of weeks travelling up and down the country visiting special events marking the history of the NHS.

The group enjoyed a tour of the hospital and had the chance to meet with staff and compare notes on nursing then versus now, remarking on just how much times had changed!

A look to the future...



In amongst reflections of our proud history, our focus is firmly on the future. Our Trust will soon be starting work on a state-of-the-art expansion of the critical care units at Chelsea and Westminster Hospital. We will be significantly expanding and redeveloping our

intensive care units to be able to treat around 650 more critically ill adults and babies every year in world-class facilities, which will help patients' wellbeing and recovery. The redevelopment work will cost around £25 million and is being funded by Chelsea and Westminster Hospital NHS Foundation Trust and our official charity CW+.

We are also progressing with the planned transformation of our Children's wards at West Middlesex through the CW+ *Suns and Stars* appeal.

Harnessing digital technology and focussing on driving improvement through innovation is at the forefront of what we do, and what will be important for the NHS in years to come.

Our 25th anniversary



Chief Nurse Pippa Nightingale and Medical Director Zoe Penn blow out the candles



Chairman Sir Tom Hughes-Hallett and Professor Brian Gazzard share a moment to cut the cake



Lead Nurse Chris Higgs receives his 30 year award



Gje Malicdem enjoys the awards

Celebrating our long serving staff

Sponsored by CW+

Sonia Williams proudly receives her award



Melanie Diehl and Vicky Cruz both receive 25 year awards



Charmaine Robinson receives her 25 year award

Eliza Lee and Virginia Nedd-Smith proud to care at the awards



George Gntwi receives his 25 year award



Chelsea and Westminster staff at long service ceremony



Keith Phillips, Mikey Miller, Mark Ceith and Hong Ca receive their awards



CEO Lesley Watts announces our award winners with the help of long serving staff member William O'Keefe



West Mid staff throw their hands up in the air to celebrate at the long service ceremony

35 years: Tracey Virgin-Elliston (Stoma Care Specialist Nurse) with colleague Annette Lloyd



John and Gaynor Giltwood celebrate their 30+ years in Theatres with colleague Malcolm Walker



Staff look back at memories from their time at the hospital



Sister Jusbeer Ahluwalia and Senior Staff Nurse Gita Mistry share a photo of them caring for a urology patient in 1991

Gynaecology Nurse Manager Gngalene Wijeyakumar and Staff Nurse Judith Finnis are proud to have worked at West Mid for a combined 65 years

What our patients say



iskyfay



Instagram



Thank you everyone & #chelseaandwestminsterhospital for wishing my mum a happy birthday and making her smile 🙏🙏🙏



Deborah Anne reviewed West Middlesex University Hospital—5★
7 May

I can not praise West Middlesex hospital enough for looking after my Benjamin through his appendix operation. The cleanliness and staff was out of this world. It was like being in a hotel Ben did not want to come home, 3 meals a day, tea and cake, his own room so impressed. We are so lucky to have the NHS and they should be praised more and not slagged off all the time by the press. 5 star West Middlesex hospital and thank you!!



Bethan Jane reviewed Chelsea and Westminster Hospital—5★
13 March

Absolutely first class care. Individual midwife support throughout labour in the birthing suite and labour ward. Such highly skilled, knowledgeable and caring staff. Brilliant communication and a balance of giving me my own space then encouraging different ideas. Hugely grateful for all the advice and attention xx. Five star midwife professionals—I am very appreciative of the NHS and think more people should share positive stories because it is a system we need to be proud of and shout about.



emma_nicolet



Instagram



@chelwestft You absolute star! As hozzy's go this one ROCKS! Both bubbas came into the world here and the maternity nurses were incredible, and today in Paediatrics they were brilliant with Barley after secondary drowning scare. The doctors were so warm and patient and the nurses too. We even left with a colourful plaster, cute teddy and a cool sticker. (The latter ended up her left nostril shortly after this photo was taken but we thankfully avoided a 180 back to paediatrics) #westmiddlesexhospital #hospitalhaul #secondarydrowning #closecall #hospital #toddlerdrama #kids #staff #doctor #nurse #Barley #icansleepnow #mothersinstinct



Susie Hancox @SusieHancox

@ChelwestFT Thanks to you and the link with @RBandH my daughter will be celebrating her 18th birthday soon. #NHS70 is wonderful, I've been saved by it, had my daughter with specialist care and now work in it as an #RGN

1:05am • 19 May 2018

Thank you so much for being such a fantastic team! I have enjoyed my 6 months so much + I am sad to be leaving. You have all been great and definitely the most amazing team I have worked with!

To all the amazing Nursing Staff,
Thank you for making the last 12 weeks so much fun!
Love
Deborah Anne



Dr Mark Porter @drmarkporter

I am a grandad. 🙄🙄🙄 Time to tuck my shirt in and act my age. Thank you @ChelwestFT #NHS Mother and baby well. Unlike my finger nails...

12:25pm • 19 May 2018



Kim Crosby @Kim_Crosby

Thank you to Dr Collinson et al at Chelsea & Westminster Hospital re the successful pacemaker replacement for my 93 year old Mum. She's mending nicely. @ChelwestFT #Cardiology

4:56am • 23 May 2018



Chibweka @ChiKvd

Fractured a bone in my hand playing rugby today. Huge thanks to everyone at @WestMidHospital Urgent Care Centre, especially Sister Bongi from Zimbabwe who took excellent care of me. Thank you #NHSHeroes #NHS #nhs70

2:33pm • 7 May 2018



chriscowan @chriscowan

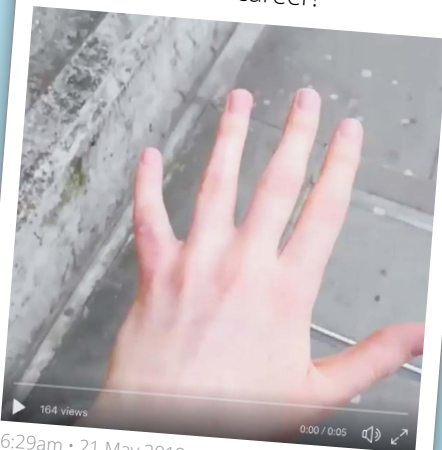
Thank you @WestMidHospital & the super @NHS for the attention over the last 36 hours—from the 111 call, to a&e and the support and care thereafter. Special thanks to the staff on the Richmond Ward from bringing me tea, extra pillows & making it bearable.

11:43am • 5 Jun 2018

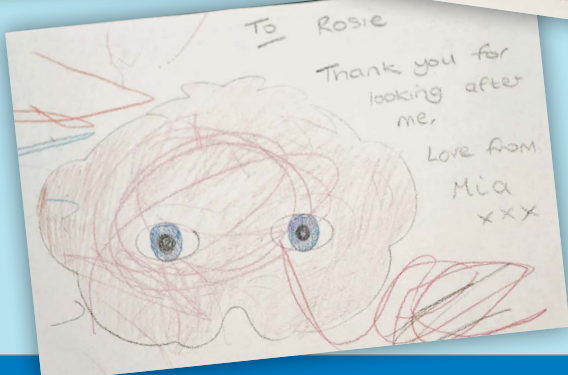


Mary-Jannet Leith @MJRecorder

@ChelwestFT last Hand Therapy appointment today after a long journey. Thank you so much for wonderful care and for giving me back my musical career!



6:29am • 21 May 2018



3.1 / アン @version3point1

All my love for the NHS right now. 🙏 @WestMidHospital UCC nurse cleaned and patched me up early this morning, reassured me that I was sensible to drop in given the fall, and even sent me home with supplies. (That Inadine burns so bad though 🙄🙄)



7:17am • 11 May 2018



Cathleen Moodie @justcaffi

What an amazing nurse I have, such an amazing journey! Big thank you to Jade and @WestMidHospital #DiabetesNurseJade #InsulinPumper



4:11am • 21 May 2018

Shining a light on our wonderful volunteers



Head of Volunteering Rachael Allsop with volunteers Imraj and Leticia

Small things, big difference

The spotlight is on volunteering this month, with volunteering week in June and the recent launch of our new ‘bleep’ volunteering programme, reinvigorating our focus on volunteers.

The programme is helping volunteers make an ever-bigger difference by channelling their assistance to where it’s needed most, when it is needed most, because staff can ‘bleep’ volunteers in real time for practical, hands-on support.

Our Head of Volunteering Rachael Allsop said: “We’re able to respond quickly and do some of the little things around the hospital that make a big difference. It’s been inspiring to walk on to a ward with the pharmacy supplies they need, and seeing just how much this helps the nurses—and on the whole making things more efficient for staff and patients.”

“Another time, we came across an outpatient who was feeling unwell and a little overwhelmed. We saw that she needed an extra hand, so we supported her getting to clinic, and then to pharmacy, before helping her into a taxi home.”

“We are so grateful for the kindness and generosity of our volunteers—a small gesture can mean a lot to people when they’re unwell.”

Leticia Corominas, an aspiring dietician, and Imraj Singh, an aeronautical engineering student, were two of the first to volunteer as part of the new programme.

Leticia said: “By volunteering I can help improve patients’ experiences and play a part in making sure they receive the high-quality care that the NHS is committed to providing.”

Imraj said: “I urge anyone interested in experiencing a hospital environment and making a difference to apply. It’s a fantastic opportunity.”

We’ve gained 100 new volunteers and counting this year. We are one of five pilot trusts to kick off the HelpForce project.

Find out more about volunteering at the Trust and how you can get involved at www.chelwest.nhs.uk/volunteers.

Breaking down the stigma of mental health



Our Chairman Sir Tom Hughes-Hallett has opened up about how mental health issues have affected his life to raise awareness of mental health. Sir Tom has shared his story during Mental Health Awareness Week to raise awareness of the fact that anyone can be affected by mental health problems, and to remind us all of the importance of building resilience and wellbeing into our lives.

Sir Tom said: “I think it’s wonderful there’s a week when we celebrate mental health and recognise its importance and the impact it can have. I have had a big part of my life affected by mental health, personally. I first noticed that I had a problem in rather a dramatic style on my daughter’s fifth birthday.

“I was ‘depressed’. That was the thing I found hardest to understand—anxiety syndrome is a form of depression, and I couldn’t believe it myself—I don’t know anyone less depressed than me. But now I know the symptoms... it was a shock.”

Sir Tom bravely detailed his personal experience and explained the things that helped manage his symptoms in a special video released by our Trust. He has encouraged anyone struggling to talk about it—as having a conversation can help: “Be open with your friends and, if you can, your employer.”

He also paid tribute to his family’s support, saying: “I couldn’t have managed without them.”

Mental health is of vital importance and, at the Trust, we have various initiatives in place to support patients and staff.

Watch Sir Tom’s video online at www.chelwest.nhs.uk/sirtom

Getting support

We provide confidential support to our staff through our occupational health team. If anyone needs support relating to these issues, you can call the Samaritans on 116 123 (available 24/7). You can also talk to someone you trust, your GP, or call 111.

Nathan’s bookworm challenge!



You may remember in the last edition’s 60-second interview, we featured Nathan Askew, our Director of Nursing at Chelsea and Westminster Hospital. He’s taken on the ‘top 100 books to

read’ list by the BBC—and he’s working through it with flying colours, having read 70 out of 100 books so far.

Nathan says he loves reading as a way to de-stress and relax, and the challenge has encouraged him to pick up books he wouldn’t usually. His favourite so far is *Kite Runner*, but he’s also read the *Bible* cover-to-cover.

Well done, Nathan—an inspiration for anyone wanting to do a little more reading!



60
second
interview



Tom Strickland

Divisional Director of Operations
Women, neonatal, children and young people, sexual health and dermatology

First impressions of the Trust?

It’s a great place to be. I don’t want to sound cliché, but everyone has been welcoming, warm and friendly. I’ve noticed really strong clinical leadership, with management truly interested in the detail of the services and how they run. I’ve also been struck by the freedom staff have to innovate and put their ideas forward.

I’ve been meeting the teams and getting up to speed as quickly as I can, particularly on the areas in my division—women’s, maternity, children’s, sexual health and so on. I’m a new dad to a baby girl, Flora, who was born

in December 2017, so I’ve recently gained an even greater appreciation for maternity services!

What’s makes you most proud of the NHS?

Working in an acute hospital makes me proud. They’re the only part of the NHS that never shuts—patients can always access care when they need it and we’re really there for them in their time of need. I find that pretty inspiring, especially taking into account year-on-year growth in areas like A&E and the fact that hospitals like ours are maintaining a really strong performance in a challenging environment.

How do you relax after a busy day?

I really enjoy sport and being outside. I’m training for the Berlin Marathon at the moment, so you could say I like running! I also play football—both 5-a-side and 11-a-side. When it comes to watching football, you’ll find me backing Arsenal.

Your perfect day?

I’ve got a real thing for the Scottish Highlands and the West Coast of Scotland. Ideally it would be a nice day—but for me it’s all about being outdoors. I’ve got some friends up there, so I have a perfect excuse to visit!

Favourite film?

I saw *Isle of Dogs* recently and thought it was great. It was directed by Wes Anderson, who has made some incredible films. I really like going to the cinema, but the experience has changed slightly since Flora was born.

It’s now all about the ‘baby screenings’, which are for parents with crying babies—and, surprisingly, really pleasant!

Worst thing about your new role?

Undoubtedly the communications team forcing me to take part in this interview!

News from our governors

Our governors help shape the services we provide and reflect the needs and priorities of our patients, staff and local communities. They meet publicly each quarter to act as the eyes and ears of local people when important decisions are about to be made by the Trust Board.

Diary dates

Special events

- **Thu 5 Jul**
NHS 70th Anniversary celebrations
- **Thu 13 Sep**
Kobler Clinic 30th Anniversary

Your Health Seminars

www.chelwest.nhs.uk/yourhealth

- **Tue 10 Jul, 5–6pm**
Genomics and Clinical Practice Education Centre
West Middlesex University Hospital

Meet a Governor

www.chelwest.nhs.uk/meetgov

- **Thu 28 Jun, 12 noon–1pm**
Simon Dyer (Patient Governor)
Chelsea and Westminster Hospital
- **Thu 28 Jun, 8:30–11:30am**
Nowell Anderson (Public Governor)
West Middlesex University Hospital

Council of Governors' meetings

www.chelwest.nhs.uk/govmeetings

- **Thu 26 Jul, 3–5pm**
Meeting Room A, 2nd Floor
West Middlesex University Hospital
- **Thu 27 Sep, 3–4:45pm**
Boardroom, Lower Ground Floor
Chelsea and Westminster Hospital

Public Board meetings

www.chelwest.nhs.uk/trustmeetings

- **Thu 5 Jul, 10am–12:30pm**
Meeting Room A, 2nd Floor
West Middlesex University Hospital
- **Thu 6 Sep, 11am–1:30pm**
Meeting Room A, 2nd Floor
West Middlesex University Hospital

Annual Members' Meeting

- **Thu 27 Sep, 5–6:30pm**
Gleeson Lecture Theatre, LGF
Chelsea and Westminster Hospital

David Phillips, Patient Governor Chair of Membership and Engagement Sub-Committee



What do you do as a Governor?

As governors we spend time helping the hospital executive provide the best patient care possible. We also monitor the performance of the non-executive directors to ensure they give the best possible support to the executive.

It's a great way to understand how your hospital works, how the NHS actually functions and, of course, putting a little something back into such a vital part of the community.

Can you give some examples of how you have made a difference in the Trust?

Governors very much work as a team. We sit on various committees that work to improve the patient experience. I am also keen on holding Meet a Governor sessions as it is a perfect way of hearing first-hand from patients about the care they have received at the hospital and sharing any praise with the nurses and doctors. The staff get a great deal of pleasure and encouragement from positive feedback.

Why did you decide to get involved?

I wanted to see how a great hospital works. We take a lot for granted when we attend hospital. I now know that it takes an enormous amount of skill and dedication behind the scenes to make sure the million patients we see each year receive a smooth, stress-free and successful visit. Being a governor is not hugely time consuming, the interaction with other governors and hospital staff is great and doing something, however small, that improves patients' visits is very rewarding.

What do you think is the best thing about the Trust?

There is no one 'best', as so much is interconnected. Certainly the enormous amount of positive feedback and letters of thanks we receive show we are getting it right. But aside from the outstanding skills of the medical and admin teams I must say the West Mid canteen produces a wonderful apple pudding and custard!

Can you describe something you've witnessed at the Trust that has inspired or moved you?

It's impossible not to be moved when patients tell you of a successful visit, how happy their family is by the treatment outcome and how warm and supportive the staff are.

What is the best piece of advice you have ever been given?

I'm old enough to have been given a lot of advice over the years, some of which I wish I'd taken! The most sensible advice I've been given is to take more exercise no matter what your age. It works!

Get involved

By becoming a member of the Trust, you will play a vital role in the way we develop our services. You can choose to get involved as much or as little as you like. Find out more and join today at www.chelwest.nhs.uk/getinvolved.

A useful resource—our staff libraries



The old library at West Mid

Things have moved on since this photo from our archives—our libraries at each site are much more than just a place to access books and journals (although they still offer this facility). They're available for staff research and studies and are a quiet place to take time out. If you work or train at our hospitals, pop in to see the great resources on offer.



Putting patients first
Responsive to patients and staff
Open and honest
Unfailingly kind
Determined to develop

In memory Louise Galloway



Louise joined Chelsea and Westminster Hospital in 2001 and enjoyed success in various roles before progressing to Service Manager in Planned Care. She will be remembered as a compassionate, warm and caring colleague who always had time to listen and was dedicated to her work and our patients. In more recent times Louise married her long-term partner Joe and enjoyed spending time in her beloved Cornwall. Louise passed away on 23 March having valiantly fought a long battle with cancer.

Build your career with us

We're one of the best performing trusts in the country. We're also one of the top trusts to work for—our staff say they're engaged, motivated, and would recommend us as a place to work and receive treatment.

Recently we've been rated 'Good' across the board by the Care Quality Commission, as well as 'Outstanding' for 'use of resources' by NHS Improvement. Above all, we're incredibly proud of the high-quality and unfailingly kind care our staff deliver day in, day out.

Why join our team?

- We are dynamic, determined and innovative
- We have world-class, cutting-edge facilities
- We will help you develop and progress your career
- We are one of the top 10 trusts to work for in the country

With a choice of two modern hospital sites—Chelsea and Westminster in the heart of London, West Middlesex in the heart of the community—or one of our award-winning clinics, there's never been a better time to join our team.

Discover your future at
www.chelwest.nhs.uk/careers
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