



west mid matters

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A London first for baby friendly award

WEST MIDDLESEX HAS become the first maternity unit in London to achieve full accreditation as a Baby Friendly hospital, meaning that the care given to mothers and babies around infant feeding has been assessed and has reached internationally recognised standards.

The globally renowned Baby Friendly Award from UNICEF (United Nations Children's Fund) is given to health care units after an assessment by a UNICEF UK team has shown that recognised best practice standards are in place. The West Middlesex University Hospital NHS Trust has been given the full Award after being assessed at level 3, and after becoming the first in London to achieve level 2 last year.

At a ceremony held on 13 December, UNICEF UK Baby Friendly Director, Sue Ashmore presented the award to West Middlesex.

Sue said: "It is such a thrilling moment to see the first London maternity unit gain the Baby Friendly Award. I know that staff at West Middlesex have worked long and hard to reach this stage, and I understand what determination and teamwork it takes to gain accreditation. Best of all, this means that mothers in this part of London should get consistently good support to feed their babies and get them off to the very best start in life.

"Implementing the Baby Friendly standards has been independently proven to raise



(L-r) Dame Jacqueline Docherty, Chief Executive, Barbara Butler, Senior Midwife, Sue Lister, Infant Feeding Coordinator and lead for Baby Friendly Initiative at West Middlesex, Sue Ashmore, UNICEF Programme Director of the Baby Friendly Initiative, Anne Woods, Deputy Director of the UNICEF Baby Friendly Initiative

breastfeeding rates through improved practice and staff training. This is so important because breastfeeding carries so many benefits to both mother and child. Breastfeeding protects babies from many illnesses, such as chest infections, stomach infections, obesity and diabetes, but is also important for the child's developmental and cognitive outcomes, as well as giving

the mother protection against breast cancer, ovarian cancer and osteoporosis in later life."

She added: "The Baby Friendly Initiative also sets out standards of care for mothers who bottle-feed, so that they are equipped with knowledge and information to help feed and nurture their baby."



safer to use for screening women who are trying or planning to become pregnant in the near future."

The versatility of the machine also means it can be used by different disciplines within the hospital. The gastroenterologists for example will make use of the suite during endoscopic bowel investigations and for the treatment of peptic ulcers, gallstones and tumours.

Patients and staff in the clinical imaging department are already benefitting from the installation of our gleaming new digital angiography suite. This versatile piece of equipment is used in many routine procedures such as realtime imaging of the gastrointestinal tract and placement of drains and lines as well as more complex interventional radiological procedures such as unblocking key blood vessels in patients with vascular disease.

At the heart of the suite is a new hi-tech specialist piece equipment which can do far more than our conventional x-ray machines. Staff previously used an older (non digital) version and are already noticing the difference according to Superintendent Radiographer Pradeep Bhakoo (pictured left): "It produces sharper images and the image area has more coverage due to new digital sensors. This aids our radiographers when they are examining the patients for abnormalities."

"The equipment is smaller, more open plan design also means we can work more easily when positioning patients for scans, and patients are more at ease because they don't feel so 'encased' by it. It also uses smaller radiation doses so it's

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What matters to me

IN THIS, MY first column of 2012, I would like to wish you a happy New Year and hope that you enjoyed a well-earned break. 2012 promises to be a very busy and challenging year for us and I look forward to keeping you updated on our plans and progress.

A few days before Christmas I received a letter from the Department of Health in relation to a review they had undertaken of our information governance arrangements. I am sure you have seen many recent stories in the press about confidential information being lost or not being kept securely. As we are the guardian of a great deal of very personal and confidential information our patients have a right to expect that we treat it with the utmost respect and keep it secure at all times.

This information, called a health care record, is essential for us to provide the best possible care and treatment to our patients. It includes personal information about our patients, such as their contact details and date of birth, as well as sensitive details about their current and past treatment.

We collect and update this information



Dame Jacqueline Docherty -
Chief Executive

throughout patients' contact with us and use it to ensure we meet their needs both now and in the future. It also allows us to improve our services for all our patients.

Patients can help us by letting us know if any of their details change, such as address or phone numbers, and be

familiar with their unique 10-digit NHS identification number, which they can obtain from their GP (family doctor).

We have many safeguards in place to protect confidential patient information and every single member of staff is required to undertake training in this area, which they must update on an annual basis.

The review by the Department of Health looked at detailed evidence we had submitted on how we safeguard patient information. We were commended on the excellent staff guidance we have, and for having met standards around staff training and secure transfer of information. To ensure this happens we also have robust policies and procedures, and designated members of staff leading on information governance.

However, we recognise that there is still room for improvement and we must not let our guard down when it comes to safeguarding confidential information. For example, staff should never speak about the care of a patient when it may be overheard by members of the public or indeed other staff not involved in the care. Patient information (including both paper

records and electronic information) should never be left unsecured. Computers should always be locked when left unattended even for just a few moments and paper records should be kept locked away when they are not in use.

If you observe any incidents where you feel we do not respect the confidentiality of your or other's information we want you to report this to a member of staff, our Complaints Department, or our Information Governance Manager (email IG@wmuh.nhs.uk).

If you would like to learn more about this subject, you can request a copy of our Confidentiality of Personal Information leaflet or look on our website (www.west-middlesex-hospital.nhs.uk). This also explains how you can request access to the information we hold about you.

If you are a member of staff, you can contact our Information Governance Manager, Graham Trainor, for advice or guidance at IG@wmuh.nhs.uk

If we all treat all information as it were our own personal information then we won't go far wrong.

Director's cut



Dr Stella Barnass -
Medical Director

THE CHRISTMAS AND New Year period is a great time to fight off the mid winter blues with parties, sofa time in front of good TV, and sweets, savouries and drinks that seem to be everywhere.

New Year detox

But what inevitably follows is a frantic determination to 'detox' in January as we

try to take on all of our unhealthy habits in one go.

This isn't helped by wall-to-wall advertising of new diets, fitness DVDs, supplements and shakes, promoted by the media and companies keen to take advantage of our renewed efforts.

I think it's really important to set yourself reasonable goals so that you have more chance of making healthy changes and sticking to them in the long-term.

Prioritise smoking

If you are trying to decide what to tackle first I would advise prioritising giving up smoking. You should start feeling better straightaway - which is a great motivator. Most importantly it is a potentially lethal habit which is associated with cancers, chronic lung disease, and heart disease.

We have a Stop Smoking group here at the hospital who are very keen to offer help and can be contacted on 020 8321 5188. The money saved on cigarettes could also be used in a positive way, for example, saving for a holiday or a donation to charity.

Cutting back on alcohol

Cutting back on alcohol is perhaps not so difficult as people are normally keen to have a rest from it after the festive holidays! Drinking too much can lead to anxiety, depression, headaches, and difficulty sleeping, and in the long-term can lead to chronic conditions including heart disease and liver cirrhosis.

Again, it's about making changes you can maintain so that you can enjoy yourself without putting your health at risk. www.drinkaware.co.uk is a helpful website, full of tips and information and of course you can also speak to your GP if you are having difficulties moderating your alcohol consumption.

Diet and exercise

We know that a varied diet with plenty of fruit and vegetables, and regular exercise, can play a huge part in protecting us from illness and disease, as well as boosting our mental and emotional well-being. There is a confusing amount of information out there and it's easy to get dazzled by some of the 'quick fix' diets or latest exercise techniques that promise so

much.

Why not consider walking or cycling to work or having a walk at lunchtime? Swimming is a great way to exercise and minimise the risk of injury.

Common sense advice

One of the kindest things you can do to yourself is stick to NHS advice which offers common sense help that is easier to maintain and hopefully cheaper too. You can find lots of help on the NHS website: www.nhs.uk/LiveWell/Goodfood.

It will help you to make a sustainable lifestyle change for the better, rather than intense regimes that will leave you yearning for your previous unhealthy way of life and open to temptation.

Making the most of the Olympics

2012 is also the year of the London Olympics. Part of the planning that is taking place is to generate a lasting health legacy to improve health outcomes and wellbeing in the capital. We all need to harness the buzz of the Olympics and look after ourselves.



Awards for “inspirational” volunteers



MP Mary Macleod with the Cardiac Alliance receiving their award for volunteer team of the year



Volunteer of the year Jean-Marie Blyo (second from right) with (l-r) Stephen Hamilton, Occupational Health Manager Anna Marie Mitchell and local MP Mary Macleod

HOSPITAL VOLUNTEERS WERE joined by local MP Mary Macleod at an awards ceremony to celebrate their efforts.

The hospital has nearly 300 volunteers who give up their time for free to help with a variety of tasks.

Mary Macleod, MP for Brentford and Isleworth, came along to show her support for their “inspirational” contribution. She explained: “It’s really important to be here, firstly to say thank you to the people who have given up their time and energy, and shown real commitment to the hospital. Their presence helps to make it a real community hub. They are also a shining example of what we need everywhere in the community and to others who may feel able to offer help in some way.”

Staff were asked to vote for the volunteer who they felt had given total commitment in their work and helped improve patient experience.

The award went to Jean-Marie Blyo, nominated by Anna Marie Mitchell for his willingness to do anything to help anyone around the hospital, and his assistance with the successful flu vaccination programme.

He said: “I didn’t expect it because there are a lot of people volunteering and working hard. I really put my heart and soul into my work and I don’t care where I’m sent to help out.”

Jean-Marie started volunteering at the hospital

three years ago after a serious car accident left him unable to work. His doctor suggested volunteering to help rehabilitate him back into work.

Jean-Marie explained: “When I first came here it was difficult for me to express myself but learning different things in different areas has helped to build my confidence. I have also felt very supported and valued by the managers here. I hope to carry on volunteering until I am able to find a job.”

The team of the year award went to the Cardiac Alliance, a team of three volunteer groups providing information and support on diabetes, stroke, and heart problems – health conditions which can often be linked.

They staff information stalls in the hospital’s atrium through most of the year and work tirelessly to raise money for its charity fund.

Colin Stacey from the Hounslow Voluntary Group for Diabetes UK accepted the award on behalf of the Alliance. He said: “It’s brilliant to receive this award for all the effort the volunteers put in. We are all former patients and it’s satisfying to be able to provide empathy and support to other patients, their loved ones, and carers.”

Volunteer Services Manager Stephen Hamilton thanked all the volunteers for the exceptional help and care they provide.

Hospital consultant shares expertise in international visit



EMERGENCY MEDICINE CONSULTANT Dr Zul Mirza recently joined a delegation of senior UK doctors on an educational and advisory trip to the Republic of Sudan.

The trip was organised as part of a memorandum of understanding involving the UK Academy of Medical Royal Colleges and the Republic of Sudan’s Federal Ministry of Health. Zul, who is the immediate past president at the Royal Society of Medicine, was chosen to take part after being recommended due to his previous links with the Sudanese health sector. He spent a week in Khartoum with four other UK medical consultants and met with a number of senior health figures including the Head of the World Health Organisation based at Khartoum, Sudan’s Minister of Health, the Director of the Sudanese Medical Council, the Under Secretary of State for Public Health, the Department for International Development, the British Ambassador to Sudan, British Consul General as well as EU commissioners.

This particular visit looked at Emergency Medicine, Family Medicine and Public Health.

Zul said: “We were all made very welcome and everyone we met was extremely grateful to us for imparting our knowledge and the training we gave them. It was a pleasure and privilege to be able to help, as part of the team, and improve healthcare to the Sudanese people.

“Whilst we have health inequalities across London, those faced by the Sudanese are much more profound. Although they have access to free healthcare similar to our NHS, their infrastructure is quite different - with people having to travel great distances to get treatment. We attended workshops on improving the standard of care, and achieving a fairer system for the Sudanese people.

“I am looking forward to taking up an invitation to return again next year and see what progress has been made.”

Five-star food award



Catering staff achieve a top rating for food safety standards

UNDER THE SCORES on The Doors scheme supported by the Food Standards Agency, West Middlesex has achieved an impressive five star rating for its food safety standards for the second consecutive year.

The scheme publicly makes available information on how well food businesses are complying with food hygiene law. Environmental Health Officers award the ratings after impromptu inspections.

At West Middlesex, Ecovert FM provides food to the general public, staff and patients. The inspection looked at food hygiene in the hospital’s restaurant and main kitchen. The ‘Excellent’ five star rating found ‘very high standards

of food safety management and fully compliant with food safety legislation’.

Caroline Laver, Ecovert FM General Manager at West Middlesex, said: “Maintaining the highest levels of food safety is of paramount importance to us, particularly as we cater for sick and vulnerable patients. We are also proud of the quality of food we offer patients, which is tailored to meet their specific dietary requirements and meets the diverse range of cultures we serve. To achieve this level when we provide over 400,000 meals every year is testament to the hard work of all our staff, especially the catering team.”



Word from West Mid

Bowel cancer

By Dr Kevin Monahan, Consultant Gastroenterologist

THE FIRST EVER cancer campaign to increase awareness of bowel cancer starts at the end of January. This will include a series of 'Be Clear on Cancer' awareness ads aimed to make people aware of the early signs of bowel cancer and make it easier for them to discuss this with their GP.

We spoke to Dr Kevin Monahan, Consultant Gastroenterologist, who runs the Family History of Bowel Cancer Clinic at West Middlesex to find out more...

Bowel cancer is the third most common cancer in the UK for men and the second most common cancer for women. Every year more than 30,000 people will develop it. An estimated 13,000 people die annually from bowel cancer.

Over 90 per cent of bowel cancer patients diagnosed with the earliest stage of the disease survive five years from diagnosis compared with only 6.6 per cent of those diagnosed with advanced



disease. It is estimated that 1,700 deaths could be avoided each year if our bowel cancer survival rates were as good as the best in Europe. Later diagnosis is seen as a key reason for the poorer survival rates.

Research has shown that there is a low level of knowledge amongst the public about the symptoms of bowel cancer and

people are reluctant to visit their family doctor (GP) if they experience symptoms due to worrying about wasting their GPs' time and feeling embarrassed.

The Be Clear on Cancer campaign is using simple and clear messages to advice people on when they should visit their GP:

- One close relative (a parent, child, brother or sister) who had bowel cancer at a young age (under 50)
- At least two close relatives on the same side of the family who developed bowel cancer at any age

If you've had blood in your poo or looser poo for 3 weeks, your doctor wants to know.

Many people worry about getting bowel cancer, sometimes because a relative has had it. At West Middlesex I run a Family History of Bowel Cancer Clinic specifically for those people who may be at higher risk of developing the disease.

The cause of most bowel cancers is not known, but we do know that some risk factors can increase your chances of developing cancer. This includes having a strong family history of bowel cancer:

If these apply to your family and you're worried about your risk of developing bowel cancer, you may want to talk to your GP. If your GP thinks there's a chance you may have an increased risk of developing bowel cancer because of your family history, they can refer you to the Family History of Bowel Cancer Clinic here or elsewhere for advice and treatment.

Further information can be obtained on our website at:

www.west-middlesex-hospital.nhs.uk/our-services/a-z-of-clinical-services/cancer-services/family-history-of-bowel-cancer-clinic/

Christmas photo gallery - a selection of festive images



Visitors, patients and staff joined together to hear Christmas readings and sing carols accompanied by the Hounslow Festival Choir.



The Globe Players from Hampton Hill gave a free performance of Rumpelstiltskin to a packed seating area of patients, staff, and their families.



Children on the Starlight ward had a festive surprise just before Christmas when staff from Japan Airlines called in to deliver toys.



The playroom on Sunshine children's day unit hosted a special Christmas performance by youngsters from Corona Theatre School in Hampton.



Staff long service awards



With a minimum of ten years service each, we celebrate the loyalty of our staff

STAFF AT WEST Middlesex University Hospital came together at an awards ceremony to mark their long service.

The annual event is organised by the Trust to recognise and reward staff for their years of loyalty and dedicated work.

63 staff were invited to celebrate, achieving one of the significant milestones of working at the hospital this year for over 10 years, clocking up an impressive 1,215 years of service between them.

In total, 438 staff have been at West Mid for longer than 10 years, and 115 of those staff have worked over 20 years.

Chief Executive Dame Jacqueline Docherty and Chairman Tom Hayhoe handed out the awards and spoke of their gratitude to all staff throughout the hospital for their commitment and contribution.

Nina Singh, Director of Workforce and Development, said: "It's important to take some time out to say thank you and recognise the staff who have spent a large part of their working lives with us. West Mid has always been a supportive and friendly place to work and we will continue working hard to ensure it stays that way in the years ahead."

Les Brothwood has put in 15 years' service. The Applications Programmes Manager from Twickenham explained: "I enjoy the diversity of my job. Working in IT means I get to meet lots of different people. I only live ten minutes away near Twickenham Stadium so it's convenient. I was in my previous role for 12 years so I'm a bit of a 'stayer'!"

Gill Williams from Staines works as a pharmacy technician and has spent over 25 years at the hospital. She said: "I have a good team of colleagues and I feel comfortable

here. I really enjoy going up on the wards and meeting the patients."

Audrey Beckford (pictured below) from Hounslow is a Staff Nurse in the Medical Assessment Unit and been at West Mid for 20 years. She said:

"The hospital supports you in achieving your professional goals. It's a friendly environment and I'm happy working here – there's a lot of support and love. It's a family friendly place and the hours are flexible."

Annie De Souza, a Clinical Support Worker from Hounslow, has carried out 20 years of service at the hospital. She said: "It's a nice place to work and it's good to work with patients."

It's been over 10 years at the hospital for Enitan Raw, a Staff Nurse in the Outpatients Department. She explained: "I enjoy the team work with my colleagues in the outpatients department and looking after the patients."



Keeping patients "warm and cosy"

OUR MAIN ENTRANCE now has revolving and automatic doors, and an adjacent patient transport lounge. The doors were installed to improve patient access and temperature control, and were finished in time to protect everyone in the atrium from the biting cold winter air.

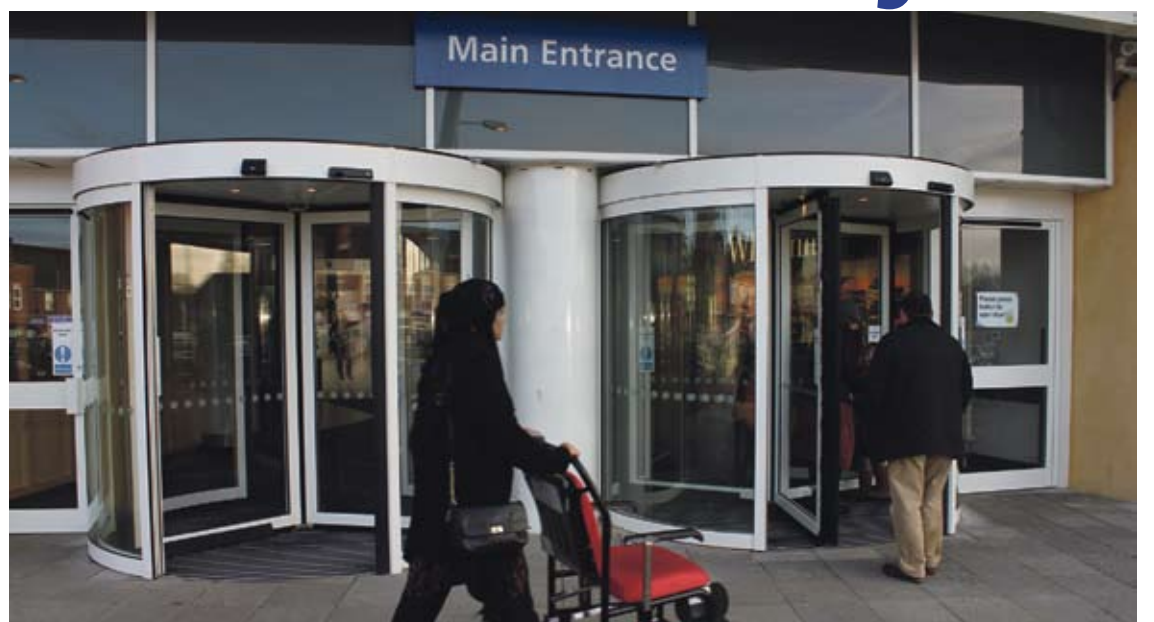
The patient transport lounge aims to provide patients and their families/carers with a comfortable area to wait for their transport, away from the bustle of the atrium.

Margaret Partridge from Stanwell said she was pleased that she could still see everyone coming and going through the lounge's clear entrance door.

Margaret was waiting in the lounge for her hospital transport home after an appointment following major surgery on her toes.

She told West Mid Matters that she was impressed with the new waiting area: "It's clean and bright, warm and cosy." Another waiting patient commented that it was "warmer and out of the draft."

Julie Wright, Director of Nursing and Midwifery, said: "We hope the new entrance and transport lounge will help improve people's experience of using the hospital. The revolving doors certainly seem to be controlling the temperature and there is good disabled access either side as an alternative."



Keeping the cold at bay - our new entrance doors



Comings & goings

Starters



Emma Cartwright - Director of The Mulberry Centre

Welcome to Emma who has joined The Mulberry Centre as its new director. Emma has worked in the administration of healthcare for fifteen years at the Institute of Ophthalmology, managing projects including project proposals, preparing grant applications to charities and trusts; organising conferences and events; editing, and dealing with the financial administration of grants, providing financial reports and managing budgets. For the last six years she has been a professional fundraiser, initially as Fundraising Manager at the Hammersmith Hospitals NHS Trust and, since June 2008, as Assistant Director of Fundraising at the Woking and Sam Beare Hospices in Woking – a role in which she has enjoyed great success. She joins The Mulberry Centre with a great background of experience and knowledge, along with enormous enthusiasm and energy. She is not only passionate about music but also a highly accomplished performer! We are delighted to welcome her.

Leavers



Simon Marshall - Chief Financial Officer

We bid farewell to Simon who has been with the Trust for over six years. During that time his role grew to incorporate Finance, Estates, Procurement, IT and Information. He said: "I've never known what to expect from one day to the next – it's gone extremely quickly and been great fun despite the many ups and downs. It's great to see the Trust in a much stronger place now with many expanded services including maternity and the new urgent care centre and much more ambitious plans for the future. It's been a great place to work and I will miss everyone." Simon will be joining NHS North West London to work on its reconfiguration plans so he will be out and about across the patch and no doubt will be popping in to see us in the future. We wish him all the best with his new challenges.

News in brief

Ensuring our patients are comfortable

Kew Ward has seen a significant reduction in hospital-acquired pressure sores following the introduction of patient comfort rounds in May 2011. No new grade 2 sores have been reported since the end of May.

Ward Manager Anna McNulty-Howard is very proud of her team and continues to ensure high standards of nursing care. Julie Wright, Director of Nursing and Midwifery, said: "It shows that we are achieving high standards of care, and we aim to keep up the good work and strive for excellence."

Prize winning poster design

Assistant Librarian Uma Devalapalli, has been awarded third prize for a poster on 'Medical Apps on Netvibes Portal' at the London Health Libraries NHS / HE Conference.

Uma's poster explains how staff can access Clinical Evidence and latest health education updates on their mobile phones. Uma put her design skills into practice to promote the web portal she has created which contains useful links and up-to-date information for staff working across all of our clinical areas.

Research matters

OUR PAEDIATRICS DEPARTMENT is taking part in studies which aim to improve how pre-term babies are cared for. Nour Elhadi, Consultant in Paediatrics and Primary Investigator in Neonatal Studies, explains...



We are working with other hospitals in the North West London Perinatal Network to improve the way we predict and manage the physical and mental development of pre-term (born before 37 weeks) babies.

Around 5,000 babies were born in our Queen Mary Maternity Unit last year, which is twice as many as a decade ago.

About seven to eight per cent of these babies were pre-term and most were admitted to our Special Care Baby Unit.

This vulnerable group of babies needs a lot of support because of complications including breathing difficulties caused by immature lungs, infections, and feeding problems, and they are also more likely to have developmental, growth and learning difficulties (about a third of children with learning difficulties were pre-term). So there is continual research being carried out to give them the best possible care and support.

We are taking part in studies on neonatal care alongside several other hospitals in London.

NEON trial

Studies show that current nutrition is not giving pre-term babies enough protein and energy.

Pre-term babies take time to suck and feed so we give them a liquid solution containing protein, fat, trace elements and vitamins which is fed through a vein.

NEON (nutrition, evaluation and

optimisation in neonates) involves giving a different type of liquid food to see if it is better for the growth and development of babies born before 31 weeks of gestation.

The new solution includes olive oil, fish oil, soya beans, and medium-chain triglycerides, and we believe it's superior to the traditional liquid food.

The study started in October 2010. It will run for a total of two and a half years, with a plan to recruit 160 pre-term babies across North West London hospitals.

ePrime study

This study evaluates the use of MRI (magnetic resonance imaging) brain scans of babies born before 33 weeks of gestation.

It's looking at how sensitive and precise MRI scans are in predicting long-term development of the nervous system compared to commonly used ultrasound brain scans.

This will have an impact on the effectiveness of long-term care of pre-term infants and their families, and on

the overall healthcare cost to the NHS.

This study started in November 2009 and will run for a total of five years, with a plan to recruit 818 pre-term babies.

Reliability of 2-year neurodevelopmental assessment in preterm infants

Our third study evaluates the long-term developmental outcome of all pre-term babies once they are two-years-old.

We follow these pre-term babies every three months and document their developmental progress, and when they are two-years-old a specialised research paediatrician assesses their development in detail, to see the effect of prematurity on their brain development.

High uptake

We have a high number of babies taking part in our studies. This is thanks to good interaction with parents, and the enthusiasm and hard work of our multi-disciplinary staff, particularly the nurses who put a lot of hard work into documenting and entering the data.



Compassionate care

Each month in this section we post letters that the hospital has received, complimenting a service. The hospital receives many compliments, however, it is often the complaints which gain more attention. We would like to remind staff that all their dedication and hard work is appreciated by the most important people, our patients, their families and carers.

If you would like to send in a compliment letter, write to the PALS team, at the hospital address, or go to our website: west-middlesex-hospital.nhs.uk and type *compliments* into the search box.

If you are a member of staff or team who has received a compliment letter, that you would like published in *West Mid Matters*, please contact us on x 6342 / communications@wmuh.nhs.uk

My husband and I have been patients at the West Mid University Hospital over the past 7/8 years and we have always been impressed by the cleanliness and pleasant environment of this modern hospital and the good care we have always received.

In June of this year, I was diagnosed with breast cancer and since then I have been in the capable care of the Breast Surgery Outpatient Clinic under the professional leadership of Mr Vashisht and his caring, compassionate team. I was most impressed at the speed in which my appointments were set up from the time of my recall until I met Mr Vashisht. From the outset, Mr Vashisht exuded confidence and reassurance in his quiet, professional manner and I immediately developed the utmost faith in his skill and competency during my 2 operations.

I also found the consultant Radiologist who did the ultrasounds, the Anaesthetists, the Breast Care Nurse, Natasha Ceden, and in fact all of this wonderful team so competent, caring and compassionate. Natasha, with her outgoing and friendly disposition, was my strength throughout and was always available to answer my questions in her confident, reassuring and friendly manner at all my visits or whenever I needed to call her, and if she was not available, she would call me back as soon as she could, which I so appreciated.

This was a very stressful time for my husband and I and I appreciated every member of the team's personable approach to make me, the patient, feel important and they involved me in every decision. I was not just a number!

I am now under the care of the Oncology Department, ably led by Dr Riddle, who was also so positive and reassuring when we met her for the first time. My heartfelt thanks to one and all.

I hope that this letter serves as an endorsement of the sterling and invaluable service that the NHS provides, and we are very grateful to be able to use the West Mid University Hospital, which we consider outstanding in every respect, as our hospital of choice. *Yours sincerely, AR.*

I want to thank Osterley One ward at West Middlesex Hospital who helped to look after my beloved mum who passed away. They did everything they could. The sister Sinay was very helpful and comforted the family as well and the nurses were very caring. I often read of bad things about hospitals but there are good wards like Osterley One. They paid attention to everyone. All hospitals are different but West Mid was the best one for mum before she left to a home. I will never forget their kindness.

Miss Margaret Krowicki

(Reproduced from the Hounslow Chronicle newspaper)

From the moment I was seen and admitted in A&E to my being allowed to leave the Cardiology Department three days later and, including the outpatients follow-up appointments, I have to declare that in all respects, the attention I received from all members of your staff was breathtakingly far superior to any expectations I might have had. So congratulations on what was for me (apart from the miraculous medical treatment I received!) as unforgettably moving and humbling experience at the hands of your skilful, wise, informed, empathetic and lovely staff. How very impressive and how lucky and blessed am I and all who enter the portals of the West Middlesex University Hospital.

Yours sincerely Mr SW.

In December my wife was admitted to the A&E department. From the moment the ambulance people arrived until my wife was discharged six days later we have only very high praise for the hospital. Everyone – doctors, nurses, admin staff – were very professional and kind. We live in Cambridgeshire and when it came to my wife leaving hospital everything was done to speed up the process.

The food – which I ate in the restaurant – was excellent and the hospital was kept exceptionally clean.

We are very grateful to all the staff who helped my wife in her stay at the West Mid.

Mr GJ.

Inside out

ONE IN THREE people are likely to be diagnosed with cancer in their lifetime. Whilst the diagnosis, treatment and survival rates for many cancers continues to improve, for many people affected by cancer there is often a gap in ongoing support after their initial treatment has finished.

At West Middlesex we are extremely fortunate to have The Mulberry Centre based within our grounds. It is a drop-in centre for anyone affected by a diagnosis of cancer to visit for information and support.

An oasis of calm and tranquillity, The Mulberry Centre can be found tucked away in the south east corner of the hospital grounds.

The services available include:

- Counselling
- Support groups
- Complementary therapies: reflexology, massage, aromatherapy or Shiatsu
- Relaxation therapies: meditation, yoga, or T'ai Chi
- Welfare rights and money advice
- Extensive library



The Mulberry Centre at West Middlesex Hospital - available for anyone affected by a diagnosis of cancer to visit for information and support

It is accessed by clients from across the boroughs of Hounslow and Richmond upon Thames as well as

further afield as there are no geographical boundaries for who can use it. Clients range from young and old although fewer men than women use its services, something they are keen to change.

New Director, Emma Cartwright said: "The Mulberry Centre is here for everyone affected by cancer to use. You don't need to be referred by your GP or hospital to come along. Just drop-in and sample our coffee and informal hospitality. If you just need to talk to someone in confidence about issues affecting you, whether you have cancer yourself or are caring for someone with it. We are here to listen, offer support and provide information and all our services are free of charge."

The Mulberry Centre is an independent charity, funded entirely by donations. It also relies on the support of a team of dedicated volunteers. If you can help, either as a volunteer or with fundraising, then please get in touch by calling 020 8321 6300.

You can also view their website www.themulberrycentre.co.uk, which The Mulberry Centre are in the process of redeveloping. If you have any comments or suggestions on how this could be improved, then give them a call.



Education, learning and development: Health care assistants

HEALTH CARE ASSISTANTS (HCAs) give direct care to patients by assisting trained nurses. This includes bathing patients, taking their blood pressure and temperatures, communicating with them, and reporting any difficulties or anxieties the patient might be having to their senior nurse.

Clinical induction

A clinical induction is provided at West Middlesex for all HCAs who have been newly approved to work at the hospital. This is an introduction to basic nursing care such as washing, dressing, and feeding patients. They move on to our newly established training scheme which supports HCAs in developing their competencies. This is a requirement from the Care Quality Commission to improve clinical practice. These competencies might also lead towards an application to become an Assistant Practitioner (AP).

The HCAs each have a booklet which documents and evidences completed tasks and developing skills, and a mentor to support them and sign off their activities. The booklet takes around six weeks to complete.

The training and support is overseen by Edwin Dela Cruz, Head of Faculty of Nursing, with the close involvement of Sybil Corbin who has many years of nursing experience at West Middlesex, and Lena Smith, Practice Development Nurse.

HCAs wishing to further their education then take a written numeracy and literacy test, and are interviewed here by the relevant ward manager and matron. Selected

candidates are recommended to Buckinghamshire New University in their application to undertake a foundation degree.

Development day

A HCA development day was held in December to provide clinical teaching in basic care and explain the reason for the care. For example, showing how to take blood pressure correctly and explaining why blood pressure is taken. Teaching was also giving on effective communication including how to speak to patients, and on providing respect and dignity.

West Mid Matters popped in to chat to some of the HCAs about their work. Veena Ramanathan works on Osterley 1 Ward and has been a HCA for nearly four years. She said: "I've always been interested in caring for people. I enjoy every part of the job, especially caring for



Camala Saxby, Edwin Dela Cruz, and Frances Knight-Weah practising taking blood pressure

the elderly because they are more vulnerable and can't help themselves."

Frances Knight-Weah also works on Osterley Ward. She has been a HCA for nearly 16 years. She said: "The role is quite different to when I started. Now you can use your

initiative more – if I'm dealing with a patient and I see any differences in them which cause concern I can highlight it to my senior nurse."



HCA Shirley Buenafe with teacher Sybil Corbin

Shirley Buenafe has been in the role for just over a year and works on Crane Ward. She previously spent eight years working in a nursing home after moving to the UK from the Philippines, and was inspired to apply to become a HCA at West Mid. She explained: "I'm a very caring person and wanted to learn more about caring for and nursing people. I'm really enjoying my job and feel like I want to keep on learning and doing more training towards the foundation degree."

Becoming a HCA

If you are interested in becoming a HCA here at West Middlesex please contact our Human Resources team who can advise on the next steps. Speak to Christine Meredith, Recruitment Manager, on 020 8321 5422.

Competency training

For our existing HCAs, The Faculty of Nursing, Learning and Development Department will be offering more HCA Competency Training on the following dates:

- **Tuesday 17th January 2012**
Venue: Small Meeting Room
Time: 09.00 -17.00hrs
- **Tuesday 14th February 2012**
Venue: Small Meeting Room
Time: 09.00 -17.00hrs
- **Tuesday 13th March 2012**
Venue: Small Meeting Room
Time: 09.00 -17.00hrs

For booking places, please contact Sybil Corbin on email: Sybil.Corbin@wmuh.nhs.uk or Edwin Dela Cruz on email: Edwin.Delacruz@wmuh.nhs.uk



Health care assistants receiving their Practice Competencies certificates from their teachers

Contact us



Editorial team: Richard Elliott, Louise Jones
Contact: communications@wmuh.nhs.uk / 020 8321 6342 / 5035

If you have an idea or article for inclusion in the next, or future, edition of West Mid Matters please let us know via the contact details above.

We are always keen to hear your feedback on West Mid Matters - what you like about it and what you think could be improved - so please let us know.

If you would like to be added or removed from our mailing list, please email your details to: communications@wmuh.nhs.uk