



west mid matters

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Fantastic voyage now a reality



Dr Mawdsley with the high-tech endoscopy capsule and on screen images it transmits during its 'fantastic voyage' through the human body

to produce images of the small bowel.

Patients swallow a capsule the size of a jelly bean which records images over 12 hours

The images are stored on an image recorder belt worn by the patient which they simply hand back into the department the next day.

Consultants can then examine the images which provide clear detail of the small bowel which has previously been a difficult part of the body to assess.

The procedure is provided in line with criteria from the National Institute of Clinical Excellence for patients with recurrent gastro-intestinal bleeding, unexplained iron deficiency anaemia, and suspected or established Crohns disease.

The endoscopy department has been carrying out the procedure for about nine months. Consultant Dr Joel Mawdsley, clinical lead for the service, explained: "Offering this service at West Middlesex means that patients are only waiting around two weeks for the procedure, and it saves them journeying to another hospital in central London. It's also improved the way we report their results.

"The procedure is also relatively non-invasive so patients can go home after swallowing the capsule and continue their normal activities."

REMINISCENT OF THE cult 1960s movie 'Fantastic Voyage' starring Raquel Welch about a miniaturised submarine's journey inside an American scientist's body, a high-tech procedure is

taking the stress out of medical assessments for patients with certain gastro-intestinal problems.

Capsule endoscopies are being performed by West Middlesex's endoscopy department

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Thank you for your ongoing support

We are very grateful for the support we have received from our patients and community in our quest to secure Major Hospital status.

NHS North West London have been consulting to improve healthcare for the two million people it serves. Under the preferred option (option A) West Middlesex would become a Major Hospital - expanding our award winning maternity, high performing A&E and other services.

Under another option (option C) West Middlesex would lose these services and patients would need to travel to a different hospital to access A&E, maternity and children's

services.

We are confident that we can secure and deliver Major Hospital status but we need your help!

To have your say, please:

- pick up a consultation pack from the hospital or
- visit www.healthiernorthwestlondon.nhs.uk or
- call 0800 881 5209 / email consultation@nwlondon.nhs.uk

Turn to page 3 for more information on some of the activities we have been running to get people involved in the consultation



What matters to me

WE MAY REMEMBER the summer of 2012 for three things – the Queen’s Diamond Jubilee, the London 2012 Games, and the rather disappointing weather! Autumn is now upon us, and already people are reacting to the change in season with colds and sniffles. For many getting coughs and colds is all part and parcel of autumn / winter. However, this time of year also sees the start of the much more serious flu season. Some people may think they have had ‘a touch of flu’ before, but this is more likely to be a nasty cold. Full blown flu is at best extremely unpleasant, usually resulting in several days spent in bed with symptoms including a high temperature, headache, aching muscles together with more general cold-like symptoms. But flu can be much more serious and fatal for some – particularly those with weakened immune systems.

As a hospital, we have a duty to protect our patients from picking up infections while they are with us, especially as they are more likely to be susceptible. For this reason, we have launched our annual flu vaccination programme for staff. The message is clear: flu kills. Influenza is dangerous, highly contagious and largely preventable. You can carry and pass the virus on to others without having any symptoms yourself, so even if you consider yourself healthy, you might be risking the lives of others. By getting the



Dame Jacqueline Docherty - Chief Executive

influenza vaccination you will not only be protecting yourself but also your families, your patients and the NHS services you provide.

Further information for staff is being distributed through all our usual communications channels, and our Occupational Health and Wellbeing team are putting on a series of drop-in clinics for staff to get vaccinated at.

If you are not a member of staff, I would encourage you to take up an offer of flu vaccination from your family doctor (GP). The flu vaccine is offered free of charge to people who are at risk to ensure that they are protected against catching

flu and developing serious complications.

You are eligible to receive a free flu vaccine if you:

- are 65 years of age or over (including those who will be 65 by March 31 2013)
- are pregnant (including women who become pregnant during the flu season)
- have a certain medical conditions

- are living in a long-stay residential care home or other long-stay care facility (not including prisons, young offender institutions or university halls of residence)
- are in receipt of a carer’s allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- are a healthcare worker with direct patient contact or a social care worker (see below)

Speak to your GP about the flu vaccine if you are the parent of a child who is over six months old and has a long-term condition. Your child’s condition may get worse if they catch flu.

For further information speak to your GP or go to www.nhs.uk

Remember, even if you had a flu vaccination last year or in previous years, it is important that you get protected against the current strain in circulation as it changes each year.

On a related subject, as the colder weather arrives the risk of other serious illnesses increases such as heart attacks, strokes, pneumonia and depression as well as broken bones from slips and falls. Cold homes have a significant impact on people’s health. One of the best ways of keeping yourself well during winter is to stay warm. The government has produced some useful booklets with guidance on how to stay warm over the winter. We have some available around the hospital or you can find out more at www.direct.gov.uk or call the Age UK advice line free on 0800 169 6565.

Director’s cut



Dr Stella Barnass, Medical Director

IF YOU HAVE visited our hospital recently you might have seen posters featuring some of my clinical colleagues asking for your assistance to help keep our A&E, maternity and children’s services.

This involves answering some questions in a consultation questionnaire available as a freepost form from around the hospital, or

online at www.healthiernorthwestlondon.co.uk.

The consultation is being carried out by NHS North West London and will help decide the services each hospital in the area provides in future.

This is happening because hospital services cannot stay the same and continue to provide a safe level of care to the local population which continues to grow and age.

Proposals have been put together by local GPs working with health and social services, patient groups and charities across North West London to look at what will give patients the best care.

Services won’t be cut, but they will be re-shaped. This means that some could be provided in the local community rather than from a hospital, some services will be provided at Local Hospitals, and there will be five Major Hospitals in North West London, with A&E, maternity and children’s departments, more expert staff and greater facilities to treat more patients.

Acute hospitals with A&E departments around the country serve a wider area than in London with less transport options

than we have here. Five Major Hospitals covering North West London would provide a safe level of expert care but it’s important that they are in the right location and make best use of taxpayers’ money.

The GPs are putting forward three different combinations of Major Hospitals to choose from. They are in favour of Option A which secures West Middlesex as one of the Major Hospitals.

We would keep our top performing A&E department, award-winning maternity unit, and children’s services which provide inpatient and specialist care for over 42,000 children each year. We would make the most of our modern buildings to expand and provide more services.

Overall, Option A makes best use of public money by expanding hospitals in the area that have the existing expertise, facilities, and best locations with transport links.

The GPs who have put forward the proposals may favour Option A but the views of the local population are crucial to making this successful.

We only have until 8 October to make

our views known, so I would urge you, your family and friends to spare some time to fill in the questionnaire.

The most helpful questions you can answer are questions 24 and 26, ticking that you strongly support Option A and strongly oppose Option C.

Giving a few reasons why is also helpful and will be taken into account by the decision makers.

Visit our website www.west-middlesex-hospital.nhs.uk or pick up an information leaflet from the hospital for our top reasons why we should become a Major Hospital.

I know there is anxiety among our patients and staff that we might not be selected as a Major Hospital, and lose our fantastic services as a result.

Please take the time to assess the evidence for supporting Option A and make the effort to fill in the questionnaire – all replies on behalf of the West Middlesex Hospital are important.

If you or your family live in North West London and you care about the NHS treatment that will be provided locally please support Option A. I can assure you that your response will make a difference.



Top scores for safe use of blood



Monique Chituku, Blood Nurse Practitioner

WEST MIDDLESEX HAS achieved excellent results in an audit of how we use blood supplies. The audit measured how we comply with national guidance on safe and appropriate use of blood products.

Blood is vital to the delivery of healthcare, and the way we use it is a core part of our patient safety strategy.

The national comparative audit was carried out during 2011/12 by Monique Chituku, the Trust's Blood Transfusion Practitioner. West Middlesex compared favourably to regional and national results, and did better than other hospitals in many areas.

For example, 100 per cent of our patients are given observation checks (such as temperature and blood pressure checks) before, during and after blood transfusions.

100 per cent of our patients wear ID badges to ensure that we do not misidentify the patient to be transfused, and to cut the risk of the patient having an undetected transfusion reaction.

Over 80 per cent of our doctors and nurses (compared with 67 per cent nationally) are up-to-date with their training in safe blood transfusion practice, which includes the important issue of gaining consent from patients. The remainder will have had training, or refresher training, within the past 14 months.

Our team of nurses and doctors involved with any aspect of blood transfusion receive annual training in line with local policies.

Monique has a central role for ensuring blood is used safely, and that clinical staff are trained in giving blood transfusions.

She explained: "I have been carrying out my role for more than five years so I know the best ways to communicate with line managers and get staff on to courses and checking their training progress on our WIRED computer system.

"I really believe that there's more awareness and understanding among staff now about safe blood transfusion and it's great to have this reflected in the audit results."

West Middlesex uses safe blood from the National Blood Service, Colindale. These supplies are used for women with complications of pregnancy, and haemorrhage before, during or after childbirth, patients with severe anaemia, trauma patients, and many surgical and cancer patients.

Blood supplies are also used for regular transfusions for people with blood disorders such as thalassaemia and sickle cell anaemia, as well as being used to make products for people with haemophilia.

Monique added: "I would also like to acknowledge the role of volunteers in making donations to the National Blood Service. Without people giving blood we would not be able to treat and save lives.

"Blood is the most precious gift that anyone can give to another person – it is the gift of life."

If you would like to give blood go to www.blood.co.uk to find out more about what's involved and where to give blood locally.

Shaping a healthier future

Staff and volunteers from across the hospital have been promoting the 'Shaping a healthier future' consultation at a series of events.

An information stall in the hospital atrium has been in place throughout the consultation period, with staff on hand during busy periods to advise patients and visitors and encourage them to take part and have their say.

We have also been out in the community at Hounslow Civic Centre, the Treaty Centre, Brentford High Street and Lampton Community Fair. These are in addition to the many events that NHS North West London have been hospital, as the consultation leads.

The closing date for the consultation is 8th October, so please make sure you have your say before then. Find out more and fill in a consultation form online at: www.healthiernorthwestlondon.nhs.uk or pick up a pack in the hospital.





Word from West Mid

Kidney stones

EUROPEAN UROLOGY WEEK (17 – 21 September) has been raising awareness of kidney stones. Mr Konstantinos Charitopoulos, Consultant Urological Surgeon, explains more about this common condition.

How frequent are kidney stones?

They affect three to five per cent of the population in industrialised countries and this is gradually increasing throughout the world. Men are three times more likely to develop stones than women when aged between 30 and 50. Recurrent stones are common.

What are the symptoms?

When stones are in the kidneys there are often no symptoms and they are only discovered during investigations for other conditions. It's when they travel down into the ureter (the pipe that connects the kidneys to the bladder) that acute pain develops. Pain can also develop in the kidney if the stone becomes large enough to block urine flow.

This episode of pain is called renal colic and can be excruciating, lasting for a few minutes or even hours with short periods of



relief. It's not uncommon to feel nauseous and have bloody or cloudy urine.

What causes kidney stones forming and are there ways of preventing them?

Kidney stones form when the urine contains more crystal-forming substances (e.g. calcium, oxalate and uric acid) than the fluid in the urine can dilute.

There is no single cause although several factors may increase your risk. These include a family or personal history of previous stones, the sex and age of the

patient, diet, and medical conditions or procedures that cause changes in digestive processes (e.g. inflammatory bowel disease, gastric bypass surgery).

The most important step you can take to prevent stone formation is to drink more fluids. Not drinking enough water in a day increases anyone's risk of kidney stones. People who live in warm climates and those who sweat a lot may be at higher risk than others.

Reducing salt, animal protein and sugar in your diet may lower the risk of certain types of kidney stones, as well as cutting down on foods rich in oxalate (e.g. chocolate, rhubarb and nuts).

Losing weight can also help: high body mass index (BMI), large waist size and weight gain have all been associated with kidney stone formation.

What are the treatment options?

Oral medication can dissolve some stones or help the passage of a stone into the bladder once it's started to make its way down the ureter.

Shock wave lithotripsy uses a device that produces a focused high intensity acoustic pulse to target and fragment the stones so they can pass into the bladder. It is usually done as an outpatient procedure and is recommended for most stones in the kidney.

Sometimes stones need surgical treatment if they're too large to pass spontaneously or are obstructing urine flow. This is usually in the form of minimally invasive endoscopic (with a camera) surgery, which can be done as a day case depending on the size of the stone.

Watch the procedure on YouTube

Footage of some procedures to remove stones are on the hospital's YouTube channel:
www.youtube.com/user/WestMidHospital

More information:

www.baus.org.uk/patients/symptoms/calculi.htm
www.nhs.uk/conditions/kidney-stones

Photo gallery



Khushnaz Italia, aged eight, enjoyed a day at West Middlesex with her grandfather Percy Writer who volunteers here. Khushnaz, from Whiteheath Junior School in Ruislip, wants to be a paediatrician when she grows up and was keen to find out more about this at the hospital. Senior midwife Barbara Butler (pictured left with Khushnaz) was able to chat to her about the work of the hospital's maternity unit, and Khushnaz also visited outpatients department 3. She was very grateful for her experience and will be able to use what she has learned for a school project.



Congratulations to Jane Brennan, Head of Corporate Affairs, on her recent marriage to Bob Lewis. Jane and Bob were married at St Phillip & St James' church in Whitton, before honeymooning in romantic Venice!

A colourful performance of Dick Whittington was enjoyed by children, families, patients and staff in Rumbles restaurant this month. King Rat's rendition of Lady Gaga's Born this Way was a particular highlight! The lively entertainment was organised by Starlight Children's Foundation, which provides entertainment in hospitals and hospices, and grants wishes to seriously and terminally ill children. The Panto Company put on the show as part of an eight week tour of hospitals and hospices around the country.





Focus on - consultant nurse and midwife roles

We spoke to Diane Home and Chantelle Winstanley to find out what it means to be a nurse and midwife working at a consultant level



Diane Home, Consultant Nurse

MY ROLE IS focussed on the care of people with inflammatory arthritis such as Rheumatoid Arthritis, Ankylosing Spondylitis and Psoriatic Arthritis.

The treatment has developed over recent years, with most people looked after as outpatients. We aim to begin treatment as quickly as possible. Research evidence informs us that this will bring about the best improvements and long-term outcome for each person.

I work within a team of rheumatology doctors and a specialist nurse. My responsibilities include providing education and support to people who have been recently diagnosed. Most of the medications require regular monitoring which is managed in nurse-led clinics.

There are also newer 'biologic' treatments. My job is to ensure that each person meets the criteria set out by National Institute for Health & Clinical Excellence. These medications are injections and I teach the person how to self-inject either weekly or fortnightly.

My interest in rheumatology began when I worked on the rheumatology ward as a student

nurse at Charing Cross Hospital. Although advanced nurse roles were unheard of then, the Ward Sister at the time was a pioneer in their development and encouraged me to return to the speciality once I was qualified.

There are now 10 rheumatology consultant nurses in the country. Each role is slightly different depending on the trust and area, but all must feature the core parts of the job set out by the Department of Health such as clinical practice, research, teaching and service development.

Each nurse working in these posts has to have clinical expertise and be educated to at least Masters level. Other aspects of my role include chairing the Non-medical Prescribing Group and working as a Nurse Advisor with the National Rheumatoid Arthritis Society (www.nras.org.uk), helping them with their patient information as well as developing and piloting their self-management programme.



Chantelle Winstanley – Consultant Midwife

IT'S A UNIQUE role which varies between NHS Trusts. My role here is focussed on protecting the normal

birth process and leading my midwife colleagues towards our aim of supporting women to have the birth experience they would like.

We encourage women with a straightforward pregnancy to give birth in our Natural Birth Centre or at home, and work to ensure that higher risk women on our labour ward also have the best experience possible.

I work closely with the head of midwifery, matrons, senior midwives, doctors and the whole maternity team to move our service forward. It's important to ensure that our clinical guidelines are based on evidence and in line with the national agenda; protecting normality in childbirth is a big part of this.

There's no set route to this role although the requirements are to have sound clinical experience, be qualified to Masters level and ideally have teaching or research credibility. Since the start of my career I've always been inspired

by the work of consultant midwives and feel privileged to now be in the role at West Middlesex hospital.

I began my career as a direct-entry midwife in a small district general hospital. Following this I worked in the community with disadvantaged mums, then became a specialist teenage pregnancy midwife and gained a Masters qualification. I have since worked as a senior lecturer in midwifery, whilst keeping up my practice as an independent midwife, which led to my role here.

There are around 50 consultant midwives in the country and we meet up throughout the year to share good ways of working. I'm passionate about giving women choices to enable them to have a safe birth experience with high quality care. It's very fulfilling to be in a role that supports midwifery and influences the service we provide for women.

Work for us

West Middlesex University Hospital is renowned for its friendly and nurturing environment and we are always looking for the best and brightest to come and work for us.

Our latest vacancies can be found on the NHS Jobs website, at www.jobs.nhs.uk then find us under the employers list.



Comings & goings

Starters

Dr Gayathri Perera, Consultant Dermatologist



A warm West Mid welcome to Dr Perera, who started with us in August in her first role as a consultant. Dr Perera joins us from Guy's and St Thomas' where she worked in the world renowned St John's Institute of Dermatology. She has worked at a number of hospitals across London, but originally trained in Oxford and worked at the John Radcliffe as a medical house officer and the Royal United Hospital in Bath as a surgical house officer. Whilst she has worked in intensive care and high dependency she first developed an interest in dermatology and infectious diseases in medical school and her time at the St John's Institute cemented her desire to specialise in this field. Dr Perera told WMM that she was attracted to West Middlesex by the opportunities to develop clinical research and clinical trials and its reputation for being a great teaching hospital. Her role here will include working in the community dermatology service, and developing her particular interest in inflammatory diseases in adults and connective tissue disorders.

Although Dr Perera had only been here for a few weeks when WMM caught up with her, she told us that everyone has been very friendly and welcoming and she is enjoying getting to know colleagues in other specialities. She also remarked on the energy and enthusiasm in the hospital. WMM wishes her well in her new role.

Colette Gunputrav and Kate Mellon, Staff Nurses



Colette (left) has joined the team on Syon 1 ward which is a colorectal and acute surgical ward. Her role includes using a safety checklist to ensure patients are prepared for surgery, and collecting them from the recovery area and monitoring their condition. The ward takes care of patients requiring a variety of procedures, including gastro-intestinal surgery. Colette has been nursing for just over 14 months and previously worked on a medical ward caring for older patients at Kingston Hospital. She is enjoying working with a great team who are supporting her as she settles into her new role and environment, and is looking forward

to enjoying her nursing at West Mid. Kate (right) has started work on the adjoining Syon 2 ward which is dedicated to caring for patients having orthopaedic (bone) surgery. She has been nursing for just over one and a half years, and previously nursed on a surgical ward at Churchill Hospital in Oxford after training at the University of Glasgow. Kate enjoys caring for the variety of patients who stay on a surgical ward, and is finding Syon 2 ward a nice place to work in with a very helpful team.



Martin Green, Fire Safety Officer

Martin is spending three days a week at the Trust in a role which expands on the safety work carried out by previous fire officer Keith Johnson. Martin is responsible for all aspects of fire safety, including risk assessments and staff training. He will also be liaising with London Fire Brigade where he previously enjoyed a thirty year career doing everything from fire fighting to training and management. Martin says he will be going everywhere around the Trust to look at can be done to further improve our fire safety and build on Keith's "brilliant" work. He is also happy to give advice if anyone wants to know how to improve fire safety in their homes. In his spare time Martin enjoys providing First Aid support for the London Irish rugby club and supporting his two sons who are keen rugby players.



Dr Helen Skirrow, Clinical Project Manager

Helen has returned to West Middlesex in a one year role to work on service improvement projects. These include improving how the hospital communicates with GPs, developing a new ambulatory care service as well other hospital improvement projects. Helen was previously here for a year from August 2009 as part of her foundation training and worked in the acute medical unit and A&E. She then moved to New York and for the last two years has been working on community health projects at Columbia University, as well as studying for her Masters in Public Health focusing on health systems management. While some might find it an adjustment moving from Manhattan to Middlesex, Helen says she's glad to be back working in the NHS again. Though she is finding it strange to be back and mainly based in an office and not on the wards! We hope she has a great year with us.



Movers

Mr Konstantinos Charitopoulos, Consultant Urological Surgeon

Konstantinos has been appointed to a permanent position after 18 months working as a locum Consultant within the urology department. He's been developing the use of minimal invasive surgical procedures at West Middlesex for urinary conditions such as kidney stones, which enable patients to go home the same day and recover quicker. Konstantinos completed an Endo-urology fellowship, at Leeds Teaching Hospital NHS Trust before coming to West Middlesex. His permanent role will enable him to make the most of this specialist training and further expand our day surgery procedures. He's fascinated by the use of modern technology in medicine, such as laser and keyhole surgery, and is looking forward to developing his work to benefit patients.



Leavers

Ray Plummer, Assistant Director of Facilities



Colleagues from across the Trust joined Ray for a lunchtime buffet at the end of August to say a fond farewell. Ray has been responsible for the all of the Trust's Facilities services for eleven eventful years. In that time the hospital moved from its old site, which dated back to the 1800s, to our current modern buildings, as well as there being many developments. Ray says his highlight has been seeing the new hospital become a reality, and the various wards and departments move into the hospital we know today. He is hugely grateful to everyone who has played a role in providing Facilities services to staff and patients. He's looking forward to spending time relaxing on the Isle of Wight and being involved with the Island Sailing Club.



Compassionate care

In this section we highlight some of the positive feedback provided about West Middlesex. 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 visit our website: west-middlesex-hospital.nhs.uk and type *compliments* into the search box.

If you are a staff member 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.

Via Twitter

 **The Red Lion Ealing** @TheRedLionW5 28 Aug
@WestMidHospital Just wanted to say how fantastic and efficient A&E was yesterday when I came with my son !
Expand

 **David Lennon** @dplennon73 18 Aug
Big thanks to doctors & midwives at @WestMidHospital mat unit for bringing my baby girl into the world safely. Inspiring people #nhs
Retweeted by James Hughes

Follow us on Twitter @WestMidHospital

Via email

My 22 year old daughter sustained an animal bite at work yesterday afternoon. She is new to the area so we drove up from Hampshire to take her to her nearest A&E at West Middlesex Hospital yesterday evening. The wound was cleaned and she was given antibiotics – all within half an hour or so of being booked in at Reception. We were fully prepared to wait several hours and so were really impressed with the efficiency of your Department and kindness of your staff, and we are very grateful for such prompt treatment.

With many thanks

Mr & Mrs C

Tell us about your experiences by emailing tellus@wmuh.nhs.uk

Via NHS Choices

Jaxkie B visited Cardiology services in September 2012

All the treatment my Mother received, from A & E to the Heart Failure unit in Lampton ward was exceptional. The staff were all so kind and respectful of my Mothers dignity that I cannot praise them highly enough. We would like to thank everyone for there kind care and attention.

J mcginty visited Orthopaedics services in September 2012

Easy to understand. Polite. Very thorough in examination. Very happy with everything - gone up in my estimation. Excellent doctors.

Sudeep1 visited Accident and emergency services in August 2012

I am so pleased. It was a incident with a friend and she was taken care with 200% satisfaction. I am very happy.

I have heard all colourful stories about NHS and also have experienced how dry the guys in GP surgery treated us. This hospital's A and E department is excellent ... superstar :)

Anonymous visited Accident and emergency services in August 2012

Was treated fantastically following head injury, I did not have to wait long to be seen by the nurse, who then consulted with the senior doctor and requested, due to the nature of my symptoms that I was seen to quickly which was greatly appreciated. At all times my health and decisions about my care where explained with/to me.

To comment about us on NHS Choices go to www.nhs.uk, go to Comments and search for West Middlesex University Hospital

West Mid Wi-Fi

PATIENTS AND VISITORS can now benefit from free Wi-Fi connection at hot-spots in the hospital's Rumbles restaurant and Mid West Café.

Whilst staff have been able to use a secure Wi-Fi connection for several years to help them work more easily around the hospital, the Trust's ICT department have now responded to popular demand and opened up restricted access to the internet for all.

Phil Vella, Assistant Director of ICT, explained: "With more and more people

accessing the internet using mobile devices such as laptops and smart phones to catch up on work and stay up-to-date we wanted to offer this facility for our patients and visitors.

"Using the Wi-Fi is simple, and we have instructions displayed at both hot-spot locations.

"A fair use access policy applies, but we are confident people will find our free Wi-Fi a great addition to the facilities available in the hospital."



Browse the internet and check your emails at Wi-Fi hot-spots in the Mid West Café and Rumbles restaurant

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 future editions 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



Education, learning and development

Training to lead our wards from good to great



OUR WARD MANAGERS and senior sisters from theatres are taking part in a new course to support them to become inspired leaders of the future.

The course has been created at West Middlesex to mirror our Clinical Leadership Programme which has been very successful.

The Ward Manager Development Course covers:

- Self management as a leader and manager – using feedback about their performance from colleagues on all levels, and examining how they inspire and lead their teams
- Practical development – dealing with challenging conversations, handling legal, financial and data issues
- Planning and delivering an improvement or innovation project strongly linked to improving patient experience and staff engagement

■ Ongoing development – working with their manager on developing skills identified on the course.

The course involves taking a day away from the wards every four to six weeks until May 2013, as well as using the learning and carrying out project work in their day-to-day roles.

Karen Boakes, Assistant Director for Learning & Development, explained: “We realised there was a need to provide development opportunities for senior clinical staff.

“Ward managers and senior sisters are absolutely crucial to ensuring patients receive safe, quality care and have a good experience here.

“They’re responsible for their wards meeting all safety and clinical targets, and leading and motivating their teams. There are a lot of local and national changes happening in the NHS and we want to support them through it.

“It’s an opportunity to step out of their busy clinical environment, and have some time and space to reflect and think about how things can be done differently or better.

“Everyone might have different aspects of how they do their role that can be developed. We hope the course helps people identify this so they can continue honing their leadership skills.

“It’s the first time we’ve run this course so it will be really interesting to find out what the participants think about it and how it helps them.”

Julie Wright, Director of Nursing, said: “This is a really positive programme for our ward managers. They are absolutely pivotal in the ward environment for ensuring high standards of care and a good patient experience. The course is very supportive - building on their existing skills and enabling them to develop new skills in order to carry out their very important role.”

Graduating with Masters

CONGRATULATIONS TO THREE senior members of our clinical staff who graduated on 6 September with a Masters in Education from Buckinghamshire New University.

Pictured are Monique Chituku, Blood Transfusion Specialist Nurse, Ann Jawino, Senior Practice Development Nurse and Lead for Pre-Registration Nursing, and Veronica Mac Quarshie, Senior Practice Development Nurse in Theatres. They are joined by Edwin de la Cruz, Head of Faculty of Nursing, who supported them through their studies.

Ann said: “Completing my Masters in Education programme was very hard work, especially combining it with many other pressing priorities and responsibilities. Perseverance and peer support were the key factors to our success. The graduation ceremony was a fulfillment a lifelong dream! I would like to thank my line manager Edwin de la Cruz for the great support and inspiration.”

Veronica said: “For me to achieve a Masters degree in Education is a dream come true and a key stone of progress in life. It has been my vision from an early age to become a medical doctor, nurse or a teacher.

“Though I have achieved a goal of being a theatre nurse for many years, I still have the passion of supporting and teaching students in the classroom and the clinical areas, both in the UK and in third world countries through charity work.

“In 2007 I won the Nursing and Midwifery award for mentorship and support organised by the Trust. This boosted my morale to improve on my knowledge and skills by undertaking further education.

“I enrolled on the three year masters program in Education and graduated on the September 6, 2012. The three years part time education was hard but it paid off because I set my mind to it, worked hard towards it with all the pressures of full time work and family commitments, and at the end I achieved it. If I have been able to do it, you can do it too. I want to acknowledge the tremendous support from the Trust’s Learning and Development team, library, colleagues, friends and my family. Thank you.”



Edwin said: “I would like to congratulate Monique, Veronica and Ann with their achievements. I am confident that this will help them in their respective roles in providing quality teaching for all our staff and students. They are all fantastic and it is always a pleasure working with them. Well done!”