

TRUST SCORES 'EXCELLENT' FIVE IN A ROW FOR P.E.A.T.



Secretary of State for Health launches Advancing Quality data and our Trust is a top performer!



PLUS:

St Helens and Whiston hospitals among the UK's best

Excellent Patient Care in World Class Hospitals

www.sthk.nhs.uk



TRUST LOTTERY RESULTS

The recent lottery winners are:

April 2010

- £1,500 Julie Speakman, Office Manager, X-Ray Dept. Whiston
- £500 Karen Finney, Medical Secretary, Dept. of Medicine for Older People, Whiston
- £200 Debby Glynn, Ward Manager, Dept. of Medicine for Older People, Whiston

May 2010

- £1,500 Mary Bradley, Secretary, Pharmacy, Whiston
- £500 Gillian Haydock, Nurse Practitioner, Special Care Baby Unit, Whiston
- £200 Linda O'Brien, Healthcare Assistant, Outpatients Dept. St Helens

Note: Prizes can only be issued to lottery participants who have paid all due contributions. In the case of deductions not being made from your pay, please contact the Finance Department on extension 1121. Your payslip should show a separate deduction described as LOTTERY and the amount deducted (£1 for each number).

Employee of the Month

April: John Clayton

**Decontamination Joint
Venture Transition Manager**



John started work at the Trust in 2002 as Clinical Services Manager for Critical Care. He later joined the Project Team before being appointed to his current role in 2007, where he managed the transition of Hospital Sterilisation and Decontamination Unit (HSDU) services to the private sector. John was nominated by Terry Hankin, Consultant and Chairman of the Decontamination Implementation Group.

What is your role?

My role involved training staff in new systems, handling the purchasing of instruments and managing the change in service.

How does it feel to be Employee of the Month?

It is great to be appreciated and it is also a fantastic acknowledgement for all the hard work and commitment of staff in the Sterile Services Unit, Theatres and other areas.

What has been the most important aspect of your role?

Maintaining the continued support of everyone involved was vital to the success of the project.

What is the most rewarding part of your job?

Achieving the successful transfer of services, through the teamwork of all involved has been extremely rewarding.

May: Joanne Gannon

**Personal Assistant
St Helens Hospital**



Joanne has worked in the Trust since 1993 and was appointed Personal Assistant to the management team at St Helens Hospital in 2003. Joanne was nominated by Jenny Rea Pre-Employment Co-ordinator, Skills Academy for Health North West, for mentoring students on work placements as part of the Ambition for Health programme.

What was your role as mentor?

I guided students through their tasks, checking their competencies and supporting their ongoing development throughout their 26 week placement. I did this as well as handling my usual day to day responsibilities as Personal Assistant to the Assistant Director of Operations, Phil Nee.

How does it feel to be Employee of the Month?

It is a great sense of achievement to be recognised for the support I have given to the placement students.

What is the most important aspect of your role as mentor?

Making the students feel welcomed as part of the team, supporting and encouraging their learning and helping them to get as much from their experience as possible.

What has been the most rewarding part of your role?

Most of the students I mentored have now got jobs, two of them are employed by the Trust. Helping people back into work has been extremely rewarding.

To nominate one of your colleagues for 'Employee of the Month' go to the Staff Matters section of the Trust Intranet and fill out an online form. Alternatively contact Trish Caldwell on ext: 1250 or email: trish.caldwell@sthk.nhs.uk

High Five for PEAT!

The Trust has achieved top marks in the Patient Environment Action Team (PEAT) assessments for the fifth year running.

Both St Helens Hospital and Whiston Hospital scored 'EXCELLENT' for their high standards in the following categories:



T.E.A.M. Together Everyone Achieves More: Catering, Matrons, Porters, Maintenance and Domestics.



Excellent for food



Excellent for infection control

- ✓ FOOD
- ✓ CLEANLINESS
- ✓ INFECTION CONTROL
- ✓ PATIENT ENVIRONMENT



Excellent for cleanliness



Excellent patient environment

The PEAT assessments check NHS hospitals throughout England. The assessments are carried out with the involvement of patients, patient representatives and members of the public.

We work closely with partners in catering, maintenance, portering and cleaning to ensure that our high standards are constantly met and this is monitored on a daily basis. Everyone involved in the PEAT assessment works very hard to ensure that our patients are provided with an environment that is clean, safe and maintains low infection rates.

Ann Marr, Chief Executive said: "We are tremendously proud that St Helens and Whiston hospitals have continued to achieve an 'EXCELLENT' PEAT rating for an amazing 5th year in a row. The Trust works very hard to maintain the highest standards and these latest results highlight our commitment to providing patients with a world class environment and the very best quality of care."

ADVANCING QUALITY DATA LAUNCH BY SECRETARY OF STATE FOR HEALTH



On stage L-R: The Secretary of State for Health, The Rt. Hon. Andrew Lansley MP speaking at the launch of Advancing Quality data, the panel Mike Farrar, Chief Executive of NHS North West, Ann Marr Chief Executive, Jeff Ball Consultant Cardiologist and Mike Manning, Consultant Orthopaedic Surgeon.

As one of the top providers of high quality patient care through the Advancing Quality programme, the Trust had the honour of hosting the first public reporting of data, launched by the Secretary of State for Health, The Rt. Hon. Andrew Lansley MP.

As well as the Secretary of State for Health, this unique and prestigious event was attended by Mike Farrar, Chief Executive of NHS North West, together with senior NHS clinicians and executives from across the North West.

At the event, Ann Marr, Chief Executive welcomed attendees and Mike Farrar explained the importance of Advancing Quality. Dr Jeff Ball, Consultant Cardiologist and Clinical Director provided an introduction to the Advancing Quality programme, before Mike Farrar introduced the Secretary of State for Health who then gave his keynote address.



Advancing Quality is designed to improve patient care and measure standards of hospital treatment in five key areas; heart attack, heart bypass surgery, heart failure, hip and knee surgery and pneumonia.

The programme, established by NHS North West, is the first of its kind in the UK and involves 24 hospitals throughout the North West. Data collected throughout the year has been published and you can see the Trust's excellent performance by logging on to:

www.advancingqualitynw.nhs.uk



Mike Farrar, Chief Executive of NHS North West



Jeff Ball, Consultant Cardiologist and Clinical Director introducing the Advancing Quality programme.

LAUNCHED AT WHISTON HOSPITAL

HEALTH

Speaking at the launch, The Rt. Hon. Andrew Lansley MP said: "Our priorities for the NHS are to put the patient at the heart of everything we do, to focus on outcomes rather than process targets, and to give power back to clinicians. Advancing Quality is achieving these priorities and provides an example of how the NHS can deliver both efficiency and quality together. It highlights how actually getting the quality of patient care right, is the most efficient way of delivering healthcare."



Members of the Trust's high performing Advancing Quality team!

Questions were then answered by a panel of experts which included the speakers, together with Mike Manning, Consultant Orthopaedic Surgeon who later spoke about the clinicians view of the programme, and Clinical Director and Joe Rafferty, Chief Executive of NHS Central Lancashire.

Following the discussion, the data detailing the first year's performance of each North West Trust was then published on the Advancing Quality website.

Ann Marr, Chief Executive of the Trust said: "We were delighted to have the honour of welcoming the Secretary of State for Health to the Trust and hosting the launch of the Advancing Quality data. The Trust's consistently good performance has ranked us in the top ten for the care we provide in each of the key areas. This further illustrates our commitment to providing patients with the very best quality of care."



A member of the audience asks the expert panel a question

Nursing staff check out the Trust's excellent performance on the advancing quality website.



Dear Ann,

23. VI. 2010

Thank you very much for
hosting us at the Whiston Hospital
last week. I really enjoyed the
entire visit, the presentations / dinner.

It was good to see a little of
the new facilities at Whiston;
I hope I shall get a chance
to see more of the clinic
when before too long.

Do please thank your staff
who helped to bring it all
together so well.

Yours etc,



The Secretary of State for Health sends personal thanks



The Secretary of State for Health, The Rt. Hon. Andrew Lansley MP has written a thank you letter to the Trust following his visit to Whiston Hospital to launch the Advancing Quality data.



**ADVANCING
QUALITY**
GOOD BETTER BEST

Ann Marr Wins 'Outstanding Chief Executive' Award

Ann Marr has been awarded 'Outstanding Chief Executive' in the NHS North West Leadership Academy Awards 2010.

Les Howell, Chairman said: "I am delighted to congratulate Ann on this richly deserved award. Ann's vision and extraordinary drive has helped transform the Trust from a failing organisation into one of the country's top performers. Ann works tirelessly with patients, staff and local partners to continually improve quality and achieve excellent patient care.'

Ann received the award in recognition of her exceptional leadership qualities in radically improving patient care and steering the Trust towards a long list of achievements, that include:

- Achieving a 'DOUBLE EXCELLENT' rating for two years running
- Maintaining one of the lowest MRSA infection rates in the country
- Meeting all the requirements of the Hygiene Code on both occasions
- Being one of the first Trusts to implement 18 week waiting time targets
- Redeveloping Whiston and St Helens hospitals to provide two state of the art facilities, on budget and ahead of schedule.



Ann Marr with her award for Outstanding Chief Executive

Mike Farrar, Chief Executive of NHS North West said: "Congratulations to Ann on this fantastic achievement. This award recognises Ann's outstanding leadership abilities along with her commitment and dedication to delivering high quality patient care."

ST HELENS AND WHISTON HOSPITALS

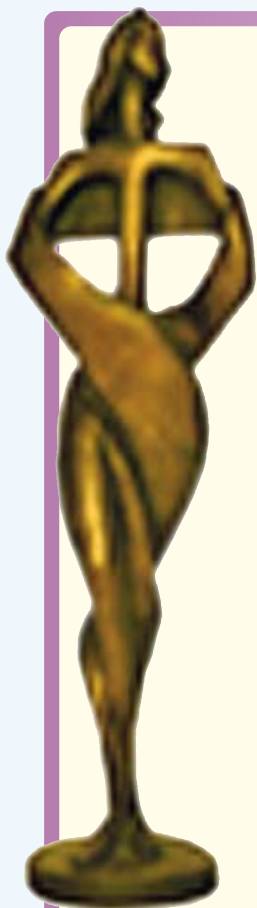
- among the best in the country

Both St Helens and Whiston hospitals have been ranked among the best hospitals in the country.

The ranking was carried out by CHKS, the UK's leading independent provider of healthcare intelligence and quality improvement services. Each hospital was measured for; safety, clinical effectiveness, health outcomes, efficiency, patient experience and quality of care.

This highlights our outstanding performance in delivering excellent patient care and is a tribute to the hard work and commitment of our staff.

James Coles, Director of Research, CHKS, said: "We are delighted that both St Helens and Whiston Hospitals are in our 40 Top Hospitals for 2010. These awards recognise outstanding performance in 21 areas which we believe are critical to delivering good patient care."





WHISTON

Celebrating "The End"



A walk down memory lane

Staff at the Trust said their final farewells to the old Whiston Hospital at a special 'End of Era' event to remember the good times, great achievements and years of loyal service.

A photograph-lined 'Memory Lane' was created for the day featuring images of patients, staff and celebrity visitors over the years.

Remember the days?



The famous time-capsule was dusted down for the event and there was a special screening of a short film showing Whiston's transformation from Victorian workhouse to an amazing new world class hospital. Those who attended the event also paid their own special tribute to the hospital by leaving messages on the 'memory wall'.

This may be the end of an era but it is also a celebration of what has been achieved here. We are leaving an old building behind but we are taking our most important asset with us, our skilled and dedicated staff. The new Whiston Hospital is exactly what they and our patients deserve.



Enjoying the photographs from yesteryear was the Trust's current longest serving employee Vicky Frith who first came to Whiston Hospital in 1967. Vicky said, "This hospital holds so many memories for so many people, it has been lovely to look at the old photographs and reminisce about the good old days."



'The way we were' – longest serving employee Vicky Frith pictured above on the right and below



HOSPITAL of An Era" 1865-2010



Messages from the 'memory wall':



Born here in '52, had my daughter here in '83, worked here since '96 Sad to see it go but the new Whiston Hospital is Fab! – Ros T

To the old hospital - you have served everyone so well. Thank you – MJ

Let's build on the Whiston team spirit! – Ray L

Loads of happy memories. I even met my husband here! – Julie Parr

Born here in '62, first job here in '84 Great place and people – John Bird

A Toast to the WRVS

The WRVS celebrated its years of service at Whiston Hospital with a special farewell party attended by Les Howell, Chairman and Ann Marr, Chief Executive.

During its time at Whiston Hospital the WRVS has raised thousands of pounds for charity and of course served tonnes of hot buttered toast!

Jean Kearney who has been a WRVS volunteer for 15 years said, "We've loved every minute of being at Whiston Hospital and we have met lots of lovely people over the years.

We will miss the staff so much but we would like to thank everyone for their support and kindness."

Les Howell, Chairman said, "Everyone from the WRVS is caring, kind, honest and friendly and it is these qualities that so many staff, patients and visitors admire so much. They have brought many smiles to many faces and I am delighted that some of them will continue as volunteers for the Trust at the new Whiston Hospital"



Les Howell, Chairman and Ann Marr, Chief Executive, with the WRVS team

A Flying Visit



Mohana Subbiah (centre) and friends with Val Blakemore (to the right of Mohana) and members of the maternity team.

Midwife Mohana Subbiah has flown almost 7000 miles from Kuala Lumpur in Malaysia on a trip to the UK and made a special visit to Whiston Hospital, where she trained 39 years ago.

Val Blakemore, Matron was delighted to welcome back Mohana and along with Ward Managers Marie Brown and Caroline Deveney, shown Mohana around the new Women's Outpatient and Delivery suites and Special Care Baby Unit.

Mohana, now a Clinical Instructor at the University College of Malaysia, spent ten years at Whiston Hospital and left in 1981. After a brief time in London she returned to her home country of Malaysia in 1986.

Mohana was hugely impressed with the new Whiston Hospital's ultra modern facilities. She said: "I can't believe it, this really is an amazing hospital, the technology is wonderful and just what patients deserve. It is lovely to see that the people at Whiston are still so friendly, just like all those years ago. I will never forget the friends I met here, they have a very special place in my heart."



Mohana (8th from left) in a newspaper article from 1975, following a visit from the Auxilliary Bishop of Liverpool when she was working at Whiston Hospital.



Welcome to the World L-R: Lilly-Mae and Harrison Doyle



Double Joy

The new Whiston Hospital has welcomed its first set of twins!

Brother and sister Harrison and Lilly-Mae Doyle were born on 21st April 2010 weighing in at 5lb 10oz and 6lb 2oz.

Mum and dad, Shirley and Matthew, from Runcorn are delighted (if a little exhausted) with their new arrivals. Shirley said, "There are lots of twins in the family and I wondered if it might be two babies, but we were still quite shocked when twins were confirmed."

"The support we have had from everyone, especially Grandma, has been fantastic. My midwives were brilliant I'd like to say thank you to them and all the staff who were there throughout every stage of my pregnancy."

International Nurses Day 2010

The Trust celebrated the ground-breaking work of its nursing staff as part of International Nurses Day.

NURSES' DAY

This special day is recognised around the world on the 12th May – the anniversary of Florence Nightingale's birth and highlights the commitment and hard work of those in the nursing profession.

Staff from the Trust held a special event in the Recreation Hall at Whiston Hospital, with the theme "New Hospital – New Nursing Innovations". At the event, staff from a range of directorates showcased their achievements in establishing a wide range of new innovations aimed at further improving the quality of care at the Trust. These included:

- The IV Access Team – helping to reduce infections on intravenous lines
- The Joint School – a new nurse led service for patients with hip and knee replacements
- The Dignity in Care Team – helping to ensure that patients receive the utmost in privacy and dignity.

In her opening address, Gill Core, Director of Nursing, Midwifery and Governance congratulated staff for achieving an excellent standard of care throughout last year and thanked them for all their hard work in preparing for and implementing the move to the new Whiston Hospital. The event was followed by a service held in the Sanctuary.



Gill Core, Director of Nursing, Midwifery and Governance on stage opening International Nurses Day at the Trust.



Nursing staff discuss their latest innovations in patient care

THE IV A-TEAM

Helping to Reduce Infection



Mark Llewellyn, IV Access Nurse Specialist attending to a Peripheral Inserted Central Catheter (PIC Line) for patient Henry Bristol on Ward 3B

The Intravenous (IV) Access Team have been working alongside ward staff to reduce infections associated with intravenous lines and provide patients with an environment that is safe and infection free.

Since it was established in August 2008, the team has helped ward staff to achieve massive reductions in infections:

- Line related blood stream infections down by 82% ↓
- Central line local infections down by 59% ↓
- Peripheral line infections down by 24% ↓

To help achieve these impressive figures the IV Access Team introduced a number of changes in the use of intravenous lines. These included introducing new cleaning wipes and IV dressings and updating hospital guidelines.

The team provide regular training for staff in all aspects of IV care, including the introduction of the Aseptic Non-Touch Technique (ANTT).

The team regularly monitor the care given to patients relating to IV lines and provide ongoing advice, guidance and support for staff.

ADULT LEARNERS WEEK

The Learning & Development team showcased the wide selection of exciting training opportunities available to all staff with 'Learn at Work Days' during Adult Learners Week.

Over 100 members of staff attended the events at both St Helens and Whiston hospitals aimed at encouraging and promoting further development.

The Learning & Development team provided staff with access to information on training, development and a whole range of employment benefits. They were joined by colleagues from Unison, Family Liaison, the Library and various nursing directorates.

Attendees were entered into a prize draw to win a one night stay at the Suites Hotel in Knowsley. The winner was Christine Dainty, Accident and Emergency Department.



Alison Carroll, NVQ Coordinator discusses opportunities with a member of staff.

Training opportunities for staff:

- NVQ's
- Skills for life
- First aid
- Personal development
- Internal courses such as presentation skills and managing meetings

For further information on training and development for staff email; central.bookings@sthk.nhs.uk



New Translation Service

The Trust is working with Prestige Network to provide interpreters in both St Helens and Whiston hospitals, to enhance the service it offers to patients whose first language is not English.

The service is provided 24 hours a day, 7 days a week with an out-of-hours phone number for staff to call for any urgent interpreting needs both by telephone and face-to-face. Prestige Network have a team of 4,000 linguists and can provide translations in all major languages.

How does it work?

- Wherever possible, face-to-face interpreting requests should be channelled through Joanne Watson, Discharge Planning Administrator or one of her colleagues in Operational Services at Whiston Hospital, by calling 0151 430 1332, during normal office hours.
- Telephone interpreting requests are handled direct by Prestige Network by calling 01635 866888 during normal office hours.
- All out-of-office requests are handled direct by Prestige Network's operations team on 0786 271 5137.

For more details on Prestige Network go to www.prestigenetwork.com or call 01635 866888.

When I grow up I want to be ...

Students from Haydock Sports College visited the new Whiston Hospital on a fact finding mission as part of their Health and Social Care GCSE course.

The students, all hoping for future careers in nursing or midwifery, were given a tour of the hospital to help give them an insight into working on the wards.

Jan Singleton, Head of Health and Social Care, Haydock Sports College said, "This was a fantastic opportunity for our students, they were very interested to hear about the day to day running of the hospital and see the new wards, single rooms and departments for themselves. The visit will form an important part of their coursework and we would like to thank all the staff at Whiston Hospital for their time and support"



The students visited the Acute Medical Unit on Ward 1B, before visiting the Children and Young People's Department with its colourful artwork, designed to help put young patients at ease.

Students from Haydock Sports College on their visit to Whiston Hospital with Jan Singleton, Head of Department



Local students visit Pharmacy

A group of Warrington school pupils recently visited the Trust to learn about the Pharmacy Department as part of an innovative new healthcare qualification.

The 4th year pupils, aged 14 to 15 years old are studying for their Diploma in Society, Health and Development (SHD), which is taught at Sir Thomas Boteler Church of England High School. The diploma is the equivalent of 8 GCSE's, and is aimed at pupils from schools throughout Warrington wanting to enter careers in healthcare.

Staff from the Pharmacy Department gave the school pupils a tour of the state of the art facilities to show them the very latest equipment and discussed the various roles in pharmacy and the qualifications and training those roles require.

Teacher Gill Petley said: "I would like to thank the Trust and the Pharmacy Department for this fantastic opportunity for our students to gain valuable first hand experience of a working healthcare environment. They really enjoyed their day and have learned a great deal."



School pupils watch as a prescription is entered into the system via computer.



Have you got hidden talents?

Can you sing, dance, do magic tricks or make people laugh?

Are you a natural born entertainer?

Are you a member of Trust staff?

Can you perform in front of your colleagues?

If your answer to these questions is yes, then we want to know about it!

The Trust is planning to hold a talent competition for staff early next year and the winner will get the chance to perform LIVE on stage at the 7th Annual Staff Awards Presentation Evening 2011. More details to follow.

Tell us what your talent is along with your name, job title, department, extension number and email address and send it to: judith.marsland@sthk.nhs.uk

VIVA VINCI! Donation



Staff at Vinci Construction, the company who built St Helens and Whiston hospitals, have donated £12,600 to the Trust.

Staff working on the construction of the two hospitals raised this amazing amount of money through weekly raffles and also through a sponsored bike race from Manchester to Blackpool, a fundraising 5 a side football tournament and a sponsored hike up Mount Snowdon in North Wales.

Accepting the cheque, Ann Marr Chief Executive said: "The Trust would like to sincerely thank all

L-R Vinny Quirk (Production Manager), Paul Harris (Operations Director) and Sean O'Driscoll (Project Director).

the staff at VINCI Construction for this fantastic donation and again for all their hard work in building our two world class hospitals. This donation will go towards providing an excellent environment for patients and families on the Special Care Baby Unit."

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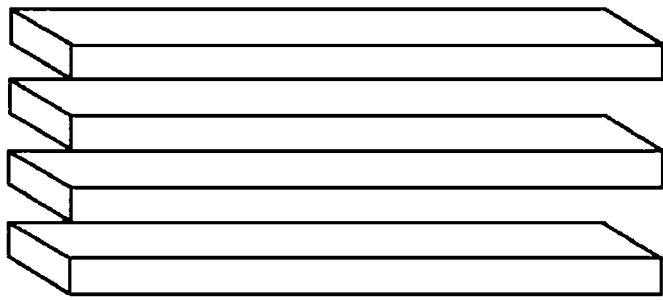
Postcode:

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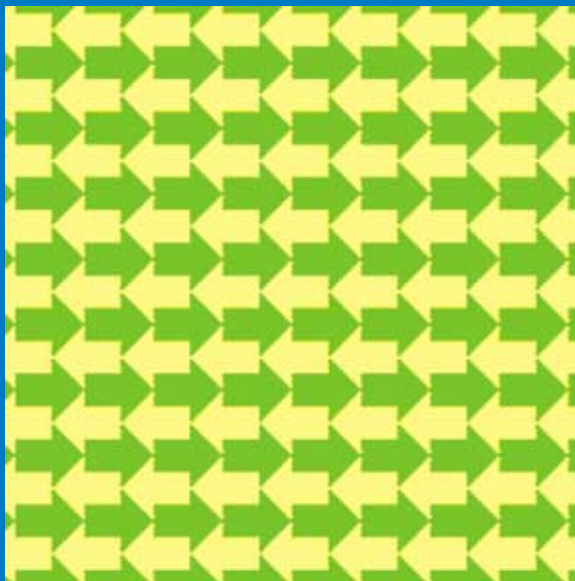
Email:

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It's all an **illusion!**



How many shelves do you see?
Is it four or is it three?



Which way do the arrows point?

IT Operations Help Desk
(0151) 676 5678
ithelpdesk@sthk.nhs.uk

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Cardiac Arrest 2222

Carers Support Team
(01744) 646 640

Local Security Management
Specialist (0151 430 1611)
Hospital Pager 1372

Facilities Management Helpdesk
1188

Did
you
know?



- A woodpecker can peck twenty times a second.
- There is a reference to Superman in every episode of the hit U.S. comedy, Seinfeld.
- Fingernails grow fastest on the hand that you write with.
- Humans shed about 600,000 particles of skin every hour, which is around 1.5 pounds each year! The average person will lose around 105 pounds of skin by age of 70.
- We are born with 350 bones, but because bones fuse together as we grow, we end up with only 206 as adults.
- The fear of the number 13 is called Triskaidekaphobia.
- The script for "The Simpsons Movie" was rewritten over 100 times before being finalised.
- Over 2,200 artists have covered the Beatles song 'Yesterday' making it the most recorded song of all time.
- Facebook was created by Harvard University student Mark Zuckerberg and was first limited to Harvard students only. It now has over 400 million users around the world.
- The national flag with the most colours is that of South Africa. It has six.



Staff **News 'n' Views**

Next Issue: August 2010

Many thanks to everyone who has been involved in producing this edition.

If you would like to contribute, please contact Judith Marsland, Head of Media, PR and Communications on 0151 430 2505 or judith.marsland@sthk.nhs.uk

The deadline for submitting items for the next News 'n' Views is 30th July