

Staff **News** 'n' **Views**

St Helens and Knowsley Teaching Hospitals NHS Trust

Issue 31 Spring 2011

The Winner of **TRUST'S GOT TALENT**

2011 is...

**Dr Chris Walsh**



*See inside for the full story of the night featuring our superstars*

**PLUS:**

**New partnership between Trust & LJMU**  
**Whiston Demolition and Redevelopment**

*Excellent Patient Care in World Class Hospitals*

[www.sthk.nhs.uk](http://www.sthk.nhs.uk)



# Employee of the Month

October:  
**Marie Brown**

**Delivery Suite Manager**



Marie joined the Trust in 1982 and has been a midwife for over 20 years. Her nomination was supported by a patient who said: "Marie is an outstanding midwife and an absolute credit to the Delivery Suite."

**Describe your role:**

I manage the Delivery Suite and specialise in caring for mothers in high risk pregnancies and those who suffer bereavement during childbirth.

**How does it feel to be Employee of the Month?**

It is a great honour to have been recognised by the Trust and to receive such positive feedback from patients.

**What is the most important aspect in caring for patients?**

You should always look after someone else's family in the same way you would want your own to be cared for.

**What is the most rewarding part of your job?**

Being a midwife means you have the great privilege of helping to bring a new life into the world and in general, you are looking after people at a very joyful time in their lives.

December:  
**Carol Fallon**

**Orthopaedic Nurse Escort**



Carol joined the Trust 6 years ago as catering supervisor but changed jobs after 3 years to be a nurse escort because she wanted to be more involved in caring for patients.

**Describe your role:**

I escort patients to and from theatre, helping to calm their nerves. I manage the administration of trauma patients being transferred to theatre and other departments, and I help to gather information for activity reports.

**How does it feel to be Employee of the Month?**

It feels marvellous! I was really overwhelmed and quite emotional that my colleagues had put me forward.

**What is the most important aspect in caring for patients?**

It is keeping patients relaxed and making them feel at ease, as most people are nervous about going for an operation.

**What is the most rewarding part of your job?**

I get a lot of job satisfaction looking after the patients and knowing they get to theatre feeling more at ease.

*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*

## IDEAS BANK – MORE WINNING IDEAS!



Ann Marr, Chief Executive presenting David with a certificate and £100 for his idea.

David Dawson, Staff Nurse, Rheumatology, recently won £100 for his great money saving idea. David's idea was to purchase a drug used to treat rheumatology patients in different size vials to reduce waste and save money. It has been estimated that this new idea will save 58p per injection, which works out at over £700 a year. Thank you David for this cost saving idea!

More great ideas from staff, patients and visitors on how we can provide better care, increase productivity, or save money are welcome. Write them on an Ideas Bank postcard, located throughout the Trust, or log onto the intranet or website to send us your ideas. You too could win £100!



**Better Care  
through  
Your Ideas**

**If you have an idea that will help the Trust to:**

- Improve patient care
- Increase productivity
- Save money
- Provide a more efficient service

Then please fill out an Ideas Bank postcard and send it to the address on the card. Postcards can be found at the main reception, restaurants and patient waiting areas at both St Helens and Whiston hospitals. You can also log your idea via the intranet or website at: [www.sthk.nhs.uk](http://www.sthk.nhs.uk).

Improving Patient Care Through Partnership Learning, Education and Research



# Trust signs important partnership with LJMU



*Ann Marr and Professor Michael Brown signing the partnership agreement. Back Row (L-R) Professor Godfrey Mazhindu, Dean of the Faculty of Health and Applied Social Sciences, Rod Hill, Vice Chairman and Non Executive Director, Professor Paulo Lisboa, Professor in Industrial Mathematics, Professor Kevin Hardy, Director of Clinical Strategy.*

**The Trust has further strengthened its relationship with Liverpool John Moores University by entering into a new partnership that will help improve patient care through education and research.**

The Worshipful Mayor of St Helens, Councillor Neil Taylor, Madam Mayor of Halton, Councillor Marie Wright and the Deputy Mayor of Prescot, Councillor Paul Shaw, joined senior members from both organisations in the Spice of Life Restaurant at St Helens Hospital to witness the signing of the new partnership by Ann Marr, Chief Executive and Professor Michael Brown, Vice Chancellor and Chief Executive of the University.

Ann said: "It is a great honour for the Trust to enter this partnership with such an esteemed organisation. The benefits of the partnership will be the exchange of knowledge, ideas and expertise, which will enhance health promotion and healthcare delivery. Our shared vision is to improve the health and well being of our population by achieving more together, than we ever could achieve separately."



*Professor Kevin Hardy, Director of Clinical Strategy speaking at the partnership launch.*

## Plans for the new partnership

- Undertake joint research
- Hold joint educational events
- Share learning
- Bring together the experience and talents of our respective experts – including our patients



*Professor Godfrey Mazhindu, Dean of the Faculty of Health and Applied Social Sciences, speaking at the event.*

# Quality Ward Rounds

The Trust has implemented a unique programme to further improve the quality of care being provided to patients.

The Quality Ward Round involves presentations and a tour of the wards given by all grades of nursing staff to the Director of Nursing, Midwifery & Governance along with another Executive Director and a Non-Executive Director.



*Janet Bentham, Ward Manager on Ward 3F and Caroline Deveney, Ward Manager Special Care Baby Unit (SCBU) with Ann Marr Chief Executive, Gill Core, Director of Nursing, Midwifery & Governance, David Bradbury, Non-Executive Director, Sally Duce, Directorate Manager for Paediatrics on the Special Care Baby Unit.*

The Quality Ward Round presentations focus on:

- Patient Safety
- Patient Experience
- Workforce
- Financial Position
- Achievements
- Concerns



*Caroline Deveney showing Ann Marr and Gill Core performance charts on the SCBU*

The process is very interactive with questions being asked throughout. The ward team is encouraged to raise any concerns, outline solutions and gain executive support for improvement measures. The presentation is followed by a tour of the ward area where Board members were able to speak to other staff and see initiatives to further improve patient care being put into practice.

Feedback from staff taking part in the programme is extremely positive and staff feel they provide a valuable opportunity to discuss the activity of their ward with colleagues on the executive team.

Gill Core, Director of Nursing, Midwifery & Governance, said: "Patient experience and patient safety are at the top of the Trust's agenda. The Quality Ward Round helps to

improve our service by measuring performance on the wards and identifying ways to further enhance the quality of care. In addition, as the programme cover all wards, this quality is being standardised throughout the Trust."

# The Trust is onboard the “Safety Express!”

The Trust has been selected by NHS North West to be one of 15 host organisations for a new programme aimed at setting patient safety standards.

‘Safety Express’ is a national improvement programme and the key aims are to improve patient safety in four areas:

- Pressure ulcers
- Serious harm from falls
- Catheter acquired urinary tract infections
- Venous thromboembolism (VTE)

The programme involves a collaboration between NHS organisations in the North West and those in the North East, York and Humber strategic health authorities.

Working alongside partners from NHS Halton & St Helens and NHS Knowsley, the team will begin implementing measures to improve patient safety as part of a structured programme that will run until December 2012.

For further information about Safety Express please contact Anne Hyson – Senior Nurse / Safety Express Project Lead on ext: 2287.

## Team make best presentation

*The Trust's Safety Express team proudly display their winning storyboard.*



Teams from the Trusts involved in the Safety Express project met in January 2011, where they each provided a storyboard presentation outlining their current positions. The Trust's presentation was chosen as the best by representatives from NHS North West.

# Trust is first in North West for new skin cancer treatment

The Trust is the first in the region to provide a new form of treatment for skin cancer called Electrochemotherapy.

The Trust is committed to providing patients with the latest advances in treatment and is at the forefront of skin cancer care in the North West. As the Trust is the Cheshire and Merseyside Regional Centre for Skin Cancer, it is one of just 5 in the country and the first in the region to provide the treatment.

Se Hwang Liew, Consultant Surgeon said: “This is a pioneering new treatment which has been shown to reduce tumours in 75% of research trails. We strive to ensure that local people can access the most up to date treatment and the best possible standard of care. This new treatment will help improve the quality of life for people with advanced skin cancer.”

## How Electrochemotherapy Works

Electrochemotherapy makes it easier for chemotherapy to penetrate cancer cells and treat cancer more effectively. The treatment is combined with administering chemotherapy through injection and uses a probe, attached to a machine to send an electric pulse to the tumour. This weakens the outer layer of the cancer cell allowing the chemotherapy inside.

This treatment is given under general anaesthetic in the operating theatre. It takes around 30 minutes and can be done as a day case procedure.



*Karen Pocock, Macmillan Skin Cancer Clinical Nurse Specialist and Se Hwang Liew, Consultant Plastic Surgeon with the machine used to deliver Electrochemotherapy.*

# Maternity Unit Status Success



*Patient Emma Noonan with members of the Maternity CNST team: Marie Brown, Ann Finch, Annette Taylor, Tennyson Idama, Tina Bogle, Julie Pilkington, Sue Weston and Val Blakemore. Members of the team not pictured are Rose Douglas, Caroline Cunningham, Ann Harding, Gerry Docksey and John King.*

The Maternity Unit has retained Level 2 status following its assessment against a new set of CNST (Clinical Negligence Scheme for Trusts) Maternity Standards.

The CNST assessment provides assurance to the NHS Litigation Authority and retaining Level 2 status will save the Trust around £300,000 in insurance premiums. The unit underwent a rigorous 2 day assessment which examined standards of care in 5 key areas; Organisational, Clinical, High risk conditions, Communication and Postnatal & Newborn Care.

Rose Douglas, Head of Midwifery said: "Achieving Level 2 status highlights the quality of care on the unit. It shows that we put patient safety at the heart of our service and mums to be can be confident in the standard of care they will receive if they have their baby at Whiston Hospital."

Emma Noonan, patient on Ward 2E said: "The staff are absolutely fabulous, they just couldn't do enough for me and have made my stay enjoyable. I'm glad I chose Whiston Hospital to have my twins and will definitely come back if I have any more children in the future!"

## New service for Mums to be

The Trust has launched new 'Early Bird Pregnancy Sessions' at Whiston Hospital aimed at mothers who are 6 to 12 weeks into their pregnancy. The sessions are run by midwives Nicky Sands and Joanne Battensby and provide advice and information on the following:

- Smoking cessation
- Diet & nutrition
- Lifestyle & exercise
- Ultrasound scans & screening tests
- Infant feeding
- Minor ailments of pregnancy

Nicky Sands said: "The sessions provide mums to be with an introduction to maternity services and offer an ideal opportunity for them and their families to ask questions. We hold 3 sessions a week and the feedback from those that have attended has been very positive. Partners, friends or relatives are also welcome to attend."

Vicki Massey recently attended a session following her 2nd pregnancy and said: "It has been a great opportunity to familiarise myself with the midwives and the hospital. I've learnt what vitamins and foods to eat and it has given me more confidence."



*Nicky Sands, Midwife with early bird patients and partners.*

### Early Bird Pregnancy Sessions – Parent Craft Room, Level 2, Whiston Hospital

Wednesday 3pm to 4pm

Thursday 2pm to 3pm and 3.30pm to 4.30pm

For more information phone: 0151 430 1324.

# Beverley Duffy

## - Lean Champion of the Year!

Beverley Duffy, Senior Biomedical Scientist has won Lean Champion of the Year in the National Annual Lean Healthcare Academy Awards.

These awards celebrate projects and organisations that have improved efficiency and productivity in healthcare services. Beverley's award recognises the huge progress she has made in implementing and promoting Lean.



Beverley said: "I am delighted and honoured to be named 'Lean Champion of the Year'. I believe that adopting Lean principles has made a hugely positive impact on the way patients are cared for at the Trust."

*Beverley Duffy, Lean Champion of the Year (right front) being presented with her award by Wendy Gauntley, Head of the Lean Healthcare Academy (left front).*

- Beverley has worked on Lean projects for over 4 years.
- She helped to provide improved turnaround times for MRSA screening, which last year won Best Sustained Project in the Lean Healthcare Awards.
- Beverley advises on major lean projects for other departments in the Trust.
- Beverley has represented the Trust at international conferences to promote lean.

## Young Science Students Learn from Our Experts

During a four week placement within the Pathology Laboratory at Whiston Hospital seven A-Level students from Rainhill Sixth Form Centre observed a variety of scientific tests and learnt how they are used to diagnose illnesses. They were each given a certificate for 'Excellence in Science' from the Trust.



*L-R: Alison Anders, Rainhill Sixth Form Manager, Andrew McNally, Keerthana Sivachelvan, Andy Delaney, Trainee Biomedical Scientist, Jessica Sedman, Dominic Wooding, Laura Margetts, Rebecca Ward, John Welsh, Trainee Biomedical Scientist, Rebekah Denton, Beverley Duffy, Senior Biomedical Scientist and Tony Cunningham, Director of Sixth Form.*

Tony Cunningham, Director of Sixth Form at the centre said: 'This was a fantastic opportunity for our students. The experience and knowledge they have gained will be of great benefit for their future careers. We feel privileged that our students have had this chance and we look forward to working together with the Trust in the future.'

Andrew McNally, 18 from Prescot is studying for A-Levels in Chemistry, Biology and Geography. He said, "This placement has helped me gain a real appreciation of the essential function that pathology provides to the hospital. I found it fascinating to see how conditions were diagnosed and the experience has furthered my passion for going into the medical profession."

# Coping with winter pressures - THANKS TO OUR STAFF!

Winter 2010 may have been the coldest since records began, but as staff and local partner organisations pulled together, it did not stop the Trust from providing essential services to patients.

Like many hospitals across the country, facing increased demand on services St Helens and Whiston put contingency plans in place and staff worked alongside community based colleagues to ensure that the demand for critical care beds was met.

Experienced registered nurses working in managerial or non-clinical roles went back to the wards to support colleagues. In addition many student nurses and doctors worked extra shifts.



*Ann Marr Chief Executive said: "Staff across all wards and departments worked tremendously hard to meet the challenges we faced. Your commitment, flexibility and willingness to work together in supporting colleagues, was outstanding. I would like to thank everybody for all your support, hard work and dedication and I am sure that the patients appreciated it as well."*

## T&O Team is Providing Improved Care

The Trauma & Orthopaedic team are improving the care provided to patients with hip fractures.

Patients who require hip operations are often elderly and vulnerable to further complications. Under national guidelines, hospitals aim to operate on these patients within 36 hours of admission to Accident and Emergency. Our aim is to perform this surgery within 24 hours, providing the patient is medically fit.

To achieve this, the team have developed a multidisciplinary, patient focused approach, using the skills and expertise of orthopaedic surgeons, anaesthetists, theatre and ward staff.



*Trauma and Orthopaedic 8am staff meeting to discuss patient cases.*

The team meet at 8am each day to discuss all the patients who are scheduled for surgery that day. Hip fracture patients are given priority due to clinical need. This enables better planning of the theatre schedule and good communication links between theatre staff and ward staff.

### Superb Service

The team continued to maintain high standards whilst managing increased demand on services due to the bad winter weather. In December, 85% of hip fracture patients were operated on within 24 hours and in January the team achieved an excellent standard of 92% operated on within 24 hours.

## Best flu vaccination rate in the region

The Trust achieved the highest staff flu vaccination rate of any acute Trust in the North West with an amazing 85.2% of staff receiving their flu jab.

Our Health, Work and Well Being team worked tirelessly to vaccinate as many members of staff as possible. They provided vaccination sessions at both hospitals and organised sessions for staff working night shifts. Congratulations to the team for achieving such a fantastic rate.





# Saving lives through Organ Donation



- More than 10,000 people in the UK currently need a transplant and 3 die every day.
- Only 28% of the UK population are registered on the Organ Donation Register.
- Over 90% support of organ donation.
- To join the organ donor register [www.organdonation.co.uk](http://www.organdonation.co.uk)

The Trust is taking part in a national programme to increase organ donation in the UK by 50% by 2013. The Trust's Hospital Donation Committee have developed policies and advice on organ donation to help staff in the Accident and Emergency and Critical Care Departments identify potential donors and discuss donation with a patient's next of kin. These policies can be found on the Trust's intranet pages in the ICU/HDU section.

Dr Francis Andrews Consultant and Clinical Director and Clinical Lead for Organ Donation said: "Through education and guidance more families will be offered the option of donation and more transplants will be able to take place to save the lives of those on the transplant lists."

For more information contact Clare Harrop Specialist Nurse in Organ Donation on ext: 1971 or email [clare.harrop@nhsbt.nhs.uk](mailto:clare.harrop@nhsbt.nhs.uk) or Dr Francis Andrews by emailing [francis.andrews@sthk.nhs.uk](mailto:francis.andrews@sthk.nhs.uk).

## New IT system to streamline Pathology & Radiology investigations

A new 'Ward Order Communications System' (OCS), is set to revolutionise the way in which clinical staff can request, book and review pathology & radiology investigations.

### What is OCS?

OCS is a new online system that will replace the current paper based requesting of pathology & radiology investigations. Rather than staff filling out hand written forms, they will be able to request an investigation via their computer through the OCS. Clinicians can also view results on-screen as soon as they are available.

### What are the benefits?

- 'Real Time' result information
- Simple and easy to use
- Reduces the risk of errors in hand written documents
- Reduces paper trail and associated costs
- More efficient
- Improve productivity
- Provides a full patient record for those departments using OCS
- Realises more time for patient care

### When will the system be put in place?

The project has started and selected clinical areas have begun testing it. Full training is being given to staff using the system by the Informatics Training Department.

Managers who think this new system would benefit their team should contact Darren Ferguson, OCS Project Manager on 07795 261 609 or email: [darren.ferguson@sthk.nhs.uk](mailto:darren.ferguson@sthk.nhs.uk).

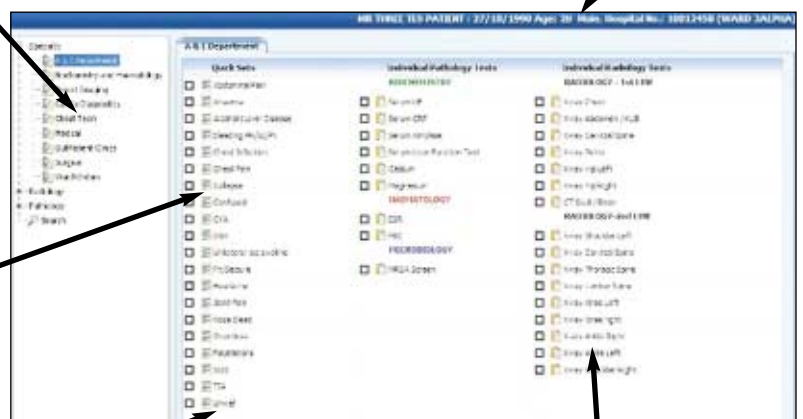
1. OCS Navigation section to search Patient Summary, Demographics and Order Investigations.

Patient details displayed: Surname, Hospital Number, Date of Birth, Ward Location.

2. Investigation Templates:  
Click on the relevant department for specific templates to select relevant investigations for the patient.

3. Order Sets:  
Click on a common procedure to automatically select appropriate investigations for the patient.

4. Investigation List:  
Select investigations to request for the patient.



Order Entry Screen view using example patient data, outlining the 4 steps to using the OCS.

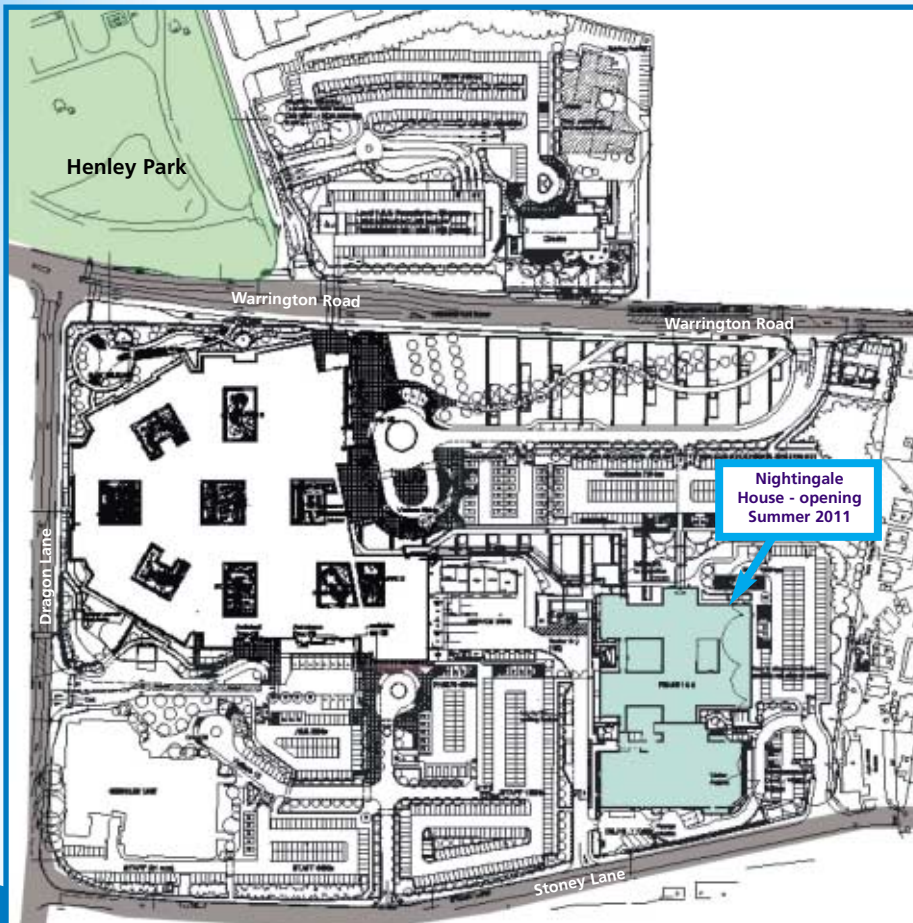
# Demolition at Whiston



Parts of the old Whiston Hospital, including the original Victorian workhouse buildings have been demolished as the next phase of the redevelopment project continues.

These former A to F blocks accommodated the main wards, and those areas closest to the new hospital are being carefully dismantled.

Built in 1973, the old Maternity Unit has been the birthplace of thousands of local people throughout its 38 years of service, but now the service has moved into modern surroundings with the latest facilities on Level 2.



Around 200 additional car parking spaces are being created on the former K-Block, which are expected to be made available by the end of May, in the first wave of new parking spaces. A new service yard and loading bay, accessed by Stoney Lane is also expected by the end of May.

The redevelopment is on schedule to be completed by summer 2012. Here is a site plan of what the completed Whiston Hospital grounds will look like:

# Introducing Nightingale House

The former Accident and Emergency Department and Burns and Plastic Surgery Unit is being redeveloped to house new education and training facilities, a mortuary and office accommodation across 3 levels. 'Nightingale House' is on schedule to open in summer 2011.

## Level 1

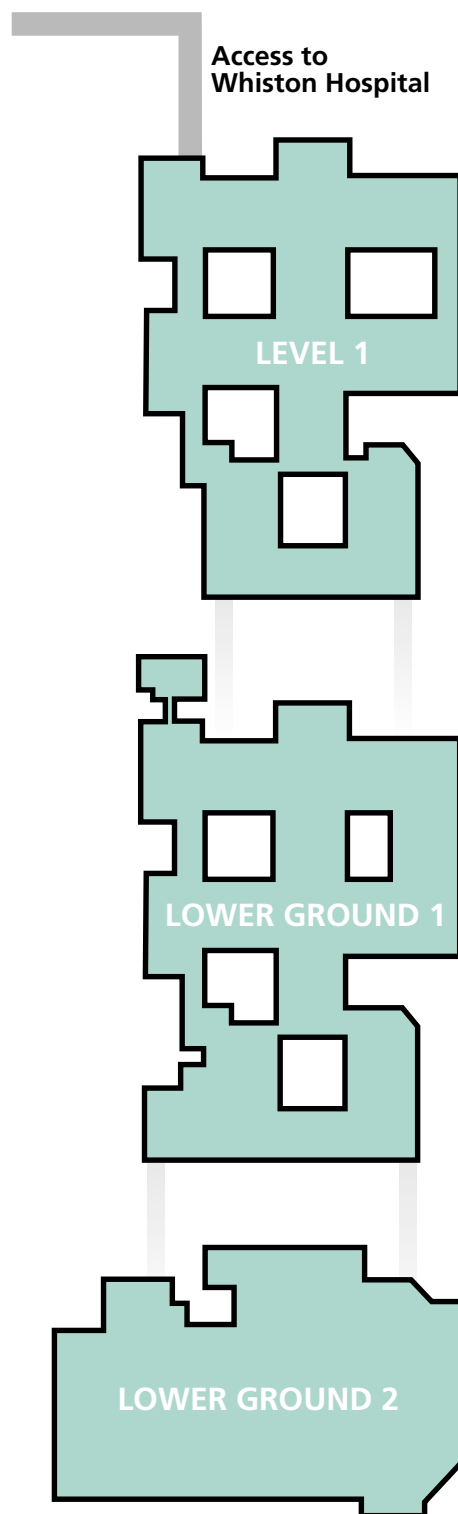
- Clinical Coding
- Education and Training with dedicated skills labs, mock clinical areas, simulation rooms, IT training suites, a 200 seat lecture theatre, additional training rooms and a library
- Finance
- Health, Work and Well Being
- Purchasing & Supplies

## Lower Ground 1

- Claims and Complaints
- Clinical Governance
- Human Resources
- On Call Rooms
- Pathology
- Payroll
- Quality and Risk
- Staffing Solutions
- Switchboard

## Lower Ground 2

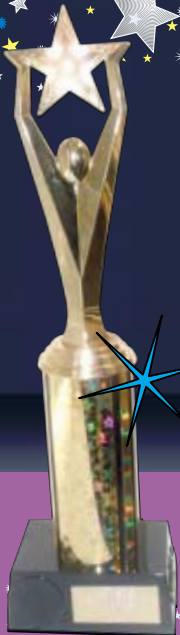
- Bereavement Centre
- Facilities Management
- Mortuary
- Staffside offices



## 'Name that building' winners...

Well done to Melanie Donnelly, Admin Assistant, Complaints and Claims and Linda Schulz, Healthcare Assistant, Ward 1D who both came up with the name 'Nightingale House' for the new building and both win a new mobile phone.

# TRUST'S GOT TALENT



## Chris Walsh, Trainee Doctor Wins Trust's Got Talent!

The eagerly anticipated Trust's Got Talent show was an astounding success as members of staff took to the stage to perform in front of an audience of 700 people at the Theatre Royal, St Helens.

The competition showcased the hidden talents of members of staff at the Trust. The event was organised at no cost to the NHS and funded through ticket sales and kind donations.

Chris was crowned winner of Trust's Got Talent, after his outstanding performance of Beyonce's version of 'Ave Maria' was judged as the best act from an amazing line up of talented staff.

Chris won the Trust's Got Talent Trophy along with £1,000 holiday vouchers, plus return taxi transfer to the airport, VIP passes to the airport executive lounge and a night's accommodation at the Hilton Hotel in Liverpool for the 7th Annual Staff Awards Presentation Evening, where he will perform live on stage at the event.



*Dr Chris Walsh, being presented with the Trust's Got Talent trophy by the Worshipful Mayor of St Helens, Cllr Neil Taylor.*



*The celebrity judging panel. L-R: Miguel Doforo, MD Productions, Claire Hannah, Wish FM, Simon 'Rossie' Ross, Radio City.*

The night was compered by Kev Seed breakfast presenter from 102.4 Wish FM and the judging panel included fellow WishFM breakfast presenter, Claire Hannah, Simon 'Rossie' Ross, breakfast show host on Radio City 96.7FM and Miguel Doforo, Managing Director and Choreographer of MD Productions. Each of the celebrity guests gave their time for free to support the event.



*Compere extraordinaire Kev Seed from Wish FM.*

## In order of appearance, our other stars on the night were:



**Kathy Ford**, Sonographer/Advanced Practitioner with a breathtaking performance of 'Hallelujah'.



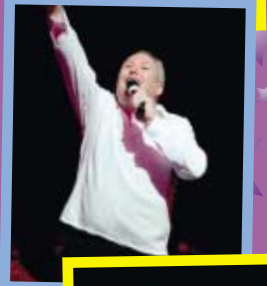
**Matthew Allen**, Volunteer who had the audience all singing along to 'Wish me Luck as You Wave Me Goodbye'.



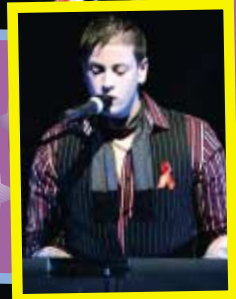
**Alison Carroll**, NVQ Coordinator who transformed into Amy Winehouse to sing 'Back to Black'.



**John Chilvers**, Porter who took to the stage as Val Jean from the musical Les Miserables to sing 'Bring Him Home'.



**Paul Stevenson**, Outpatient Receptionist who sang 'Rock Me Gently, Rock Me Slowly', in his own show-biz razzmatazz style.



**Scott Crawford**, Materials Management Assistant who sang and played the keyboard to 'Candle In The Wind', which got the audience waving their glow sticks in approval.



**Leanne Johnson**, Ward Sister with a sizzling performance of 'Get Happy', which certainly made the audience happy.



**Steven Wagg**, Porter. The self styled 'Funky Monkey' danced to 'Now Your Gone', with an astonishing range of dance moves.



**Clare Fox-Gill**, Ward Clerk who sang 'Somewhere Over The Rainbow' and took the audience over the rainbow and back again with her amazing voice.



**Kieron Kenny**, Data Entry Clerk, whose medley of 'Who Wants to Live Forever' and 'Bohemian Rhapsody' was performed just like the late Freddie Mercury himself.

*Also taking to the stage were special guest performers; Britain's Got Talent dancing stars MD Productions and 16 year old World Junior General Magic Champion Stephen Williams.*

Ann Marr, Chief Executive said, "Not only are our staff highly skilled, hard working and dedicated to their jobs, but we also have some extremely talented individuals as this memorable night of entertainment has proved. Each of the acts were fantastic, and the judges had a very difficult job. Congratulations to our Trust's Got Talent winner, Chris and well done to each of our performers."

"The Trust is extremely thankful to the organisations whose kind donations made the event possible and all our special guests who gave their time to support the event."



**The Trust's Got Talent DVD is on sale soon £5 from the General Offices, with all the performances and highlights of the night. Be one of the first to get a copy by placing your order now! Contact the Media, PR and Communications Department on ext: 2505 or email: [judith.marsland@sthk.nhs.uk](mailto:judith.marsland@sthk.nhs.uk).**

# TRUST'S GOT TALENT



*The Worshipful Mayor of St Helens Cllr Neil Taylor and Mayoress Virginia Taylor*



*The Fans*



*The Special Guest Performers*

*The dazzling dancers of MD Productions*



*The Celebrity Judges*



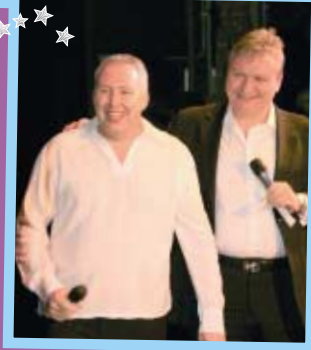
*World Junior General Magic Champion, Stephen Williams aged 16.*



*Emma, Ellie and Eve draw the raffle prizes: 23" flat-screen TV courtesy of Insight Direct UK Ltd, signed Liverpool FC football and signed Saints rugby ball.*

# TRUST'S GOT TALENT

*The Trust's talented stars listen to the judges feedback with compere Kev Seed*



*Announcing the Winner*



The Trust would like to thank the following organisations for their kind donations to Trust's Got Talent:  
 BRITANNIA TAXIS • COOPERATIVE TRAVEL • DON'S FLORISTS • HILTON HOTELS - LIVERPOOL  
 INSIGHT DIRECT UK LTD • LIVERPOOL FC • LOOKERS CAR GROUP – ST HELENS • VINCI FM  
 MEDIREST • SPOT CLEAN • ST HELENS RUGBY LEAGUE CLUB • PARK HOUSE HEALTHCARE LTD



# Spotlight on: VOLUNTEERS

Volunteers perform a range of tasks such as helping patients and visitors find their way around, helping patients to settle in, sitting and talking to patients and supporting staff in delivering high quality patient care.



*Christine Howard, volunteer with patients; Sybil Powell, Jane Duckworth and therapy staff on Ward 5A playing a game of musical bingo as part of the patients' reminiscence therapy.*

There are around 220 volunteers based across both St Helens and Whiston hospitals and their ages range from 16 to 86. Some are young students embarking on a health career and volunteering is an invaluable way of learning what hospital life is like. Others volunteer to learn new skills or enhance their CV, whilst older volunteers find that it helps them keep active and make new friends.

Christine Howard has been volunteering at the Trust for around 18 months and was recently short-listed for the Robin Pilkington Award for Special Achievement, organised by St Helens Council for Voluntary Services. Christine said: "I get real satisfaction from helping people and I have never met so many lovely people. I couldn't enjoy it more if you paid me!"

**Do you want to be a volunteer?  
Can you help the Trust provide patient excellent care?**

**For more information on volunteering at the Trust contact Will Darwick on 0151 430 1874 or Michelle Quinn on 0151 676 5484.**

## Promoting... INNOVATION & PRODUCTIVITY

The I&P team have integrated a number of improvement and project management techniques within the programmes for levels 2 to 5 of the Leadership and Management Development Initiative (LAMDI). They have also delivered training in Problem Solving and basic Project Management skills.

Staff have learnt how to follow a structured approach to problem solving, which helps to define problems, use root-cause analysis tools to identify the true causes of problems, generate solutions that will eliminate these causes and identify ways of measuring the success of improvements.

### Staff training in:

- Project management
- Problem solving
- Improvement techniques
- Leadership and management development

The Introduction to Project Management module (Prince 2) enables students to start a project in a controlled way, apply the necessary tools and techniques to manage their projects effectively and be able to document and control any problems that their projects may face.

These training initiatives were well received and students were encouraged to contact the I&P team for further one-to-one advice as their projects progress. Training resource materials are available on the Trust's Intranet in the Staff Matters section. Go to Learning and Development, LAMDI and Additional Resources.

The second phase of the training will take place in May 2011.

**For further information or advice on problem solving or project management training courses please contact:**

**Project Management**  
**Problem Solving**  
**LAMDI Enquiries**

**Judith Nicholson – 0151 290 4177**  
**Peter Johnston – 0151 290 4642**  
**Mandie Williams – 0151 676 5985**



*The Structure of the Project*



# Hospital Staff Making a Difference: Mum Praises Care at the Trust



*Sue Ellison with Ryan (aged 5) and Kieron (aged 12), together with members of staff on Ward 3F and children's diabetes specialists.*

12 year old Kieron Ellison from Rainford has been cared for by the Trust's diabetes team since he was diagnosed as a baby. His mum Sue Ellison said: "The Diabetes team are very supportive and very helpful. They helped reassure me when Kieron was first diagnosed and have shown me how he can still lead a normal life."

In January this year, Sue's youngest son Ryan, aged 5, spent two days at Whiston Hospital where he was treated for respiratory problems due to a virus. Sue said: "The staff were all lovely, very friendly, very approachable. They really went out of their way to look after the children and kept me well informed throughout Ryan's treatment. I felt really confident that Ryan was receiving the very best standard of care."

Sally Duce, Directorate Manager for Paediatrics said: "We aim to provide this quality of care to all our patients. I would like to thank Sue for her kind words, it is lovely to know that all our hard work really does make a difference to the lives of our patients."

## Patient Makes 1,300 Mile Trip for Excellent Care

When David McMillan required an operation on a broken leg sustained in an industrial accident in Valencia, Spain, he requested to be transferred over 1,300 miles to be cared for at the Trust.

Several years ago David was treated for a broken foot at Whiston Hospital's fracture clinic. David said, "The staff were friendly, caring, dedicated professionals. "When I was told that my leg required correctional surgery, I was in no doubt where I wanted to have the operation – back at Whiston."

David spent 7 days being cared for by staff on Ward 3B, he said: "The level of care, attention and professionalism made me realise what a unique treasure the NHS is. The incredible staff are a credit to the Trust, the NHS and the country as a whole. Thanks to them I had such a positive experience that I didn't want to leave. The last time I was that well looked after I was a small boy living at home!"

Vincent Jaramillo, Consultant Trauma & Orthopaedic Surgeon said, "On behalf of all the staff on Ward 3B and in the operating theatre, I would like to thank David for his kind words of praise. David is making an excellent recovery following the care he received from our highly skilled and dedicated team. His positive experience outlines the standard of care that we work hard to achieve."



*David McMillan with members of staff on Ward 3B who provided him with excellent care.*

## Honorary Reader at the University of Liverpool

Dr Christina Jones PhD, Nurse Consultant has been promoted from Honorary Lecturer to Honorary Reader in the Institute of Ageing and Chronic Disease, Faculty of Health and Life Sciences at the University of Liverpool.

This was made in recognition of Christina's distinguished research and her major contribution to patient based research, helping to improve the outcomes for patients treated in Intensive Care.

Congratulations to Christina on her well deserved award.

*Christina Jones, Nurse Consultant with Amanda McCairns Research Nurse, who Christina is mentoring, on Ward 4E.*



## Midwives Donate 'Life Cycles'

Community Midwives based at Whiston Hospital raised £140 to buy 3 bikes for midwives in developing countries in Asia and Africa. These 'life cycles' will be used to visit pregnant women in rural communities.

Diane Winstanley, Community Midwife, who came up with this fundraising idea said: "We are fortunate that when we visit our patients in the community we have our cars. Buying these bikes seemed a fitting way to help our colleagues in poorer countries do their job."



*L-R: Diane Winstanley holding her 'certificate of appreciation' with Annette Taylor, Ward Manager 2E (left) and Alice Edgerton, Supervisor of Midwives (right).*

## The Nepal Ear Clinic



*Vel Nandapalan, examining the ear of a young patient in clinic.*

Vel Nandapalan, Consultant ENT Surgeon spent 2 weeks in a remote Nepalese village working in clinics and providing surgery to local patients alongside medics from other organisations. The trip was arranged by International Nepal Fellowships.

Vel said, "We saw patients of all ages with chronic ear problems, who to their poverty and remoteness had not seen a health professional for many years. Some patients had even walked 2 days to get to the clinic!"

'Within a week we treated 1,000 patients and almost 500 were fitted with analogue hearing aids brought from the UK. Our team carried out 125 major ear operations in that week, using a make-shift operating theatre. At any given time, 3 surgeons would operate on 3 patients in the same room. All the operations were carried out under local anaesthesia and sedation as there were no facilities for general anaesthesia.'

'One patient that I had operated on decided to cycle home 20 miles away, in the dark after his surgery to feed his horses, despite me advising against this. Thankfully I saw him 2 days later, fit and well. Another patient who came to clinic with suspected tinnitus (ringing in the ears) actually had a fly and maggots living in her ear! I removed them using a small forceps and the ringing was gone forever.

'Without these camps and the generosity of UK medical staff, many of the patients would not get any treatment. All volunteers from the UK travelled at their own expense and in their own time. This was a unique and unforgettable experience. Seeing our patients doing well and how grateful they were, made it all worthwhile.'

*Patients after their operation*





*Tom Fitzpatrick with Sally Duce, Directorate Manager and staff from SCBU with one of the SiPAP machines the funds will buy.*

## Tom's Run for SCBU

Tom Fitzpatrick, IT Taskforce Engineer raised over £2,000 for the Special Care Baby Unit (SCBU) at Whiston Hospital after he ran the Dublin Marathon.

Tom said: "My daughter, Aoife was born premature at 36 weeks and spent 3 weeks being cared for by the staff at Whiston Hospital and I wanted to do something to help other families and their babies born prematurely. Thank you to all those people who sponsored me."

This fantastic donation will be put towards buying a new SiPAP machine, which help babies who have breathing problems.

## Amazing Toy Donation for Young Patients

A grateful patient's father climbed Mount Kilimanjaro in Africa and bought a mountain of toys for the children at Whiston Hospital.

Paul Rigby was inspired to raise funds for the Trust as his 11 year old daughter Jessica is a regular patient on the Children's and Young People's Ward after being diagnosed with a blood platelet disorder.

Paul raised over £3,500 for a number of good causes and spent over £2,000 on new toys for children to play with whilst in hospital, including two X Box consoles. He said: "I really wanted to give something back to the hospital for the way the staff looked after Jessica - they have been fantastic.



*Abubaker Elbadri Consultant Paediatrician with Paul and Jessica Rigby, together with members of staff on Ward 4F and just some of the toys Paul bought.*

## Big Donation for Burns Unit

Staff from retail group Shop Direct Aintree, have generously donated £3,300 to the Mersey Regional Burns Unit at Whiston Hospital.

Staff raised the money with a variety of events, raffles and fun-days throughout the year. Workers chose the Burns Unit after a family member of one of their colleagues was treated for a serious burn injury on the unit.

Donnas Wilkinson, Ward Manager met with staff to accept their cheque. She said: "I would like to thank all the staff at Shop Direct for this very generous donation, which we will ensure is used to benefit other patients with serious burn injuries."



*Donnas Wilkinson, Ward Manager with staff from Shop Direct.*

## Bra-vo Ladies!

A group of local business women have kindly donated £250 to buy specially made bras for patients on the Burney Breast Unit.



The funds were raised by local members of Soroptimist International, a world-wide organisation for professional women. The ladies collected hundreds of used bras, bags, belts and shoes to be recycled and the money they gained was donated to the unit.



*Sue McNicholas, and Louisa Mahon Macmillan Breast Care Nurse Specialists with ladies from Soroptimist International.*

## Ward Receives Gift from Staff at Local Firm



*Sally Duce, Directorate Manager (third from left) with Margaret Callery Sales Manager and Lisa Clark, Senior Sales Negotiator at Barrow and Cook presenting the Wii Game Console to patients and members of staff on Ward 3F.*

Staff at Barrow and Cook Solicitors and Property Agents in St Helens have donated a Wii Game Console to the Children's and Young People's wards at Whiston Hospital, after they chose not to send each other Christmas Cards and raise funds for the Wii instead.

Lisa Clark, Senior Sales Negotiator at Barrow and Cook came up with the idea for the donation. She said: "A number of us have experienced what it is like to have a child being looked after in hospital and we wanted to do something to say thank you for the excellent standard of care they received."

## Patient Group Calls for New Members

- Do you want to help patients and carers find their voice?
- Are you involved in cancer services either as a patient, carer or member of staff?

The Patient and Carer Cancer Network Partnership Group is looking for new members.

This is a voluntary group consisting of patients, carers and medical staff involved with cancer care. The local group meets every 2 months at St Helens Hospital. They aim to represent users of cancer services and work with health professionals and the Trust in providing information to benefit cancer service users.

If you are interested in joining the group please contact Gloria Payne, Patient & Public Involvement Lead, Merseyside & Cheshire Cancer Network on 0151 201 4150 or email [gloria.payne@mccn.nhs.uk](mailto:gloria.payne@mccn.nhs.uk).



*Join the Patient and Carer Cancer Network Partnership Group.*

## Patients Help Launch *Saints* New Kit



*Burney Breast Unit Ladies and Saints Players launch new kit.*

A special group of ladies who are patients on the Burney Breast Unit, joined players and coaching staff at St Helens Rugby League Club to launch their new home and away kit.

The ladies donned the shirts alongside Royce Simmons, Saints Head Coach, Sue Weir, Chief Executive of Medicash and some of the first team squad.

One of the ladies; Deborah Burke, said: "It was really nice to see the players, it made me feel good for the rest of the day and when my friends and family saw the photos from the day it gave me a real boost."

Miss Leena Chagla, Consultant Surgeon and Lead Clinician at the Burney Breast Unit said: "I would like to thank St Helens Rugby Football Club for giving these ladies the opportunity to model their new kit. This is a huge boost to their confidence and will help to raise breast awareness. I would also like to urge other women to attend regular breast screening as early diagnosis can save lives."

## NHS Stop Smoking Support for Hospital Staff

Over one hundred staff were supported to quit smoking last year by Halton & St Helens SUPPORT service. SUPPORT stop smoking advisors are available on site 4 days a week to see staff on a one to one basis.



### What do SUPPORT offer?

- One to one confidential appointments which are flexible.
- A full plan of support, designed around your needs.
- Telephone and email support.
- All therapy to help you quit available on prescription or voucher.

To contact the service, please ring ext 4332. 24 hour answer phone available.

To find out more log onto [www.healthimprovementteam.co.uk](http://www.healthimprovementteam.co.uk)

## Help the Historian

Do you have fond memories of working in the old St Helens Hospital?

Pauline Hurst, the local historian who detailed the history of Whiston Hospital in her book, 'A History of Prescott Union Workhouse', is now writing a book about the history of St Helens Hospital.

Pauline would like to speak to members of staff, past and present, who have stories to tell about working in the old St Helens Hospital. If you can help Pauline, please email her at: [paulinej.hurst@sky.com](mailto:paulinej.hurst@sky.com)

For further information about Pauline's work go to: [www.whistonworkhouse.co.uk](http://www.whistonworkhouse.co.uk)



*Pauline Hurst besides the history display at St Helens Hospital with old photographs of the hospital.*

# TRUST LOTTERY RESULTS



The recent lottery winners are:

### December 2010

- £1,500 Sandra Byrne, Secretary, Urology, Whiston.
- £500 Mary McBirnie, Nurse Manager, Urology, St Helens.
- £200 Christine Burke, Domestic, Whiston.

### January 2011

- £1,500 Pamela Fildes, Healthcare Assistant, Ward 3E, Whiston.
- £500 John Tappin, Deputy Medical Director, Whiston.
- £200 Lesley Carr, Healthcare Assistant, Ward 1B, Whiston.

### February 2011

- £1,500 John Foo, Workforce Planning Manager, Workforce Planning, Whiston
- £500 Sarah Lafferty, Secretary, Service Development & Planning, Whiston
- £200 Zoe Calder, Administrator, Ward 3F, Whiston.

**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).**

## Fond Farewells



**Best wishes to long serving members of staff who have recently retired**

Theresa Reid has worked as a Healthcare Assistant in the Maternity Department since 1974. Theresa's colleagues all wish her well for the future and offer their best wishes for a long and happy retirement.

*Theresa Reid and colleagues celebrate her retirement.*

If you or a colleague, who has served the Trust for over 25 years is retiring soon, please contact Jamie Murphy on ext: 7518 or email [jamie.murphy@sthk.nhs.uk](mailto:jamie.murphy@sthk.nhs.uk) to arrange a feature in Fond Farewells



## Volunteer Complementary Therapist Required:

Gain valuable practical experience of working with cancer patients!

- Are you a complementary therapist qualified at degree level?
- Do you have 1 year's post qualification experience?
- Can you demonstrate ongoing continuing professional development and supervision?
- Are you eligible for professional registration and are insured to provide therapy?

The Lilac Centre is an award-winning chemotherapy day unit providing holistic care for patients and offers a wide range of complementary therapies.

As a volunteer, you will be providing patients with symptom relief on a one to one basis, keeping notes and managing your case load.

For more information or to apply, please contact Counselling & Complementary Therapy Coordinators; Shirlie Deveney or Gill Levey on 01744 646173.

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Exclusive to **Small Wonders**, sign up now for your free sessions...PLUS NHS staff discounts now available!!

# Small Wonders

## Day Care Nursery

Small Wonders is our brand new nursery opening in the Thatto Heath area. We have a reception area offering many services to assist you in your childcare needs. We are developing new and innovative areas for children's development including an allotment area with green house and vegetable patches, a woodland themed outdoor area, a sensory room, separate sleep and nappy change areas, a pram store and large spacious rooms to meet all needs.

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•A highly qualified team of practitioners including an Early Years Professional and Qualified teacher.

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- A baby bathing service for busy Mums and Dads
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# Where do you read News n Views?



Thank you to Jamie Murphy, Communications Officer who had this photo taken reading News n Views beside the Trevi Fountain in Rome.

Send in your snaps of the unusual or exotic places you read News n Views.

## THE 7th ANNUAL STAFF AWARDS

*Presentation Evening*

**LIVERPOOL ARENA  
FRIDAY 17th JUNE, 7PM**

The biggest event in the Trust's social calendar will soon be here and this year will feature an extra special guest star - the winner of TRUST'S GOT TALENT!

The winner will take to the stage at the Liverpool Arena to perform 'live' in front of colleagues and guests. The night promises to be as spectacular as previous years with celebrity presenters and a few surprises in store.

**TICKETS PRICED £30 EACH GO ON SALE WEDNESDAY 30TH MARCH AT 7.30AM FROM THE GENERAL OFFICES AT BOTH ST HELENS AND WHISTON HOSPITALS.**

*Nominations forms for the staff awards have been attached to pay slips in March 2011. This is your chance to nominate which of your colleagues, wards and departments have performed exceptionally and made outstanding achievements in delivering an excellent service.*

**THE DEADLINE FOR NOMINATIONS IS THURSDAY MARCH 31ST 2011.**

# Did you know?



- March always starts on the same day of the week as November and ends on the same day of the week as June.
- March includes two national saints days; St David's Day on the 1st in Wales and St Patrick's Day on the 17th in Ireland.
- A group of penguins is called a colony, a rookery or a waddle.
- During a kiss as many as 278 bacteria colonies are exchanged.
- The world's most populated city is Shanghai in China.
- The longest motorway in Great Britain is the M6.
- Your thumb is the same length as your nose.
- 'Flit on cheering angel' is an anagram of Florence Nightingale.

**IT Operations Help Desk  
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ithelpdesk@sthk.nhs.uk**

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## Staff News 'n' Views

**Next Issue: Summer 2011**

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](mailto:judith.marsland@sthk.nhs.uk)

The deadline for submitting items for the next News 'n' Views is 19th May