

Staff **News 'n' Views**

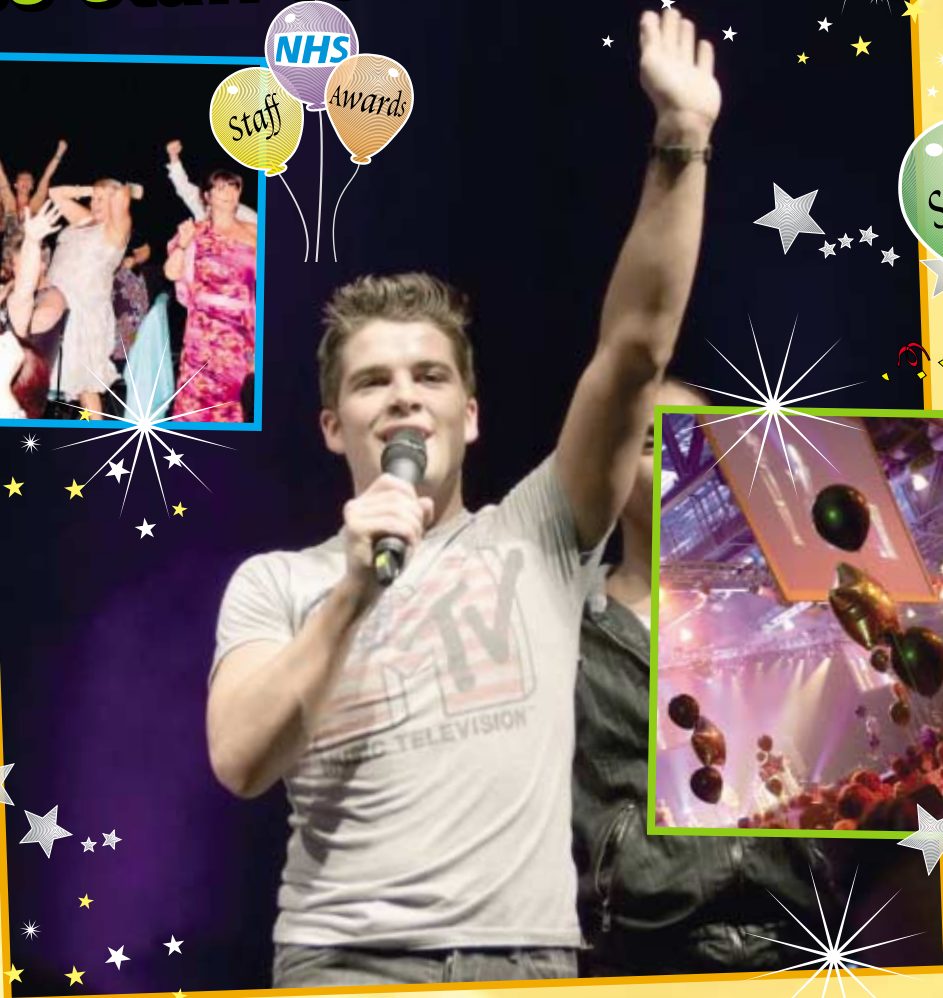
St Helens and Knowsley Teaching Hospitals NHS Trust

Issue 32 Summer 2011



**X-Factor Winner
Joe McElderry**

Salutes staff for their excellent care



Full details of the night inside

PLUS:

Patients rate our hospitals as the cleanest in the country!

Nightingale House now open

Excellent Patient Care in World Class Hospitals

www.sthk.nhs.uk



Employee of the Month

January:
Paul Madigan
Nurse Consultant,
Endoscopy



Paul Madigan joined the Trust 30 years ago and previously worked as a ward manager on the gastroenterology ward. He is currently working within the gastroenterology team providing endoscopy services.

Describe your role:

My role involves caring for patients with serious gastro illnesses who require specialist diagnostic treatment. As a senior endoscopist part of my role involves out of hours treatment for patients. I also run nurse led clinics for patients with liver disorders.

How does it feel to be Employee of the Month?

I was really pleased. I give the best service that I possibly can and also I have a good, supportive team around me that have helped me to achieve this.

What is the most rewarding part of your job?

It is working with all my colleagues in a great team to provide patients with excellent care and support.

March:
Ken Graham
Consultant Plastic
Surgeon



Ken has worked at the Trust for 12 years. Ken's roles at the Trust have included clinical director as well as clinical lead for breast reconstruction. Ken also provides training in Royal College of Surgeons approved courses to nursing staff and junior surgeons.

Describe your role:

I perform reconstructive surgery for patients who have had breast cancer and also reconstruction of lower limbs following serious injuries. I also train registrars and specialist nurses in a variety of surgical techniques.

How does it feel to be Employee of the Month?

It is really good and it is also a credit to the support of the team I work with, as I would not have achieved this without them.

What is the most rewarding part of your job?

It is meeting with patients and hearing how much the surgery has changed their lives. Patients have told me that they recommend having a reconstruction to other patients following surgery for breast cancer.

February:
Pauline Brogan
Healthcare Assistant,
St Helens Theatres



Pauline has worked for the Trust for the past 7 years as a healthcare assistant. She began her career at Whiston Hospital before transferring to her current role within the St Helens Theatre team.

Describe your role:

I help to bring patients to theatre on time, liaising with staff on the ward and caring for patients throughout their journey to theatre.

How does it feel to be Employee of the Month?

I am happy that my colleagues appreciate the work I do and it's nice to be recognised by the Trust in this way.

What is the most rewarding part of your job?

Helping patients to relax before their operation and helping the department run as smoothly as possible.

April:
Andy Lewis
Antibiotic Management
Pharmacist



Andy is based in the Pharmacy Department and has worked at the Trust in his current role for the past two years.

Describe your role:

I am responsible for the regulation of antibiotic drugs at Whiston Hospital and provide specialist advice to colleagues to ensure that the right course of treatment is administered to patients.

How does it feel to be Employee of the Month?

It is really good to be acknowledged for the work that I do and is also recognition for the department as a whole.

What is the most rewarding part of your job?

It is when patients leave hospital having made a recovery and knowing the contribution that my team and I have made in helping them.

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

'Cleanest hospitals,' say Patients

St Helens and Whiston hospitals are among the cleanest in the country, according to the latest national survey of inpatients.

The Trust has achieved the highest score of all acute Trusts in the country for how patients rated the cleanliness of their room or ward. In addition the Trust scored in the top 20% nationally in 26 of the 64 areas focusing on the quality of care and the hospital environment.

Ann Marr, Chief Executive said: "We are delighted that patients rate the Trust and our services as among the best in the country. The findings of this survey further highlight the achievements of our staff to ensure that patients are provided with excellent care in an environment that is clean and safe."



Margaret McDermott with members of staff on Ward 4C

Margaret McDermott, a patient on Ward 4C said:

"The Trust is top class; the environment, the staff, the service – everything. The wards are spotless and the cleaning staff are meticulous and friendly. I am treated with the utmost dignity and I could not ask for more caring people to look after me. If you have to be in hospital, this is the one to be in!"

COPD Service Wins North West Award

A nurse-led service for local patients suffering from respiratory disease won the North West Respiratory Best Practice Award 2011 earlier in the year.



Patients suffering from Chronic Obstructive Pulmonary Disease (COPD) were given access to community based care 24 hours a day, 7 days a week.

Dr Susan Church, Consultant Respiratory Physician said: "We are delighted that this valuable service has been recognised with this prestigious award. The hard work of the team has helped to provide greater quality of life for patients and reduced the need for them to come into hospital for treatment."

COPD Patient, Wilf Blakely said: "I rang the COPD team with breathing problems. Half an hour later a COPD nurse came to see me at home. I had a thorough examination and in a short space of time I had my medication. I couldn't think of a team or service more deserving of this award."

7th Annual Staff Awards 2011 Presentation Evening

7th Annual Staff Awards Presentation Evening



This year's staff awards presentation evening was a spectacular event as X-Factor Winner Joe McElderry gave a stunning performance and stars from the worlds of media and entertainment joined the Trust in honouring our very own staff heroes.

This fantastic occasion is at no cost to the NHS as it is funded through ticket sales and the generous donations of the Trust's partners.

Over 800 people gathered at the Liverpool Echo Arena for the biggest night in the Trust's social calendar. For many, it was the best Trust awards evening yet and staff have already said they can't wait for next year!

Master of Ceremonies Mike Scott, Consultant Surgeon kept the proceedings going throughout the night. Mike introduced Ann Marr, Chief Executive to the stage, who praised staff and thanked our guests and partners for attending the event and for their generous donations.



Chris Walsh, Winner of Trust's Got Talent 2011, performing his winners song

Then the moment arrived when our winner of Trust's Got Talent 2011, Chris Walsh, Trainee Doctor took to the stage to perform his winners song; 'Ave Maria', (Beyonce's version). Chris also treated us to 'Someone Like You' by Adele.

Mike then welcomed to the stage some very special guests; patients from the Burney Breast Unit, who presented a surprise award - the Patient Power Award to staff at the Burney Breast Unit.

Following a delicious 3 course meal (full compliments to the chef and team!), Ann Marr was joined on stage by Bruce Hatton, Senior Partner at Hattons Solicitors St Helens, sponsors of the eagerly

awaited prize draw. Bruce presented the lucky winner Andy Barton, Charge Nurse Critical Care Outreach Team with holiday vouchers to the value of £1,000, as well as free executive airport lounge passes, courtesy of the Co-operative Travel, Prescot and free taxi transfers to a local airport, courtesy of Britannia Taxis.



It was a wonderful night of tributes and entertainment, as a selection of celebrity guests took to the stage to present the awards. The second surprise award of the night; the Special Recognition Award went to the Maternity Unit. Many members



of staff were overwhelmed by the praise of their colleagues and the Trust, as their hard-work and dedication to providing the very best services to patients was celebrated in fine style.

The grand finale to the evening saw X-Factor winner Joe McElderry, take to the stage amid a flurry of flash photography. The loveable North East star first presented the final award; Team of the Year to the Orthopaedics Team, before performing a selection of his hits, backed by the energetic moves of his dancers as the crowd danced the night away!





Chief Executive's Speech

Good evening, everyone.
Let me tell you what we've got for you tonight.

We have a very special performance from our 'Trust's Got Talent winner', Dr Chris Walsh. Those of you who saw Chris perform at St Helens Theatre will be amazed by his celebrity makeover. Our very own corporate style icon (guess who!) has given Dr Chris the X-Factor!

Once again, we are very grateful to Hattons Solicitors for donating a fantastic raffle prize of a £1000 holiday voucher. If you haven't bought tickets, you won't need your passports!!

I must also say a big thank you to our celebrity guests, who give their time freely to show their appreciation of what you all do every day, serving our community. A big welcome to our host tonight, the boss of this wonderful Arena, Mr Bob Pratthey.

We have a star of the screen, in Andrew Lancel, famous for his roles in 'The Bill', and now as 'Frank' in Coronation Street, who I'm told is big into ladies underwear. Calm down, ladies, I mean in the programme!

We have stars of radio; our good friends, Kev Seed from Wish FM, Simon 'Rossie' Ross from Radio City, and Roger Phillips from Radio Merseyside. We are very grateful for your continued support.

We have the King of the Crimpers, and newly crowned 'Spirit of Liverpool', our dear friend, Herbert of Liverpool.

And we thank a big star of the airwaves and the (operating) theatre, our compere tonight, Mr Mike Scott.

We might also have another big star performing for you later tonight, but I'm sworn to secrecy.

A very big thank you to our sponsors tonight. Their fantastic generosity makes it possible to hold the glitziest awards night in the social calendar at no cost to the NHS.

It takes a huge effort to organise an event as big as this one, and we couldn't do it without the amazing contribution of our working group, who have created this fabulous extravaganza tonight. Thank you all.



A special mention must go to Judith Marsland, the driving force, the creative mastermind, and the Queen of Bling!

Now, I want to just pause, and explain why we hold this annual awards night. I know we all love to dress up and party, and even the Trust Board scrubs up well, but it's not just about glitter and glamour. It's about saying thank you.

By every objective measure, we have the best hospitals in the entire country. I know that

sometimes it's really busy and the work is hard, and sometimes thankless, and it's frustrating that we don't always get it right, but the fact is we do it better than everyone else.

The Trust Board know that the people in this room do a fantastic job every day, and some of the Non Executive Directors, and every Executive Director is here tonight to thank you all, and to reward some of you for extra special achievements. I am very proud to be a member of such an amazing, talented and dedicated team.

Have a fantastic night. You deserve it!



Our Special celebrity Guests

The Trust would like to thank our special guests for kindly giving their time for free to support the commitment of our staff by presenting these awards and adding extra glamour to the event.

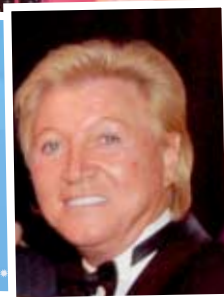


Mike Scott, our Master of Ceremonies will be familiar to many colleagues in his role as Consultant Surgeon at the Trust. Last year Mike raised over £10,000 for Macmillan Cancer Support by trekking to the ancient Inca city of Machu Picchu in Peru.

These brave ladies, Dee Boardman, Debbie Burke, Karen Jarvis and Julie Hill received treatment for breast cancer at the Burney Breast Unit and were unfazed as they took to the stage. This amazing group of patients presented the 'Patient Power Award' as a tribute to the team that has provided them with caring, compassionate support throughout their treatment.



Recently named 'Spirit of Liverpool', for his outstanding contribution to the community. The Trust's Dignity in Care Ambassador and hairdresser to the stars; Herbert of Liverpool, returned to the awards evening to present the Excellence in Service Improvement Award.



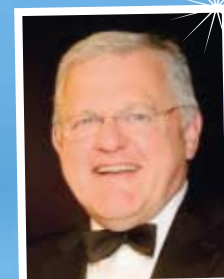
TV star, Andrew Lancel has starred in 'The Bill' and now stars in 'Coronation Street'. Andrew treated us all to a memorable performance as he took to the stage to present the Excellence in Clinical Care Award.

The Trust welcomed back Wish FM presenter Kev Seed, who is a long standing supporter. Kev, who was Trust's Got Talent 2011 compere extraordinaire and also appeared at last year's event, presented the Excellence in Support Services Award.



Another Trust regular was Radio City's Simon 'Rossie' Ross. This was the third Trust staff awards in a row for Rossie and he was one of the celebrity judges at Trust's Got Talent 2011. Rossie presented the Excellence in Patient Experience Award.

Bob Pratney, Chief Executive of the Liverpool Arena presented the People's Choice Award nominated by readers of the St Helens Star newspaper.



Legend of the local airwaves BBC Radio Merseyside presenter Roger Phillips was a welcome return to the awards as he took to the Arena stage to present the Employee of the Year Award.

Finally, X-Factor Winner 2009 Joe McElderry wowed the crowd with his surprise appearance to present the Team of the Year Award. Joe later took to the stage and provided everyone with a stunning live performance.



Patient Power Award



Winner

The Burney Breast Unit

This award was presented to the Burney Breast Unit by patients, who said this about the care they had received:



"The Trust and patients recognise and appreciate the dedication and extraordinary skills of this remarkable team of staff. They have saved our lives and those of many others. We would like to say thank you for our future, without them we would not be here tonight. Therefore it is our great pleasure to present the Patient Power Award to the fabulous, amazing, talented and wonderful Burney Breast Unit Team."



Special Recognition Award



Winner

The Maternity Unit



This award was presented by Ann Marr, Chief Executive.

The Maternity Team has recently been acknowledged for the excellent quality and safe care they provide to their patients.

In achieving high levels of performance against a set of rigorous standards, the Unit has been recognised as one of the safest and best in the country.

Therefore this year's Special Recognition Award goes to the Maternity Unit for achieving Clinical Negligence Scheme for Trusts (CNST) Level 2.



Excellence in Service Improvement

This award is to recognise where a clinical or non-clinical service has been enhanced to deliver improvement or increase efficiency. The award was presented by hairdresser to the stars, Herbert of Liverpool.



Winner

St Helens Theatres

The St Helens Theatre Team has completely revised their working practices to improve efficiency, productivity and throughput. This has enabled more patients to receive their treatment more quickly at the same time as significantly reducing costs. This is an excellent example of improving the patient experience through innovation and teamwork.

Highly Commended:

AMD Team

Age-related Macular Degeneration is one of the most common causes of poor eyesight and can lead to blindness. The AMD team have developed this new service ensuring that local people can access this all-important facility closer to their homes. Many patients have been delighted by the care they have received.

IV Access Team

The team provide support and training to colleagues throughout the Trust by reducing the risk of infection when intravenous lines are used. In just two years, the hard work of this dedicated team has succeeded in halving the rate of infection in peripheral lines and dramatically reducing other associated infections.



Excellence in Clinical Care

This award recognises a significant commitment and contribution to delivering high quality care. Presenting this award was Coronation Street actor, Andrew Lancel.



Winner

Gastroenterology

This team consistently provide high quality and compassionate care to patients at an extremely anxious time. Patient satisfaction levels are extremely high. The team continue to innovate and develop their services whilst putting patient needs at the heart of all they do.

Highly Commended:

Accident and Emergency

The Accident and Emergency Unit is one of the busiest in the region. Over this winter, the department faced unprecedented levels of demand. The staff rose to the challenge, despite all the challenges they faced, and provided patients with high quality and timely care.

Critical Care Unit

This team of highly skilled specialists provide life-saving care to critically ill patients. The demand on their services throughout winter was the highest ever. The response from staff was remarkable. They pulled together as a team and ensured as many patients as possible could benefit from being treated on the Unit.



Excellence in Support Services

This award recognises exceptional service in supporting the delivery of patient care. Wish FM Radio Presenter, Kev Seed presented this award.



Winner

Phlebotomy

This team provide a vital service, supporting the clinical care of patients. Each year they collect and test hundreds of thousands of blood samples from patients and continue to develop their services in the community to improve local access to blood testing. Patients tell us they receive professional services with a smile.

Highly Commended:

Car Park Staff

Throughout the redevelopment of our new hospitals, the team have worked tirelessly to support staff, patients and visitors by helping to reduce congestion and manage high demand on parking spaces. The team help to ensure that patient experience begins positively. They often go the extra mile, even digging staff out of the snow during the winter!

Housekeepers

Housekeepers are an integral part of the ward team. They play a vital role in supporting the delivery of care to our patients. They ensure the patients' environment is clean, well maintained and well stocked, which allows their clinical colleagues to maximise the time they spend providing care.



Excellence in Patient Experience

This award recognises a contribution that has resulted in excellent patient experience. Presenting this award was Radio City Presenter, Simon 'Rossie' Ross.



Winner

COPD Team

This multidisciplinary team provide patients suffering from Chronic Obstructive Pulmonary Disease (COPD) with access to vital community based care 24 hours a day, 7 days a week. This excellent service is helping to provide greater quality of life for patients and reducing the need for them to come into hospital for treatment.

Highly Commended:

Colorectal Surgical Team

This team are dedicated to providing patients with the very highest standard of care. Their enhanced service has been a huge success in improving patient care. It has reduced complications, length of stay and anxiety for the patients, helping them to a speedy recovery so that they are discharged safely and quickly.

GP Assessment Unit

The team provide patients with direct access to treatment following referral from their GP. They have re-designed and streamlined the patients' pathway, ensuring access to care is quicker and significantly improving the patients' experience.



People's Choice Award

This prestigious award is voted for by the readers of the St Helens Star newspaper and highlights the appreciation that patients and their families have for the excellent care they receive. Presenting this award was Bob Pratley, Chief Executive, Liverpool Arena.



Phototherapy Department

This dedicated team provide first class care to patients with skin conditions. The impact of treatment is often life changing, easing discomfort and restoring confidence. Patients highlight the friendliness, kindness, professionalism and excellent care from this team.

Highly Commended:

Diabetes Team

The award-winning Diabetes Team provide life changing support to people of all ages. This expert and highly motivated team deliver education, training and treatment to empower those with diabetes to manage their condition, gain greater independence and live healthier lives.

Lilac Centre

Awarded the Macmillan Quality Environment Mark, the Lilac Centre continues to set the standard for excellence in cancer care treatment. This professional and compassionate team are consistently praised by countless patients and their loved ones.



Employee of the Year Award

This award recognises the outstanding achievements of individuals within the Trust throughout the year. BBC Radio Merseyside Presenter, Roger Phillips presented this award.



Ken Graham, Consultant Plastic Surgeon

Ken is a deeply compassionate, professional and dedicated plastic surgeon providing patient centred care. Ken is consistently pioneering new techniques to improve the outcomes for his patients. One patient said, "I have had the best care that human ingenuity and skill could devise."

Highly Commended:

Marie Brown, Delivery Suite Manager

"Marie is an outstanding midwife and an absolute credit to the Trust." That was the opinion of one of our patients about Marie. As well as managing the extremely busy Delivery Suite, Marie also provides specialist care to bereaved parents. Her caring, professional approach is much appreciated by mothers, relatives and her colleagues.

Emma Yates, X-Ray Department Helper

Always smiling, always cheerful, Emma brings sunshine into the lives of patients and colleagues alike. Emma provides invaluable assistance to the radiographers, helping them to prepare patients for x-rays and putting patients at ease with her positive and upbeat nature.



Team of the Year Award

This award recognises the performance of a team that has continuously delivered a first class service. This award was presented by X-Factor Winner, Joe McElderry.



Winner



Orthopaedics

This multi-disciplinary team is creating innovative solutions to reduce length of stay and improve patient outcomes. They have introduced a number of new measures that have enhanced the service for hip and knee surgery, to provide patients with faster access and the very best quality of care. They have also re-organised working practices to achieve major improvements in the timeliness of care provided to trauma patients.

Highly Commended:

Tissue Viability

This team provide expertise and advice to ward staff, ensuring they have the most up to date knowledge, skills and equipment available to provide patients with high quality, safe care. Their contribution has helped to significantly reduce the incidence of pressure sores among patients.

Urology

The team are committed to providing patients with a comprehensive one stop service with full treatment and aftercare, together with access to the very latest hi-tech equipment. The team have increased the range of services ensuring that patients have easy access to these services closer to their homes.

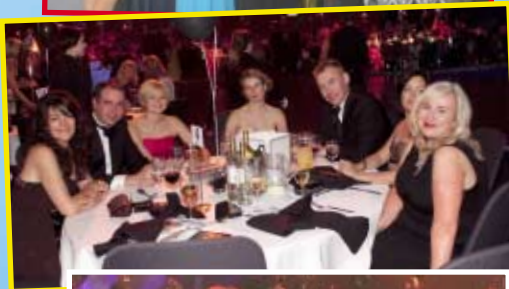
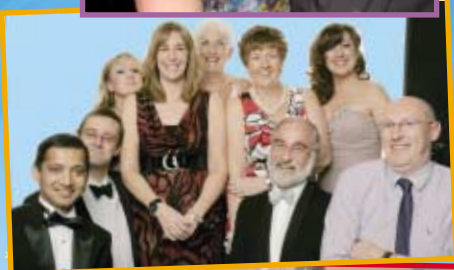


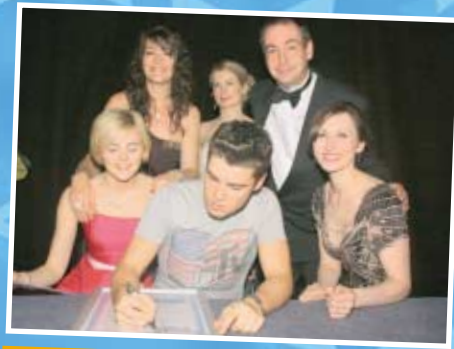


7th Annual Staff Awards 2011 Presentation Evening

Putting you in the picture

All the night's action and glamour caught on camera...





All smiles on the big night!



A huge *Thank you to...*

The Trust would like to thank everyone who has helped to make this year's Staff Awards Presentation Evening such an amazing success.

It would especially like to thank the following partner organisations whose kind donations have enabled the Trust to make this event the biggest NHS staff awards of its kind and all at no cost to the NHS.



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TECHNOLOGY) UK LTD**

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THE BOOK PEOPLE

VINCI CONSTRUCTION LTD

VENTURE PHOTOGRAPHY

WEIGHTMANS LLP

WIDNES VIKINGS RLFC

Nightingale House Opens!

The former Accident & Emergency Department, Critical Care Unit and Burns and Plastic Surgery Unit has been transformed!

Nightingale House has a new Education, Training and Conference Centre with a 160 seat lecture theatre along with 2 smaller lecture rooms, 4 dedicated skills labs, 2 simulation rooms, 3 IT training rooms and additional seminar rooms.



160 seat lecture theatre

The new Library and Knowledge Service within this centre provides 24 hour access to a full range of facilities. These include a wide variety of books and journals, e-learning facilities and quiet study zones. For more information and access to a wide range of e-resources go to: www.knowledge-nw.nhs.uk.



New Library facilities

Pathology services are now provided in state of the art laboratory facilities in the new building. These modern Pathology laboratories will help to ensure that the Trust continues to provide short waiting times for test results and excellent patient care.



State of the art Pathology Laboratories

Nightingale House also provides modern, purpose built office accommodation for around 20 departments, all under one roof. These bright, airy, open plan areas are air-conditioned to provide staff with a comfortable working environment.

Like both Whiston and St Helens hospitals, Nightingale House has an energy efficient building management system. This innovative system regulates heating, lighting and air conditioning automatically to ensure that energy use is controlled across the building helping to save costs.

Access to Nightingale House:

Access from the hospital to Nightingale House is via the exit opposite the Pharmacy on Level 1.

The main entrance is via the first bridge link. Nightingale House is open during normal working hours but swipe card access is required at all other times.

The Education and Training Conference Centre is accessed via a second bridge link. The centre is open during normal working hours with swipe card access and a video entry system.

Guide to Nightingale House

LEVEL 1

Clinical Coding

Education, Training & Conference Centre

Finance

Health, Work and Well Being

Library & Knowledge Service

NewHospitals

Purchasing & Supplies

LOWER GROUND 1

Contracts & Facilities Management

Human Resources

Legal Services

Pathology

Pay & Staff Services

Quality and Risk

Research & Audit

LOWER GROUND 2

Bereavement Centre

Mortuary

Staffside Offices

VINCI Facilities

- Nightingale House covers a total floor space across 3 levels of 12,000 square metres - that's the size of 3 football pitches!
- Demolishing the old hospital buildings and refurbishing Nightingale House took a total of 660,540 man hours.

Long Service Awards

Members of staff who have provided the Trust with 25 and 40 years of loyal service were honoured in a Long Service Awards Ceremony held at the historic Knowsley Hall.

Ann Marr, Chief Executive said, 'An enormous amount of patients, and their families, have benefited from your skills, your care and your dedication. We are very proud of what you have all achieved, not just as individuals, but also as a team. Without your support we could not provide the fantastic level of care and service that we are associated with.'

See opposite for the full roll of honour!



Long serving members of staff showing off their awards outside Knowsley Hall along with Vice-Chairman Rod Hill (left) and Ann Marr, Chief Executive (right).

Catering & domestic staff NVQ achievements

Catering and domestic staff were recognised for achieving their Level 2 NVQ in Cleaning and Support Services with Liverpool Community College.

Staff from Medirest, the Trust and also the Right 4 Staff Agency, were congratulated for achieving the qualification within four months. In total sixty staff achieved the qualification.

Michelle Plummer, Human Resources Manager for Medirest said, "This is a fantastic achievement in the career development of those staff involved. NVQ training is extremely valuable to the service that domestic and catering staff provide to patients at the Trust."



Catering & domestic staff proudly showing off their NVQ certificates.



Jane Belcher
Delivery Suite Manager,
Maternity Services



Susan Archer
Domestic Assistant, Hotel Services

Patricia Ashcroft
Sister, Children & Young People's
Department

Carolyn Baddeley
Midwife, Maternity Services

Nicholas Bennett
Head of Simulation/Clinical Skills,
Medical Education

Gillian Billington
Ward Manager, Plastic Surgery

Jennifer Birch
Medical Laboratory Scientific Officer,
Cytology

Gail Boardman
Staff Nurse, Outpatients

Janet Briers
Healthcare Assistant, Department of
Medicine for Older People

Elaine Campbell
Healthcare Assistant, Department of
Medicine for Older People

Janice Cardwell
Administration Service Co-ordinator,
Surgical Care Group

Pauline Coates
Assistant Practitioner, Surgery

Jill Cunliffe
Nurse Specialist, Department of
Medicine for Older People

Mari Davey
Staff Nurse, Endoscopy

Janet Davies
Ward Clerk, Cancer Counselling

June Davock
Domestic Assistant, Hotel Services

Angela Dean
Midwife, Maternity Services

Lynne Dearden
Assistant Technical Officer,
Ophthalmology

Tina Dingsdale
Healthcare Assistant,
Ophthalmology

Neil Duffy
Porter, Operating Theatre

Julie Eckley
Healthcare Assistant,
Staffing Solutions

Ann Edwards
Domestic Assistant, Hotel Services

Kenneth Fisher
Healthcare Assistant,
Burns & Plastic Surgery Theatre

Sharon Forber
Midwife, Maternity Services

Jillian Hamlett
Healthcare Assistant,
Ophthalmology

Susan Handford
Midwife, Special Care Baby Unit

Sylvia Heaps
Healthcare Assistant, Department of
Medicine for Older People

Christine Hill
Healthcare Assistant, Department of
Medicine for Older People

Kimberley Hogg
Operational Site Manager

Anne Ireland
Team Leader, Sexual Health

Beverley Johnson
Staff Nurse, Operating Theatre

Anthony Johnson
Health Care Planner, Project Office

Barbara Jost
Manager, Lilac Centre

Paula Kane
Operational Site Manager

Maureen Kendrick
Specialist Nurse, Infection Control

Gaynor Kennedy
Cashier, Catering

Pamela Kenrick
Medical Secretary, Radiology

Linda Langshaw
Assistant Technical Officer,
Ophthalmology

Eileen Martin
Midwife, Maternity Services

Gillian Mather
Data Entry Clerk, Pathology

Pamela McCulley
Staff Nurse, Outpatients

Josephine McGrath
Domestic Assistant, Hotel Services

Joan Miller
Senior Healthcare Assistant,
Respiratory

Helena Mullin
Matron, Burns & Plastic Surgery

Paula Murgatroyd
Payroll Officer, Pay & Staff Services

Catherine Needham
Midwife, Maternity Services

Eileen Noon
Operational Site Manager

Diane Parkinson
Sister, Children and Young People's
Department

Bernadette Penders
Domestic Assistant, Hotel Services

Susan Phillips
Ward Manager, Cardiology

Tania Ralph
Team Leader, Endoscopy

Carol Rigby
Medical Laboratory Scientific Officer,
Chemical Pathology

Beverley Riley
Nurse Specialist, Intensive Care

Anita Smith
Lead Dental Nurse,
Oral & Facial Surgery

Annette Taylor
Sister, Department of Medicine for
Older People

Giselle Tickle
Healthcare Assistant,
Accident & Emergency

Christine Travis
Senior Healthcare Assistant,
Emergency Access

Sally Twist
Sister, Emergency Access

Jennifer Williams
Senior Healthcare Assistant,
Orthopaedics

Marie Woodward
Midwife, Maternity Services

Tracy Woosey
Ward Manager, Department of
Medicine for Older People

Linda Yates
Sister, Burns Unit

Children's Nurse Nominated for National Award

Helen Thornton, Diabetic Nurse Specialist, has been nominated by the parent of one of her young patients in the Best Nurse Category of the Well Child Awards 2011.

Jane Spilsbury nominated Helen for the excellent standard of care she has provided to her 9 year old son William who was diagnosed with Type 1 diabetes when he was 3 years old and has been cared for by Helen ever since.

Jane said: "Helen goes well above and beyond the call of duty, spending a lot of her own time looking after children like William. The care that Helen has provided to William has meant that living with diabetes is much easier and I can't thank her enough."

William said: "Helen is helpful, she's caring, she knows what to do in a difficult situation and she's always calm."

The winner will be announced on 31st August 2011.



Helen Thornton, Diabetic Nurse Specialist with William and mum Jane Spilsbury.



Dr Christina Jones PhD, Nurse Consultant receiving award.

Christina and her colleagues on this outstanding achievement. Winning this award has gained the Trust world wide recognition for the excellent standard of care that we are providing our patients with and further highlights how our staff are at the forefront of developing best practice."

Top Research Award for Nurse

Dr Christina Jones PhD, Nurse Consultant in the Critical Care Team at Whiston Hospital has won the prestigious 'Medicine Prize' in Biomed Central's 5th Annual Research Awards.

These world-renowned international awards recognise excellence in research and the winners were selected from around 17,000 projects published in over 200 research journals world-wide.

Christina won this esteemed award for her work in developing 'Patient Diaries' as part of physical and psychological rehabilitation for patients in the Intensive Care Unit.

Ann Marr, Chief Executive said: "I would like to congratulate

International Nurses Day 2011



Jill Cunliffe, Nurse Specialist promoting the 'Forget Me Not' campaign, caring for patients with dementia.

The Trust celebrated International Nurses Day on 12th May with a range of exhibitions recognising the achievements of nursing teams at St Helens and Whiston hospitals.

The day, which marks the anniversary of the birth of Florence Nightingale, is celebrated around the world. Gill Core, Director of Nursing, Midwifery and Governance officially opened celebrations at the Trust. Events included a service for former colleagues held in the Sanctuary at Whiston Hospital, which was followed by exhibitions in the Recreation Hall showcasing nursing programmes that are improving patient care.

Keep those hands clean! – Maureen Kendrick, Infection Control Nurse Specialist promoting Hand Hygiene.



Healthcare Assistants, Ann Manchester and Annie-Marie Blundell with Caroline Ingham, Ward Manager Ward 5A highlighting 'Protected Meal Times' to improve patient nutrition.



Sexual Health in Sichuan

Gary Barker, Senior Sexual Health Advisor in the Sexual Health Clinic in St Helens Hospital, recently visited the Chengdu Infectious Diseases Hospital in China, to help with the training and development of staff there.

"This was the only hospital caring for patients with infectious diseases in the province of Sichuan, in the South West of China, with a population of over 10 million people. The visit was arranged by Barry and Martins Trust (a charity that specialises in HIV and AIDS education, prevention and care) to provide training for doctors and nurses, in the care and management of patients with HIV and AIDS."

During his 2 week stay, Gary gave presentations on communication skills, medication and side effect management. He also provided one to one support and training to staff on the wards.

Gary said: 'HIV medication is provided free from the Chinese government, however any admissions to hospital have to be paid for, or the patient has to have medical insurance. Whilst I was on the ward one patient with AIDS and tuberculosis was discharged as he had no insurance and could not afford to pay.'

'HIV testing services in China are improving, especially in the gay community, but most patients are diagnosed HIV positive when their immune system is very weak and have gone on to develop AIDS. One patient I met on the ward was Denny, a 23 year old gay man who was diagnosed in November 2010, after admission to another hospital with pneumonia. Denny had a weak immune system caused by HIV and also had pneumonia and tuberculosis. This made management of his condition complicated, which sadly was typical of the patients I met.'

Gary has established links with doctors and nurses at the hospital and will continue to provide them with advice on developing their services.



Gary with Denny, a patient at the Chengdu Infectious Diseases Hospital.



Gary providing training to the doctors and nurses at the hospital.

Stop the Clot!

Blood clots in people aged under 40 have claimed over 1,000 deaths in the UK over the last four years according to the Office of National Statistics.

Some people coming into hospital are at increased risk of developing blood clots known as venous thromboembolism (VTE) and deep vein thrombosis (DVT). This is because they may be having an operation and they may need plenty of bed rest. Other factors can increase this risk, such as previous or family history, conditions such as cancer, heart failure, respiratory disease and some medications.

Staff at the Trust are helping to minimise these risks by following these four simple steps:

1. Assess every patient
2. Review the risk every time
3. Make a plan to prevent clots
4. Involve and empower patients

Senior Nurses Lisa Sams, Siobhan Wade and Anne Hyson with Claire Derbyshire, Anti-Coagulation Nurse Specialist and Carol Hamouda VTE Nurse Specialist promoting National Thrombosis Week at Whiston Hospital.



Hospital Staff Making a Difference: 'Care was First Class'

James Parker, from Widnes says he was impressed with the efficiency and kindness of the nurses and doctors who cared for him at Whiston Hospital after having a heart attack caused by a perforated duodenal ulcer.

Mr Parker said: "I was rushed into Accident and Emergency at Whiston Hospital, after collapsing at the foot of my bed one morning. Within an hour of being there I had been checked by a doctor and admitted to the cardiology ward. I was very impressed with the speed at which I was treated and the care I received was first class. The service throughout my stay was superb and I had complete confidence in the skills and expertise of the doctors and nurses who cared for me. My experience was a positive one and I have no fear of going into hospital again."

Mr Parker with members of staff on Ward 1D



Spotlight on:

THE COUNTER FRAUD TEAM

The Counter Fraud team at the Mersey Internal Audit Agency (MIAA) work with the Trust to detect and prevent fraud in the NHS. Defrauding money from the NHS deprives hospitals and patients of valuable equipment, staff and resources and costs the taxpayer more money. Whenever the team detects fraud, they will undertake legal proceedings to recoup the money to be put back into caring for patients.

Examples from actual NHS fraud cases:

Health Professionals – treating private patients during time they are paid for NHS work without prior agreement, forging prescriptions or any document to make a claim for something they are not entitled to.

Managers and Staff – submitting fraudulent claims for expenses, claiming to be sick from work when they are undertaking paid or unpaid work.

Contractors and Suppliers – charging for higher quality or greater quantity of items than those supplied and using inappropriate tendering processes.

Patients – claiming for free or reduced cost treatment and services when they are not entitled and using false names to get prescription drugs.



Simon Regan Local Counter Fraud Specialist, during Fraud Awareness Month - June

If you suspect or want to report fraud, contact Simon Regan, Local Counter Fraud Specialist on 0161 206 8162 or email: simon.regan@miaa.nhs.uk.

To report fraud anonymously phone the National Fraud and Corruption Reporting Line on **0800 028 40 60** or go to: www.reportnhsfraud.nhs.uk.

Safend approved Data Sticks



Safend Approved Data Sticks

New government legislation means that public authorities can be fined up to £500,000 for serious data breaches. Four councils have recently been fined for failing to secure data properly.

NHS organisations were responsible for 30 per cent of the security breaches reported to the Information Commissioner's Office over the last two years. It is therefore vital that the Trust does all it can to secure data.

This is why the Trust has deployed a new software solution called 'Safend' to control the use of USB drives and data sticks being connected to Trust computers and laptops to help mitigate the risk of serious data breaches.

Safend is being installed on all computers and laptops and only encrypted USB data sticks requested through Health Informatics and approved USB devices may be used. For further information and to apply for an encrypted

data stick log on to the staff intranet and go to Help, then IT Security, then click Safend.

For further information please email: it.security@sthk.nhs.uk

Family Fundraising for SCBU

A family from Widnes are raising funds to buy a state of the art transport incubator and ventilator to help transfer premature babies who need specialist care.

Jason and Anita Mullen created The Alfie Flynn Mullen Remembrance Fund in honour of their son. Alfie was born 16 weeks premature weighing only 1lb 9oz and was cared for on the Special Care Baby Unit (SCBU) at Whiston Hospital for 7 months before he sadly passed away. The couple are organising a charity night at the Stobart Stadium, in Widnes on 17th September 2011 and a trek up Mount Kilimanjaro in February 2012 to help reach their target of £30,000.

Last year the couple, along with friends and family raised over £17,000 for local children's hospital charities. £4,048 of this was donated to Whiston Hospital to buy fold-away beds for parents so they could stay beside their child's bedside in hospital overnight.

For more information on The Alfie Flynn Mullen Remembrance Fund please visit <http://www.alfieflynmullen.org/>

Jason and Anita Mullen handing over a cheque for £4,048 to Dr Laweh Amegavie, with Helen Wakefield, Staff Nurse (right) and Rachael Taylor, Student Nurse (left).



Trust helps patient celebrate 100th birthday

Nora Makin reached her century on Friday 15th July, whilst she was being cared for on Ward 5A, Department of Medicine for Older People.

Members of staff helped to organise a party for Nora's family and friends and they clubbed together to buy Nora a birthday cake, balloons and a card. Nora was also presented with a bouquet of flowers by Ann Marr, Chief Executive of the Trust.

Nora said: "Having my birthday in the hospital felt a bit different but all the staff made such an effort to ensure that my 100th birthday was so special. Some of my family had travelled from as far away as Norway and we all had a lovely time. I would like to thank the staff for their kindness and care, they are all wonderful."



Furry Friends at the Creche

Children at the Crèche received a visit from some 'furry friends' from the Animobile at Acorn Farm in Knowsley including lambs, ducks, hens and rabbits which all arrived safely in their huts and pens. Animobile brings animals from Acorn farm to different places for children to see. This gives the children a chance to get close to the animals in an environment they were familiar with.

Children at the Creche stroking the animals



Kind donation from member of staff

Pam Wright, who is an Operational Site Manager at Whiston Hospital, kindly donated £380 to the Burney Breast Unit on behalf of her family following the sudden death of her Mother, Mrs Elsie Raw. Pam's family requested donations for the world class unit rather than flowers for the funeral.

Pam said: "My family requested this money be donated to the

Burney Breast Unit where my Mother attended for a brief time under the care of Miss Leena Chagla and her team. My mother had nothing but praise about the care and treatment she received. We feel that if this money can help others experiencing the trauma of breast cancer, then this can only be a blessing."

Generous Donation from Rotary Club

Prescot Rotary Club have kindly donated £2,500 to the Children's and Young People's Department at Whiston Hospital.

The Rotary Club raised the money through a variety of events and activities held over the last 12 months including a fireworks display, carol concerts, golf days and collections in local shopping centres.

This generous donation will be used to buy more fold away (Glide Away) beds to enable parents to stay with their children overnight.



Members of the Rotary Club with their cheque and a 'Glide Away' bed alongside members of staff on Ward 3F.

Fond Farewells ...



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



Joan Hardie, Working Family Advisor



Anthony Evans, Consultant Radiologist




Sue Hall, Liaison Nurse, Critical Care Unit



Graham Cawdell, Consultant Gynaecologist

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 to arrange a feature in Fond Farewells

St Helens and Knowsley Teaching Hospitals 
NHS Trust



Joint Royal College of Nursing and St Helens & Knowsley Teaching Hospitals NHS Trust event
Wednesday 21 September 2011, Aintree Racecourse, Liverpool

Registration 09.00 Conference starts 10.00 Conference ends 16.30

"Making sense"

Working in partnership to improve dementia care in general hospitals



Programme includes:

- Improving dementia care in general hospitals: Challenges and solutions
Professor Alistair Burns, National Clinical Director for Dementia and Professor David Oliver, National Clinical Director for Older People, Department of Health.
- Dignity in dementia: Sharing innovations and developing partnerships to improve care
Rachel Thompson, Dementia Project Lead, Royal College of Nursing
- "Forgot me not" campaign launch
Marie Honey, Consultant Nurse, Department of Medicine for Older People and Jill Cunliffe, Nurse Specialist for Older People, St Helens and Knowsley Teaching Hospitals NHS Trust
- A carer's perspective: Promoting dignity in dementia
Angela Rippon OBE, Alzheimer's Society Ambassador

Workshops include:

- Simple, low cost, easily implemented changes to enhance care in the Accident and Emergency Department
- Developing the workforce through education and training
- Improving identification and assessment
- Adapting the environment to improve care
- Improving end of life care
- Hearing the voice of people with dementia and their carers

Recent reports highlight the urgent need to improve the experience of people with dementia being cared for in general hospitals.

Up to 70% of acute hospital beds are occupied by older people, approximately 40% of whom have dementia.

It is estimated 30% of people will die with dementia and many of these die in general hospital settings.

Patients who have dementia experience many more complications and stay longer in hospital than patients without dementia.

Join us at the event to hear the latest on the national dementia project, which is facilitated by the Royal College of Nursing and the Department of Health. The project aims to influence and guide the provision of dementia care in acute care settings, making dementia care a priority for general hospitals.

Hear from high profile national speakers and local champions who are leading on innovations in practice.

CPD points applied for.

Sponsorship is currently being sought for this event



Further information: Contact Shani Verber, RCN Events, 20 Cavendish Square, London W1G 0RN
Tel: 020 7647 3580 Fax: 020 7647 3411 Email: shani.verber@rcn.org.uk Website: www.rcn.org.uk/dementia2011

Nursery visit to hospital

Children aged 3-5 years old from Sandfield Nursery brought their teddy bears into Whiston Hospital for the day for a 'check up'. The children helped to carry out tests on the teddies, such as checking blood pressure, checking their heartbeat and examining eyes and ears. The teddies were then bandaged for any bumps or bruises. Visiting the hospital can be very daunting for young children. This provided an opportunity for the children to experience a day in the hospital to reassure them if they ever needed to come as a patient and help them feel more comfortable.



Janet Bentham, Ward 3F Ward Manager and a member of staff at Sandfield Nursery checking up on the teddies.

Sandfield Day Nursery

- Named UK Nursery of the Year by the National Day Nursery Association (NDNA)
- Achieved 'Outstanding' in all areas from OFSTED



Staff from Ward 3F and Sandfield Nursery with all the children.



Dr Laweh Amegavie, Clinical Director for the Children' & Young People's Department with the children.

Saints' Pink 'V' For Burney Breast Unit

St Helens Rugby Club players wore a special 'Pink V' shirt in support of the Burney Breast Unit, for their home game against the Catalan Dragons on Friday 15th July.



Miss Leena Chagla with Saints Mascot 'Boots'

The club is also making a donation to the world renowned unit, through a combination of sales of the 'Pink V' shirts, a collection at Friday's match and an auction of the shirts worn by the players.

Miss Leena Chagla, Consultant Surgeon and Lead Clinician for Breast Services said: "It is fantastic that the most popular sporting team in St Helens is supporting the work we do at the Burney Breast Unit. The atmosphere at the game was amazing and the team played with the courage and fighting spirit that I see in my breast cancer patients! They were determined to overcome all obstacles and win!"

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Where do you read News 'n' Views?



Thank you to Dee Boardman, Ward Clerk, Ward 4A for this photo taken on the Charles Bridge in Prague.

Take News 'n' Views on your travels and send your snaps to jamie.murphy@sthk.nhs.uk

Did you know?



- The average life of a taste bud is 10 days
- Spain is 5 times bigger than the UK with only two thirds of the population
- The London Underground station with the most lifts is Bank Station
- Watermelon is actually a vegetable
- Indiana Jones was named after Director George Lucas' pet dog
- The first band to achieve 'Number One' with their first 3 singles was Gerry and the Pacemakers in 1963
- 'I am entitled super big' is an anagram of the 'Empire State Building'

TRUST LOTTERY RESULTS

The recent lottery winners are:

March 2011

- £1,500 Susan Morgan, Medical Secretary, Pathology, Whiston
- £500 Barbara Brack, Sister, Sanderson Suite, St Helens
- £200 Julie Speakman, Supervisor, X-ray Department, Whiston

April 2011

- £1,500 Margaret Huyton, Payroll Manager, Pay & Staff Services, Whiston
- £500 Jacqueline Clisham, Healthcare Assistant, Ward 2C, Whiston
- £200 Janette Jordan, Healthcare Assistant, Theatres, Whiston

May 2011

- £1,500 Julie Lynan, Recruitment Advisor, Lead Employer Service, Whiston
- £500 Marcus Conway, Senior Healthcare Assistant, Ward 2B, Whiston
- £200 Susan Norris, Catering Assistant, Facilities Management, 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).

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ithelpdesk@sthk.nhs.uk

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Security, Fire, Emergency 3333
Cardiac Arrest 2222

Carers Support Team (01744) 646 640

Local Security Management Specialist
0151 430 1611 Hospital Pager 1372

Facilities Management Helpdesk 1188

Staff News 'n' Views

Next Issue: Autumn 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

The deadline for submitting items for the next News 'n' Views is 16th September.