

Staff **News 'n' Views**

St Helens and Knowsley Teaching Hospitals NHS Trust



Issue 43 Summer 2014



**PATIENT
POWER**

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Employee of the Month

Employee of the Month is awarded to a Trust staff member who has gone above and beyond the call of duty, and has made a significant difference in their role to improve patient care or develop services.

February: *Jennie Ellerton*

Employment Services Manager, Lead Employer Services, Human Resources



Nominated by: Spencer McKee, Assistant Director of Human Resources, Lead Employer

Jennie has worked for the Trust for 4 years. Nominating Jennie, Spencer said: "The Trust is the Lead Employer for over 2000 doctors in training across Merseyside and Cheshire and Jennie oversees the Employment Services Department for this contract. During the last few months, Jennie has delivered several high profile Lead Employer projects that place the Trust at the forefront in this area and highly regarded for the service we provide. Jennie goes above and beyond in her role and has also completed these projects at the same time as completing her masters degree in Human Resource Management."

On winning the award Jennie said: "It was a very nice surprise to find out I had won Employee of the Month as I didn't even know that I had been nominated! Following a busy few months implementing a number of new projects, it was nice to have this hard work recognised. I would like to thank all those involved in the delivery of the projects as it was only by working together as a team that we have been able to implement new systems to develop our service. This is an exciting time for Lead Employer as we are undertaking a number of service development projects and winning this award has inspired me and motivated me to drive this forward as a valued employee."

March: *Ann Finch*

Research and Audit Midwife, Maternity



Nominated by: Rose Douglas, Head of Midwifery

Ann has worked for the Trust for 35 years and was nominated for being "an exceptional senior midwife who is well thought of by both the women using the service and her colleagues." In her nomination Rose said: "Ann is a credit to her profession and an absolute pleasure to work with. She works exceptionally hard, often over and above her contracted hours to ensure the

Maternity Service has well developed clinical guidelines. Ann played a key role in the service gaining the highest level of patient safety assessment recently. She is an exemplary role model to any member of staff."

Receiving the award Ann said: "I was shocked to be told I was Employee of the Month. I have worked as part of a team preparing for our patient safety assessment at Level 3 for more than 18 months and everyone worked so hard. I feel very honoured to be singled out when such a great team effort was needed to achieve our goal. I am very proud to be part of this team who strive to achieve high standards of care for our mothers and babies."

April: *June Marsden*

Healthcare Assistant, Seddon Suite, Specialist Rehabilitation Unit



Nominated by: Caroline Tyndall, Ward Manager, Seddon Suite, Specialist Rehabilitation Unit

June has worked for the Trust for 30 years. June was nominated for going above and beyond the call of duty to assist patients in the rehabilitation unit. In her nomination, Caroline explained: "Although recruited as a Healthcare Assistant, June has a flair for organisation so has taken on the unofficial role of activities co-ordinator for the patients on the unit. June is an exceptionally motivated, compassionate and dedicated member of the team, who lifts the spirits of the patients, relatives and staff alike with her commitment to what she does, ensuring our patients feel involved and valued."

After receiving the award, June said: "I was absolutely thrilled to hear of my nomination for Employee of the Month. I love my job and the patients I look after, I have a great sense of fulfilment from working as part of such a great team. It is always lovely to have such positive acknowledgement of your work and I would like to thank my Ward Manager, Caroline Tyndall, for nominating me. I was made to feel very special by the Trust Board on the day I received the award so I extend my thanks to them as well"

If you would like to nominate a member of staff for Employee of the Month, you can download a nomination form from the Staff Matters section on the intranet, call Kath Richardson, Executive PA, on ext: 1175 or email: employeeofthemonth@sthk.nhs.uk

Start of the Year Conference 2014

Each year, senior managers, clinical leaders, matrons, heads of wards and departments gather at the Start of Year Conference to review the Trust's performance and achievements of the previous year. It is a chance for everyone to come together to look at what worked well and plan for the future.

Opening the conference, Ann Marr, Chief Executive, gave a presentation reviewing the past year and setting the scene for the coming year. Ann thanked staff for their continued hard work during an extremely busy year and spoke of how, despite increased demand for services, the Trust had achieved the majority of performance targets. Ann also talked about the Trust's infection rates, and how Whiston Hospital had been rated the cleanest hospital in the country, with St Helens Hospital rated third.



Ann Marr, Chief Executive, presents at the conference



Dr Ed Coats, guest speaker

Following Ann, guest speaker Dr Ed Coats, Specialist Registrar, Royal United Hospital Bath NHS Trust, gave an inspirational talk about individual and collective responsibilities.

Ed spoke of how his experience as an adventurer, travelling to some of the most remote areas of the world including the South Pole, has taught him key life lessons such as how to integrate into well-established teams, and how to withstand extreme pressure. He spoke of how these key lessons can be translated into areas of everyday life and how by communicating effectively, teams can co-ordinate and pull together much easier in times of pressure.

This year's Corporate Objectives 2014/15 were handed out at the event and have been distributed to all wards and departments for display on notice boards. They can also be found on the staff intranet site under 'About us' or for a hard copy please contact: judith.marsland@sthk.nhs.uk

By Royal appointment



Valerie Vaughan, Receptionist (right), with friend Linda Mather (left)

Two of the Trust's longest serving members of staff received a right Royal treat after being selected to join Her Majesty The Queen at a Buckingham Palace Garden Party this summer.

Paul Yates, Porter, Maternity Department and Valerie Vaughan, Receptionist, Accident and Emergency, were invited to the Palace in recognition of and to celebrate their long service to the NHS. Rubbing shoulders with HM The Queen, The Duke of Edinburgh and the extended Royal Family, Paul and Valerie attended separate garden parties and enjoyed a sumptuous afternoon tea as a military brass band entertained the guests.



Porter, Paul Yates with friend Sue Lawler in the grounds of Buckingham Palace

In Focus: The Trust Board

St Helens and Knowsley Teaching Hospitals NHS Trust is run by a Board that consists of Executive and Non-Executive Directors, who are members of the local community. The Trust delivers health care services at Whiston and St Helens Hospitals. The Board sets the strategic direction of the Trust, maintains high standards of quality and performance and ensures that robust systems of corporate governance are in place. The Board's most important priority is to ensure that the services delivered to patients are safe and effective.



Richard Fraser
Chairman

The Chairman of the Trust Board is a non-executive appointment, and is responsible for leading the Board, and ensuring that the Trust fulfils its legal and financial obligations.

Ann Marr
Chief Executive

The Chief Executive is the Trust's accountable officer with overall responsibility for the performance of the organisation. The Chief Executive is supported by the Executive Directors and other senior managers to deliver the Trust's corporate objectives.



Executive Directors



Damien Finn
Director of Finance and Information



Kevin Hardy
Medical Director



Sue Redfern
Director of Nursing,
Midwifery and
Governance



Anne-Marie Stretch
Deputy Chief Executive
and Director of Human
Resources

Non-Executive Directors



Roy Swainson
Vice Chairman,
Non-Executive Director



Bill Hobden
Non-Executive
Director



Denis Mahony
Non-Executive
Director



George Marcall
Non-Executive
Director



Su Rai
Non-Executive
Director

Associate Executive Directors

The Associate Executive Directors support the Trust Board in delivering the corporate objectives.



Neil Darvill
Director of
Informatics



Paul Williams
Director of
Operations
and
Performance



Ian Stewardson
Director of
Service
Modernisation



Peter Williams
Director of
Corporate
Services



Richard Fraser, Chairman

Richard was born in Bellshill, near Glasgow, and has over 30 years experience as a board director of a number of large companies. He has lived in the North West for over 25 years. He was appointed Chairman of the Trust in May 2014.

Richard, tell us about your career before becoming Chairman?

I studied mechanical and civil engineering at university and my first senior job was site manager on the construction of oil tanks at the Stanlow Refinery. It's quite bizarre that I can now see the refinery out of my office window at Whiston Hospital; it's like coming full circle. I have been involved in a number of major companies during my career. I worked for Motherwell Bridge Engineering Company LTD, which taught me a lot and allowed me to travel the world. I then went on to become Managing Director of a gas contractor in Preston for 18 years and latterly Managing Director at Enterprise PLC. After serving on the board of a number of companies, including being a Non-Executive Director at Lancashire Teaching Hospitals NHS Foundation Trust, I also became Chair of Warm Zones CIC, (Community Interest Company), a not for profit company.

What would you say has been your greatest achievement so far?

Well, I would have to say my beautiful family first and foremost, but professionally I am extremely proud of the work I have done for charities and not for profit organisations. It is important to make a real difference to the lives of those who need additional help and support. My work as a Trustee of the charity, National Energy Action, aims to help those who are affected by fuel poverty in the United Kingdom.

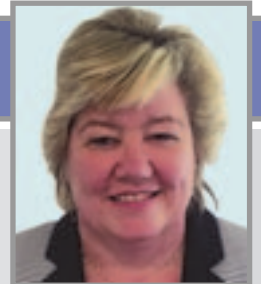
What is the most important thing for you as Chairman?

The NHS is the best health organisation in the world and I am passionate about free care at the point of access. It is important to me that we provide the best care possible for patients. I've only been here a short amount of time, but from what I've seen, I believe that the people of St Helens and Knowsley have world-class facilities available in our two hospitals and that the Trust provides great care and services for our patients.

What plans do you have for this year?

I am extremely proud to be Chairman of this Trust and I want to use my knowledge and expertise to make a difference. I want myself and my fellow non-executive directors to be hands-on, to have a positive influence on staff right across the Trust in their day to day activities. Together, we have a wealth of experience that will benefit the organisation and help to make a difference to staff, patients and their families.

Ann Marr, Chief Executive



Ann was born at Whiston Hospital and lives in the local area. She has worked in the NHS for over 30 years and was appointed Chief Executive of the Trust in January 2003.

Ann, can you tell me about your career to date?

I started my career in the NHS as a junior clerk at the old regional health authority and have worked my way up through the ranks. I was given time off to study on day release and qualified as an accountant. Eventually, I progressed to Director of Finance at two neighbouring trusts before being appointed Chief Executive at the Liverpool Women's Hospital. I worked there for two years, before joining this Trust and I've been here almost 12 years!

Do you enjoy your job?

The great thing about this job is that you have the chance to make such a difference. If we achieve what we set out to, and provide really good care and a positive patient experience, then we know we have achieved something really worthwhile. It's even better to be able to do this in your own community. I also get to work with some amazing colleagues, and I can honestly say that there is plenty of variety – two days are never the same!

What would you say has been your greatest achievement so far?

The most important part of my job is to provide the right culture and environment for our staff to deliver high quality care. This means I need to put the right standards, policies, processes, systems and resources in place, but also lead by example. However, it is also good that we can provide services to our patients in such excellent facilities. Much as we all loved our old Victorian buildings, they were not fit for purpose as 21st century hospitals. Now we have facilities that are modern, clean, welcoming and properly functional. It was a big achievement to drive the whole project through from business case stage to opening our two new hospitals, and now seeing them operate so successfully.

So what's next?

Continuous improvement – with the aim of providing the best care we possibly can for our patients and the local community.

St Helens Hospital passes all CQC Standards

St Helens Hospital has passed all standards in the latest Care Quality Commission (CQC) inspection.

A routine unannounced inspection showed that all standards were being met with the CQC confirming that patients at the Trust are treated with high levels of dignity and respect. During the visit, inspectors conducted interviews with a number of staff and patients about their experiences at the Trust.



St Helens Hospital

The inspection system is designed to check compliance against the essential standards of quality and safety including:

- Privacy and dignity
- Care and welfare
- Co-operation with other providers
- Supporting workers
- Record keeping

The final report from the inspection was extremely positive, with the team particularly impressed with the motivation and commitment shown by staff to deliver a high quality patient experience.

The CQC report summary states: *Patients across the areas we visited told us they were treated with dignity and respect.*

They also said they were provided with the information they needed to understand the care and treatment

options available to them. Patients experienced effective, safe and appropriate care and treatment. Care was tailored around patient's individual needs and arrangements were in place for managing foreseeable emergencies.

Staff received appropriate support, supervision and training to ensure they could provide effective care, treatment and support to patients within their departments. Staff were encouraged to develop their skills further and access additional training and development opportunities.

Ann Marr, Chief Executive, said: "The Trust remains committed to ensuring that patients receive the highest standard of care. It is excellent to have this confirmed by an external independent regulator and is testimony to the hard work of all of our staff."

The full report can be found on the CQC website: www.cqc.org.uk



Patient John Geoghegan with Dr Abba Alkali, Consultant Dermatologist, Outpatients Department, St Helens Hospital



Patient Arthur Prescott with Julie Dagnall, Ward Manager

Results from the biggest NHS patient survey in the country show that the vast majority of patients at Whiston and St Helens hospitals rate the Trust amongst the best.

It has now been over a year since the Friends and Family Test (FFT) was introduced and the Trust is consistently amongst the highest performers in the country. The test is a national initiative that aims to evaluate patient experience as close to the time of their treatment as possible. This helps the Trust to recognise what works well within the hospitals and where there could be further

improvement to ensure the highest levels of patient care are being provided.

So far, inpatient wards, maternity services and the Accident and Emergency Department are all included in the test, with plans in place to extend this to outpatient services. Patients are given a postcard at the time of their discharge and are encouraged to complete the questions on the card and place it in the box provided before leaving the Trust or posting via Royal Mail within 48 hours of discharge.



Patient Sarah Baldwin with Lizzie Barry, Play Specialist



Patient Margaret Trehy with Elly Mullin, Healthcare Assistant

Results April 2013 - March 2014

Results for the year have been extremely positive with the vast majority of patients saying that it was 'extremely likely' that they would recommend Whiston and St Helens hospitals to their friends and family, should they ever need to receive hospital treatment. The Net Promoter Score (the score by which the Trust is assessed in relation to the number of positive responses) has been consistently amongst the highest in the country.

Month	Total no. responses	% Extremely likely	% Likely	% Neither likely or unlikely	% Unlikely	% Extremely unlikely	% Don't know	Score
April 2013	584	79.5%	16.6%	1.2%	0.5%	1.9%	0.3%	76
May 2013	736	81.2%	14.8%	0.5%	1.4%	1.8%	0.3%	76
June 2013	1097	81.1%	14.5%	2.3%	0.8%	0.8%	0.5%	78
July 2013	1055	75.2%	20.5%	2.1%	0.6%	1.0%	0.6%	72
August 2013	1294	80.8%	15.5%	1.7%	0.5%	1.2%	0.3%	78
September 2013	1236	81.5%	15.9%	1.2%	0.4%	0.8%	0.2%	79
October 2013	1218	81.2%	16.0%	1.3%	0.5%	0.7%	0.3%	79
November 2013	1561	81.5%	16.3%	1.2%	0.3%	0.4%	0.3%	80
December 2013	833	81.5%	15.2%	1.2%	0.8%	1.2%	0.1%	78
January 2014	1151	82.0%	15.3%	1.6%	0.4%	0.5%	0.2%	80
February 2014	1213	79.4%	18.0%	1.6%	0.5%	0.5%	0%	77
March 2014	1179	80.8%	17.1%	0.9%	0.8%	0.4%	0%	79
Total	13157	80.6%	16.3%	1.4%	0.6%	0.9%	0.3%	78

NB. The above results are for the inpatient wards and the Accident & Emergency Department. Maternity services commenced the FFT in October 2013; therefore, a full year of data is not yet available.

Healthcare Science

Healthcare science plays a vital role in the prevention, diagnosis and treatment of a huge number of medical conditions. Whether it's analysing tissue samples, conducting studies to discover the latest treatment, test for diagnosis, or creating prosthetics that allow people to continue their everyday lives, the jobs and expertise of those in healthcare science is essential to saving lives and improving care for millions of people.

Healthcare Science disciplines include:

Life Sciences

- Pathology including; Cellular Pathology, Microbiology, Biochemistry, Haematology

Physiological Sciences

- Audiology
- Cardiology including; Cardiac Diagnostic
- Maxillo-Facial
- Prosthetics,
- Neurophysiology
- Respiratory

Physical Sciences

- EBME (Electro-Biomedical Engineering)

Continuous technological advances make this area of the NHS one of the most dynamic, exciting and innovative services to work in. Healthcare Science Week is a chance for professionals to celebrate their diverse and specialised work and encourage the next generation to consider the many career options available in this field.

Staff from across the Trust joined together to celebrate this important promotional event. Educational stalls at Whiston Hospital gave patients, staff and visitors an insight into the work they do, both working directly with patients and behind the scenes.

Jane Winstanley, Senior Biomedical Scientist and organiser of Healthcare Science Week said: "This was an opportunity to show how science and technology is vital in modern patient care and raise the profile of our professions. Also, it was an invaluable opportunity to inspire the next generation of healthcare science professionals and explain the variety of career options available."

All together over 200 people visited the stand to talk to the experts and view a selection of equipment used by various teams at the Trust.



(L-R) Brogan Wardle, Senior Biomedical Scientist, Andrew Simpson, Senior Biomedical Scientist, Professor Kevin Hardy, Medical Director, Jane Winstanley, Senior Biomedical Scientist, Laura Finney, Highly Specialised Physiologist and Gina Rogers, Cardio-Respiratory Manager.

This included:

- Cardiac ultrasound and pacemaker programmers used by the Cardio Respiratory Department
- Portable electro encephalography machine and a ground breaking nerve conduction studies machine used by the Neurophysiology Department to diagnose, monitor and treat carpal tunnel syndrome
- Microscopes used by biomedical scientists in the Pathology Department helping people to see samples of cells in the body and kits used to detect infections
- Prosthetics created by the Maxillo-Facial Department to help rebuild patients' lives.
- Audiologists were on hand to explain how they identify and assess hearing and balance function and their associated disorders, recommending and providing appropriate therapeutic rehabilitation and management.

On the 8th of July, 'The Big Bang', the largest celebration of science, technology, engineering and maths for young people in the UK, came to Merseyside. The Trust's healthcare science professionals took their stand on the road to show over 3000 school pupils the exciting work they do and encourage the healthcare scientists of the future.

For more information about Healthcare Science please contact: gina.rogers@sthk.nhs.uk or jane.winstanley@sthk.nhs.uk

Healthcare Science Awards 2014

Gina Rogers, Cardio-Respiratory Manager was nominated in the category of Ambassador of the Year at this year's Healthcare Science Awards 2014.

The Healthcare Science Awards are held every year to celebrate the achievements of professionals in this highly specialised field.

Gina was nominated by Helen Liggett, Northwest Healthcare Science Workforce Lead. In her citation Helen said: "Gina is the organisational lead scientist at Whiston Hospital. She has worked tirelessly to create one of the strongest organisational healthcare scientist networks in the north west on behalf of Health Education - North West, to promote the amazing work of healthcare scientists in the NHS. Gina's passion for what she does is infectious. Her team are keen ambassadors and regularly attend events at schools and colleges to promote the career opportunities in the NHS and excite the next generation of healthcare scientists.

Gina said: "The Trust Healthcare Science Network is still in its early stages but is truly a whole team effort. As well as healthcare scientists, the network is also supported by Practice Education Facilitator, Sandra Edwards. We have many plans for the coming year including the recruitment of more scientists to the network. We have excellent leads from many of the scientific areas who are all extremely passionate about what they do and step up constantly to take the lead on various successful projects".

70 years with Diabetes and living life to the full!

Patient Alan Melville has proudly received the John Macleod Medal from Diabetes UK for living with diabetes for over 70 years.

Mr Melville was presented with the honour during a special ceremony at the Diabetic Centre, St Helens Hospital. In front of family, friends and staff from the Trust, including Professor Kevin Hardy, Medical Director and Dr Niall Furlong, Clinical Director, Mr Melville celebrated his amazing achievement.

Niall Furlong, Clinical Director, presented Mr Melville with his medal and spoke about how rare it is for patients to reach such an impressive milestone. Sarah O'Brien, Deputy Director of Nursing, spoke with great warmth about Mr Melville and his irrepressible sense of humour helping both himself and others

throughout his time being treated at the hospital. She said Mr Melville is the perfect example of how it is possible for people with diabetes to live a long and healthy life.

Mr. Melville then gave a speech and entertained his captive audience with many amusing tales of his life. He thanked his family, friends and all the hospital staff that have helped him throughout his treatment.

The John Macleod Medal is awarded to people who have lived with diabetes for seventy years. John Macleod was awarded the Nobel Prize for the discovery of insulin. Diabetes UK's central offices are named in honour of his great work and dedication to diabetes.



Alan Melville with Dr Niall Furlong, Clinical Director



The John Macleod Medal

Long Service Awards



Award winners with Ann Marr, Chief Executive (far left) and Roy Swainson, Acting Chairman (far right) outside Knowsley Hall.



Roy Swainson, Acting Chairman, welcomes the audience

Every year, the Trust holds its Long Service Awards in Knowsley Hall to celebrate staff that have given 25 and 40 years continuous service at the Trust.

Following drinks on arrival in the Walnut Drawing Room, guests were invited into the Stucco Ballroom where Acting Chairman Roy Swainson opened the ceremony by welcoming those in attendance. On behalf of the Trust Board, he thanked those staff receiving the awards for their remarkable loyalty in working for the Trust for so many years. He spoke of the importance of staff in providing excellent care to patients and how their experience is invaluable to ensuring the success of the Trust.

In total, the number of years worked of those receiving the awards was an amazing 1,395 years' loyal service.

Following the ceremony, the award winners assembled outside for their traditional group photograph, as guests were treated to a fascinating talk detailing the history of Knowsley Hall by Wayne Parker, Events Operations Manager at the venue.

Afternoon tea was then served in the State Dining Room, as award winners and guests celebrated their remarkable service. The Trust would like to thank Medirest for their generous donation towards the event.

Recipients of the 25 Years' Service Award

Michelle Agger

IT Trainer, Informatics

Diane Ainsworth

Admin Supervisor, Radiography

Angela Attrill

*Personal Medical Secretary,
Urology Department*

Victoria Bannon

*Cancer Data Manager,
Cancer Services*

Karen Ann Blake

*Specialist Nurse Practitioner,
Stroke/Rehab Department*

Gillian Boote

*Specialist Nurse Practitioner,
Respiratory Department*

Karen Bracken

*Health Care Assistant,
Cardiology Department*

Bev Carter

*Community Sexual Health Clerk,
Sexual Health*

Lynn Connolly

Catering Assistant, Hotel Services

Linda Cranny

*Staff Nurse,
Operating Theatres Department*

Mark Davies

*Staff Nurse,
Operating Theatres Department*

David Dawson

*Staff Nurse, Rheumatology,
Outpatients Department*

Caroline Deveney

*Ward Manager,
Special Care Baby Unit*

Jacqueline Dumphy

Catering Assistant, Hotel Services

Karen Edwards

Sister, Mersey Regional Burns Unit

Dawn Eilbeck

*Sister,
Gastroenterology Department*

Victoria Ellinson

*Staff Nurse, Intensive Care/High
Dependency Unit*

Sue Fisher

*Health Care Assistant,
Paediatric Department*

Joan Fishwick

*Health Care Assistant,
Sanderson Suite*

Jill Flaherty

*Sexual Health Practitioner,
Sexual Health*

Carol Freeman

Head of Legal Services Department

Denise Frodsham

*Sister, Mersey Regional Burns and
Plastic Surgery Unit*

Kate Geddes

*Play Specialist,
Outpatients Department*

Claire Holland

*Assistant Practitioner, Department
of Medicine for Older People*

Jeanette Holmes

*Health Care Assistant,
Acute Medical Unit*

Stephen Houghton

Charge Nurse, Coronary Care Unit

Linda Lea

*Health Care Assistant,
Mersey Regional Burns Unit*

Simon Lee

Ward Manager, Coronary Care Unit

Janet Maddison

*Midwife,
Community Midwifery Services*

Ann Martland

*Clinic Receptionist,
Patient Booking Services*

Marie McDougall

*Health Care Assistant, Intensive
Care/High Dependency Unit*

Kathy Nesbo

*Clinic Receptionist,
Patient Booking Services*

Jane Osthoff

*Senior Nurse,
Corporate Nursing Team*

Jean Owler

*Assistant Practitioner,
Outpatients Department*

Dave Parr

*Charge Nurse,
Specialist Rehabilitation Unit*

Judith Angela Parr

*Materials Management Assistant,
Purchasing and Supplies Dept.*

Andrew Platt

*EDMS Coordinator, Information
Governance Department*

Susan Pye

*Practice Development Nurse,
Accident & Emergency Department*

David Radcliffe

*Medical Engineer,
Medical Engineering Laboratory*

Tracy Rigby

*Admissions Clerk,
TCI Admissions Department*

Sandra Sands

Domestic Assistant, Hotel Services

Evelyn Smith

Catering Assistant, Hotel Services

Clare Mary Sparks

Clerical Officer, Sexual Health

Jayne Taggart

*Sexual Health Practitioner,
Sexual Health*

Lynne Watkinson

*Employment Services Administrator,
HR Department*

Joanne Welsby

*Assistant Contracts Manager,
Contracts & Facilities Department*

Donnas Wilkinson

*Ward Manager,
Mersey Regional Burns Unit*

Dawn Williams

*Tissue Viability Nurse Specialist,
Corporate Nursing Team*

Karen Martina Willoughby

*Secretary, Accident and Emergency
Department*

Carole Wilson

Housekeeper, Urology Ward

Michael Winstanley

*Senior Analyst,
Workforce Planning Department*



Recipients of the 40 Years' Service Award

Maureen Caffrey

*Superintendent Radiographer,
Radiology Department*

Margaret Omar

Staff Nurse, Transfer Lounge

Christine Rooney

Staff Nurse, Cardiology Department



The Girl with the Million Pound Smile

Catrin Pugh survived one of the most horrific accidents, suffering 96% burns.

She is one of the few people in the world to survive from such severe burn injuries and thanks to the team of experts at Whiston Hospital, was discharged home in less than 8 months.

In April 2013, Catrin Pugh was just 19 years old when, returning from working in a French ski resort, the coach that she was travelling in crashed into the mountainside and burst into flames with Catrin trapped inside. Catrin was rescued from the coach debris, her life hanging in the balance. Following initial treatment in France, Catrin was transferred by air ambulance to the specialist Mersey Burns Unit at Whiston Hospital, to continue her fight for life.



Catrin was rescued from the wreckage of the coach crash

Catrin remained in a medically induced coma and stayed on a life support machine for 90 days. Her family were told that Catrin's condition was to be treated and monitored minute by minute, hour by hour and day by day. The extent of the burns to her body meant that should she survive, the chance of being paralysed was great - her chances of survival were less than 1:1000.

Thanks to her own amazing determination and the exceptional care provided by the team of experts at Whiston Hospital, Catrin is one of only a few people in the world to survive such severe burn injuries. She not only survived but was discharged home in less than eight months,



Catrin at different stages of her treatment.

returning to her family in North Wales in time for Christmas.

During her treatment at the hospital, Catrin underwent:

- Over 200 operations and procedures
- Skin grafts to her face, body
- Received over £80,000 worth of cadaveric skin from the national skin bank in Liverpool.

Ian James, Consultant Burns and Plastic Surgeon said: *"Catrin was in a very critical condition, I've never seen anyone survive burn injuries like this before. I think she has done extremely well, her determination has helped enormously. It is also thanks to the dedication of the whole team in the Burns Unit, who have worked incredibly hard to give a young girl her life back."*



Catrin in her pressure mask that she must wear 24 hours a day

Catrin said: *"I'm completely grateful to everyone in Whiston Hospital, all of the staff and everyone who has helped with my rehabilitation."*

First Patient Safety Champion Award



Sarah Brady, ODP Student with Roy Swainson, Vice Chairman.

The Trust's Patient Safety Champion Award is a new initiative that recognises when a team or individual shows exceptional commitment to ensuring the safety of patients.

The award honours the superior efforts of staff in providing the highest and safest levels of care, further improving the experience of patients and providing extraordinary support to colleagues.

The first winner of this prestigious award is Sarah Brady, Student Operating Department Practitioner. Sarah shows a tremendous attention to detail within her practice, ensuring that protocol is strictly adhered to and supports colleagues in safeguarding the smooth running of procedures.

The award was presented to Sarah at the Trust Board meeting, with Roy Swainson, Vice Chairman, presenting Sarah with her £100 award and her Patient Safety Champion Award certificate.

We want your views on A&E

The Trust wants to hear the views of patients that have received treatment at Whiston Hospital's Accident and Emergency Department.

The survey has been sent to 850 patients who have attended the department asking for feedback on how the service can be further improved. Patients are urged to complete and return the survey in the pre-paid envelope provided.

Ann Marr, Chief Executive said: "I would urge everyone who has received a survey to take part and tell us about their experience as a patient. Feedback from patients is important for helping to further improve the high standards of care provided at the Accident and Emergency Department."

The Care Quality Commission (CQC) is leading the NHS national patient survey programme aiming to assess and monitor patients' experience and to provide feedback which can be used locally to improve quality, keeping patients at the centre of health services.

The survey is run by an independent co-ordination centre on behalf of the CQC; therefore the feedback remains anonymous to the Trust.



Whiston Hospital's Accident and Emergency Department

ACTION FOR STROKE

What is a stroke?

A stroke is a medical emergency and happens when the blood supply to part of the brain is cut off and brain cells are damaged or die. In the UK, one person every 3½ minutes will suffer a stroke (The Stroke Association). The consequences can be devastating: it remains one of the leading causes of death, and is the leading cause of disability in the UK. High quality stroke care has a significant impact in reducing death and disability.

What services are available for stroke patients?

The Trust has a specialist multi-disciplinary team dedicated to the care of patients who suffer a stroke or Transient Ischaemic Attack (mini stroke). Over the years, the team has evolved and developed in line with research and evidence providing a high standard of treatment from the onset of a stroke until they are discharged from hospital.

What has changed in stroke services?

Stroke patients are proven to achieve better outcomes if treated within a specialist stroke unit. Whiston Hospital sees over 600 strokes every year, and in May 2014, the Stroke Service moved from their combined acute and rehabilitation stroke ward to a new location that houses a 16 bed hyper acute unit and a 23 bed rehabilitation facility within Whiston Hospital. This move will further develop the standards of care and environment in which patients are cared for and will ensure that the patient journey through the stroke pathway is the best possible.

How is a stroke treated?

On arrival to the Emergency Department, regardless of the time or day, patients are met by one of seven stroke nurse specialists who offer a rapid assessment of their condition. This first meeting with a member of the team is vital for patients and families to gain information, reassurance and advice on the diagnosis and treatment options following a stroke.

If stroke is identified early (within the first four and a half hours) a thrombolytic drug (a medicine that dissolves blood clots) called Alteplase can be given to dissolve the blood clot causing the stroke. The stroke team offer this service 24 hours a day, 7 days a week, through a consultant-led service. As services have become more efficient and public awareness improves an increasing number of strokes are treated in this way. The Trust also provides this service to patients in the Warrington and Halton areas outside the working day.

What happens next?

Within the first forty eight hours of admission each patient will be assessed to see if they fit the criteria for one of the current research studies taking place on stroke. Research nurses play a vital role in ensuring clinical studies run smoothly and that participants and their families are safe and fully informed. It also gives patients the opportunity to receive new therapies and treatments before they are released to all stroke patients and to contribute to the care of future stroke patients.

Depending on a patient's needs, each will have a variable length of stay for treatment and rehabilitation. The relevant disciplines work closely together with the patient and their family. The team work towards a timely and safe discharge home, this may require a home visit to assess the patient's home environment and ensure appropriate equipment is provided. The Inpatient Therapy Team liaise closely with the community stroke/early stroke discharge teams to ensure the patient continues their rehabilitation at home.

The Early Stroke Discharge Team works with patients for up to eight weeks for intensive rehabilitation focusing on patient's individual needs which can include mobility, personal care and social activities to increase independence and function.

Follow up care continues for up to a year following the stroke through outpatient services. The Stroke Association also provides support and advice for stroke patients.

Who is in the team?

Once a patient is admitted to the Stroke Unit, they are cared for by a multidisciplinary team including;

- Medical staff
- Nurses
- Healthcare assistants
- Pharmacists
- Therapists including; physiotherapists, occupational therapists, speech and language therapists, dieticians and clinical psychologists
- Social workers and discharge planning nurses
- The Stroke Association



The Stroke Team

For more information about stroke or the Stroke Team please contact: lynn.naylor@sthk.nhs.uk Stroke Specialist Nurse

Developing services to further improve patient experience

Whiston Hospital has the highest number of A&E attendances in Cheshire and Merseyside and the Trust is leading the way in the development of acute medical services to accommodate the increasing numbers of patients requiring treatment at the hospital.

Last year, the Trust announced ambitious plans to implement full seven day working. Since the new year, those plans have been partially rolled-out with levels of senior clinical and support staff increasing at weekends.

Patients are also benefitting from a new urgent care service that reduces the time patients have to spend in hospital.

Ambulatory Care offers a new way of providing high quality emergency day care and is designed to ensure the best outcome for patients, delivered in a timely fashion. The consultant-led service allows patients with conditions such as fractures, cellulitis, deep vein thrombosis and urinary problems, to be treated without the need for an overnight stay in hospital, when previously the condition would require treatment as an inpatient.

Mrs Vivienne Doyle is one of the patients who has benefitted from this new service. Mrs Doyle was referred to the Accident & Emergency Department from her local Walk-in Centre with a suspected pulmonary embolus (a blockage in the artery that transports blood to the lungs). Following rapid treatment for her condition, Mrs Doyle was allowed to go home that same afternoon and further tests were conducted the next morning as an outpatient.

Mrs Doyle explained: "I was reviewed quickly in the Accident & Emergency Department and following a number of tests I was then referred to the Ambulatory Care Service for treatment. I was cared for in a safe and professional manner and was especially happy that I did not need to stay in hospital overnight."

Peter Williams, Consultant in Acute and Emergency Medicine said: "The Trust is passionate about patients receiving the very best care, each and every time they visit our hospitals. The Ambulatory Care Service is just one of the new, innovative ways of working that further improve the services we provide."



Mrs Vivienne Doyle (right) with Staff Nurse Clare Graves on Ward 1B, Ambulatory Care Service

Best in the country – Top marks for Rob



Rob Williams, Senior Buyer, Purchasing and Supplies Department.

Rob Williams, Senior Buyer in the Purchasing and Supplies Department has been honoured by the Chartered Institute of Purchasing and Supplies (CIPS) after achieving the highest score in the country for his advanced diploma certificate.

As part of his award Rob received a £500 cash prize, one year's free CIPS membership and a framed certificate.

Rob said: "I am delighted to have won this award; it is something that I am immensely proud of and would like to thank all those at the Trust who have helped me for their support."

Angela Gaskell, Head of Purchasing and Supplies Department said: "This is a fantastic achievement by Rob. To score the highest out of all of the students in the country is incredible and we are very proud of all his hard work and in achieving his diploma. He is a much valued member of the team."

Little Baby Memories

The Maternity Unit has received a number of very kind donations to help parents who suffer miscarriage or the death of a baby.

Little Baby & Co are an organisation set up to improve the bereavement process for parents and provide memory boxes and keepsakes to treasure. Members knit or crochet the keepsakes such as; booties, blankets, cardigans and bonnets.

Tania Young, Whiston Hospital Representative, Little Baby & Co said: "I am privileged to be

able to use a skill that I have to help at such a time of tragedy."

Julie Sanderson, Bereavement Midwife said: "A massive thank you to everyone at Little Baby & Co and their supporters. We are always grateful for their kind donations and it makes such a difference for the families."

The company are always looking for donations and have a Facebook page and website for supporters to get in touch: www.littlebabyandco.org



Tania Young, Little Baby & Co with the keepsakes.



One of the small keepsakes.

Wig Wednesday



Wig Wednesday is one big hair day when the UK unites to show its support and raises vitals funds for children and young people with cancer. On one of the hottest days of the year, the Trust's Legal Department donned their wacky head wear to raise money for cancer charity CLIC Sargent. So far, the department has raised £647.50.

The Legal Department in their wigs

Marathon Runner

Congratulations to Paediatric Advanced Nurse Practitioner, Amanda Coogan, who completed the 2014 London Marathon raising over £1,300 for breast cancer. Well done Amanda from all your colleagues on the Paediatric Unit.

Amanda Coogan, Paediatric Advanced Nurse Practitioner during the London Marathon



And the Beat goes on and on ...



(L-R) Michaela Plummer, Staff Nurse, Coronary Care Unit, Carole Roscoe, Heart Failure Nurse, Simon Lee, Ward Manager, Coronary Care Unit, Kathy Keen, Cardiac Liaison Nurse.

Staff from the Trust's Cardiology team successfully took part in the Great Manchester Run.

The running event is the biggest 10K in Europe, with over 40,000 people taking part.

Simon Lee, Ward Manager, Coronary Care Unit has so far raised over £420 for the Astro Fund raising money to help find a cure for brain tumours, after his best friend died of a brain tumour 2 years ago.

Michaela Plummer, Staff Nurse, Coronary Care Unit, took part raising over £300 for Alzheimer's, with Carole Roscoe, Heart Failure Nurse and Kathy Keen, Cardiac Liaison Nurse raising money for the British Heart Foundation.

Congratulations to you all.

The winners of the recent staff lottery draws are:

March 2014

- £1,500 Julie Stewart, Healthcare Assistant, Ward 2C
- £500 Lynsey Dennett, Clerical Worker, Equipment Pool
- £200 Julie Smith, Medical Secretary, Ophthalmology Department

April 2014

- £1,500 Elizabeth Abbott, Quality Co-ordinator, Complaints & Claims Department
- £500 Tania Forrester, Clinical Nurse Specialist, Palliative Care
- £200 Janet Cardwell, Diabetes Nurse Specialist, Diabetes Department

May 2014

- £1,500 Stephen Bradley, Healthcare Assistant, Theatre Department
- £500 Sandra Park, Personal Medical Secretary, Respiratory Department
- £200 Christine Travis, Senior Healthcare Assistant, Acute Medical Unit



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 1180. Your payslip should show a separate deduction described as LOTTERY and the amount deducted (£1 for each number).

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TrustFord

TrustFord – the new name for **Polar Ford**

We've got the signmakers in and the printers busy – from **2nd June** we'll be known as **TrustFord**. It's the new name for our business, and all our dealerships

You'll see some changes at **Polar Ford** from June 2014. But there won't be any change in the way we work

After all, we're still the same company at heart.

So whether you're after a new or used van, some parts or someone to manage your fleet, **we're still the same people!**

That means all the important things stay the same:

- ✓ Your vehicle information and purchase history – all safely stored by us
- ✓ Contracts, finance and warranties – every arrangement stays the same
- ✓ We'll contact you in the same way – unless you tell us otherwise
- ✓ The same trusted people – from new and used car sales, to repairs and servicing

Name that song

Can you name the song with the following lyrics?

1. You've just got to ignite the light and let it shine, on the night like the 4th of July
2. Remember to let her into your heart, then you can start to make it better
3. I close my eyes, oh God I think I'm falling, out of the sky, I close my eyes
4. Gina dreams of running away, when she cries in the night Tommy whispers, "Baby, it's okay someday"
5. Saw the ghost of Elvis, on Union Avenue
6. Every time our eyes meet, this feeling inside me, it's almost more than I can take
7. Power from the needle to the plastic, AM FM I feel so ecstatic
8. Should've known you was trouble from the first kiss, had your eyes wide open
9. Ain't no particular sign I'm more compatible with, I just want your extra time and your
10. And no matter how old we get, it's okay as long as I got you babe



Did you know?



- Barbie's full name is Barbara Millicent Roberts
- In 2006, there were 398 million mobile phones in China.
- An olive tree can live up to 1,500 years
- Clinophobia is the fear of beds
- Pirates wore earrings because they believed it improved their eyesight.

USA: Largest Cities

L J K O V U X J U U T L I A R T P J S N W Z
 E M E M P H I S A H E Y P L X F V F I L Z N
 Y L L C O L U M B U S B A L T I M O R E L Q
 P S U Y E J S S A N J O S E G P X K I X M I
 Q H F O R T W O R T H D R P G I Y P O T G F
 C H I C A G O N E W Y O R K Z H J U Q G O X
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 J M T X I D E T R O I T D O A Q A L I F N E
 H Y C L N R M L O L O P T F N A E M T A D D
 L F H L D P B P P B A S H O U S T O N E I G
 O T A I I N F S U H O S I O E N I V L W E S
 S L R M A M T J A B I M A V E E I T F S G K
 A K L X N I E S W W X A Z N K N T N K D O S
 N P O Q A L P A U S T I N U A A I Z L L S K
 G Z T D P W A A C R M L R K E N M X V K K K
 E X T E O A Q B J X S K Y S E H T O N H W E
 L B E P L U T I K M R D A L L A S O U Y L S
 E Z K Q I K M M B B W Z V M O K O B N Y Q T
 S Q T S S E N A S H V I L L E F L A Z I F C
 T F Q X E E N X E L P A S O P C S E F Q O W

NEW YORK	LOS ANGELES	CHICAGO	HOUSTON	PHOENIX
PHILADELPHIA	SAN ANTONIO	SAN DIEGO	DALLAS	SAN JOSE
DETROIT	JACKSONVILLE	INDIANAPOLIS	SAN FRANCISCO	COLUMBUS
AUSTIN	FORT WORTH	MEMPHIS	CHARLOTTE	BALTIMORE
EL PASO	MILWAUKEE	BOSTON	SEATTLE	NASHVILLE

Name that song answers
 1. Firework, Katy Perry; 2. Hey Jude, Beatles; 3. Like a Prayer, Madonna;
 4. Living on a Prayer, Bon Jovi; 5. Walking in Memphis, Marc Cohn / Cher;
 6. Amazed, Lonestar; 7. Wired for Sound, Cliff Richards; 8. Grenade, Bruno Mars; 9.
 Kiss, Prince; 10. My love is your love, Whitney Houston

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 Specialist
 0151 430 1611

Hospital Pager 2255
 Facilities Management Helpdesk
 1188

Staff News 'n' Views

Next Issue: Autumn 2014

Many thanks to everyone who has been involved in producing this edition, if you would like to contribute to future editions please contact Lynsey Thomas, Communications Officer: lynsey.thomas@sthk.nhs.uk

The deadline for submitting items for the next News n Views is 19th September 2014