

# Staff News 'n' Views

St Helens and Knowsley Teaching Hospitals NHS Trust



Issue 44 Autumn 2014



# BEST IN THE NHS

*Excellent Patient Care in World Class Hospitals*

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

# Simply the

*The Trust has an excellent track record of providing high standards of care, often recognised in the north west and ranked highly nationally for cancer care, the hospitals environments, and*

## Hospitals voted the best by patients

The Trust has been ranked as the best NHS trust in England in the national Patient-Led Assessments of the Care Environment (PLACE) programme.

The PLACE assessments inspect and score all acute and specialist organisations throughout England. The assessments are carried out with the involvement of patients, patient representatives and members of the public.

Results show that the Trust scored extremely high in all categories assessed:

- 99.99%: Cleanliness**
- 99.33%: Condition, appearance and maintenance**
- 98.04%: Privacy, dignity and wellbeing**
- 93.69%: Food**
- 97.76%: Overall score and highest in the country**



*Staff members celebrate being named best in the country*

*Ann Marr, Chief Executive said: "It is fantastic news that the Trust has been named the best in the country and that Whiston and St Helens hospitals achieved the highest score in the latest environment assessments. The Trust's staff work very hard to maintain the highest standards and these results highlight our commitment to providing patients with excellent facilities and high quality care."*

## UNICEF award for Maternity Unit



*Actor Philip Olivier (centre) presents the UNICEF Baby Friendly Award to staff from the Maternity Unit and front row (L-R) Baby Adam Tootell with mum Karen, Baby William Chean with mum Jennifer, Baby Reva Wylie with mum Nina and Baby Matthew Pickles with mum Rachel.*

The maternity and neonatal units at Whiston Hospital have been awarded the prestigious Baby Friendly Initiative Award by UNICEF. Whiston Hospital was the first hospital in Merseyside to achieve this esteemed status.

The team were presented with the award by local TV star Philip Olivier, whose son Oscar was born at the hospital in October.

It is the latest international recognition for the expert care and services provided by midwives at the hospital. The award is given to hospitals or healthcare facilities only after a rigorous assessment and recognises that best practice standards are consistently being achieved.

The Baby Friendly Initiative scheme, set up by UNICEF and the World Health Organisation, is a global programme which provides a practical and effective way for health services to further improve the care provided for all mothers and babies. In the UK, the initiative works with UK public services to promote, and support breastfeeding and to strengthen mother-baby and family relationships.

Staff joined forces with the UK Baby Friendly Initiative to increase breastfeeding rates and to further improve care for all mothers. Over recent years the number

of mothers breast feeding has continued to increase. The Trust offers help and support to all expectant and new mothers and is committed to encouraging them to breast feed.

Rose Douglas, Head of Midwifery said: 'This is a significant achievement by the maternity and neonatal services. To achieve full accreditation from UNICEF took a lot of hard work and is a major achievement for the Trust. The results are evidence of the time and care the midwives give each and every day helping mothers to get started with breastfeeding.'

# Best

at a national level. Most recently the Trust has been rated the top performing NHS organisation place to work. Read the articles below for the full story ...

## Whiston and St Helens amongst the best places to work in the NHS

### Top 100 places to work

An independent assessment by the Health Service Journal (HSJ) supported by NHS Employers has rated the Trust in the top 100 places to work.

**Best place to work**

NHS organisations across the country were compared. A range of data was compared including; leadership and planning; corporate culture and communications; role satisfaction; work environment; and training and development opportunities.

The assessments also take information from employee engagement and staff satisfaction surveys, to hear first-hand from staff working at the Trust. The results highlighted careers development and equal



opportunities within the Trust, as well as the low turnover rates of staff, and the health and wellbeing services available for all staff.



Staff from across the Trust with patient Florence Gorman

NHS England introduced the national initiative in April for all NHS trusts providing acute, community, ambulance and mental health services in England. It follows on from the patient Friends and Family Test launched in 2013, in which Whiston and St Helens hospitals consistently rank amongst the top hospitals in the country.

**92% of staff recommended the Trust to friends and family for care and treatment.**

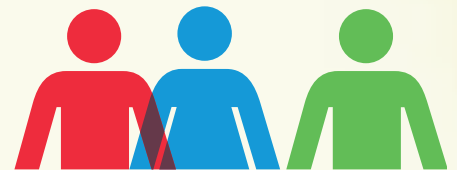
Ann Marr, Chief Executive said: *"I am delighted that the Trust has been named amongst the best places to work in the country. Our staff are our greatest asset and it is good to hear that they feel valued and rate the Trust as a great place to work."*

### National Staff Friends & Family Test

The Trust came top out of all trusts in the north west, and 7th nationally for staff recommending the Trust as a place to work, in the latest national staff Family and Friends test. Over 80% of staff said they would recommend the Trust as a place of work, compared to a national average of 62%.

The results also showed the Trust ranked the highest in Merseyside and Cheshire for staff recommending the hospitals for their close friends and relatives to receive care and treatment. Over 90% of staff said they would recommend the Trust as a place of work. The Trust scores are extremely high compared to a national average of 76%.

**Excellence in Care**



**and 4th Best for Cancer Care, please see next page**

# 4TH BEST FOR CANCER CARE IN THE COUNTRY

*The Trust has been named the top performing Trust in the north west and 4th in the country, for providing the best care and support to cancer patients.*

An analysis by Macmillan Cancer Support compares the performance of hospitals across England based on patients' responses to a range of questions. Patients treated at St Helens and Whiston hospitals responded to the survey, and their feedback confirms that the Trust offers excellent quality care to cancer patients.

*Whilst being treated for breast cancer, the staff at Whiston Hospital were wonderful, and made me feel like I mattered. I can't begin to say how grateful I am - Thank you.*

Ms C, patient



*I am extremely grateful for the care and support I received at the Lilac Centre, St Helens Hospital.*

Mr H, patient

*Patient Michael Worsley with Staff Nurse Rosie Lambert, Lilac Centre, St Helens Hospital*

The Trust achieved some of the highest scores of all trusts for areas including: staff explaining completely the purpose of tests and procedures, and what would be done during those procedures. Also, patients felt involved in decisions about their care, felt they were treated with respect and that staff listened and they were able to discuss their fears or concerns.

Other areas in which the Trust excelled include: patients having confidence and trust in all doctors and nurses treating them, and being given enough privacy and emotional support.

Fay Scullion, General Manager for Macmillan Cancer Support in Northern England said: "We congratulate St Helens and Knowsley Teaching Hospitals NHS Trust for achieving some of the best results in the recent patient experience survey. We know that the support and care people receive is as important as their actual treatment, and can make all the difference between coping with cancer and finding it a real struggle."

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**



# Patient's share their experiences

## Bernie's story

"Soon after I retired, I had a health check up, I was having difficulty swallowing. My GP referred me for an endoscopy; a small camera at the end of a long thin flexible scope which looks down your throat.

Everything went really quick, from being referred on the Monday, I had the camera test, a CT scan, and saw the Consultant, Mr Kaul, who explained I had been diagnosed with oesophageal cancer all within 10 days. I was referred for chemotherapy straight away, before Mr Kaul operated in June 2011. I have total praise for the NHS and for Whiston and St Helens hospitals. The support I have had from all of the staff has been absolutely fantastic. My specialist nurses Barbara and Gina are always at the end of the phone to give advice when I need them. I was amazed how quick it was from diagnosis to operation and every step of the way my doctors and nurses were fantastic. It's no surprise to me that they have been rated 4th in the country for their excellent services; if I had to

score them out of 10 I would give them 15, the support I have had has been tremendous.

When you are told you have cancer, people automatically assume that it means you are going to die, but that's not the case. That's why I have become involved with the hospital's patient support group 'Gutsy Guys', after Mr Kaul invited me and my husband Billy to attend. The group helps patients and their families, providing support to us all. It's not just about the patient but the whole family are affected when a loved one is receiving treatment. The group is all about encouraging others who are in a similar situation, offering support and reassurance and sharing experiences."

*Patient Bernie Smith (L) from Widnes with Gina Cave, Cancer Nurse Specialist (R)*



## Lilian's story

"I was at the GPs and mentioned a few moles on my back that my doctor checked and said everything was fine. As I was about to leave, I remembered a mole on my leg and showed it to the doctor. I was referred for a biopsy straight away and after being diagnosed with melanoma was referred to Mr Benson, Consultant Plastic Surgeon, and had my operation at Whiston Hospital.

I have never been ill before and was not a sickly person before this, so I was very shocked when I received the diagnosis that I had skin cancer. I had a skin graft taken from my thigh to cover the area on my lower leg where the cancer was removed, and they also took a

biopsy from my lymph nodes which thankfully came back clear.

Mr Benson was absolutely fantastic, I can't say enough about the treatment I have received from all of the staff, it has been first class.

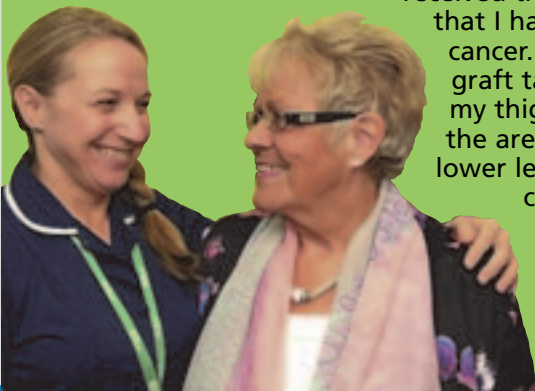
I was extremely nervous and upset before my operation. Mr Benson came to me, talked me through everything and explained what was going to happen, he really put my mind at ease, I can't thank him and all of his team enough.

I was treated with such kindness and comfort, I couldn't have had better care. The speed of my treatment was fantastic. I have regular follow-up appointments at St Helens Hospital to make sure everything continues to go well.

My daughter, granddaughter and all of my family and friends have been a massive support and I couldn't have gotten through this without them.

To be named amongst the best hospitals in the country, above specialist cancer hospitals is an amazing achievement, but from my experience, it is fully deserved."

*Patient Lilian Waring (R) from Billinge with Karen Pocock, Cancer Nurse Specialist (L)*



# 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.

## May: **Clare Aspinall** Patient Experience Manager



**Nominated by: Professor Kevin Hardy, Medical Director**

Clare has worked at the Trust for 18 months. Nominating Clare, Kevin said: "Clare has driven our agenda to ensure greater patient and carer engagement in the design, delivery and monitoring of Trust services. She has introduced a series of innovative new developments, such as "5 a day", meeting and listening to at least 5 patients every day and "Patient Power", a new Trust-wide service user group. Clare is hard-working, flexible, approachable and passionate about patient care; she sets a fine example for all staff with her warm, empathic approach. I know of no-one who has had as much impact and won such universal praise from patients, carers and all staff groups in such a short time."

On winning the award, Clare said: "I feel I have the best job in the Trust as I get to work closely both with inspirational staff and patients every day, and see the passion and loyalty from both. It has been an incredible year where I have enjoyed developing the Trust's patient involvement groups, working to involve patients in the new Nursing and Midwifery Strategy and implementing the national Friends and Family Test, ensuring patient feedback is used to support service design across the Trust."

## June: **Kate Langley** Ward Manager, Ward 3E



**Nominated by: Tina Bogle, Matron, Gynaecology Services**

Kate has worked at the Trust for over 26 years and was nominated for her excellent leadership qualities. In her nomination, Tina said: "Kate's primary focus is to ensure that every member of staff puts every woman that uses our service first at all times, she strives to attain the highest standards of care and communication. She has enhanced recovery, developed a miscarriage service inclusive of nurse led initiatives and promotes high standards regarding infection control which are clearly demonstrated in the very low infection rates. She is an asset to this Trust and I believe that her commitment and drive should be recognised."

Receiving the award, Kate said: "To be chosen as employee of the month was a massive surprise. I feel this is a reflection of all the staff on Ward 3E. I work with a fantastic dedicated team of nurses, who work extremely hard to ensure our patients receive the best quality care possible. I want to say a massive thank you to all the team for their hard work and support, each and every one of them also deserves this award."

## July: **Shirlie Deveney** Counselling and Complementary Therapy Coordinator, Lilac Centre

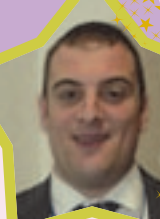


**Nominated by: Jeanette Ribton, Chemotherapy and Acute Oncology Lead Nurse**

Shirlie has worked for the Trust for over 14 years. Shirlie was nominated for going above and beyond her day to day duties and responsibilities, often in her own time aiming to provide the best possible experience for patients and relatives. Nominating Shirlie, Jeanette said: "Shirlie is an exemplary member of the team who is caring, thoughtful and very passionate about ensuring patients have the best experience possible. She shows an extremely high level of commitment and support not only to the counselling and complimentary therapy service but to the unit as a whole."

After receiving her award, Shirlie said: "Although Employee of the Month was awarded to me, the work that I do is only achievable because I am part of a wider very supportive team. I am dedicated to achieving an improved sense of wellbeing and for our patients to have the best journey possible. I love to organise patient projects, and I am proud and passionate to make them a success. Patients get so much from the projects in terms of confidence, fun, laughter, self-esteem and an increased sense of wellbeing, which fills me with enthusiasm."

## August: **Rob Williams** Senior Buyer, Purchasing and Supplies Department



**Nominated by: Chris McNamara, Deputy Head of Purchasing**

Rob has worked for the Trust for over 3 years. Nominating Rob, Chris said: "Rob is an integral part of the team and is a great focal point for many people in the Trust. He always is on hand to offer advice and guidance to those that need it, ensuring value for money with the products purchased. Always calm under pressure he guides the team in a professional and polite manner and is respected by all who he works with. Since joining the Trust, he has worked hard to ensure delivery of savings of around £300,000. I'm sure Rob has a successful career ahead of him and has the potential to develop further and succeed in the procurement industry."

On receiving his award, Rob said: "I feel honoured that my work has been recognised. The award was completely unexpected and something of a welcome surprise. I don't work in isolation and I firmly believe that the award is a reflection of all of the hard work that the Purchasing and Supplies Department do and would like to thank all of my colleagues for their support."

**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](mailto:employeeofthemonth@sthk.nhs.uk)**



## Bill Hobden, Non-Executive Director

Appointed: June 2009



### Bill, can you tell us about your career to date?

I have 25 years' experience working at director and chief executive level. I started my career in retail and after completing a general management training course with Tesco, I held a number of senior positions with leading retailers. This experience helped me to further develop my skills, supporting those business projects I was involved in, to improve and grow. I currently run a consultancy practice assisting small to medium enterprises to fulfil their potential.

### What is the most important thing for you as a Non-Executive Director?

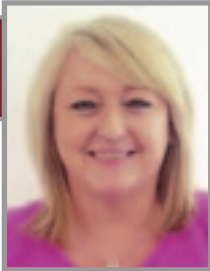
I am particularly interested in the quality of care delivered to patients in need of our services. I firmly believe in the principle that everybody should be able to access the best possible health care free at the point of delivery. I am very proud of the high standards of care that local people receive at this Trust.

### What is the most enjoyable part of your role with the Trust?

I enjoy the intellectual challenge of working with a talented group of Directors, for whom I have developed a great deal of respect for, over the five years I have been in post. I get great satisfaction from being part of this organisation that continually strives to improve standards for patients. This is shown by the many awards and achievements the Trust has received.

### What is your main focus for the next year?

I will remain committed to the future and success of the Trust. I look forward to continuing to work with staff and the local community to provide the very best local healthcare services for patients.



## Anne-Marie Stretch, Deputy Chief Executive & Director of Human Resources

Appointed; July 2003

### Anne-Marie, can you tell us, about your career to date?

I have worked in the NHS for over 25 years prior to which I worked in the Civil Aviation Authority. Early in my NHS career, I developed a keen interest in staff relations and the impact and value having happy, healthy, motivated staff can bring to an organisation. I love everything about people and the values of the NHS are very important to me, I would not want to work anywhere else.

### What changes have you seen over the years?

I absolutely believe that staff are every organisation's greatest asset, and over the years I have seen how the NHS consistently asked staff to adapt to changes, often in very difficult circumstances and staff have always risen to these challenges. There has been a great investment to develop staff at all levels and disciplines, providing them with opportunities to expand their skills and progress their careers and I have benefitted from the NHS university personally.

### What are your main responsibilities?

As Deputy Chief Executive, I work closely with the Chief Executive, Trust Board members and my executive colleagues to implement the corporate objectives across the organisation. As Director of Human Resources, I am responsible for ensuring the Trust has a full and highly skilled workforce; providing adequate and safe staffing levels to meet patient's needs.

### What is important to you?

I feel it is important that staff are recognised for the tremendous job they do. I regularly see examples of staff going above and beyond the call of duty. I want every member of staff to feel valued and part of a team, that has patients at the centre of everything they do. It is essential that staff feel motivated and supported to overcome the challenges they face on a daily basis. These difficult times for the NHS make it hard for staff to be rewarded in the conventional way, yet it costs nothing to say a genuine thank you.

## Damien Finn, Director of Finance

Appointed; February 2010



### Damien, can you tell us, about your career to date?

I have worked in the NHS for over 20 years, and have gained a considerable amount of experience during this time. I started my career working as a graduate trainee in the West Midlands. I gained experience working in a health authority, before working at the University Hospitals Coventry & Warwickshire NHS Trust, and Central Manchester & Manchester Children's Hospital NHS Trust. I joined this Trust in January 2004 as Deputy Director of Finance and was appointed as Director of Finance 6 years later.

### What are your main responsibilities as the Director of Finance?

I am responsible for managing the Trust's finances and future business planning. This includes making sure all departmental budgets are managed correctly, striving to make efficiencies and appropriate savings where possible. My teams of staff work very hard to ensure that the Trust achieves value for money in all of its purchases needed to provide quality patient care. I am always very pleased, each year, when the Trust reports that it has met all of its statutory financial obligations.

### What has been the biggest achievement in your career so far?

I was very pleased to be part of the team who were successful in securing the funding for the two new hospitals at Whiston and St Helens. Both hospitals are world class with state of the art facilities, which were both built on time and within budget. This was a fantastic achievement for the Trust and the local community, and only what local people deserve.

### What do you enjoy most about your role?

I am very privileged to work with so many talented and skilled professionals. Every day, I see how patients are cared for and remain this Trust's number one priority, oh and balancing the books !!

# Annual General Meeting 2014

The Trust held its 23rd Annual General Meeting (AGM), in September in the Spice of Life Restaurant, St Helens Hospital.

The meeting was attended by over 100 people, including staff and members of the public.

Richard Fraser, Chairman, opened the meeting and welcomed the assembled guests. He thanked those staff who had worked hard to provide the information display stands representing the services which are provided across the Trust. He said the Trust had a successful year during 2013/14 and praised the hard work of the Executive Team and members of staff.

Ann Marr, Chief Executive gave a presentation, reviewing the high levels of performance at the Trust over the past year and provided an overview of the financial year, highlights of the year, and outlined the Trust's objectives for the coming year 2014/15. Following the presentation, there was an opportunity for attendees to ask questions.

This year's roadshow which showcased the Trust's care groups and departments was a great success and highlighted the services provided at both Whiston and St Helens hospitals.

The meeting launched the Trust's Annual Report 2013/14 which is available on the Trust website.

## Highlights of the Year

### April 2013 to March 2014

- Managed increased activity in referrals, outpatient appointments, planned procedures and Accident and Emergency Department (A&E) attendances
- Achieved national targets for Accident & Emergency Department waiting times, cancer care, clostridium difficile infection rates, stroke targets and all financial targets
- Patient Led Assessment of the Care Environment 2013 (PLACE) named Whiston Hospital best hospital in England, St Helens Hospital ranked 3rd
- Maternity Services awarded the highest status level for quality and safety of care by the NHSLA
- Burney Breast Unit receives European accreditation for its care of patients with breast cancer
- Named top performer for heart attacks and hip and knee problems
- Best for cancer care in Merseyside, 7th in the country
- Ranked in the top 20% nationally in the annual Staff Survey



*Sue Elves, Head of Clinical Psychology Services, at the Halton Vintage Rally*

**The Trust took part in the Widnes Vintage Rally in September which was a great free day out with fun for all the family.**

Staff and volunteers from across the Trust volunteered to work in the Health Zone marquee, promoting Trust services and celebrating the excellent work of our staff.

The event was a great success and feedback from organisers is that the health zone really helped visitors and the local community to consider their health needs and provide valuable feedback about the services provided.

A big thank you to all those who took part.

## Halton Vintage Rally



*(L-R) Gill Roberts, Domestic Manager, Janet Sumner, Directorate Manager, Medical Care Group, Sue Finnegan, Play Specialist, Phil Nee, Assistant Director of Operations, Surgical Care Group, Sylvia Sinclair, Deputy General Manager, Medirest.*



*(L-R) Marie Honey, Nurse Consultant, Older People Services with Alan Groves, Trust Volunteer*





# HALT

- H** Have you noticed this?
- A** Ask did you hear my concern/suggestion?
- L** Let them know this is a patient safety issue
- T** Tell them to STOP until it is agreed that it is safe to continue



## How do you challenge safely?

All teams have a hierarchy, whether it be the relationship between the flight crew and the pilot or the relationship between the clinical support team and the consultant responsible for patient care.

A hierarchy is a necessary system to support effective leadership and decision making. However, not all staff may feel comfortable to challenge those in a senior position if they feel something is wrong.

*Would you be 100% happy to tell your senior that they had got it wrong?*

*Or, if you are senior, would you be a 100% happy to be told you had got it wrong by a junior?*

The chances are that you can think of colleagues that you would be happy to challenge / be challenged by. You may also be able to think of colleagues that you would be reluctant to challenge or be challenged by. If a member of staff raises a concern regarding patient safety, irrespective of their role in the healthcare team, their suggestion should be considered.

The use of a challenge tool such as HALT is not just about protecting patients from harm, it's also about protecting each other from causing harm unnecessarily and the impact that this could have upon careers. Remember: if you see it, you should say it!

### What to do if a **STOP** moment occurs?

If, after following the HALT system, you reach **T** and initiate a **STOP** moment...

This is intended to engage the team in a quick and simple discussion to ascertain that it is safe to continue.

A **STOP** is not a permanent barrier to implementing the element of care that raised the initial concern. If you have raised a concern and are provided with rationale that does not make sense to you, then ask a colleague!

**For more information about HALT, please contact Neal Jones, Head of Clinical Education: [neal.jones@sthk.nhs.uk](mailto:neal.jones@sthk.nhs.uk)**

*Nick Bennett (Head of Simulation and Clinical Skills) prepares to train staff in managing the impact of medication errors*

# Breast Cancer Awareness Month



Breast cancer is the most common cancer in the UK. Each year, over 50,000 women and around 350 men are diagnosed with breast cancer and one woman in eight will be diagnosed with breast cancer in her lifetime. It important to raise awareness of the disease, its sign and symptoms, with October declared national Breast Cancer Awareness Month.

More people are surviving breast cancer than ever before and many patients and their families go out of their way to give thanks for the care they have received from our staff at the Trust. Often, this involves donating money to the service where they have received treatment. Their generosity and thought for others benefits patients who may need care in the future and below are just some of the donations received for the Burney Breast Unit, St Helens Hospital.

## Golden Celebrations

Barbara and Stan Walker celebrated their Golden Wedding Anniversary by holding a party for family and friends and asked for donations in aid of the unit instead of presents. In total, they raised over £2,000 and shared the money between the unit and a club for adults with learning disabilities in their local area.

Barbara said: "We told our family and friends that if they wished to mark the occasion then we would welcome donations for the unit, and that we did not want them to buy us presents. We're extremely grateful for the care and treatment I received at the Burney Breast Unit and hope this donation can help other families through a difficult time."



*Barbara and Stan Walker (centre), with staff from the Burney Breast Unit*

## Going the Extra Mile

Alison Colbeck, from Huyton, organised afternoon tea at a Liverpool wine bar, donating almost £4,000. Alison was diagnosed with breast cancer in March 2014 and has been receiving treatment at the breast unit and the Lilac Centre, St Helens Hospital.



*Alison Colbeck (4th left) with family, friends and Miss Leena Chagla, Consultant Surgeon (2nd left) and staff from the Burney Breast Unit, St Helens Hospital.*

Family and friends supported the event, and Alison sold tickets to work colleagues at Virgin Trains. The company were extremely supportive of the event, donating four 1st class tickets to anywhere in the country as a raffle prize.

Alison said: "The staff at the hospital have been so supportive and with the help of my family and friends I wanted to give a little back and help others who may need treatment in the future."



*Anita Bradford handing Miss Leena Chagla her cheque donation (centre) with friends Sue Wainwright and Lesley Trubshaw, with staff from the Burney Breast Unit*

## Strawberry Tea Party

Anita Bradford, from Widnes, donated over £475 to the unit after holding a Strawberry Tea Party with her family and friends.

After being diagnosed with breast cancer in 2013, Anita wanted to give something back as thanks for receiving the 'best care imaginable'. With the help of her army of volunteer bakers, who made scones, cakes and trifles, and served champagne and strawberries to guests, including the Mayor of St Helens, Councillor Geoffrey Pearl, Anita raised over £1,075 in total, sharing the money between Breast Cancer Care UK and the Burney Breast Unit, St Helens Hospital.

Miss Leena Chagla, Consultant Surgeon said: **"I would like to offer my sincere thanks to all of our patients and their family and friends who take the time to raise valuable funds for the Burney Breast Unit and cancer services. Their donations are gratefully received and help to further improve the patient environment and purchase equipment over and above that provided by the NHS"**

# Laughter Cures



*Comedienne Pauline Daniels (2nd left) with her partner Frank Prendergast, Richard Fraser, Trust Chairman (far right) next to his wife Frances, and Miss Leena Chagla, Consultant Surgeon (centre)*

On Friday 10th October 2014, the Burney Breast Unit held its 'Laughter Cures' entertainment evening, at Langtree Park, St Helens.

The event brought together patients, volunteers and staff for a night of laughter, learning and fun to celebrate Breast Cancer Awareness Month and raise awareness of health and wellbeing after a diagnosis of breast cancer.

The evening was a great success and began with Trust Chairman, Richard Fraser, welcoming guests and thanking staff for their hard work in organising the event. He also spoke of the Trust's recent achievements ranking 4th in the country for cancer care.



*Julie Lynan, PALS Officer, with her 'Jules Tubes'*



*Local hero and former British Army Corporal, Andy Reid, with member of the public Ruth Proffitt at the Laughter Cures event*

Special guest, local hero and former British Army Corporal, Andy Reid, took to the stage and spoke with great passion and inspiration of his time in Afghanistan and how laughter helped him to make it through some of his toughest times as a soldier. Comedienne Pauline Daniels, who herself has been treated for cancer, talked about her own experience motivating everyone with her fantastic humour.

The Rainhill Garrick Society entertained the audience with a performance of the hit stage play 'Calendar Girls' and the audience were taken through exercises by experts in laughter therapy and laughter yoga aimed at releasing tension and stress.

There was also a special surprise cheque presentation by St Helens Hospital's medical secretaries, who raised £200. Julie Lynan, PALS, also raised over £900 with her idea of filling Smarties tubes with 20 pence coins, now affectionately known as 'Jules Tubes'.



*Richard Fraser, Chairman, with the winners of the table who laughed loudest*



*The Burney Breast Unit mice*

*Staff from the Trust present Miss Leena Chagla, Consultant Surgeon with their donation cheque*



## Pink Blossom Trees for Breast Cancer



The 'Pink Blossom trees for Breast Cancer' are being displayed again this October in the main entrance of both St Helens and Whiston hospitals.

The trees are a symbol of hope in the fight against cancer and patients, visitors and staff are invited to write a special message of support on a donation card to those affected, whether by breast cancer or any other form of cancer, and hang a message from a branch of the tree.

Last year, the trees raised over £600 for the Burney Breast Unit, St Helens Hospital, and all money raised helps to further improve the unit's environment for the benefit of patients.

*The Pink Blossom with messages of support*

# Health, Work and Wellbeing

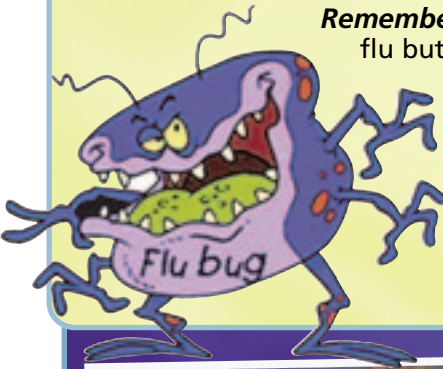
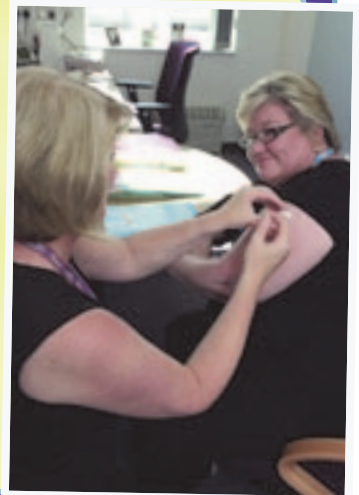
## 2014/15 Flu Campaign

The Health, Work and Wellbeing Department is encouraging all frontline staff to have a flu jab as soon as possible to ensure that they are fully covered before the start of the flu season.

**Remember**, you are not only protecting yourself from contracting flu but your patients, family and friends.

Last year, 76.9% of frontline staff were vaccinated, exceeding the national average of 54%. This year a target of 80% has been set. Members of the Executive Team led the way, including Ann Marr, Chief Executive, Paul Williams Director of Operations and Peter Williams, Director of Corporate Services all receiving their flu vaccinations.

*Ann Marr, Chief Executive receives her flu jab*



*Karen Brayley, Head of Health, Work and Wellbeing (centre), with Nicola Woods, Physiomed (L) and Deborah Edwards, Rehabilitation First (R)*

## Rehabilitation First Awards

The Health, Work and Wellbeing Service won the Rehabilitation Initiative of the Year Award at the Rehabilitation First Awards in Manchester.

The award acknowledges the work of the Trust with external partner Physiomed in providing fast-track physiotherapy for staff. Staff can access face to face physiotherapy should they require it, or are provided with exercises directly to their phone app or PC.

Staff can also self-refer to the service by contacting the Health, Work and Wellbeing Department.

## Health, Work and Wellbeing Open Day

The Health, Work and Wellbeing Open Day was a great success with staff given the opportunity to have fitness checks and be given advice about their lifestyle. There were plenty of freebies for all staff with lots of informative stalls for staff to visit and take away information.

Also, the day saw the launch of the 2014/15 flu campaign with nearly 300 members of staff receiving their vaccination during the day.



*The Health, Work and Wellbeing Team at their annual Open Day*



## NHS Games 2014

The NHS Games took place in July, with the Trust entering teams in the netball, table tennis, badminton and golf competitions.

Despite stiff opposition, Miroslav Veileky, Registrar, Burns and Plastic Surgery, won the table tennis competition. Miroslav has won this trophy two years out of three and his level of play is second to none. He is indeed a champion!

In the mixed badminton, Andrew Hill, Consultant, Department of Medicine for Older People and Sue Wyatt, Payroll Officer, were runners up. The Golf Tournament also saw the Trust placed as runners up, with porters, Al Sutton, Mark Jameson, Vinny Smith and Sean Waring, coming just one point behind the winners.

Congratulations and thank you to everyone who took part in the competitions.



*Kerrie Comiskey, Administration Assistant, Quality and Risk Department with her award*

# Apprentice Award You're Hired!

Congratulations to Kerrie Comiskey, Administration Assistant, Quality and Risk Department, who has been awarded the Eleanor Sinicola Award for Excellence in Administration, by West Cheshire College.

Kerrie undertook an Apprenticeship in Business Administration at Level 3 and the award recognised her outstanding commitment and excellent work whilst studying.

Kerrie is the administrator for the team who report monthly on the levels of care received by patients. The introduction of new systems and procedures over the last 12 months have been a great challenge for the department and Kerrie has used her administrative skills and knowledge to achieve successful outcomes.

The Trust was also shortlisted reaching the regional semi-finals for the National Apprenticeship Awards 2014.

## From patient to poet

A patient at Whiston Hospital has used poetry to thank the staff for the excellent care he has received during his time in their care.

Mr Denis Connolly, from Widnes, had been in the hospital for over 6 weeks receiving treatment for a heart condition and used his time to pen poems about the work of the staff caring for him on Ward 5B.

Mr Connolly said: "I have been in hospital a long time and have witnessed first-hand how hard all of the staff work. The nurses, doctors, therapists, catering staff, and domestics all inspire me to pick up my pen.



*Mr Denis Connolly (centre) with staff on Ward 5B, Whiston Hospital*

They have all been really lovely to me and this is just my small way of letting them know how much I appreciate all they have done for me."

Mr Connolly has enjoyed poetry all of his life, but has taken to writing more since his retirement.

### Wonderful Whiston

*Today I am in Whiston  
And I am in Ward 5B  
Getting first class treatment  
From folk looking after me*

*The ambulance driver drove like mad  
That he almost blew a piston  
Speeding along the country lanes  
Whilst on his way to Whiston*

*Part of the treatment I am on  
I very rarely get a kip  
Until someone comes to wake me up  
For my antibiotic drip*

*Believe me all these girls are good  
And I'm not one to boast  
But they wake me up with my porridge  
And my marmalade on toast*

*Anything you just ask these girls  
Cos nothing is too much trouble  
They will do anything you want  
And do it at the double*

*So if in the future you are sick  
And you are looking for first class care  
Then go to Ward 5B in Whiston  
Cos all the care you need is there*

*By Mr Denis Connolly*

# Specialist Centre Rebuilding Lives

Nurse Mary Dennett had just returned to work in Parr Nursing Home after a hip operation when her whole life changed forever. Whilst standing one day, Mary, known as Wynne to her friends, fell to the floor as her spine collapsed leaving her in agonising pain.

Working as nurse for over 47 years, Mary had been taking pain killers for back pain not realising she had spinal stenosis (when the space around the spinal cord narrows causing pain and discomfort). She'd had no warning that her spine had become so weak and it would crumble leaving her unable to walk. She was taken initially to Whiston Hospital but was transferred to the Walton Centre in Liverpool to receive spinal surgery. Mary spent five weeks on an acute ward before being transferred to an acute rehabilitation unit but was still unable to walk 12 weeks later.

It was then that Mary was transferred to Seddon Rehabilitation Unit, St Helens Hospital, to continue her battle to regain independence. The rehabilitation unit, which opened in 2013, cares for people who have suffered traumatic injuries or illnesses. The unit provides inpatient and outpatient therapy seven days a week and provides

high quality personalised rehabilitation. The unit has a specialist multidisciplinary team including; rehabilitation consultant, nursing staff, physiotherapist, occupational therapist, speech and language therapist, psychologist, neuro-psychiatrist and dieticians.



*Mary Dennett, taking part in an occupational therapy session in the garden of Seddon Rehabilitation Unit, Elyn Lodge, St Helens Hospital, with Ian Rotheroe, Specialist Occupational Therapist.*

Mary has spent over three months working with the team of highly specialised rehabilitation staff learning to walk and do everyday tasks like dressing, bathing and moving around the home. She has had one-to-one intensive therapy on a daily basis, working with psychologists to help with the mental strain of such a life transforming illness and taking part in group sessions with fellow patients to reintroduce her to everyday life.

*Mary said: "When I was admitted to St Helens Hospital it was a terrifying time. I couldn't walk, and was worried that I would never regain my independence. The staff at the unit have been tremendous and I cannot thank them enough for the time and the care they have given me. The level of support I have received is outstanding and I'm enormously grateful to all of the staff from the therapists, doctors, nurses, catering staff and everyone at the unit who has helped me through an extremely traumatic time in my life."*

Mary's recovery continues to progress slowly. She needs walking aids and a wheelchair in order to move around and she continues to receive outpatient therapy, but thanks to the care she has received at Seddon Unit, she can now look forward and start to rebuild her life.

## Rehabilitation Unit Peer Review Outcome

Seddon Rehabilitation Unit has completed an annual peer review, overseen by the Cheshire and Merseyside Rehabilitation Network, with the unit performing exceptionally, achieving all the required standards.

Assessors commended the team, and declared the unit an example of good practice at a national level.

Feedback comments included:

- multi-disciplinary team working is comprehensive and functional to ensure rehabilitation outcomes are optimal for all patients
- evolution of technology on the ward is bold and commendable
- the maintenance and housekeeping of the unit is excellent
- The unit is friendly, pleasant and patient centred
- development of integrated roles between nursing and therapy demonstrates service development and innovation
- patient experience is high and the assessors noted the creative thinking behind 'theme of the day'.

Congratulations and well done to everybody involved in this success.

# National Diabetes Awareness

Diabetes UK estimates that in the United Kingdom 2.9 million people have already been diagnosed with diabetes. By the year 2025, this figure is estimated to rise to over 5 million.

To raise awareness of diabetes and its management, student dietitians Kate Mulhall and Heather Morgan presented a health promotion stand at St Helens Hospital during this year's Diabetes Week.

The stand provided useful information about prevention and management of both type 1 and type 2 diabetes. Patients and staff were given information around food and lifestyle choices. The main aim was to give people the confidence to manage their diabetes and improve quality of life, also to highlight risk factors for developing type 2 diabetes and encourage those at risk or experiencing symptoms of diabetes to seek testing.

For more information about diabetes, visit [www.diabetes.org.uk](http://www.diabetes.org.uk) or visit St Helens Hospital's Diabetes Outpatient Department intranet pages.



*Student Dietitians Heather Morgan and Kate Mulhall, at the diabetes awareness stand*

## The winners of the recent staff lottery draws are:

### June 2014

- £1,500 Hayley Reeves, Buyer / Team Leader, Purchasing & Supplies Department
- £500 Julie Smith, Sister, Operating Theatres
- £200 Matthew Newhall, Admissions Clerk, TCI Admissions

### July 2014

- £1,500 Lindsay Done, Healthcare Assistant, Outpatients Department
- £500 Michael Keane, Senior Radiographer, X-Ray Department
- £200 Caroline Tyndall, Ward Manager, Seddon Rehabilitation Unit

### August 2014

- £1,500 Christine Hooley, Receptionist, Accident and Emergency Department
- £500 Susan Nicholson, Support Secretary, Obstetrics and Gynaecology Department
- £200 Arthur Patterson, Pharmacy Assistant Technical Officer, Pharmacy Department

### September 2014

- £1,500 Elaine Charters, Sister, Outpatients Department
- £500 Janet Hooper, Healthcare Assistant, Outpatients Department
- £200 Fiona Kelly, Healthcare Assistant, Accident and Emergency Department



TRUST

RESULTS

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).

# Fire Safety - it's everyone's business

Fire safety is the responsibility of everyone. Each month, Stephen Byrne, the Trust's Fire Safety Manager carries out routine Fire Safety Audits in all wards and departments.

## Fire safety audits are important in order to:

- promote confidence in staff, confirming their knowledge of matters relating to fire safety such as procedures to follow and actions to take in the event of an emergency
- prevent accidental ignition of combustible materials that may lead to massive consequences for both patients and staff
- promote the need to maintain and improve standards, therefore, provide a healthy fire safe environment for all concerned

Each month, Stephen produces a league table of the highest scoring wards/departments. Congratulations to the winner and keep up the good work:

- May – Ward 2B
- June – Ward 3E
- July – Ward 1A
- August – Ward 5A
- September – Ward 4E



Audits will be carried out at St Helens Hospital in the near future.

# Patients promoting hand hygiene

Talented patient, Lucy Boycott aged 11, has won a national competition to design a poster that will be displayed around the world to promote hand hygiene in healthcare.



Lucy with her mum Janet and staff from the Infection, Prevention and Control Team at the Trust

Lucy was a patient at Whiston Hospital when she was invited to take part in the World Health Organisation's World Hand Hygiene Day competition. With its simple message of "Save Lives - Clean Your Hands", the global campaign aims to fight illness and infection.

As part of her prize, Lucy won an Apple iPad and was presented with a replica canvas of her poster to be displayed on the children's ward at the hospital.

Congratulations Lucy!





# Fond Farewell ...



*Barbara with her colleagues in the Clinical Audit Team*

**Best wishes to our long serving member of staff who has recently retired.**

**Barbara Thompson  
Head of Audit**

Barbara has worked for the Trust for almost 30 years. After starting as a nurse cadet she undertook nursing and midwifery training and worked as a Midwife on the Maternity Unit, Sister on the Special Care Baby Unit and went on to become the Research and Audit Midwife at the Trust.

Barbara then took up the position of Research, Development and Audit Manager overseeing a busy department supporting Trust staff with research and audit projects up until her retirement as Head of Audit this year.

If you or a colleague, who has served the Trust for over 25 years, is retiring soon, please contact [lynsey.thomas@sthk.nhs.uk](mailto:lynsey.thomas@sthk.nhs.uk) to arrange a Fond Farewell feature.

## Macmillan Coffee Morning

St Helens and Whiston hospitals turned green in September for this year's Macmillan Coffee Morning.

The event, held across the Trust, beat last year's total and raised over £1,800 with patients, visitors, volunteers and staff all supporting Macmillan's largest national annual fundraiser.

This year, the main gathering took place at the Spice of Life Restaurant, Whiston Hospital, with smaller events taking place in the Lilac Centre and the Seddon Rehabilitation Unit, St Helens Hospital.



*Patient Louis Naylor, with staff from the Seddon Rehabilitation Unit at their coffee morning*



*Volunteers and staff at the Macmillan Coffee Morning in the Spice of Life Restaurant, Whiston Hospital*

Julie Parr, Manager of the Macmillan Cancer Support Information Centre said: "I am so grateful to everyone who took part in this year's event and made it such an amazing success. I would especially like to thank the patients of Seddon Unit who every year take part in craft sessions making bunting and banners for the day. Also, the staff at the Lilac Centre and Bernie Thomas, End Of Life Care Facilitator, who held their own Coffee Mornings."

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# Did you know?



- Chocolate bars are older than Italy! The first chocolate bar was made in 1847, but Italy did not become a joined nation until 1861
- An ostrich's eye is bigger than its brain
- When lightning strikes it can reach up to 30,000 Celsius
- M&Ms chocolates stand for the initials of its inventors - Mars and Murrie
- The sentence "the quick brown fox jumps over the lazy dog" uses every letter in the English alphabet

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## Staff News 'n' Views

**Next Issue: Winter 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](mailto:lynsey.thomas@sthk.nhs.uk)

The deadline for submitting items for the next News n Views is 7th November 2014



# Who am I?

Guess the famous people from the clues provided and win a one day leisure pass for the Village Hotel, Whiston.

**email: [lynsey.thomas@sthk.nhs.uk](mailto:lynsey.thomas@sthk.nhs.uk) with your guesses and 5 winners will be randomly selected.**

**1**

- I am one of the Mickey Mouse Club
- I am always N Sync
- I want to rock your body

**2**

- I am very cheeky with girls
- I am liberal with my views
- I wasn't the first 'pik for London Mayor

**3**

- Love isn't bleak for me
- Opposing fans think I should diet
- A lamp would hit me hard

**4**

- I'm not the Black Eyed Peas one
- I'm the mother of Royal sisters
- I watch my weight in the USA

**5**

- I lost my heart at Pearl Harbour
- I fought in a world below
- My father loved porridge

