

Issue 45  
Winter 2014

## Merry Christmas and a Happy & Healthy New Year



**PLUS:**

- Trust named best in the North West
- Ernie retires after 49 amazing years service
- Celebrating our volunteers
- Prostate cancer awareness





# Christmas Message

## from the Chief Executive

I would like to take this opportunity to thank each and every one of you for your continued hard work throughout the year.

The Trust has an excellent track record of providing high standards of care and we have received national recognition for your efforts throughout the year. The Trust was named best in the NHS in the 2014 Patient Led Assessments of the Care Environment (PLACE), ranked in the top 100 places to work in the NHS, our cancer services were rated 4th best in the country and our Friends and Family Test results show that both patients and staff feel that the care provided is of the highest quality.

These are just a few highlights of the year as many of you have also received individual or team accolades for your work. This recognition of your expertise is remarkable and shows the dedication of our highly skilled and talented staff.

I would like to wish you all a very Merry Christmas and a healthy and happy New Year. Many of you will be working over the festive period, but I do hope that you take opportunity to spend some quality time with your family and friends.

On behalf of the Trust Board, thank you once again and Merry Christmas.

Ann Marr, Chief Executive



# 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.*

September: **Clare Kelsey**

*Sister/Trauma Co-ordinator,  
Ward 3A, Plastic Surgery Trauma Unit*

**Nominated by:** David Bell, Consultant, Peter Jenkins, Operational Lead, Veliky Miroslav, Staff and Associate Specialist Doctor, Ike Emecheta, Staff Grade,

**Michelle Moss, Sister**

Clare has worked at the Trust for over 12 years and was nominated for her dedicated work in the Plastic Surgery Trauma Unit. In her nomination Clare is described as having the patients' best interests at heart and is extremely professional at all times. Her enthusiasm is infectious and patients are dealt with quickly, safely and most of all compassionately.

Receiving the award Clare said: "I was so surprised when I received the phone-call. I felt very honoured that my colleagues would nominate me, and be so complimentary. I love what I do in this job, and winning Employee of the Month means a lot."

October: **Diana Lewis**

*Human Resources  
Business Partner*

**Nominated by:** Dr Cecilia Jukka, Consultant Medical Microbiologist

Diana has worked at the Trust for over 30 years and was nominated for her role in the transfer of pathology staff from Southport and Ormskirk Hospital NHS Trust. Dr Jukka said: "During the year, Diana has been exemplary in her duties in supporting staff. She has been efficient, empathic, calm and conscientious. She has a lovely personality and always demonstrates her loyalty and enthusiasm for the Trust.

On winning the award, Diana said: "Being nominated and receiving this award was completely unexpected and a total shock to me! I enjoy my work and feel it is not just a job but my passion. My HR colleagues and everyone I work with are fantastically supportive and I feel this recognition will inspire me to continue to achieve more in the future."

*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)*

# Highest Standards of Care in the North West!

Patients treated at St Helens and Whiston hospitals are receiving the highest standards of care in the North West for pneumonia, heart problems and hip and knee conditions.

The Trust has been rated best performer out of all trusts in North West for the treatment of pneumonia, heart attacks (named joint top) and for people requiring hip and knee replacements. The Trust has also been named second in the region for the treatment of patients with heart failure. These results place the Trust higher than many specialist hospitals in the region.

Advancing Quality Alliance (AQUA), the North West's health quality organisation, have published figures for the last six years showing the Trust has continued to improve in key clinical areas since the programme's launch in October 2008. The Advancing Quality programme aims to give patients an even better experience of the NHS by ensuring the highest standards of care are consistently delivered.



*Staff from the Trust's Advancing Quality Team*

## Blooming Marvellous



St Helens and Whiston hospitals have both won prestigious 'North West in Bloom' gold awards for the high standards of the grounds and gardens. It is the fourth consecutive year St Helens Hospital has won a gold award, and the second year for Whiston Hospital.



The Trust was awarded double gold in the category of 'Best Hospital Grounds', the first Trust to do so consecutively since the awards began. Both sites were awarded for the horticultural and imaginative aspects of their grounds and gardens, the cleanliness and sustainable development of the grounds and the community involvement at both sites.

Ann Marr, Chief Executive said: "I am delighted both hospitals have been awarded gold medals in this prestigious competition. To win the medals in consecutive years is a fantastic achievement and is down to the hard work and dedication of our partners David J Platt Landscapes Ltd. The Trust has a

responsibility to ensure that the hospital environment is welcoming and kept to a high standard, which they achieve all year round."





## Sue Redfern

Director of Nursing, Midwifery and Governance. Appointed 2013



### Sue, tell us about your career.

I started my nursing career at South Sefton School of Nursing in 1978, before moving to Aintree Hospital. I specialised in Infection Prevention and Control and was appointed ward manager of the Infectious Diseases Unit in 1997. I progressed to the role of Matron and then Divisional Nurse Director for Medicine and Lead Nurse for Infection Prevention and Control, before being appointed Deputy Director of Nursing at the Royal Liverpool University Hospital in 2011. I joined this Trust as Director of Nursing, Midwifery and Governance in May 2013.

### What are your main priorities as Director of Nursing, Midwifery and Governance?

I am passionate about patient care and making sure we get it right the first time, for every patient. Safety is the priority and it is important that we follow the correct processes and systems to ensure safe quality care. Infection prevention is a key part of this. Development of nursing and midwifery staff is key through on-going learning and education. A close working relationship between nursing, medicine and operational colleagues is essential to ensure we work together for the benefit of our patients.

### What is important about being a nurse or midwife?

Caring for patients is a privilege and takes a great deal of commitment. We provide comfort to people when they are most vulnerable and people put their trust in us to do what is best for them. I want our nursing and midwifery staff to be confident in their everyday roles and have the courage to do the right thing for the people we care for. I encourage open communication and effective team working, both between staff and through the involvement of patients in decisions about their own care.

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

I enjoy working with a fantastic group of staff, I believe we have a really engaged workforce that genuinely cares for their patients. Every day I go to see patients on the wards and in departments and I enjoy hands-on patient care, listening to their views and learning from their experiences.



## Kevin Hardy

Medical Director. Appointed 2012

### Kevin, tell us how you became Medical Director.

I studied Medicine at the University of Liverpool, qualifying in 1984. Following training as a physician in and around Liverpool, I became a research fellow in neuro-science at Keele University in 1989 and then moved to America in 1992 where I undertook research into brittle diabetes and AIDS, before being appointed senior registrar in Edinburgh. I joined the Trust as a consultant in diabetes and endocrinology in 1995 and after many years in medical management was appointed Medical Director in 2012.

### What are your main responsibilities as Medical Director?

I am responsible for all the Trust's medical staff and for the safety and quality of care. I work closely with the Director of Nursing and the Executive Team to ensure we provide the highest standards of care for our patients. Overseeing research and development at the Trust to drive innovations in patient care is an important part of my role.

### What changes have you seen since you first became a doctor?

In the past, doctors and nurses told patients what was good for them and decided what treatment they would receive. Clinical staff now work in partnership with patients, carers and families to help them make informed choices and to support self-management.

### What is the most important thing for you when providing care?

Taking time to listen and offering reassurance and understanding to patients, providing the right treatment at the right time. Communicating clearly in a way that people can understand and including patients in any decisions made about them. Getting this right and treating people with dignity and respect is essential.

## Denis Mahony

Non-executive Director. Appointed 2012



### Denis, tell us about your career before you joined the Trust?

I started my career as an engineer, in fact as a metallurgist (someone concerned with the extraction and processing of various metals), but moved swiftly into the fledgling computer industry and then onto business consulting advising major companies how to develop their strategies and then helping them develop in an ever changing world.

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

Joining the Trust Board was one of the benchmarks of my career. I have three overriding interests; health, education and rugby. I decided that if I could repay the great opportunities I have had in my life then I would hope to try and make a difference in these three areas. I am Vice Chair of Governors at Calday Grammar School and I chair the youth section of the Cheshire Rugby Union.

### What about the future?

I have worked for big firms and have run my own business and with this experience I hope I can help the Trust's transition towards Foundation Trust in a very challenging environment. We have many challenges ahead of us not least of which is the ever increasing demands on our services and therefore on our staff. It is a challenge I believe I can help achieve.

# Celebrating NHS Volunteers



*Volunteers and staff at the annual Volunteers Coffee Morning, Whiston Hospital, with Ann Marr, Chief Executive, Richard Fraser, Chairman and the Mayor and Mayoress of St Helens, the Mayor of Whiston, the Mayor of Halton.*

Volunteers working at St Helens and Whiston hospitals have been praised for their essential role in delivering a positive patient experience.

The Trust held a coffee morning to thank volunteers and show its appreciation for the valuable part they play in providing excellent standards of care. Those present at the event included Richard Fraser, Trust Chairman, Ann Marr, Chief Executive and staff from across the Trust. Also present were the Mayor and Mayoress of St Helens, the Mayor of Halton and the Mayor of Whiston, who welcomed the opportunity to thank the volunteers for their hard work.

Ann Marr, Chief Executive said: "The smooth running of the hospitals would not be possible without the involvement of our wonderful volunteers. They generously give their time to help the Trust provide excellent care and services and on behalf of our patients, visitors and staff I would like to sincerely thank each of them."

Over 750 people volunteer across the two hospitals, helping in many ways such as visiting and spending time with patients, meeting and greeting patients, supporting hospital staff and assisting the spiritual care team.

For more information on volunteering contact: 0151 430 1874



*Dorothy (centre) shares a joke with HRH The Countess of Wessex GCVO at the Official Opening of Whiston Hospital*

Whiston Hospital, and was chosen to meet HRH The Countess of Wessex GCVO at the official opening ceremony in April 2013.

Ann Marr, Chief Executive said: "I would like to personally thank Dorothy for all of her hard work. She is an incredible lady and has given so much during her time at the hospital. Volunteers give their time freely to help others and for Dorothy to do so for over 20 years, and at an age when most people would just want to put their feet up, makes her even more remarkable. On behalf of the Trust I would like to thank Dorothy for her dedication, she will be missed by us all and we wish her a much deserved rest and many happy years to come."

## A Special Thank You

**This year saw the retirement of Dorothy Williamson, a much loved volunteer at the Trust.**

Not only has Dorothy been a volunteer at Whiston Hospital for over 20 years, but at 92 years she holds the title of being the oldest member of the team.

Known across the Trust for her cheerful smile, Dorothy was always on hand to help patients and visitors find their way.

Dorothy worked at the Trust during the transition between the old and new



*Ann Marr, Chief Executive presents Dorothy with a bouquet of flowers on her 90th birthday*

# Prostate Cancer Awareness



**MOVEMBER**

**PROSTATE  
CANCER UK**

As millions of men in the UK and across the world donate their upper lips to Movember – patients at Whiston and St Helens hospitals are set to benefit from the largest investment into improving the quality of life for men with prostate cancer.

Patients at the hospitals will be amongst the first to take part in a new global programme, after the Movember Foundation announced the largest ever global investment into changing the way men live with and beyond prostate cancer.

Specialists at the Trust will be offering patients the chance to join the initiative that will help men being treated for prostate cancer and their families understand their treatment, exercise and diet, continence management and the effects of radiation treatment.

- **Over 40,000 men are diagnosed with prostate cancer every year, that's more than 100 men each day.**
- **Family history is also important; a man is two and half times more likely to develop prostate cancer if a relative has had the disease.**

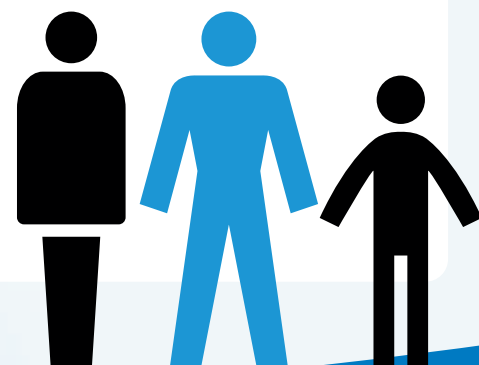
Mr John McCabe, Consultant Urological Surgeon said:

*“Every man’s experience of living with prostate cancer is different and the initiative will help us further to provide a more personalised, practical programme that will address the individual needs of our patients and their families.*”

*Men have a reputation of sticking their heads in the sand where health problems are concerned, but I would urge all men to consider their health and consult their doctor at the first sign of any changes. Prostate cancer is a treatable disease and if diagnosed early, chances of surviving and leading a normal life are greatly improved.”*

Symptoms include;

- **needing to urinate more frequently**
- **difficulty in starting to urinate**
- **weak flow**
- **feeling that your bladder has not emptied fully.**



# Patients share their experiences

## Frank's story



"I'd been having symptoms for a couple of years, but I'd always tried to push it to the back of my mind. I read a story about prostate cancer and the article listed the symptoms, they were exactly what I had been experiencing and I knew I had to get checked out.

I was diagnosed with cancer of the prostate and unfortunately, because I had left it so long, the cancer had spread to surrounding areas. I was under the care of Dr Malik, Consultant Oncologist, and he was extremely positive and put my mind at rest. He immediately started me on a course of hormone therapy and I began radiotherapy a few months later.

I can't thank Dr Malik and his staff enough for the care and attention that they have given to me, they have been so supportive."

*Patient, Frank Keenan*

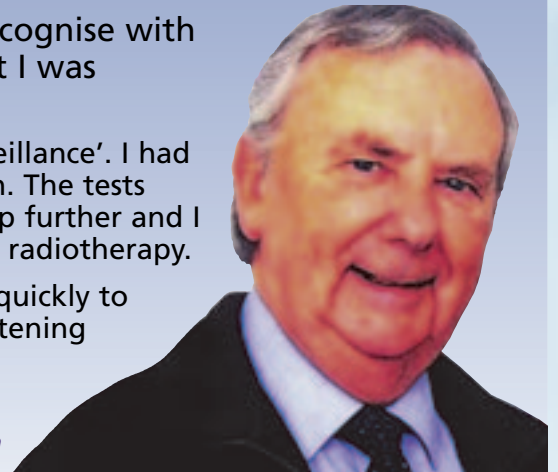
## Philip's story

"I hadn't experienced any symptoms that you would recognise with prostate cancer, but after an abnormal blood test result I was referred to St Helens Hospital for examination.

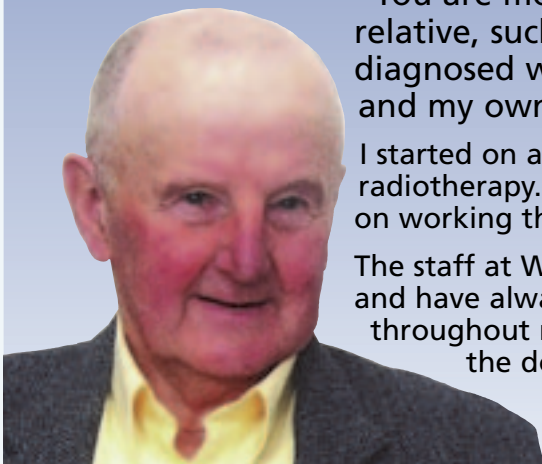
When cancerous cells were found, I was put under 'active surveillance'. I had blood tests every three months, an annual biopsy and MRI scan. The tests began to show that my cells had started to change and develop further and I began a two year course of hormone therapy and six weeks of radiotherapy.

I can't thank the staff at the hospital enough; they acted very quickly to start treatment and were very understanding. It can be a frightening time, but they were very reassuring and always answered my questions in a way I could understand."

*Patient, Philip Upton*



## Richard's story



"You are more likely to get prostate cancer if you have a male relative, such as your father, brother or uncle who has been diagnosed with it. My brother had been diagnosed with the disease and my own tests also showed that I too had prostate cancer.

I started on a six month course of hormone treatment and six weeks of radiotherapy. I am a farmer and otherwise healthy, and I was able to carry on working throughout my treatment.

The staff at Whiston and St Helens hospitals explained everything completely and have always been available to listen to my concerns and supported me throughout my treatment. I would tell others not to be afraid of going to the doctor if they experience any symptoms or have any concerns."

*Patient, Richard Almond*

**Turn over for the Trust's  
very own Movember stars!**

# MOVEMBER MADNESS

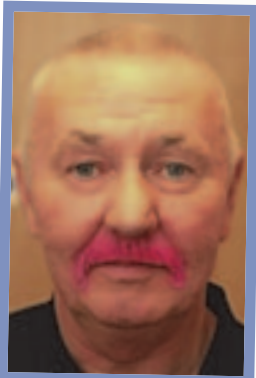
***Congratulations to our 'Mo Bros' at the Trust this year who have worked hard growing their distinguished moustaches to raise money for those affected by cancer.***



*The Colorectal Team 'Mo Bros' and 'Mo Sister'*

The Radiology Department at Whiston Hospital have raised a fantastic £450 and counting. The Colorectal Team have also been taking part in 'Movember' to raise money for theatre equipment for the Urology Department.

Finally, Alan Davies, Postman, Whiston Hospital, has raised over £650 with his pink moustache. Alan is donating his money to the Burney Breast Unit, St Helens Hospital, as part of the 'Jules Tubes' fundraising by Julie Lyman, PALS Officer.



*Alan Davies, Postman, Whiston Hospital, with his pink Movember moustache*

*Above (L-R) Geoff Caine, Chris Tickle, Luke Richardson, John Newton and Jon Winfield.  
Below (L-R) Neil Waters, Iain Kennedy, Peter Caulton and Ste Duffy.*



*(L-R) Justin Smith and Neil Fanning*



## Generous patient says thank you

A generous patient has donated £1,500 to Whiston and St Helens hospitals to say thank you for the excellent care and treatment he received.

John Johnson, from Prescot, donated the money to the Trust's Urology Department after undergoing an operation, after which he was able to return to work the next day.

Mr Johnson said: "I am very grateful to the tremendous staff at both Whiston and St Helens hospitals; I can't fault the treatment I have received. I'm extremely thankful for the speed at which I received treatment. After having the operation I could return to work straight away and it means that I have not had to have a break from running the business."

Mr Hosea Gana, Consultant Urologist said: "It is extremely kind of Mr Johnson to make a donation to the Urology Department. His generosity will benefit many patients who may require treatment with us in the future and it is very much appreciated."



*Mr John Johnson (3rd from the left) with Alison Latta, Urology Nurse Specialist, Mr Hosea Gana, Consultant Urologist, and Dr Brian Prendergast, Urology Department*



# Annual Staff Development Awards



*The Document Scanning Department receiving their award*

The Annual Staff Development Awards are a magnificent celebration to recognise and share the success of many members of staff, over 100 in total, who have worked hard to achieve recognised qualifications such as NVQs, postgraduate degrees and apprenticeships during the year.

The awards presentation event took place in the Education, Training and Conference Centre, Nightingale House, Whiston Hospital, in front of a packed audience including the Mayors, Mayoresses and Consorts of St Helens, Knowsley, Halton, Whiston and Prescot.

Judith McGregor, Head of Programmes, Skills Academy for Health, was the guest speaker at the event and spoke warmly of the dedication of learners. Judith said: "I would like to thank you for asking me to celebrate with you again, at what has without doubt become a highlight in my year. As individuals you have shown

willingness and commitment in achieving your goals. Journeys may start in different places, but they can go wherever you want them to if you have support like we see here tonight."

Each year, there are two prestigious awards presented in recognition of those who have excelled in learning and those who have supported people to achieve their qualification.

Congratulations to the Document Scanning Department for winning the 'Contribution to Staff Development Award' for their support of staff throughout the year.

*See story below, for the Apprentice of the Year Award.*

## Apprenticeships

The Trust offers apprenticeship qualifications for all staff between bands 1-4, with many staff in the Trust taking advantage and studying for qualifications.

Both staff and the Trust benefit from this on-going development of learners and every year, at the Annual Staff Development Awards, one learner is recognised as 'Apprentice of the Year'.

This year's winner, Karen Winer, Healthcare Assistant, Allen Day Unit, completed a Level 2 Apprenticeship in Clinical Healthcare Support. The apprenticeship consisted of a Diploma in Clinical Healthcare Support, Maths, English, Employment Rights and Responsibilities and Personal Thinking and Listening Skills.

Karen said: "Since completing my apprenticeship I feel like I have gained confidence. It has made me feel valued and worthwhile and has taught me to not underestimate my capabilities. It has also improved my understanding of my work and I feel that the service I give to patients has improved."



Apprenticeships are available to all staff:

- Health (Clinical Healthcare Support) Levels 2 & 3
- Health (Healthcare Support Services) Levels 2 & 3
- Allied Health Professional Levels 2 & 3
- Business & Administration Levels 2 & 3
- Customer Service Levels 2 & 3
- IT Specialist Levels 2 & 3
- Team Leading Level 2
  
- Management Level 3
- Maternity & Paediatric Support Level 3
  - Perioperative Care Level 3
- Hospitality & Catering Level 2

If you are interested in taking advantage of the apprenticeship opportunities at the Trust, please contact: Alison Carroll, Apprenticeship Lead, ext. 5988 or email: [alison.carroll@sthk.nhs.uk](mailto:alison.carroll@sthk.nhs.uk)

*Karen Winer, Healthcare Assistant, receiving her award from Ann Marr, Chief Executive*



*Professor Audisio during surgery*

## New appointment for top surgeon

Professor Riccardo Audisio, Consultant Surgical Oncologist, has been named as president of the world's leading cancer surgery organisation.

Professor Audisio, has become the head figure at the European Society of Surgical Oncology (ESSO), which represents more than 20,000 cancer surgeons from across Europe and the Middle East. It will be the first time that clinicians from the same region have followed each other in being named president, as Professor Audisio takes over from Professor Graeme Poston, University Hospital Aintree.

More than 1,500 surgical oncologists gathered from across the globe to attend a three-day conference at Liverpool's BT Convention Centre.

Professor Audisio said: "I am very much looking forward to my role as president, building on the work which Professor Poston has undertaken. In addition to giving excellent care to our patients, Merseyside's clinical teams are shaping international standards and developments."

## Blueprint - ROCK!!

It was time to party, this November, as the Trust held a fundraising event to raise money for patients at St Helens and Whiston hospitals.

The dance floor was packed as Assistant Director of Operations - Surgical Care Group, Phil Nee and his rock and roll band Blueprint, took to the stage at the Village Hotel, Whiston. In front of a packed audience, the band had the place buzzing with classic hits from the Kinks, Rolling Stones, the Beatles and many more.

During the evening guests had the chance to win fantastic prizes such as a Apple iPad mini, a party night at the Village Hotel, dinner packages at the Verve Bar and Grill, Whiston, gym membership at the Velocity Fitness Centre and gift vouchers for Euphoria Hair and Beauty, Whiston Village.

The event was an amazing success and raised over £1,300 that will benefit the Special Care Baby Unit, Whiston Hospital and Seddon Rehabilitation Unit, St Helens Hospital.

A big thank you to Phil and his talented band and thank you to everyone who came along and made the event such a success.



*Phil Nee (R) with his rock n roll band Blueprint*

# Ernie retires after 49 years of service

Dedicated Healthcare Assistant, Ernie Poole, is retiring after giving 49 years service.

Ernie began his career at 15 years of age as a messenger boy around Whiston Hospital before becoming a healthcare assistant and has cared for elderly patients at the hospital with the utmost kindness ever since. Much loved amongst his colleagues, Ernie has always had a fantastic rapport with his patients and has been an invaluable member of the team.

Ann Marr, Chief Executive said: "What makes Ernie so special is not just his 49 years service, but the extra time, care and attention he gives to all of his patients, going the extra mile to make sure they are comfortable and always on hand with a smile and a song. Everyone at the Trust who knows Ernie will miss him greatly, especially his colleagues on Ward 5B. We wish him a very long, happy and healthy retirement."



*Ernie Poole (front row) with Ann Marr, Chief Executive (far right) and staff from Ward 5B, Whiston Hospital.*

# Welcome pathology and therapy services

Welcome to our new colleagues in pathology and therapy services who have recently joined the Trust.

In October, the Trust won a competitive tender to provide pathology services for Southport and Ormskirk Hospital NHS Trust. The service will process over 2.5 million pathology samples each year and is delivered from Whiston Hospital, with a satellite laboratory at Southport Hospital. This enhanced joint working will release significant savings for both organisations without the loss of jobs, and will deliver a safer, more productive and better quality service for patients.



Also in October, staff from the acute therapy service joined the Trust, previously managed by 5 Boroughs Partnership NHS Foundation Trust. With a range of services including physiotherapy, occupational therapy, speech and language therapy and dietetics, the Trust hopes this exciting opportunity will help to further improve the already great service that has been offered to patients in recent years.

Welcome to all those who have joined the Trust. You are joining talented, skilful and friendly teams of staff and we hope you enjoy working with us.

Welcome to all those who have joined the Trust. You are joining talented, skilful and friendly teams of staff and we hope you enjoy working with us.

**Welcome everyone.**

# IN FOCUS

## Research Development and Innovation

Providing healthcare, research and teaching of the highest quality is at the heart of the Trust's values, in order to further improve outcomes for patients. Research is embedded in the care provided, and the Trust aims to offer the chance of taking part in research to as many of our patients as possible.

The Research Development and Innovation Department (RDI), is led by Professor Kevin Hardy, Medical Director and Jeanette Anders, RDI Manger. The team consists of 12 research nurses, a research co-ordinator and four administration and clerical staff.

The aim is to promote the Trust as an organisation that hosts and conducts high quality RDI. Researchers lead and contribute to world class research and presently there are 107 active research studies across various specialties.

The Trust is one of many organisations around the country that are supporting "It's OK to ask" campaign led by the National Institute for Health Research to encourage patients to ask their family doctor, nurse or consultant about clinical research.



### Getting involved in research

If you have some interesting research ideas or you wish to conduct some research, then please contact the RDI Office. There may be opportunities for you to get involved in national projects or a chance to discuss your ideas with others.

**Contact us: telephone 0151 430 1218 / 1274 or e-mail: [research@sthk.nhs.uk](mailto:research@sthk.nhs.uk) if you are thinking of taking part in a research study, applying for a grant or have an innovation project**

Patients interested in taking part in research can access the Clinical Research Network, North West Coast website where they can find a clinical research study to be a part of [www.crn.nihr.ac.uk/north-west-coast/about](http://www.crn.nihr.ac.uk/north-west-coast/about)

### Innovation

Trust employees will, from time to time, develop ideas and concepts which have practical applications and commercial potential.

Examples are the development of new techniques, devices, software, pharmaceutical products, formulae and written documents. Such ideas and concepts are termed 'Intellectual Property' (IP) and, like other kinds of property, can be owned and protected.

All staff are encouraged to solve clinical and service problems and to develop new ways of working which benefit patients and improve their care.

Many innovations will not be patentable or copyrightable but nevertheless have enormous potential benefits

if successfully implemented. We are keen to provide staff with opportunities to pursue their ideas and the Trust has a responsibility to ensure that advancements in working practices are disseminated across the Trust and, if appropriate, regionally and nationally.



# TASTE TESTING DELIGHT



*Patient, John Garrity testing the food*

Throughout the year, the Trust's Patient Power Group gives the opportunity for patients to share their experiences with staff. It is also a chance for patients to hear from staff about the many services provided at the Trust and understand a little more how the hospitals run on a day to day basis.

In October, the Group heard from the Medirest Catering Manager, Jane Mathers, who shared the step by step journey of how patient meals are transformed from raw ingredients, cooked and steamed fresh in the kitchens on each ward in the hospital and are then presented to patients at meal times.

Food is a vital part of the recovery process when someone is ill and the catering team work hard to ensure that all meals are nutritionally balanced and appetising.

Jane took patients through the journey of the food from the kitchens to the plate, and spoke of the different types of healthy menus available and the personalised service provided by the catering team.

It was then on to the much anticipated taste testing, where patients and staff had the chance to try out some of the different meals including, a delicious tomato soup, pasta and meatballs, steamed fish, steak pie and some delicious desserts also such as fruit crumble and chocolate cake.



*Members of the Patient Power Group try out the delicious pudding*

## Antibiotic Awareness

The Trust marked European Antibiotic Awareness Day in November by holding an information stand in the main reception area of Whiston Hospital. Nearly 100 patients, visitors and staff visited to chat to members of the pharmacy team about antibiotic related issues.

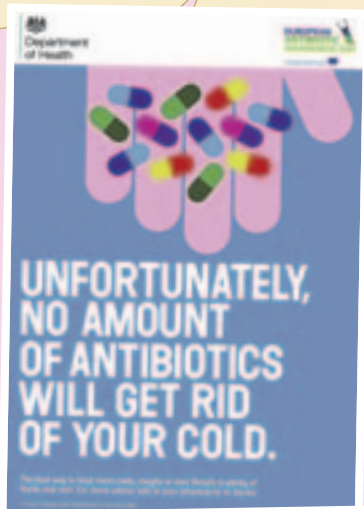
### Key facts:

- 40% of Europeans wrongly believe antibiotics work against cold and flu
- antibiotics are only effective against bacterial infections
- they cannot help you recover from infections caused by viruses
- antibiotics do not prevent viruses from spreading between people
- misuse causes bacteria to become resistant to antibiotic treatments, so when you need them in the future they may no longer work

*Thank you to everyone who came along.*



*(L-R) Dr Kalani Mortimer, Consultant Microbiologist, Andrew Lewis, Antibiotic Management Pharmacist and Dr Reela Varghese, Microbiology Registrar*



# Introducing **e-rostering**

The implementation of the new e-rostering system is now well underway, giving staff an electronic way of creating and managing rosters.



*The e-rostering team (L-R) Stuart Jones, Business Support Analyst, Michael Foo, System Administrator, Malise Szpakowska, HR Project Manager and Lizzie Duffy, System Administrator*

This will allow employees to make requests for duty, annual leave and study leave directly via the electronic system and managers will be able to support employees to achieve an appropriate work life balance, whilst responding to changes in service requirements.

The first clinical areas now live and using the e-rostering system are wards 4B and 1D, accident and emergency and operating theatre (Whiston Hospital) departments. The first electronic rotas have been generated and published for December and January.

The online site supporting e-rostering can be accessed via any computer or smart phone with internet access, both in work and at home.

The e-rostering team are extremely pleased with how the

roll out of the new system has gone so far. The feedback received surrounding the e-rostering system has been very positive from both staff and managers.

**If you have any questions regarding the system, please contact the e-rostering team via email: [e-rostering@sthk.nhs.uk](mailto:e-rostering@sthk.nhs.uk)**

**Clare Fraser, Sister, Accident and Emergency Department was one of the first members of staff to use the system, here's what she thinks.....**

*"The system is tailored to each department and the production process has been fantastic as it designs rotas around the staff's flexible working arrangements.*

*As the department has over 140 staff members, the system will be a huge benefit and will allow managers to focus more time on clinical responsibilities. Staff are able to input their own requests from home via computer or smartphone, which has allowed a freedom and flexibility that previously wasn't there with the paper based system."*



# Julie shines bright

Julie Sanderson, Bereavement Midwife had a night to remember as she was presented with the Emergency Services Award at the Pride of St Helens Awards 2014.

Julie was nominated by patients and colleagues for her kindness and compassion when caring for parents at a very traumatic time in their lives. She has been a midwife for over 25 years and became Whiston Hospital's first bereavement midwife ten years ago.

In her nomination, Julie was described as 'often going above and beyond the call of duty to provide a sensitive and caring service to make herself available to patients even when off duty.' In acknowledgement of her efforts, Julie was also shortlisted for a national 'Butterfly Award' that recognises those who care for bereaved families due to the loss of a baby.

Julie said: "I feel honoured and humbled to receive this award and do so on behalf of the staff at Whiston Hospital who support me to be able to do the job that I do and allow me to be the midwife that I want to be. My priority will always be to provide a supportive service to families at their most distressing time and I will always put the needs of my patients first. "

*Julie Sanderson (left) with Carley Stenson, Actress, who presented her with her award*



## Hospital leads the way with new technology

Whiston Hospital took delivery of a new highly specialised scanning machine this week that will place the hospital at the forefront of imaging technology.

Cancer, cardiac and orthopaedic patients are set to benefit from the new technology that gives even more detailed information at the time of scanning. The machine provides quicker and more in-depth imaging that can help reduce the amount of scans and x-rays required, therefore, improving the patient experience. The hospital is one of the first in the country to use the equipment that will allow the nuclear medicine department to obtain crucial information for more complex cases and may also reduce the need for surgery for some patients. The department has already started to accept referrals from other centres in the region.

World Radiography Day is celebrated on 8 November each year. The date marks the anniversary of the discovery of x-rays by Wilhelm Roentgen in 1895.

Radiographers worldwide use this time each year to promote their vital contribution to modern healthcare and showcase radiography as a career. The Trust had a display stand in the main entrance at Whiston Hospital to raise awareness of diagnostic imaging and radiation therapy, highlighting the importance of technology in the diagnosis of patients.



# Christmas Trust Lottery Bonanza Advent Calendar



The Christmas Advent Calendar Trust Staff Lottery has begun!

Each day, between the 1st and the 24th of December, one member of staff, who is enrolled in the Trust Staff Lottery, will win £200, and on Christmas Day a bonanza prize of £1000 will be given to one lucky winner!

The Finance Department will notify one lucky winner each day and the winner's names will be included in the daily global emails.

Good luck to all those with numbers registered.

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



## NEW FOR 2015

From January 2015, the prizes for the Trust Staff Lottery will change. The new lottery draw will see one person each week winning the prize jackpot of £500, giving you more chances to win.

Note - Each number entered can only win once per month; winning numbers will be taken out of the draw for the remaining month's draw.

You can still join the Trust Staff Lottery to be in with a chance of winning the cash each week. Download and complete the Lottery Application Form on the staff intranet to join today. Search 'Lottery' in the intranet search box.

## Andy Rethinks for charity

Andy Ashton, Consultant in Emergency Medicine, has generously donated his time and money to help those affected by mental illness.

Andy chose to donate his wages from working a shift in the Accident and Emergency Department and then matched the money to make a donation of £800 to Rethink Mental Illness.



**Well done Andy, you're a star!!**

## Excellence in Supply Awards

The Trust has been recognised for its achievements at the regional Excellence in Supply Awards.

The awards join together NHS trusts from across the region to share some great examples of how industry and the NHS are working in partnership to deliver innovative effective and efficient care to communities.

Pat Cross, Operational lead; general and orthopaedic surgery, won the NHS Procurement Champion Award, whilst Rob Williams, Senior Buyer was a finalist in the 'NHS Procurement Rising Star' category. The Trust was highly commended in the Supplier Engagement category for the excellent work achieved with Park House Healthcare. The Trust was also named as a finalist in the same category for working with the supplier Healthcare Matters, to ensure the most cost effective way of hiring specialist patient chairs.

The Purchasing and Supplies Department were also recognised at the awards for achieving NHS Standards of Procurement, Level 1 accreditation, one of only six in the North West to achieve this.

Damien Finn, Director of Finance, said: "The awards recognise the Trust's continued efforts to ensure value for money, whilst maintaining quality of goods, in order to help provide high standards of care for our patients."



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follow up care I received was better than I could have ever imagined. Big thanks to Mr Chitkara and his team for giving me the opportunity to 'bin' the specs." BARBARA A (Whiston Hospital)

**To Book a consultation please call:**

**Anne Walsh on Extn 6643**

**or email [info@viewpointvision.com](mailto:info@viewpointvision.com)**

Viewpoint Vision, Allen Day Unit, St Helens Hospital, Marshalls Cross Road, St Helens WA9 3DATel:

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# TRUST LOTTERY RESULTS

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

### October 2014

- £1,500 Jacqueline Bruce, Ward Administrator, Pre-operative Clinic
- £500 Sandra Clegg, Medical Secretary
- £200 Linda Harrison, Pharmacy Dispenser, Pharmacy Department

### November 2014

- £1,500 Brenda White, Bed Manager, Operational Services
- £500 Paul Duffy, Payroll Officer, Pay & Staff Services
- £200 Simon Gelder, Chief Pharmacist, Pharmacy

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).

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

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**Security, Fire, Emergency 3333**  
**Cardiac Arrest 2222**

**Carers Support Team (01744) 646 640**

**Local Security Management Specialist**  
**0151 430 1611**

**Hospital Pager 1372**

**Facilities Management Helpdesk 1188**

## Did you know?



- Tickling was a form of torture used in ancient China on nobility because recovery was quick and it left no mark.
- In 1939, The New York Times predicted that television would fail because people wouldn't have time to stop and stare at the screen.
- 'Typewriter' is the longest word that can be made using the letters on only one row of the keyboard.
- Daniel Radcliffe broke over 80 wands while filming the Harry Potter movies.
- Mosquitoes have been around for 80-100 million years. There are more than 3,000 species of them.

## Top 10 selling Christmas songs\*

1. Do they know it's Christmas – Band Aid, 1984 (reached no. 1 in the charts)
2. Mary's Boy Child – Boney M, 1978 (reached no. 1 in the charts)
3. Last Christmas – Wham, 1984 (reached no. 2 in the charts)
4. Merry Christmas Everybody – Slade, 1973 (reached no. 1 in the charts)
5. Mary's Boy Child – Harry Belafonte, 1957 (reached no. 1 in the charts)
6. Do they know its Christmas – Band Aid 20, 2004 (reached no. 1 in the charts)
7. White Christmas – Bing Crosby, 1942 (reached no. 5 in the charts)
8. Fairytale of New York – The Pogues ft Kirsty MacColl, 1987 (reached no. 2 in the charts)
9. The Millennium Prayer – Cliff Richard, 1999 (reached no. 1 in the charts)
10. When a child is born – Johnny Mathis, 1976 (reached no. 1 in the charts)

\*According to EveryHit.com, and Officialcharts.com correct at the time of writing

## Winners of 'Who am I?' competition

Thank you to everyone who took part in the 'Who am I?' competition in the last edition. The below winners correctly guessed the following famous personalities:

- 1 Justin Timberlake
- 2 Lembit Opik, former Liberal Democrat MP
- 3 Frank Lampard
- 4 Sarah Ferguson, Duchess of York
- 5 Kate Beckinsale

### Winners:

Dave Brown, Senior Clinical Coder  
Terence Travis, Operating Department Practitioner  
Justine Clair Southin, Registrar  
David Radcliffe, Specialist Medical Engineer

## Staff News 'n' Views

### Next Issue: Spring 2015

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 31st January 2015.