

Staff **News 'n' Views**

St Helens and Knowsley Teaching Hospitals NHS Trust



Staff give patient care top marks!



Chief Executive Message

Thank you for your continued hard work



I would like to express my sincere thanks for your continued hard work and commitment, particularly over the winter period.

I know that the increased demand on our services has had an impact on staff across many departments, and it is so heart-warming to see the extremely positive way in which staff from across the

Trust have responded at this very testing time. I am aware that many staff have worked additional hours, and provided much needed help to frontline departments. It is through this exceptional teamwork that we have been able to continue to provide high standards of care to our patients.

On behalf of the Executive Team, I would like to thank you all once again for your tremendous hard work, professionalism and commitment.

Ann

Ann Marr
Chief Executive

Comments from patients:

I attended for surgery in the Sanderson Suite, St Helens Hospital and I just wanted to say that the patient experience was exceptional. Our family have had the misfortune to visit a number of hospitals in the North West and North East and the experience I had at the Sanderson Suite was the best I have experienced. The staff really were a credit to the NHS but it was the procedures and culture of the staff following them that really impressed me - it was efficiency personified.

Wow! I was rushed to Whiston Hospital with a heart complaint and stayed on Wards 1E and 5C. I was treated like royalty, everybody was so kind from the cleaning and catering staff to the nurses and doctors, nothing was too much trouble.

I would just like to commend staff in A&E for looking after my husband. The standard of care and professionalism from all staff was outstanding. You are all an absolute credit to the Trust!

My daughter visited for a sigmoidoscopy and gastroscopy, the attention and treatment she received was exceptional. The staff were absolutely lovely. Everything went very well and the family were informed throughout which was reassuring. Would recommend for treatment, thank you St Helens Hospital staff.

Employee of the Month

November 2014
Sue Finnegan

Play Specialist, Ward 4F



Nominated by: Debbie Hornson, Healthcare Assistant, Ward 4F

Sue has worked at the Trust for over 14 years and was nominated for her dedication to supporting children and their families through illness in her role as a children's play specialist. In her nomination, Sue is described as having boundless energy, helping look after children and making sure their experience in hospital is as pleasant as possible. Sue often dresses up for the children in the most fabulous costumes; from Mrs Christmas, Princess Fiona (from Shrek), or Olaf from the popular Disney film, Frozen. Sue is kind and caring and is a truly remarkable lady. After receiving her award, Sue said: "I am absolutely shocked. I can't believe anyone would ever nominate me. I'm a small part of a wonderful team and couldn't do anything without our amazing team."

December 2014
Dr Ash Bassi

Consultant, Gastroenterology



Nominated by Steve Christian, Assistant Director of Operations, Medical Care Group

Ash has worked outside the normal day to day requirements of his role to support current demand in emergency care, often at short notice. He has shown a desire and commitment to assist the team in any way possible and his contribution has been significant in ensuring the Trust maintains high quality and safe patient care. Ash has also led the implementation of gastroenterology inpatient service redesign, promoting "better, faster and safer care" for every patient. On receiving the award, Ash said: "I am very pleased and grateful to accept the award for Employee of the Month. There have been many changes in medicine and gastroenterology in the last year and it has been very satisfying to see these modernisation projects taking shape to allow a further improved service to our patients. I would like to take this opportunity to thank my colleagues for their hard work and support during this period of transition."

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

Staff give patient care top marks!

Staff working at St Helens and Whiston hospitals have rated their own Trust as the **BEST acute Trust in Cheshire and Merseyside** in the National NHS staff survey 2014.

Staff were asked for their views on over twenty key areas which included:

"Would you recommend the Trust as a place to work?"

"Do you agree that patient care is the organisation's top priority?"

"If a friend or relative needed treatment would you be happy with the standard of care provided by the hospitals?"

"In my experience, the care offered is of a high standard and appropriate appointments are prompt. Environment is clean. Staff on the whole are courteous and caring."

The Trust received top scores for overall staff engagement, job satisfaction, effective team working and good communication between senior management and staff.

These responses resulted in the Trust being awarded the highest scores for any acute hospitals in Cheshire & Merseyside.

These latest results also support the findings in the recent Staff Friends and Family Test which started its research in June 2014. All staff who work for the Trust will be surveyed within a 12 month period however, staff from the medical and surgical care groups were the first two groups to take part.

- **Over 90% of staff in each care group said, they would recommend the Trust to friends and family if they needed care or treatment**
- **More than ¾ of staff who took the test said they would recommend the Trust to friends and family as a place to work.**

Ann Marr, Chief Executive, said:
"It is really good news that our staff feel valued in their work and that they are so proud of the care we provide at our hospitals. It is a huge tribute to our staff that they work so hard to deliver consistently high standards of care to our patients."

"It can be very challenging at times working in a busy hospital, but I believe that we are valued and listened to."



Peter Williams
Director of Corporate Services. Appointed 2006

Tell us about your career to date.

I trained in the management of facilities services, before moving through a range of operational management posts covering market-testing, planning, contracting, capital schemes and clinical services. After a short period involved in commissioning, I joined the Trust in 2001 to help project manage the strategic redevelopment project for the building of the new St Helens and Whiston hospitals.

What are your main responsibilities at the Trust?

My current responsibilities include managing the Trust estate; its buildings and utilities, and its facilities services. I hold the position of Trust Secretary, ensuring that the Trust Board and its committees run effectively. I am also responsible for a number of non-clinical services such as Health & Safety and EBME (Electro-Biomedical Engineering Department), responsible for the maintenance, repair and management of medical equipment within the Trust.

What changes have you seen over the years?

I have worked in the NHS for over 35 years, and the health service, like most organisations, has changed beyond recognition. The advancement of communications and technology has made a significant impact on the methods and standard of treatment provided to patients, and has considerably accelerated the pace at which the NHS operates.

What do you enjoy most about your job?

The variety of my job, no two days are ever the same. I am fortunate to cover some diverse topics, and work with a range of talented individuals from an array of backgrounds. I am extremely proud to be part of this Trust, with the high-quality services that we provide for our patients and our world-class buildings.

Paul Williams
Director of Operations. Appointed 2014



Paul, tell us about your previous experience.

My NHS career started right here at Whiston Hospital, as Directorate Manager within the Surgical Care Group eleven years ago. I then became a Divisional Director at University Hospitals of South Manchester NHS Foundation Trust and Chief Operating Officer at Tameside Hospital NHS Foundation Trust before I came back 'home' to Whiston Hospital 6 months ago.

What are your main areas of responsibility at the Trust?

My primary role is to ensure that all the clinical services we provide for our patients are safe, efficient and readily accessible. This is accomplished through working closely with both the operational managers and the executive team.

On a day to day basis, what is the most important aspect of your role?

My role covers a wide variety of services, all of which are striving to further develop and improve. Ensuring that they are all on track and prioritising the right things is key. One of the most important aspects of my role is to ensure that I listen to the people involved in delivering services to ensure we are doing the right thing for our patients. The test I use for how well a service is being delivered, is to ask whether I would be happy if it was provided to my mum. Whilst there are always aspects that could be improved, it is important that we don't lose sight of the everyday quality of the services we offer.

What do you enjoy most about your job?

The people I work with are fantastic to be around and are the main reason I came back to the Trust. Everyone remembers that the reason we are here is the patient and go the extra mile to ensure the care we provide is the best it can possibly be.



George Marcall
Non-executive Director. Appointed 2013

George, can you tell us about your career to date?

I have been lucky to have a very varied career working in retail, leisure, travel, food & beverages, pharmacy and IT sectors. I have worked for global companies such as Marks and Spencer, Airtours PLC and Yates PLC to name just a few. I have over 17 years' experience as a Non-executive Director including positions at Manchester City Council and Aintree University Hospital NHS Foundation Trust.

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

Working as part of a team is essential. In order to help the organisation achieve its objectives, it is crucial that everyone works together with a common aim of further improving performance and maintaining the high standards that we set ourselves.

What do you enjoy most about your work?

Every day I am at the Trust I learn something new, which is very exciting. I enjoy meeting and talking to interesting people – staff, patients and carers. Having the opportunity to make a positive difference for patients and the services provided to them is a privilege.

What is your main focus for the next year?

The clear priority is further improving the quality and safety of care for all patients. Staff at the Trust do an excellent job providing high quality services and it is important that we never become complacent and continue to strive for excellence.

Speak out Safely



The Trust is proud to support the national Speak Out Safely campaign.

This means we want every member of staff to feel able to raise concerns about unsafe or poor practice or conduct when they see it, and feel confident that their concerns will be addressed in a responsive and effective manner.

We promise that where staff identify a genuine patient safety concern, we will immediately support them, fully investigate and, if appropriate, act on their concern. We will also give them feedback detailing actions taken to resolve the issue they have raised.

We will commit to ensuring that lessons are learnt and shared across the organisation to ensure the continued safety of patients and staff.

Whether you are a permanent employee, an agency or temporary staff member, or a volunteer, please let us know when you feel something is wrong.

How to 'Speak Out Safely'

You can:

- **Speak to your line manager**
- **Contact the Human Resources Department**
- **Call the Trust's confidential raising concerns hotline: 0151 430 1777**

More information can be found in the Trust's Raising Concerns Policy and Procedure; this can be found in the Policies section of the staff intranet. The policy aims to enable all staff to raise a concern safely to the appropriate person, at an early stage.

Patient safety is our prime concern and our staff are often best placed to identify where care may be falling below the standard our patients deserve. No matter how small your concern may be, please speak out and help us to maintain high standards of care.

hello my name is...

As part of the Trust's commitment to provide compassionate care to all patients, we are proudly supporting the 'Hello my name is...' campaign.

Founded by Dr Kate Granger, a terminally ill doctor from Yorkshire, who herself had poor experiences with NHS staff not introducing themselves, the campaign aims to highlight the importance of basic communication between patients and those providing care.

Kate's campaign on social media is inspiring thousands across the country and staff here at the Trust have embraced the idea as part of our wider pledge to communicate in a kind and appropriate manner.

It is the first step in providing compassionate care to our patients and building trust. It is the little things that often make the biggest difference.

Pictures of staff displaying their 'Hello my name is...' banners have featured on our social media sites and members of Trust staff will be using the national NHS Change Day in March to spread the message and encourage others to think about how they communicate on a daily basis.

You can view our updates and connect with us on your home personal devices at the following address:

 www.facebook.com/sthknhs  [@sthknhs](https://twitter.com/sthknhs)



Leading the way for Organ Donation

Dr Paul Jeanrenaud has been appointed to the role of Clinical Lead for Organ Donation, taking over from Dr Francis Andrews, who has taken on other responsibilities as Assistant Medical Director. Paul has been employed at the Trust as a consultant in critical care and anaesthesia since 2009.

Since joining the Trust he has led on several projects including the development of simulation training in intensive care and is Chair of the Tracheostomy Steering Group that provides care to patients with tracheostomies. He is also the regional lead for the Mersey Deanery clinical education programme that prepares registrars for their final FRCA examination.

As clinical lead for organ donation he will continue the good work already in place, and fully support Clare Harrop in her role as Specialist Nurse for Organ Donation.

We all wish Paul every success and thank Francis for his exemplary service to organ donation over the years.

If you would like to find out more information about organ donation visit: www.organdonation.nhs.uk



Dr Paul Jeanrenaud,
Clinical Lead for
Organ Donation

Did you know?

- You are more likely to need a transplant than become a donor
- A donor can donate a heart, lungs, two kidneys, pancreas, liver and small bowel and can restore the sight of two people by donating their corneas.
- You can make a permanent record of your wishes by joining the NHS Organ Donor Register.
- Donors can also give bone and tissue such as skin, heart valves and tendons. Skin grafts have helped people with severe burns and bone is used in orthopaedic surgery.



organ donation

Trust at the forefront of new technology

A new highly specialised scanning machine that places the Trust at the forefront of imaging technology is now being used at Whiston Hospital.

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, thereby, 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 accepting referrals from other centres in the region.



The new scanning equipment in use at Whiston Hospital

Ann Marr, Chief Executive said: "The Trust aims to provide the highest standards of care and new technology can help us with this. The new imaging machine means that our patients will benefit from the most advanced technology available, which is only what they deserve."

New Year, New You!

This New Year, why don't you make a difference, just for you?

In December, the Health, Work and Wellbeing Department (HWWB) asked staff to make a pledge to positively change one thing that would improve their health. This could be managing stress levels, stopping smoking, increasing exercise, reducing drinking or healthy eating.

It is never too late to start and there is a wealth of help available to those who wish to make a change.

New for 2015 – Are you interested in taking up exercise? Why not join the new walking or running groups. All staff are welcome to attend. Visit the Health, Work and Wellbeing Department's pages on the staff intranet for more information.

Make a change for the better and see the change in you!

New Call Reminder Service Launched!

The Trust has launched a new telephone system that will help patients remember their hospital appointments.

The new automated service will contact patients of Whiston and St Helens hospitals to confirm the date and time of their next appointment. Patients will be asked to confirm that they will attend the appointment, and if they cannot, the appointment will be given to another patient on the waiting list. It is hoped that the reminder service will reduce the number of missed appointments and help patients to be seen quicker.

Also, as part of the new system, patients who wish to change or cancel an appointment can phone the appointments service and use the 'queue buster' option. This allows them to receive a free phone call back from a member of staff when they reach the front of the queue, without having to wait on the phone.

Ann Marr, Chief Executive, said: "We are always looking for ways to further improve the experience of our patients and the new call reminder system will help to make our services even more efficient. It is really important that patients let us know if they cannot attend the hospital. Their appointment can be rearranged and another patient on the waiting list can benefit from the free space. This allows us to maximise the time of our doctors and nurses to the fullest."



'Excellent' cancer services chosen as national role model

The Trust is delighted to be taking part in a pioneering 'buddy scheme' to help other NHS trusts in England to improve cancer patients' experience of care.



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

The Trust was identified by the recent Cancer Patient Experience Survey (CPES) as being one of the most highly rated by patients. As such, we will be mentoring Ashford and St. Peter's Hospitals NHS Foundation Trust, Surrey, over the coming months, to help them learn from what we do and improve their patients' experience of care. The buddy scheme is being run by NHS Improving Quality, the national NHS improvement organisation.

The aim of the scheme is to spread and accelerate innovative practice via peer to peer support and learning. It is hoped this will lead to a reduction in national variation in cancer patients' experiences. All the trusts involved have volunteered to take part in the improvement programme.

Ann Marr, Chief Executive, said: "We're really pleased to be part of this important project. We have a lot of respect for our buddy trust for taking part in the scheme too. It shows a real commitment to improving patients' experience of care. We're looking forward to sharing some of the work we've done at Whiston and St Helens hospitals and supporting them to try out new ways of working. I'm sure both sides will learn a lot from this experience."



11TH ANNUAL STAFF AWARDS Presentation Evening

This year's Annual Staff Awards
Presentation Evening

will take place on:

FRIDAY 3RD JULY 2015

at the Liverpool Arena

So start planning and prepare for what is to be
the biggest night of the year!

Information on how you can nominate
for each of the awards will be
distributed in March, with both
online and paper forms
available for voting.



Tickets go on sale, priced £35,
29th April 2015, from
General Office
at both hospitals.

This event is at NO cost to the NHS - It is funded through ticket sales, fundraising and generous donations from many of our partners.



It could be you!!

Trust LOTTERY

Introducing the new 'Staff Lottery'

Each week, one lucky member of staff will win an amazing prize jackpot of £500 in the all new 'Staff Lottery'. There are now more chances for you to win, with the money deposited into your bank account in just five days!

So don't delay, JOIN TODAY!

To be in with a chance of winning the 'Staff Lottery', search 'Lottery' on the staff intranet and download an application form. The draw takes place each Monday, and the lucky winner is announced via global email.

Good luck to everyone
Remember it could be you!

Winners January 2015

Week 1	Holly Floyd, Accident and Emergency Department
Week 2	Sarah Moran, Equipment Pool
Week 3	Tracey Rutland, Audiology Department
Week 4	Julie White, Intensive Care Unit

Gutsy Guys support patients in Merseyside

A patient support group, for people suffering from oesophageal and stomach cancer at Whiston and St Helens hospitals, is now so popular it is supporting people from across Merseyside.

Gutsy Guys was set up by Trust specialist nurses two years ago and is now so popular patients from other hospitals are now contacting the group for support and advice. Many members of the group have undergone surgery and chemotherapy themselves and discussing their own experiences can help other patients and offer reassurance.

The group meets at Whiston Hospital on the last Wednesday of every month, with guest speakers at each meeting, including specialist consultants and Macmillan representatives, sharing their knowledge and providing information on diagnosis and recovery.

John Pennington, Gutsy Guys Chairman, said: "Gutsy Guys is run by patients, for patients and their families. We offer support to those who are receiving treatment, but also to their family and friends who are often forgotten about. It's about raising awareness of the disease and offering support to those who need it."

Clare Aspinall, Patient Experience Manager said: "Gutsy Guys has become an invaluable support group for our patients and it is incredible that its members give up their time freely to help others in need."



(L-R) John Pennington, Group Chairman, Barbara Ashall, Lead Cancer Nurse Specialist, Bernie Smith, Group Treasurer, Shirley Critchley, Group Secretary, Claire Mather, and Gina Cave, Cancer Nurse Specialists

Trust hosts prestigious surgical course

The Education and Training Centre, Nightingale House, was the venue for a highly acclaimed orthopaedic surgical course last year.

The Trust was chosen to host an annual orthopaedic exam preparation course on behalf of the Mersey Fellowship of the Royal College of Surgeons, with consultant orthopaedic surgeons Ravi Pydisetty and Kiran Saldanha, taking lead roles in organising the prestigious event.

The Fellowship of the Royal College of Surgeons (FRCS) is a professional qualification required to practice as a senior surgeon in the United Kingdom or Ireland. The course was a chance for registrars from across the region to test their clinical skills and judgement, and engage in practical learning before their exams to complete their training before becoming consultants.

The course proved to be a tremendous success, with many members of Trust staff helping to plan and facilitate the two day course, including senior registrar, Greville Farrar and personal medical secretaries Claire Lomax and Lynn Thompson, who worked tirelessly before and throughout the event. The next generation of surgeons are surely in safe hands and with such expert guidance from the Trust's award winning and highly skilled surgical department.



Trust staff and organisers of the annual membership of the Royal College of Surgeons preparation course

History not only moves with time, but places too

Part of the old Whiston Hospital chapel is set to be rebuilt as a sod turning ceremony heralded the start of work on a new memorial building and heritage centre.



Representatives from the Trust along with community members and children from Whiston Willis Community Primary School, Halsnead Community Primary School, St Leo's and Southmead Catholic Primary School and St Edmund Arrowsmith Catholic Centre for Learning, at the sod cutting for the new chapel.

The new building, at Fox's Bank Cemetery in Whiston, will see key elements of the old Victorian chapel rebuilt, including stonework and a number of stained glass windows. The materials were preserved when the original Whiston Hospital, chapel building was dismantled in 2006.

In recent years, Whiston Initiative in Cultural Heritage (W.I.C.H) and The Friends of Fox's Bank Cemetery, have been organising events aimed at raising the £134,000 needed to build the memorial building, with BBC Radio Merseyside's Roger Phillips acting as President and Councillor David Williams as Vice President.

As well as providing a place for quiet reflection for those visiting the cemetery, the memorial building will also feature a heritage exhibition. Work to clear the site has been completed and Vinci Construction, the company who built the new Whiston and St Helens hospitals, is supporting the project by managing the build which has now started.

Campaigners are still working towards their target and have appealed to local businesses to support the project which will preserve a vital part of Whiston Heritage.

If you are willing to support the memorial building please contact the group on 07805 028581 or email: wichfoxsbank@gmail.com

Ben achieves scientist status

Ben Swift, Mortuary and Bereavement Services Manager, has become the first Anatomical Pathology Technologist (APT) to become a registered scientist in the UK.

Ben has over 15 years' experience as an APT with an extensive working background in forensic and hospital post-mortems.

The status had been awarded after Ben joined the Institute of Biomedical Sciences (IBMS), which helps members develop their careers and scientific knowledge, and provides personal and professional support.

Ben said "I'm very proud to become a registered scientist. Professional development is a passion of mine and I would encourage and support other APT's to complete their continuing professional development activities."



Ben Swift, Mortuary and Bereavement Services Manager

Riddle corner answers
(from back page)
1. A heart, 2. A towel, 3. Your breath
4. A stamp, 5. The letter 'e', 6. A cold

Donations grow for the Burney Breast Unit



Julie Dickinson, President, The Inner Wheel Club of St Helens, (centre) with club member Barbara Skepper (holding cheque, right) and staff from the Burney Breast Unit, St Helens Hospital

The Inner Wheel Club of St Helens has made a generous donation of over £400 to the Burney Breast Unit, St Helens Hospital, to thank staff for the care received by their club President.

Retired school teacher, Julie Dickinson, received treatment at Whiston and St Helens hospitals after being diagnosed with breast cancer in 2008.

The club held a garden party and sold plants to raise the money to donate to the unit. Each year, The Inner Wheel Club of St Helens, make a donation to breast cancer charities, as well as raising funds for overseas and local charities.

Julie said: "This is our way of saying thank you for the care I received and hope it benefits other ladies that may need treatment in the future."

Miss Leena Chagla, Consultant Surgeon and Lead Clinician Breast Services, said: "I would like to thank Julie and all of the members of The Inner Wheel Club, for their kind generosity. Money donated to the unit allows us to buy new equipment over and above that provided by the NHS and helps to further improve the unit's environment for the benefit of patients."

Knit and natter for Stroke Services

The Burscough Knit and Natter Group have generously donated £1,000 to Stroke Services at Whiston Hospital.

The group, who meet every Friday afternoon in Burscough Library, raised funds for the hospital as a way of giving back to the services that have helped family members of the group.

Each week the ladies get together to learn new skills, swap patterns and ideas, and make new friends. They then sell their products such as baby blankets, hats and cardigans, winter warming scarves and hats for adults, and even tissue box covers and dolls clothing.

All proceeds are donated to charity, with the group covering the cost of the wool out of their own money. Members of the group visited the hospital to present their £1,000 cheque and set up a stall in the main entrance to sell their high quality goods to patients, visitors and staff.

Andrew Hill, Consultant Stroke Physician said: "I would like to sincerely thank the members of the Burscough Knit and Natter Group for their wonderful donation. The money will help patients and families who may need our services in the future."



Burscough Knit and Natter Group members, Ruth Nayler and Sylvia Todd (holding cheque L-R) and staff from the Stroke Unit, Whiston Hospital

Julie outsmarts the rest!

PALS Officer, Julie Lynan, has become a fundraising 'smartie' pants after raising over £5,000 by filling Smarties tubes with 20p pieces.

Affectionately known as 'Jules Tubes', the idea came about when Julie, who has worked for the Trust for over 14 years, was looking for an original way of raising money. Diagnosed with breast cancer two years ago, Julie was treated at both St Helens and Whiston hospitals, and wanted to give something back to the Trust for the outstanding care she received.

Supported by family and friends, Julie has by far exceeded her original target of £1,250 and has been overwhelmed by the amount of support she has received from colleagues across the Trust.

Julie said: "I would like to thank everyone for helping me to raise such a wonderful amount of money for the Burney Breast Unit, St Helens Hospital.

Many people got involved, some filling the tubes with £1 coins and euros as well as 20p pieces, and even growing pink 'movember' moustaches in aid of 'Jules Tubes'. It was a great team effort and I couldn't have done it without everyone's generous support."



Julie Lynan, (2nd left) with staff from the Burney Breast Unit



Christmas 2014

The Trust would like to offer its sincere thanks to all those who generously donated gifts and presents for our patients at Christmas. Also, thank you to those who kindly gave their time to visit our patients and spread festive cheer on the wards. The thoughtfulness of those who think of others cannot be underestimated and on behalf of the patients, their families and our staff, we would like to thank you all.

Thank you for your generosity:



The Trust's Christmas Jumper Day raised over £1,000 to buy presents for patients on Christmas Day. (Left) Members of the Trust's Executive Team and Executive PAs in their Christmas Jumpers.

Also, staff in the Southport Pathology Office took part in the 'Save the Children' Christmas Jumper Day raising funds for the charity.



The Lilac Centre Choir sang around the Christmas tree at Whiston Hospital and in the Lilac Centre, St Helens Hospital.



Robins Lane Community Primary School and Whiston Willis Community Primary School joined the Trust at its annual Christmas Carol Services in St Helens and Whiston hospitals.



Oakdene Community Primary School performed in the main entrance at Whiston Hospital, wowing the audience with their mix of festive hits.



Each year, Paul Cole and Julie Burton, buy toys and gifts to bring a smile to the faces of those children in hospital over the Christmas period.



Mecca Bingo, St Helens, donated £500 worth of presents from their members.



Your Housing Group, Merseyside, donated arts & crafts, toys and selection boxes.



Homebase Call Centre, Widnes, generously donated gifts and toys.



Vinci Construction visited the elderly and children's wards with Santa to bring chocolates and selection boxes for patients.



Rainhill Rotary Club created an enchanting Christmas grotto in the main reception of Whiston Hospital raising money for the Department of Medicine for Older People.



Herbert of Liverpool, the Trust's Ambassador of Dignity in Care, visited the Department of Medicine for Older People, and the Accident and Emergency Department, bringing festive cheer and gifts to those who were ill over Christmas.

St Helens Rugby League Football Club (Saints) made their annual visit to Whiston Hospital to spread Christmas cheer to patients on the elderly and children's wards.



Youngsters **Archie and Spencer Smith Underwood**, aged 4, played Santa by bringing sacks of toys for the children who were cared for over the festive period.



Jennifer and Simon Ellis, Widnes, generously donated Christmas bibs to the maternity services and Special Care Baby Unit.



Christopher Lamb, along with his family, friends and people from all over the world joined together for what has now become an annual tradition of donating

chocolate oranges for staff across the Trust.



John and David Clarke, local residents from Sutton, St Helens, donated hundreds of pounds worth of toys to the children's wards.

Nicola Davies and Liam Murphy, local Widnes residents, donated selection boxes for the children's wards.



Leon 19 Boxing Club, Rainhill, donated arts, crafts and games to be used all year round by children who need care at Whiston Hospital.



The Trust's **Palliative Care Team** generously donated toys for children receiving treatment at Whiston Hospital over the Christmas period.

The pantomime cast of **St Helens Theatre Royal**, including **Linda Nolan, Kurtis Stacey, Claire Simonsen, Abby Mavers, Simon Foster** and Theatre Manager, **Chantelle Nolan**, all brought that extra festive sparkle and magic to the children's wards.



Each year **Delta Taxis** generously donate hundreds of gift bags bursting with toys to the children performing at our carol services.



Last but by no means least, a big thank you to **Everton Football Club**. As part of their Blue Hero initiative, the club surprised some staff from the Trust with an experience of a lifetime. Recognising them as 'Blue Heroes', four members of staff, Sarah Southern, Paediatric Nurse, Susan Armstrong, Midwife, Julie Parr, Macmillan Manager and Paul Lawrence, Healthcare Assistant, were all invited to Goodison Park for a stadium tour and a meeting with blues boss, Roberto Martinez.



Local teenagers, taking part in the **National Citizenship Programme** visited the children's wards as part

of their social action programme, donating toys, games and posters.

The club also sent legends **Ian Snoddin, Graeme Sharp** and **Graham Stuart** to visit the children and young people's wards handing out toys, puzzles and making the children feel very special.



TrustFord – the new name for Polar Ford

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WE BUY BIGGER SO YOU BUY BETTER

The Largest Mobility Super Store In The North West



The St Helens Mobility Superstore benefits from being part of the largest mobility retail operation in the UK. We hold a comprehensive range of products, and NHS prescription equipment can be delivered to your clients seven days a week by DBS checked staff.

We have a dedicated room for NHS prescription equipment. This room is available, at no cost, to health professionals to carry out private consultations with clients if required.

Our staff are trained in all aspects of product knowledge, and many have a background in the care industry. Our engineers are able to service and repair mobility scooters, wheelchairs and stairlifts. They can install new or reconditioned stairlifts often on the same day if required.

In addition to mobility aids we carry a large range of continence care items to cover every need, including bed and seat pads, bed pans and urinals, continence pads, disposable briefs and all-in-ones.



OPEN 7 DAYS A WEEK

Weekdays & Saturday 9.00am to 5.30pm,

Sundays 11.00am to 4.00pm

Tel : 01744 453 038

9 Eccleston Street,
St Helens, WA10 2PG

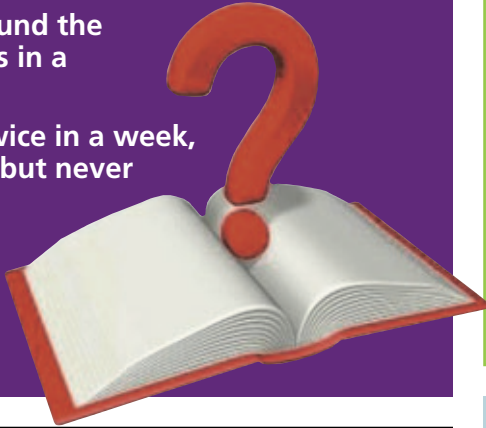
Find us just off the A58, 2 mins
from ASDA.

Continence Care : Mobility Scooters : Power Chairs : Kitchen Aids : Furniture Raisers
Riser Recliner Chairs : Toilet & Bathing : Beds : Wheelchairs : Dining Aids : Tables
Arthritis Care : Walking Frames : Slippers & Shoes : Dressing Accessories



Riddle Corner

1. What can you break without touching it?
2. What gets wetter and wetter the more it dries?
3. What can you hold without your hands?
4. What goes around the world but stays in a corner?
5. What occurs twice in a week, once in a year, but never in a day?
6. What can you catch but not throw?



Answers on page 10

Did you know?



- There are around 1,200,000 optic fibres in the human eye
- Humans have the ability to differentiate about 10, 000 odours
- The sense of taste is the weakest of the five senses
- The human ears can hear in the frequency of 1,000 to 50, 000 hertz
- There are around 100 touch receptors in each of our fingertips

IT Operations Help Desk
(0151) 676 5678
ithelpdesk@sthk.nhs.uk

Switchboard 0
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

Let's get TV quizzical



Win a one day leisure pass for the Village Health & Fitness, Whiston, by answering the following questions.

email: lynsey.thomas@sthk.nhs.uk with your answers and 5 winners will be randomly selected.

1. In which television programme was "I don't believe it" a catchphrase?
2. What was the surname of Del Boy and Rodney in Only Fools and Horses?
3. Fox Mulder and Dana Scully were the main characters in which television series?
4. Played by Hugh Laurie, who is Chief of Diagnostic Medicine at Princeton-Plainsboro Teaching Hospital?
5. Which long-running Australian series is set in Summer Bay?



Staff News 'n' Views

Next Issue: April 2015

Many thanks to everyone who has been involved in producing this edition, if you would like to contribute to future editions please contact:

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lynsey.thomas@sthk.nhs.uk

The deadline for submissions for the next News 'n' Views is 31st March 2015.

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St Helens & Knowsley Teaching Hospitals NHS Trust

