

# Delivering 5 star patient care in 2015/16



# Start of Year Conference 2015



*Ann Marr, Chief Executive, delivers her presentation*

**At this year's Start of Year Conference, a review of activity within the hospitals in the past year highlighted the excellent standards of care provided to patients, in what was the busiest year in the Trust's history.**

Ann Marr, Chief Executive, presented the Trust's performance and achievements from 2014/15 in front of a packed crowd of almost 200 hundred staff in Nightingale House. She spoke of the increase in demand for hospital services, including more patients than ever before attending the Accident and Emergency Department, an increase in the number of births, emergency admissions and overall referrals.

Ann also discussed the financial deficit that the Trust has reported for the first time during her time as Chief Executive. She explained that this is due to a number of factors including: the increased demand for services, impact of cuts in social services, a reduction in income, investment in staffing levels and cost of agency staff.

The conference also marks the launch of the annual Trust Objectives. Each year, the Trust sets out the key targets to achieve its ultimate goal, "5-star patient care".

This year's objectives continue to focus on standards that will enrich the patient experience whilst delivering care that is consistently high quality and safe and effective, whilst meeting national and local performance targets.

During her presentation, Ann also highlighted significant achievements throughout the year. These included being named 'Best in the NHS' by patients for the care and environment provided; being ranked 4th in country for cancer care - top in the North West, and being named in the top 100 NHS employers across the country.

This year's Trust Objectives 2015 - 2016 were handed out at the event and have been distributed to all wards and departments for display on notice boards. They can also be found on the staff intranet site under 'About us', or for a hard copy please contact ext. 2505.



*Staff gather in Nightingale House, Whiston Hospital*

## Trust Objectives 2015-2016

This year's Trust objectives set out to help us achieve our goal:  
"5-star patient care"





# Leading NHS commentator Roy Lilley visits the Trust

Roy Lilley is a leading NHS writer, broadcaster and commentator who has twice been voted top UK speaker on NHS topics.

Roy was invited to the Trust to speak at the Start of Year Conference and took the opportunity to tour Whiston Hospital whilst he was here. During his time in the hospital, Roy visited surgical wards as well as the Accident and Emergency Department, spoke with staff on duty and heard about the initiatives and systems within the department employed to help with the ever increasing demand on services.

It was then onto the main business of the day, as Roy joined staff from across the Trust at the Start of Year Conference. Following Ann's presentation, a short movie was shown that featured staff and patients relating why they believe Whiston and St Helens hospitals are so special, and how there is a feeling of family across the Trust, which promotes a caring and friendly atmosphere for patients and staff alike.

Roy took to the stage and spoke warmly of his tour of the hospital and how impressed he was with the staff and environment. Roy said: "This is one of the happiest places I have been to. Everybody has a smile, if you could bottle it and send it around the country the NHS would be better for it."

During his presentation, Roy spoke of the changing climate within the NHS and the uncertainty that will remain until after the General Election in May. He spoke of how everyone in the NHS is well used to 'change', but it is how you deal with those changes that will determine how successful you can be. He encouraged everyone to follow his 'three Bs' plan to help the Trust continue to provide the very best care for patients:



*Ann Marr, Chief Executive, with Roy Lilley*



*Roy Lilley had the audience captivated with his energetic presentation*

- **Be ready** – for what may happen after the General Election and how the landscape of the NHS may change in coming years
- **Be open** – to new ideas and innovation. Doing things differently can open up ways to create efficiencies and ease pressure
- **Bring yourself to work** - the most important people in any hospital are the staff. Be the best that you can be. If it is good enough for your family and friends, then it will be good enough for everyone.

Roy ended his presentation by thanking everyone for their warm hospitality and congratulating the Trust for its positive approach to enriching the patient experience.

***This year's Trust Objectives are now being distributed across both hospitals***



**Neil Darvill**  
Director of Informatics. Appointed 2004

### Neil, tell us about your career?

I have over 30 years' experience in informatics including areas such as procurement, contract negotiation, clinical governance and IT and information services. I joined the NHS from the private sector in 1992, when I became Head of Information Management at Kettering General Hospital. Following this, I had a spell at Blackpool and then my first Director post at the Royal Liverpool and Broadgreen University Hospitals NHS Trust. I then joined this Trust as Director in 2004.

### What are your main responsibilities at the Trust?

My main responsibility is to lead and develop an effective Health Informatics Service for the Trust and the wider health economy. To ensure that the informatics team supports the organisation's vision to be one of the best healthcare trusts in the country, leading informatics development to encourage fast-moving, modern healthcare delivery with the patient at the centre.

### Why is Informatics so important in the NHS?

Health informatics is one of the fastest growing areas within healthcare. To put it simply, health informatics is about getting the right information to the right person at the right time, but of course it is far more complicated than that. It is critical that the delivery of information to healthcare professionals is timely, accurate and reliable so that they can deliver the most appropriate care.

### What about the future?

We have implemented a number of major projects for the Trust that we are also now able to supply to other NHS organisations. This includes the electronic documentation management system and electronic order and results; we have also worked closely with clinicians here at the Trust to develop mobile applications. With this new technology, we can help our clinical staff deliver our vision of 5 star patient care and in turn place the Trust at the forefront of health information technology.

**Ian Stewardson**  
Director of Modernisation. Appointed 2003



### Ian, tell us about your career to date.

In the late 1970s, I trained at Winwick Hospital as a mental health nurse, eventually becoming a community psychiatric nurse. Here, I learnt a lot about the need to integrate hospital and community services and was able to understand the real meaning of patient and family centred care pathways. Having spent a brief period in child and family psychiatry, I moved to Liverpool to manage inpatient mental health and then acute secondary care services. I joined the Trust as Director of Operations in 2003.

### What does your role as Director of Modernisation involve?

The role is wide ranging and varied which is what makes it enjoyable. I have worked with many of the clinical teams within the Trust to review and improve systems and processes and also work with the commissioners to try to develop new clinical pathways between primary and secondary care. This can be challenging but when we get it right it can be very rewarding.

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

There are a lot of things that I am proud of, but it would be hard to beat the planning and opening of our two new hospitals. It was a once in a career type project.

### So what are your main aims for the future?

Our national health and social care systems are still striving to deliver fully integrated care pathways. This is a particular problem when thinking about services for older people or those with long term conditions. Many of these people still access care via the emergency route because there just aren't enough alternatives available to them. Our aim must be, along with our partners, to continue to make improvements in this area, and make a real difference to our local population.



**Su Rai**  
Non-Executive Director, Appointed 2012

### Su, tell us about your career to date?

I am a Chartered Accountant and have worked in practice for about 20 years with a number of national accountancy practices, before establishing my own firm five years ago. I have worked with many organisations both in the private and public sectors. I thrive on the continuous challenges that these organisations present whether it is as a result of economic and legal changes or their simple desire to grow. Strong financial management can be the key to success for many organisations.

### What are your main responsibilities at the Trust?

I am Chair of the Audit Committee and also sit on a number of other sub committees of the main Trust Board. As the Chair of the Audit Committee, one of my key roles is to ensure that the Trust's financial and clinical governance structures continue to remain strong in light of the changing health economy and the changing needs of our patients.

### What is the most important in your role as Non-Executive Director?

Being part of a Board that sets a strategy to deliver the best health services possible to our local communities and ensuring that the Trust continues to maintain its excellent clinical performance. It is important that the Board lead and inspire our fantastic workforce to deliver to the best of their abilities every day.

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

To spend more time with staff and patients, learning about their experiences at St Helens and Whiston hospitals and using this knowledge to influence further improvements in patient care.



## David Graham

Non-Executive Director. Appointed 2014



### David, this isn't the first time you have worked at the Trust, can you tell us about your career to date?

I qualified as a doctor in 1977 and trained as a junior doctor in a number of Merseyside hospitals including posts at Whiston and St Helens hospitals. I became consultant in general medicine and respiratory medicine here at the Trust in 1991, where I worked until I became Postgraduate Dean in 1999 until I retired in 2014. I also became Dean of the Medical School at the University of Liverpool from 2008, till 2012.

### What are your main responsibilities at the Trust?

My main responsibility will be as Chair of the Trust's Quality Committee. I am particularly interested in the continued delivery of high quality care for our patients, with patient safety being paramount. I am also interested in the on-going development and education of our medical workforce.

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

Being around people and patients every day.

### Why did you choose to return to the Trust as Non-Executive Director?

I greatly enjoyed my time as a doctor and consultant at the Trust and when the opportunity arose to return as a Non-Executive Director it was something that I was keen to do. I am very much looking forward to working as part of a team that puts the patient experience at the heart of all we do providing high levels of safe care.

## Patient Power

### Focusing on Discharge

The latest Patient Power focus group took place in March, with a topic of discharge planning for patients needing one or more nights in hospital.

Patients, staff and community health forum representatives joined together to discuss the Trust's on-going review of patient discharges, what we do well and how it can be improved. Jane Marino, Directorate Manager for Patient Flow, spoke to the group about the Trust's continued work to further improve patient experience and how a delayed discharge can leave a patient with a negative view of the hospital, even though the care received may be of the highest standard.



Jane Marino, Directorate Manager for Patient Flow, presents at the Patient Power group

As part of her presentation, Jane discussed the various steps needed to ensure a safe and timely discharge from hospital, and how planning to go home begins as soon as a patient is admitted to hospital. She also spoke of the different reasons a delay may occur, whether that be due to a patient's home environment not being suitable for their on-going needs, the need for home adaptations, social service delays, the need for medication when they go home, or organising suitable transportation. She also made the group aware of a new policy that is being introduced across hospitals in Merseyside which involves patients being given a letter on admission which explains the importance of discharge planning. It also states that it may be necessary for patients to move to an alternative bed to wait for their discharge to be planned safely. This process will initially be trialled on the medical wards within the Trust.



Patients and staff in the Patient Power group forum

Patients also took the opportunity to discuss their own experiences and Jane would welcome any feedback regarding this new process which she can include in the evaluation later in the year.

Please contact: [jane.marino@sthk.nhs.uk](mailto:jane.marino@sthk.nhs.uk)

## Patient Comments

*Just wanted to say a great big thank you to all the staff on Ward 3E, Whiston Hospital. Every member of staff from nurses, student nurses, healthcare assistants and doctors have been fabulous. Every one introduced themselves following the "hello my name is..." campaign and treated me with lovely bedside manners. I would be very grateful if you could pass this on and please tell their staff to keep doing such great work, it does not go unnoticed!*

*I was slightly nervous on the day I was admitted to St Helens Hospital, I had no need to worry. The whole process was handled in a welcoming and professional manner, and I was very impressed with the high standards. The entire team seemed to work as one unit, and without exception, all staff seemed genuine and friendly. The communication of everything that was happening was thorough and that helped me to relax throughout the whole process. A great team, thank you to everyone. If this was Tripadvisor you would get a 5!*

# Midwife in a million

Our fantastic midwife, Joanne Price, has won the prestigious Johnson's Baby Mums' Midwife of the Year Award 2015 for the North England region, part of the Royal College of Midwives (RCM) Annual Midwifery Awards.



*Joanne Price, Northern Midwife of the Year, with new mum Lindsey Gaskell and baby Violet.*

Nominated by proud new mum Lindsey Gaskell, Joanne delivered exceptional care and went that extra mile before, during and after the birth of Lindsey's daughter Violet in April 2014.

Lindsey was pregnant with her first child when she developed complications with her breathing and was rushed to Whiston Hospital.

Lindsey explained: "Joanne was immediately hands on, explaining every process and every test, taking her time to comfort me. After the birth Joanne put baby Violet onto my chest as soon as she was able to, encouraging our bonding, which was a huge help when it came to the first breast feed. Joanne was very supportive and caring, but most importantly she was fun and made the experience enjoyable. She spent her whole shift with me and even came back the following day to support me further. The care she gave to me and my new baby was exceptional."

Joanne commented: "Becoming a parent is an exciting time, I'm just happy I was able to provide the support needed to make Lindsey's experience a special one. I'm thrilled to have won this award and I hope it helps to highlight the fantastic work being done within the Maternity Department at Whiston Hospital."

## Employee of the Month

### January 2015 Lauren Hudson

Advanced Nurse Practitioner,  
Acute Medical Unit (AMU)

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

Lauren has worked for the Trust for just over a year and has been a key part of the team supporting the Acute Medical Unit and emergency flow across the hospital, particularly over the pressured winter period. In his nomination, Steve said: "Lauren consistently performs over and above expected levels and embraces any difficult challenge or situation in a positive, enthusiastic and assuring manner. She is a great team player and an absolute asset to the Trust. Lauren always has a smile on her face and is a great support to her colleagues. She is a caring, inspirational and motivational member of staff who, alongside many other frontline staff, truly goes the extra mile to look after our patients." Receiving her award, Lauren said: "I am very honoured to receive this award. I am just one person in a fantastic team who all go above and beyond to deliver the very best care to our patients. I am proud to be a part of such a great team. I would like to thank all of my colleagues for their support."



### February 2015 Edna Monks

Housekeeper, Ward 1E,  
Coronary Care Unit

*Nominated by Sharon McDowell,  
Sister, Coronary Care Unit*

Edna has worked for the Trust for over 21 years and goes above and beyond the call of duty on a daily basis.

In her nomination, Sharon said: "She is hardworking, highly efficient and is well loved by both staff and patients on the unit. Patients always pass comment on how hardworking and friendly she is. To assist with patient flow from A&E and the wards, Edna makes sure that beds are cleaned and prepared for the next patient coming in as soon as possible. Her personality reflects on all staff and patients as she is always happy and bubbly in her work."

Following her award presentation, Edna said: "I am extremely honoured and very proud to receive this award. I love helping the nurses and in turn making a difference to patients and their families. I am part of a bigger team who work exceptionally hard to make sure that patients receive the very best whilst they are with us on the unit and I would like to accept this award on behalf of them all."



*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 Pryde, Executive PA, on ext: 1175 or email: [employeeofthemonth@sthk.nhs.uk](mailto:employeeofthemonth@sthk.nhs.uk)*



# Long Service Awards



*Award winners with Ann Marr, Chief Executive (far left) and Richard Fraser, Chairman (far right) outside Knowsley Hall.*

The Long Service Awards are held each year to celebrate the remarkable loyalty of staff who have given 25 and 40 years continuous service at the Trust.



*Award winners and guests gather for afternoon tea*

ceremony thanking everyone for their attendance and echoed Ann's thanks to staff for their dedication to the Trust and the patients we serve.

In total, the award winners have achieved a staggering 1,975 years' service in the NHS. Following the ceremony, the traditional group photograph was taken on the grand front steps of Knowsley Hall and afternoon tea was served in the State Dining Room, as members of the Trust Board, family and friends gathered to celebrate the careers of some truly remarkable people.

The Trust would like to thank Medirest for their generous donation towards the event.



# Recipients of the 25 Years' Service Award

**Karen Arnold**  
Cost Accountant, Finance

**Jill Atherton**  
Cancer Service Co-ordinator,  
Burney Breast Unit

**Wendy Baker**  
Healthcare Assistant,  
Burns and Plastic Surgery

**Vanessa Baron**  
Personal Medical Secretary,  
Burns and Plastic Surgery

**Paul Andrew Bellard**  
Porter, Medirest

**Lindsey Bond**  
Biomedical Scientist, Southport Pathology

**Dr Mark Brookes**  
Hospital Practitioner, Dermatology

**Anthony Brooks**  
Anatomical Pathology Technician

**Irene Case**  
Discharge Co-ordinator,  
Integrated Discharge Team

**Nicola Conboy**  
Staff Nurse, General Surgery

**Jacquie Connolly**  
Manager, Audiology

**Barbara Crombleholme**  
Medical Laboratory Assistant,  
Southport Pathology

**Julie Cunnah**  
Healthcare Assistant, Gynaecology

**Jennie Daniels**  
Appointments Supervisor,  
Patient Booking Services

**Lynn Darwin**  
Sister, Burns and Plastic Surgery

**Eric Davies**  
Driver, Medirest

**Lesley Derbyshire**  
Midwife, Community Midwifery Services

**Jan Eccles**  
Catering Assistant, Medirest

**Gill Eddleston**  
Deputy Chief Pharmacy Technician, Pharmacy

**Glenda Ellison**  
Personal Medical Secretary,  
Paediatric Department

**Wayne Evans**  
System Development Accountant, Finance

**Susan Forshaw**  
Healthcare Assistant,  
Department of Medicine for Older People

**Angela Forshaw**  
Healthcare Assistant, Sterile Services

**Pat Gilbert**  
Senior Healthcare Assistant, General Surgery

**Christine Anne Gorman**  
Medical Secretary, Surgical Care

**Sarah Graham**  
Consultant,  
Accident and Emergency Department

**Julie Guy**  
Biomedical Scientist, Southport Pathology

**Lyndsay Hamlet**  
Ward Manager, Surgical Care

**John E. Heaton**  
Senior Medical Photographer, Medical  
Photography

**Tracy Henshall**  
Staff Nurse, Sanderson Suite

**Fiona Heyes**  
Lead Radiographer,  
St Helens Radiography

**Rachel Hodge**  
Staff Nurse, Pre-Operative Clinic

**Jane Anne Jackson**  
Diabetes Nurse, Diabetes Centre

**Jayne Jones**  
Medical Laboratory Assistant,  
Southport Pathology

**Lorraine Jones**  
Medical Laboratory Assistant,  
Southport Pathology

**Catherine Kilshaw**  
Nursery Nurse, Outpatients Department

**Michelle Knockton**  
Staff Nurse, Operating Theatres

**Karen Littler**  
Healthcare Assistant, Cardiology

**Mark Llewellyn**  
Charge Nurse,  
Intensive Care/High Dependency Unit

**Tracy Lomax**  
Domestic Assistant, Medirest

**Caroline Lyon**  
Nurse Specialist, Cardiology

**Linda Mather**  
Receptionist,  
Accident and Emergency Department

**Carol Matthews**  
Sister,  
Department of Medicine for Older People

**Deborah Moses**  
Highly Specialised Physiologist,  
Cardio-Respiratory Unit

**Joanne Oluyombo**  
Sister,  
Department of Medicine for Older People

**Gwen Pantak**  
Directorate Manager, General Surgery

**Deborah Parsonage**  
Catering Assistant, Medirest

**Christine Pennington**  
Nurse Specialist,  
Department of Medicine for Older People

**Steven Roberts**  
Porter, Medirest

**Lara Roberts**  
Personal Medical Secretary, Ophthalmology

**Janet Rowen**  
Staff Nurse, Paediatric Department

**Christine Selby**  
Medical Secretary, Southport Pathology

**Kathleen Stephenson**  
Healthcare Assistant,  
Maternity Outpatients Department

**Andy Taylor**  
Senior Biomedical Scientist,  
Southport Pathology

**Catherine Thomas**  
Catering Assistant, Medirest

**Sara Thompson**  
Trauma Co-ordinator, Orthopaedics

**Helen Thornton**  
Nurse Specialist, Paediatric Department

**Kathryn Titherington**  
Team Leader, Operating Theatres

**Ann Carol Tyrrell**  
Child Health Records Manager, Informatics

**Alison Walker**  
Operational Site Manager, Whiston Hospital

**John Williams**  
Porter, Medirest

**Patricia Williams**  
Staff Nurse, Coronary Care Unit

**Adele Williams**  
Payroll Officer, Pay & Staff Services



## Recipients of the 40 Years' Service Award

**Susan Barr**  
Medical Secretary, Health Work and  
Wellbeing

**Pat Brown**  
Data Quality Officer, Informatics

**Yvonne Collins**  
Healthcare Assistant, Intensive Care/High  
Dependency Unit

**Janice Anita Davies**  
Senior Monitoring Officer, Contract &  
Facilities Management

**Carol Dawson**  
Nurse Specialist, Cancer Services

**Jeanette Angela Dyer**  
Staff Nurse, Surgical Care

**Cathy Ledsham**  
Healthcare Assistant, Maternity Department

**Thelma Stott**  
Healthcare Assistant, Department of  
Medicine for Older People

**Barbara Taylor**  
Administration Services Co-ordinator,  
Pathology

**Paul Yates**  
Porter, Medirest





# Taking time to talk and listen

The Trust is always keen to hear the views of staff on a range of issues that affect them.

For a number of years, one of the ways the Trust has done this is by offering staff at all levels the opportunity to meet with the Chief Executive and Non-Executive Directors to discuss their working lives, listen to their feedback and ask for suggestions on how to further improve patient and staff experience.

These informal 'Team Talks' offer a useful learning exercise for senior managers and are a great opportunity for staff from across the hospitals to talk about their experience of working for the Trust. These discussions have led to a number of changes including a review of the patient appointment reminder process and changes to the shuttle-bus arrangements at St Helens Hospital.

New to the Trust are the 'Little Big Conversation' workshops. These workshops focus on one service area or business of the Trust and will be an open forum for those attending to gather their collective knowledge, share ideas and insights, and gain a deeper understanding of the subject and the issues involved.



*Richard Fraser, Trust Chairman, talks to staff at a Team Talk lunch*

This is about bringing staff together, listening to their ideas for improvement and empowering them to take action. It puts staff at the centre of decision-making by getting them to identify any issues that may prevent them from providing the best possible care to patients.

A 'Big Conversation' was successfully used to kick start some ideas in support of the Medicine Redesign Programme and the introduction of seven day working. Around 80 staff from across the Trust had the opportunity to talk openly about the challenges and offer suggestions and solutions to some of these issues. As the round-table discussions progressed, it was clear that staff had lots of ideas about how to make further improvements and these ideas were taken on board and progressed as the redesign programme continued.

## Your chance to get involved

### Team Talks

Team Talks will take place on the following dates:

**6th May 2015**

**23rd June 2015**

**22nd July 2015**

**9th September 2015**

**6th November 2015**

If you want to take part, please let your manager know. Managers can nominate staff to attend by contacting: **Wendy Harrison, Senior HR Administrator, 0151 290 4137**



*Staff at a Team Talk lunch with Ian Stewardson, Director of Modernisation*

### Little Big Conversations

The Trust will be holding the following Little Big Conversations:

**19th June 2015, topic 'Speaking out Safely'**

**22nd June 2015, topic 'Realising the Trust Values'**

A selection of staff will be formally invited to attend representing a wide range of services, and professional groups at all levels. Please keep your eyes open for your invite.

# New Look Service for St Helens Pre-op Assessment Department

The Trust's Pre-operative Department (OPD), based at St Helens Hospital, have successfully completed the first part of a service re-design.

After a detailed assessment and action plan, the service has achieved:

- An overall increase of approximately 100 pre op slots per week with sufficient capacity to provide appointments within recommended timescales.
- Efficient slot utilisation, reducing delays in the patient pathway and improving the patient journey.
- A sustainable workforce with development opportunities.
- A comparable service cost when benchmarked.

Following its success, work is now continuing and the team also plan to develop a 'walk in' pre-op service for patients to have their assessment immediately following their listing at an OPD clinic.



*The Pre-operative Department, St Helens Hospital*

## A jolly good fellow!

Newly appointed consultant, Tamara Kiernan, has won the Liverpool and North West Surgical Society registrar prize for her work as Oncoplastic Fellow for Merseyside.

Tamara was judged to have given the best presentation out of all of the higher surgical trainees for her work on a new test for breast cancer patients that can estimate how likely it is that cancer can recur. The test also gives information on how beneficial chemotherapy would be to patients following surgery.



*Tamara receiving her award*

***Congratulations Tamara!***

## Winner of 'Let's get TV quizzical' competition

Thank you to everyone who took part in the 'Let's get TV quizzical' competition in the last edition. The below winners correctly answered the following questions:



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

**The winners are:**

Dave Brown, Senior Clinical Coder  
Julie Wainwright, Admissions Clerk  
Peter Smith, Macmillan Cancer Information Assistant



# Making connections

As the Trust continues to widen its communications to include various social media channels, Ann Marr, Chief Executive, has launched her own personal blog and has invited staff and members of the public to 'Ask Ann' any questions they may have about the organisation.

One of the first to get in touch was Michael Egan, Money Advice Advisor, St Helens Citizens Advice Bureau, who contacted Ann to highlight his outreach service at St Helens and Whiston hospitals. The service is for the benefit of both patients and staff, with Michael offering free and confidential advice on the financial support that may be available to them and provides information about charities offering free grants towards utility bills and household goods.

Michael holds clinics at:

**Macmillan Cancer Support Unit, St Helens Hospital, every Wednesday 9.30am to 4pm**

**Patient Advice and Liaison Office, Whiston Hospital, every Thursday 9.30am to 4pm**

Ann Marr, Chief Executive said: "I was really pleased Michael got in touch to further highlight the invaluable service that he provides to both patients and staff. People are often so busy with their daily lives that they are unaware of the help that is available to them, particularly patients who may need extra help if they are experiencing a prolonged period of illness. It is so important to know that there is help available and the Citizens Advice Bureau is there to help in any way they can and make life just a little bit easier for those who need it."

If you would like to 'Ask Ann', email: [askann@sthk.nhs.uk](mailto:askann@sthk.nhs.uk)  
To view the latest Chief Executive's Blog, visit the homepage of the Trust website, or the staff intranet.



## First in the UK for new diabetes pump

The Trust is the first in the UK to offer diabetes patients a brand new style of insulin pump which sets out to improve their quality of life.



*Back row (L-R) Sister Nicola Collins and Suzanne Keigan, Diabetes Research Nurse with patients Haley and Danielle Broley. Front row (L-R) patients Ryan Martin and Joanna Gilmore*

The new pump features innovative technology to more closely mimic the way a healthy pancreas delivers basal insulin to the body. It gives patients more control and is proving particularly beneficial to those who have problems with hypoglycaemia.

The device features revolutionary SmartGuard® technology which can predict when a patient is approaching low glucose levels 30 minutes in advance and will automatically stop insulin delivery. When glucose levels recover the pump will automatically resume insulin delivery.

Niall Furlong, Consultant Physician & Diabetologist, said: "This is cutting edge technology and we are delighted to offer the very latest diabetes management tools to our patients. This clever pump has taken diabetes care one step closer to the artificial pancreas."

Ryan Martin is just 18 years old and was one of the first patients to be fitted with the device, Ryan said: "I love sport but I've always worried about how it can affect my insulin levels. The new insulin pump has made a massive difference because now I have the freedom and confidence to lead an active lifestyle just like any other 18 year old."



# 11<sup>TH</sup> 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

Nominations are now closed.

The shortlist for each award will be announced  
week commencing Monday 1st June 2015.

Tickets have **SOLD OUT**, to join the waiting list please  
contact 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.



# Shining stars!

Our staff are always proving how fabulous they are in their daily work, but they also often go out of their way to raise money for charity and help those less fortunate.

Congratulations to Deborah Beck, Nurse Specialist, who has raised over £3,000 by shaving her head to help 2 year old Eva attend a specialist day centre. Trust Ambassador for Dignity in Care, Herbert of Liverpool, and Patient Hairdresser, Sean Grady, were on hand to help. You look amazing Deborah, well done!



Making funny for money – our staff joined patients to celebrate Red Nose Day 2015 with the PG Tips Monkey at both Whiston and St Helens hospitals. Here is just a handful of photos, the full album can viewed on the Trust's Facebook page:

[www.facebook.com/sthknhs](http://www.facebook.com/sthknhs)



# Euphoria

## Hair & beauty



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**NHS** 11<sup>th</sup> Annual Staff Awards Presentation Evening

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- ✓ Exclusive offers for St Helens and Knowsley Teaching Hospitals NHS Trust staff and friends

**To see the latest offers exclusively available to NHS staff,** visit [yourpartnerrewards.co.uk/st-helens](http://yourpartnerrewards.co.uk/st-helens) or speak to your local **TrustFord** representative today.



**TrustFord**  
[trustford.co.uk](http://trustford.co.uk)

**Runcorn**  
Unit 2, Edwards Road  
Cheshire, WA7 2XP  
08433 179 351

**St Helens**  
Sherdley Road  
Merseyside, WA9 5AD  
08433 179 418





# 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.

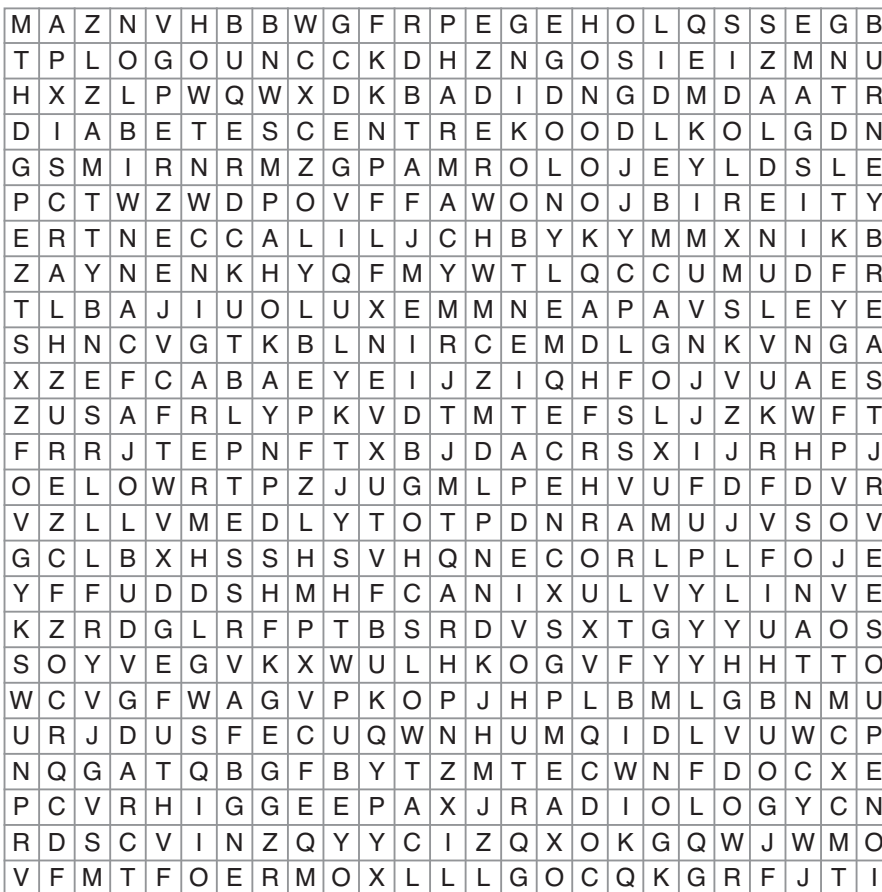
Continence Care : Mobility Scooters : Power Chairs : Kitchen Aids : Furniture Raisers  
Riser Recliner Chairs : Toilet & Bathing : Beds : Wheelchairs : Dining Aids : Tables  
Arthritis Care : Walking Frames : Slippers & Shoes : Dressing Accessories



# St Helens Hospital

ALLEN DAY UNIT  
BURNEY BREAST  
DIABETES CENTRE  
DUFFY  
ELYN LODGE  
LILAC CENTRE  
MACMILLAN  
OUTPATIENTS  
PATIENT BOOKING  
PHARMACY  
RADIOLOGY  
SANDERSON SUITE  
SEDDON  
SEXUAL HEALTH  
THEATRES

*\*This is not an exhaustive list of departments / services at St Helens Hospital, just those that fit into a word search!!*



## It could be you!! Trust LOTTERY

### The new 'Staff Lottery'

Each week, one lucky member of staff wins 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.

#### February 2015 Winners

Gillian Atherton,  
Clinical Coding Department  
Ann Rimmer,  
Learning and Development  
Stephanie Mercer,  
Sanderson Suite  
Joanne Keating,  
Outpatients Department

#### March 2015 winners

Paul Lambert, Informatics  
Rachel Carney, Ward 2C  
Tracy Rigby, Secretaries  
Andrea Howes, Radiology  
Chloe Stott,  
Admissions Department

## Sporting did you know?



- The average soccer ball is made up of 32 leather panels and held together by 642 stitches
- The most common injury in ten pin bowling is a sore thumb
- It is estimated that the Grand Canyon can hold around 900 trillion footballs
- Tennis was originally played with bare hands from 1900-1920

## Staff News 'n' Views

**Next Issue: June 2015**

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

newsnviews@sthk.nhs.uk

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

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St Helens & Knowsley Teaching Hospitals NHS Trust

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