

Staff

News 'n' Views

St Helens and Knowsley Teaching Hospitals
NHS Trust



Best Patient Experience in the NHS



CHKS

Insight for better healthcare

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Excellent Patient Care in World Class Hospitals

Issue 48 July 2015

Employee of the Month

March 2015
**Debbie
Lawrenson**

Healthcare Assistant,
Maternity Unit



Nominated by: Mr and Mrs Evans, parents who sadly lost their baby prematurely

Debbie has worked at the Trust for over 21 years and was nominated by a family who experienced the devastating loss of their baby two months prematurely. In the nomination, Mum Louise particularly wanted to acknowledge the impact Debbie had on her at such a traumatic time. On receiving her award, Debbie said: "I am overwhelmed to be nominated by the family, especially after suffering the loss of a baby. For them to even think about me during their very sad time is really touching."

April 2015
**Jonathan
Morton**

Associate Specialist,
Burns and Plastic Surgery



Nominated by: Tracey Walker, Directorate Manager, Burns and Plastic Surgery

Jonathan has been with the Trust for 28 years. He specialises in facial skin cancer surgery with a special interest in ocular plastic surgery. In her nomination, Tracey said: "Jonathan always greets you with a lovely smile, has great rapport with both the nursing and medical teams and is the subject of many thank you letters received due to the kindness and empathy he shows to all of his patients." On accepting his award he said: "I am genuinely surprised and feel very honoured. My job is made a great deal easier by the brilliant team I work with."

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

Little Big Conversations: Speak out Safely



What would you do if you saw a colleague treating a patient without cleaning their hands first? Or you knew a doctor was about to operate on the wrong patient? Would you speak up?

The Little Big Conversation held at Whiston Hospital on Monday June 22nd looked at how to help every member of staff to 'Speak out Safely'. Staff from across the hospital discussed scenarios they may encounter and looked at the case from several different viewpoints – from patient to doctor, nurse to visitor, domestic to matron.

Speak out Safely is a national initiative supported by the Trust to give a voice to staff who have a genuine concern about patient or staff safety. The workshop included the chance to share experiences and an opportunity to suggest ways in which the Speak out Safely Campaign can work most effectively across the Trust. The Trust is also committed to supporting staff who raise a concern, ensuring feedback explaining any actions that have been taken to resolve the issue they have raised.

The workshop was a great success and those who attended felt able to go back to their department and speak to others about the importance of speaking up if they had a concern, no matter how small. Sandra Holloway, Domestic, Ward 4C, said: "I absolutely loved it. I was a bit nervous about what to expect but the activities really made you think about what to do if you were in that situation."

See the centrefold (pages 6 and 7) for more information on how to 'Speak out Safely'.



Official – Our hospitals provide the **BEST** patient experience in the NHS

Whiston and St Helens hospitals have been named as the **BEST** hospitals in England for patient experience.

The award from CHKS Top Hospitals recognises the consistently high standards of care provided to patients at the Trust.

The Trust achieved the highest scores, following an analysis of performance data in five areas:

- Care Quality Commission (CQC) inpatient survey
- CQC Accident and Emergency Department, outpatients and maternity surveys
- National Friends and Family Test (FFT) scores
- Patient Led Assessment of the Care Environment (PLACE) in which the Trust has also been named BEST in the NHS
- Patient Reported Outcome Measures (PROMs)



The result underlines the hard work of all staff who continue to strive for excellence and reflects the Trust's number one priority – 5 star patient care.

The Trust actively engages with patients through a number of key initiatives:

- Patient Power Forums looking at service areas across the Trust and ways to further improve care and the environment
- Patient representatives on key action groups focusing on the 6c nursing standards: communication, care, courage, compassion, commitment and competence
- The Patient Experience Manager's '5 a day'. Meeting with 5 patients/families a day and hearing of their experience, listening and learning

- Patients attending Trust Board to discuss both experiences that were positive and those we can learn from to make services better, no matter how small the change
- Learning from patient stories and sharing 'lessons learned' with staff across the Trust



Ann Marr, Chief Executive said: "Our staff show exceptional professionalism and work incredibly hard throughout the hospitals to provide high standards of care to each and every patient. This award is testament to that hard work and I would like to thank all of our staff for their continued support. It is fantastic news that our patients recognise their commitment and feel they are receiving the very best care at our hospitals."



Pay & Staff Services

Where did those 10 years go?

Back in 2005, the winter edition of News n Views contained an article "Spotlight on Pay & Staff Services – A Year in Payroll!"

Well, 10 years on and what has changed? How was 2014/15, compared to 2004/05?












In that time, the department has seen the implementation of Agenda for Change (AfC), Electronic Staff Record (ESR), multiple changes to the NHS Pensions scheme, and the Trust became single lead employer for the Mersey Doctors in Training Scheme.

This year has been particularly busy as the team also successfully obtained new contracts to provide payroll services to other neighbouring NHS trusts.



2014/15 at a glance.....

News n Views, winter edition, 2004/05

April 2014	May	June	July	Aug	Sept
 New Payroll Clients - Royal Liverpool & Broadgreen UH NHST & The Walton Centre NHS FT	 Issue P60's	 Issue P11D's	 Holidays ??? - Yippee!!	 Total Reward Statements Issued / Single Lead Employer - Annual Intake	 New Payroll Clients - Liverpool Community Health NHST
Oct	Nov	Dec	Jan	Feb	Mar
 New Payroll Clients - Liverpool Heart & Chest Hospital NHS FT & Liverpool Womens Hospital NHS FT	 Review New Client Implementation - now processing c25,000 payslips per month	 Early Payroll & Expenses Closedown for Christmas	 NHS Pensions - Choice2 Exercise	 April 2015 NHS Pension Scheme Awareness Sessions	 April 2015 NHS Pension Scheme Awareness Sessions

This has increased activity by some 14,000 payslips per month and the team are now responsible for approximately 25,500 payslips per month (306,000 per annum) – quite a sobering thought come pay day!

In total, 20 NHS organisations now receive services from the Whiston Hospital based offices:

- St Helens and Knowsley Teaching Hospitals NHS Trust
- Mersey Deanery – Doctors in Training Programme
- Medirest
- 5 Boroughs Partnership NHS Trust
- Royal Liverpool & Broadgreen University Hospitals NHS Trust
- The Walton Centre NHS FT
- Liverpool Community Health NHS FT
- Liverpool Heart & Chest Hospital NHS FT
- The Liverpool Women's Hospital NHS FT
- Liverpool, Knowsley, St Helens, Halton, Warrington, Vale Royal, Sefton, South Cheshire, East Cheshire, West Cheshire CCGs
- Hospice of the Good Shepherd

Deputy Chief Executive and Director of Human Resources, Anne-Marie Stretch said: "Pay and Staff Services has seen many changes over the past 10 years and has managed to make these changes whilst continuing to develop payroll, pensions and expenses service delivery. As an NHS shared service provider we are very mindful of the importance payroll has in supporting our expanded clients to focus on their core activities."

Pay and Staff Services Team



Are you a **Super Saver**?

The Trust is launching a new initiative to support its cost improvement programme. From July we are asking staff to share their super ideas on how to make cost savings and efficiencies over the coming year.

John Hampton, Turnaround Director, explains: "We're on the lookout for ways to reduce costs that won't affect the great care we provide – some ideas could actually enhance what we do. The Trust recognises the strongest and most effective ideas about how to do this come from those people working at the heart of the organisation. I am setting this challenge because I know there are many people out there with some really excellent ideas about how we can improve what we do and work smarter. We really want to hear from staff with great ideas and will do all we can to make them a reality."

It doesn't need to be a big idea sometimes it is the small ideas that make the biggest impact. It can be an idea you have thought of on your own or with others. There are plenty of examples of super savers across the Trust but we want to hear more of them.

It's easy to share your idea - there is a template ideas form on the intranet, along with other information, which you can complete electronically or download. Submit this either through your manager or send it directly to our dedicated email address: ideasbank@sthk.nhs.uk

Each idea will be reviewed by John and a supersaver panel of Trust staff. The best ideas will receive a voucher for £100 and feature in News 'n' Views.

Meet our **FIRST** Super Saver

Jackie Owen

Clinical Procurement Specialist

Jackie introduced a trial for a new disposable bed bathing system using pre-impregnated washcloths.

Four wards across the Trust trialled the Oasis™ disposable bed bathing system; Stroke, Maternity, Care of the Elderly and General Surgery.

Areas assessed during the trial included the time spent on the bed bath, cost, and clinician and patient satisfaction. Staff education and training sessions took place and then data was collected over a two week period using specially designed forms.

The results were incredibly positive, not only did the Trust make substantial cost savings per bed bath, staff reported a time saving of over ten minutes per bed bath too and 95.5% of patients said they were happier with the new system.

The trial will now be widened out across the Trust with a view to introducing this new system for all patients in the near future.





Champions

SPEAKOUTSAFELY

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 learned through safety reporting are shared, and that organisation wide learning is a key priority for the Trust.

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

How to 'Speak Out Safely'

- **Contact your line manager who is a Speak Up Safely champion**
- **Contact a Speak Up Safely Guardian**
- **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 on the staff intranet. The policy aims to enable all staff to raise a concern safely to the appropriate person, at an early stage.

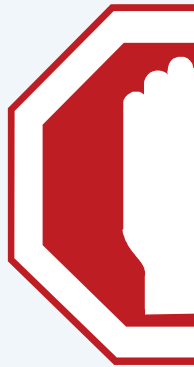
The safety of our patients and staff is paramount. No matter how small your concern may be, please speak out and help us to maintain high standards of care.

A Freedom to Speak Up Guardian independently and impartially addresses the safety issue that has been properly investigated and adds value. A Guardian is a person who draws attention to safety issues.

Your Guardian



Richard Fraser
Chairman
Ext-1242



Reducing Harm



Neal Jones
Assistant Director of
Safety & Governance
Ext-5171



Bill Hobbs
Non-Executive Director
Ext-1477

'Protecting both patients and staff from harm'

s and Guardians

Guardian is someone who will act
safely; ensure that the focus is on
the concern raised, make sure that it is
addressed if found to be true; and
there are no repercussions for the
guardian's attention to it.

Guardians



Ann Marr
Chief Executive
Ext-1242

Improving Care



Richard Fraser
Non-Executive Director
Ext-1177



Dr Francis Andrews
Assistant Medical Director
Consultant in Critical Care
& Emergency Medicine
Ext-1175



The champions

Each and every line manager employed by the Trust is a speak out safely champion.

This ensures that no matter what time of night or day you identify a concern, there will always be support available to you.

Champions training

A video guide to being a champion will be launched in July to let each champion know exactly what to do should a concern be raised.

The video will be hosted on the Trust's intranet and will allow you to refer back to the guidance at any time to clarify the most appropriate actions to take.

Throughout July there will be a series of speak up safely champions drop in sessions, to allow you to clarify any aspect of the role and discuss any concerns with a speak out safely guardian.

Drop in sessions will take place on:

Date	Time
Wednesday 22nd July	12:30 - 13:30
Tuesday 28th July	13.00 - 14.00

Nightingale House, Whiston Hospital

You can email all your guardians on:

Richard Fraser: raisingconcerns.chairman@sthk.nhs.uk

Ann Marr: raisingconcerns.chiefexecutive@sthk.nhs.uk

Dr Francis Andrews: raisingconcerns.medicaldirector@sthk.nhs.uk

Bill Hobden: raisingconcerns.nonexecutivedirector@sthk.nhs.uk

Neal Jones: neal.jones@sthk.nhs.uk

Holiday boosts kids confidence

Each year, the Children and Young People's Diabetes Team take patients on an annual residential activity holiday to the Lake District for a weekend of fun filled action and education.

This year's trip saw 18 young people between the ages of 8-13 years old travel to Newlands Adventure Centre for a break funded by the local parents support group and the children's families. All of the young people are insulin dependent and four of them also manage coeliac disease.

During the weekend, the young people developed important self-caring skills, under the guidance of the team, whilst challenging themselves with a range of outward bound activities such as canoeing, climbing and orienteering.

The trip is a chance for the youngsters to become more confident about managing their diabetes themselves, whether that is checking their blood sugars, self-injecting their insulin or using insulin pump therapy, which reflects the increasing use of technology by patients within the clinic.

Helen Thornton, Clinical Nurse Specialist for Children and Young People with Diabetes, said: "These skills and experiences can be transferred into the daily routine of our children and young people at home, and help create a positive relationship with the team. One of the biggest outcomes from the holiday is the confidence that young people gain to then successfully participate in school trips in the future."

For many of our patients, a school residential trip will be the first time away from home, so being able to self-inject promotes confidence and a positive, enjoyable experience.



Fun filled activities for patients and staff at the annual Newland Adventure Centre trip.

Gary is named HIV Nurse of the Year

Congratulations to Gary Barker, Specialty Lead Nurse, Sexual Health, who has been named the Gilead Sciences HIV Nurse of the Year at the National HIV Nurses Association's (NHVNA) 17th Annual Conference.

Gary has worked at the Trust since 2001, starting as a Healthcare Assistant before qualifying as a nurse in 2004. He has worked for the Sexual Health Department for over 10 years.

The HIV service is based at St Helens Hospital and has an experienced team of doctors and nurses who offer management, monitoring and care of patients with a HIV positive diagnosis.

This is a real accolade to both Gary and the HIV service.

Congratulations!



Thank You!

A massive thank you to Halton Cricket League, who have kindly donated £800 to the Maternity Unit, your support is truly appreciated.

Don Flanagan, Widnes Cricket Club, presents a cheque to staff from the Maternity Unit, Whiston Hospital



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THE SPEAK EASY BALL

THE ULTIMATE
CHRISTMAS PARTY EXPERIENCE



Christmas party 2015



DATES		NORMAL PRICE	NHS STAFF
Friday	27 November	£49.50	£44.50
Saturday	28 November	£49.50	£44.50
Friday	4 December	£52.50	£47.50
Thursday	17 December	£52.50	£47.50

QUOTE REF: NHS15
Ticket hotline: 0845 757 3043



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08433 179 351

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08433 179 418



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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,

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Whiston Hospital

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ACUTE MEDICAL UNIT
CORONARY CARE UNIT
CRITICAL CARE UNIT
GENERAL MEDICINE
GENERAL SURGERY
GYNAECOLOGY
HOLBROOK UNIT
INPATIENT
MATERNITY
MERSEY BURNS AND PLASTICS
NIGHTINGALE HOUSE
OUTPATIENTS
RADIOLOGY
SPECIAL CARE BABY UNIT
STROKE UNIT

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

Space - did you know?



- Did you know each time you see a full moon you always see the same side
- Did you know the longest possible eclipse of the sun is 7.31 minutes
- Did you know Halley's comet passes the Earth every 76 years (the next time it will return will be 2062)
- Did you know there is no sound in space
- Did you know Mars appears red because it's covered in rust
- Did you know Earth is the only planet not named after a god
- Did you know if your DNA was stretched out it would reach to the moon 6,000 times

It could be you!! Trust LOTTERY

April winners:

Katherine McBride
Julie Dagnall
Lynn Warbrick
Sharon Dealing

Ward Clerk, Surgical Care Group
Ward Manager, Ward 2C
Medical Secretary, Dermatology
Stroke Research Nurse, Research & Development

May winners:

Catherine Umbers
Karen Edwards
Julie Smith
Claire Inwood

Nurse Manager, Medical Care Group
Staff Nurse, Outpatients Department
Medical Secretaries, Ophthalmology
Midwife, Maternity Services

June winners:

Maria Tighe
Claire Hill
Max Charlesworth
Gillian Eddleston
Jane Vedmore

Pharmacy Department
Staff Nurse, Ward 2C
Contracts and Facilities
Pharmacy Department
Phlebotomist

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.

Staff News 'n' Views

Next Issue: August 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 17th July 2015.

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St Helens & Knowsley Teaching Hospitals NHS Trust



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