

News 'n' Views

ONE TEAM, ONE VISION

SAFETY

- Good Outcomes
- High Standards
- Learning Culture

CARE

- Best Practice
- High Quality
- Excellent

COMMUNICATION

- Courteous
- Timely
- Inclusive

SYSTEMS

- Efficient
- Patient Centred
- Reliable

PATHWAYS

- Planned
- Personalised
- Embedded

5 STAR PATIENT CARE

'5 Star Patient Care'

Employee of the Month

June 2015: Jayne Johnson
Patient Booking Services Manager



Nominated by: Cathy Duffy, Executive Office Manager and Executive Assistant

Jayne has worked at the Trust for over 28 years.

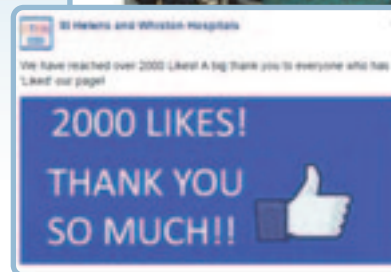
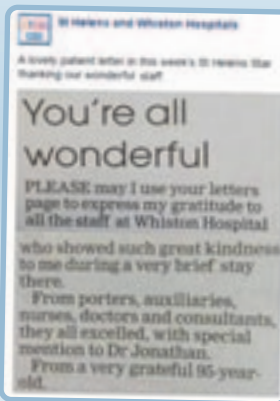
In her nomination, Cathy said: "In my role, I very frequently receive telephone calls from people who ring to speak to the Chief Executive. Many of these calls relate to appointment dates and times which, for varying reasons, are not to the patient's satisfaction and need rearranging. Jayne is always very calm and extremely helpful, and will always telephone and speak to the patient in person. I do feel that Jayne always goes above and beyond the call of duty, and it is extremely helpful for me to know that Jayne is such a dependable colleague, who can assist callers to the Chief Executive, which in turn, makes them feel that their issues are being listened to, and acted upon in a timely and helpful manner. Jayne always puts patients first and I think embodies the Trust's vision '5 Star Patient Care'.

Receiving her award, Jayne said: "I am genuinely shocked and honoured at being nominated for the award of Employee of the Month and am extremely happy that I am in a position to assist patients with accessing our excellent outpatient facilities at the Trust."

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

Trust social life!

The Trust's social media sites continue to go from strength to strength. In the last month, the St Helens and Whiston hospital's Facebook page has achieved over 2000 likes and the YouTube channel, featuring short films about our staff and patients. In total, our social media updates have reached an audience of almost 2 million people since their launch in November 2014. Here are some of the latest updates we have shared and some of the lovely messages we receive from our patients about their care.



You said, We did ...

The Trust takes all patient feedback seriously and looks to further improve services to meet the needs of patients as much as possible.

You said

"It would be nice for patients coming into hospital for elective surgery to have more information about the ward they are to stay on and details of what to expect on the ward."

You said

"The Trust website is outdated, old-fashioned and hard to navigate."

We did:

Ward 4B, General Surgery, have produced a patient information leaflet aimed at explaining how the ward works and what to expect. The ward manager has received very positive feedback from patients since the introduction of this leaflet.

We did:

The Trust has redesigned and updated the site, with the involvement of patients and Trust staff. The new website is managed by the Communications team and uses the latest in website technology to provide a greater user experience. See below for more information.

Trust website gets a makeover

The Trust has just launched its most interactive website to date helping us to further communicate with our patients and staff and people from further afield. As well as a new look, the site offers the chance to watch short films about the Trust and some of our staff and patients. You can catch up on all our latest news, social media activity and search for information about the hospitals and services available.

There are over 200 pages on the site and maintaining it is an ongoing project. We are really keen to keep all information up to date and relevant. If you would like to add or alter anything about your service the Communications team will be happy to help.

Please contact:

communications@sthk.nhs.uk



Sharing best practice in cancer services



Staff from the Trust's cancer services with visitors from Ashford and St Peter's Hospitals NHS Foundation Trust

A pioneering cancer services 'buddy scheme' has been introduced nationally, aimed at improving patient experience.

Following results of the 2014 Macmillan Cancer Support analysis, naming Whiston and St Helens hospitals 4th best in the country, the Trust was chosen to mentor Ashford and St Peter's Hospitals NHS Foundation Trust. As part of this partnership, staff from the Surrey Trust visited our hospitals to see how cancer services are provided here and examine examples of best practice that they may be able to use to further improve their own services.

The day included hearing from patients about their own experience and what they valued from the

service, examining patient pathways, viewing the Trust's diagnostic facilities and visits to the cancer day unit, the Lilac Centre, as well as the Burney Breast Unit and the Macmillan Information Centre, all located in St Helens Hospital.

Feedback from colleagues at Ashford and St Peter's hospitals was extremely positive and strong relationships have been built between the two organisations.

Lindah Wareman, Lead Nurse for Haematology and Chemotherapy, Ashford and St Peter's Hospitals said: "We're all in awe at the services you provide in your Trust. It was a great experience for our team and we haven't stopped talking about it. You guys do a great job and I certainly look forward to sharing experiences, knowledge and information with you in the future."

Taking a holistic approach to cancer care

The Trust's cancer services are taking part in a national pilot aimed at further improving individualised care plans for patients.

The Electronic Holistic Needs Assessment (eHNA) involves patients using an iPad application to answer questions about their health and care requirements in order to allow clinicians to form the best treatment plan to suit them.

The pilot, funded by Macmillan, was initially for gynaecology patients, but has since been rolled out to include other types of cancer treated at the Trust. Following its introduction, over 1,000 patients have taken part in the pilot and feedback from both patients and staff has been positive. This has led to the Trust being named as champions of the eHNA, with Trust staff sharing best practice examples with other cancer hospitals nationally.



Members of the Cancer Services team with the eHNA iPad app



REMEMBRANCE SERVICE

The Trust is holding its annual Service of Remembrance for bereaved relatives of patients who were critically ill and cared for on the Intensive Care and High Dependency Units at Whiston Hospital.

The service will take place at 3pm on Sunday 13th September 2015, St James' Church Hall, Eccleston Park, Prescot, L34 2QB.

Light refreshments will be served after the service.

For further information please contact: Emma Whitby on 0151 430 2382

Welcome to the Trust...

Dr Vaibhav Deshpande has joined the Trust as part of an initiative by Health Education England and the Royal College of Emergency Medicine.

Dr Deshpande hails from India and has been recruited as part of the Overseas Development Programme. He will be working in the Accident and Emergency Department under the guidance of Dr Himanshu Kataria, Consultant in Emergency Medicine, who has been appointed as one of the Learning Programme Directors for this national initiative.



Dr Deshpande (right) with Dr Kataria, Consultant in Emergency Medicine

Dementia Care Appeal



Trust staff need your help to launch a new initiative that helps relieve stress for patients with dementia.

Research has shown that blankets adorned with brightly coloured buttons, zips and other accessories with varying textures can help to reduce agitation and increase comfort for patients with the condition.



As part of the Trust's on-going drive to further improve dementia care, staff want to provide all patients affected by dementia with one of these 'comfort blankets'.

We have the material for the blankets, but now we need buttons, zips, toggles, beads, velcro and any other haberdashery items that can be easily attached to the blanket before they are handed to patients.

So, hunt around in your drawers, the bottom of your handbag or anywhere else you might be able to find old buttons. Cut the zips out of old clothes and the toggles off your duffle coat.



You can drop your goodies into the Communications team, Level 5, Whiston Hospital or to Joanne Gannon, Administration Offices, Level 1, St Helens Hospital.

One Team, One Vision

The Trust's vision is to provide '5 star patient care' to everyone who attends our hospitals.

This means we want every member of staff to recognise and deliver the 5 key elements in our star chart:

- Safety
- Care
- Communication
- Systems
- Pathways

When combined, these elements deliver the best care for our patients, but they need to be driven forward by our staff.

So we asked them to stop and think about how they provide 5 star patient care.



I provide 5 star patient care by...

 <p>"...following Trust guidelines to ensure safe and effective use of theatre equipment." <i>James Parr</i> Operating Department Practitioner</p> <p>SAFETY</p>	 <p>"...carrying out thorough safety checks on all prescribed medicines." <i>Anjali Patel</i> Pharmacist</p> <p>SAFETY</p>
 <p>"...ensuring patients are discharged safely, in a timely manner with appropriate support." <i>Alex Roberts</i> Nurse</p> <p>PATHWAYS</p>	 <p>"...considering the best interests of my patients when planning their on-going care." <i>Michelle Gledhill</i> Occupational Therapist</p> <p>PATHWAYS</p>
 <p>"...using patient information systems to accurately record clinical information about my patient." <i>Lisa Murphy</i> Radiographer</p> <p>SYSTEMS</p>	 <p>"...ensuring patients receive timely and reliable responses to any queries they may have about their appointments." <i>Jayne Johnson</i> Patient Booking Services Manager</p> <p>SYSTEMS</p>
 <p>"...talking to patients in a courteous and professional manner." <i>Mark Jameson</i> Porter</p> <p>CARE</p>	 <p>"...providing a kind and friendly service to all patients." <i>Lauren Rooney</i> Catering Assistant</p> <p>CARE</p>
 <p>"...involving my patients in decisions about their care." <i>Ahmad Omar</i> Specialty Doctor</p> <p>COMMUNICATION</p>	 <p>"...treating everyone I meet with dignity and respect." <i>Michael Baxter</i> Receptionist</p> <p>COMMUNICATION</p>

I provide 5 star patient care by...



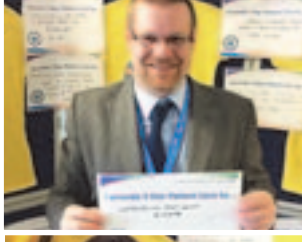
... interacting with all patients in a kind and friendly manner



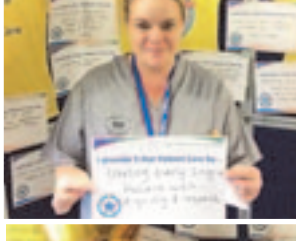
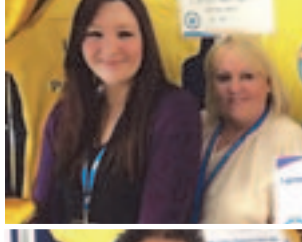
... making sure patient information is entered into computer systems correctly



... treating patients with dignity and respect



... safely transferring patients between wards



... being kind, polite and welcoming



... making patient appointments an excellent experience



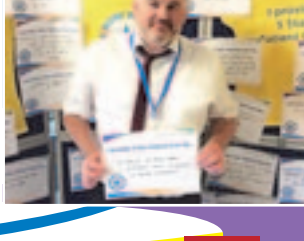
... leading my team well and encouraging the highest standards



... reassuring patients and putting them at ease



... providing the highest level of customer care to patients and visitors alike



SPOTLIGHT ON

Theatres

The Trust's operating theatre team work between both St Helens and Whiston hospitals and provide a 24 hour, 365 day service that includes emergency and maternity services.

The collective team cover numerous specialties within the hospitals and also have satellite services for cardio and paediatric services.

The team have introduced a number of initiatives over the last few years to further promote safety and improve patient pathways.

These include:

- **HALT** - a 'speak up' initiative encouraging staff at all levels to challenge actions they feel may be detrimental to patient care
- **WHO Safer Surgery Checklist** – strengthening safety procedures and improving efficiency
- **Safer Surgery Working Group** – a multidisciplinary group working together to look at all areas of theatre practice and ways to improve quality of care
- **New starter pledge** – a commitment to new starters to support them during their first four weeks of service as a 'supernumerary' member of staff. This allows staff time to familiarise themselves with Trust guidelines / procedures and complete essential training before they become a fully-fledged member of the team



These initiatives have enhanced overall safety and clinical performance. As a result, there have been no never events at the Trust since May 2013.

Focusing on infection

The theatre team highlight infection prevention as one of their main priorities, reducing the risk of cross contamination and promoting best practice.

Beverley Hurst, Operating Department Practitioner, and Emma Cox, Dual Role, have designed a visual information board for the department with key principles including; promotion of best practice, sharing lessons learned and highlighting recent audit process or analysis.

The boards have proved a useful tool for theatre staff and have helped to further improve staff knowledge and adherence to infection prevention procedures within the department.

Patient Safety Awards 2015

The Trust was selected as a finalist in the national Patient Safety Awards, in the category of Education and Training in Patient Safety.

The theatre team demonstrated the impact of a team wide approach to human factors training, with all members receiving training and successfully using the newly designed safe systems in practice.

High quality care encompasses care that is safe, clinically effective, and results in as positive an experience for patients as possible. The team have embraced the theory of human factors and how the actions of an individual person(s) can affect these outcomes, resulting in further safety improvements and shared learning.



The Patient Safety Awards sent themed cookies to congratulate the Trust on its award shortlisting

Celebrating your success!

A massive congratulations to Jackie Burke, Healthcare Assistant, who has won the Michael McNally Mentor Award at the 12th Annual Cadet Award Ceremony 2015 – well done Jackie!

Jackie Burke with her mentor award



Clinical Audit Awards

The Clinical Audit Department held the first Clinical Audit Awards event in July to recognise and award clinical, nursing and therapy staff for their hard work in improving patient care and outcomes through the clinical audit process.

The event was open to all clinicians and audit submissions were received from across the Trust. The finalists were selected by Dr Francis Andrews, Assistant Medical Director, using a robust scoring system to highlight the impact each audit had made to patient care.

Following a short presentation, the audience took part in a ballot to select the winners. Prize vouchers, certificates and trophies were awarded to the 3 finalists.

The overall winners of the 2015 Clinical Audit Awards were:



(L-R) Janice Feeney, Lead Audit Officer, Jill Ratcliffe, Audit Manager, Ramesh Jois, Associate Specialist General and Breast Surgery and Dr Tushar Mahambrey, Clinical Director and Consultant in Critical Care

Sexual Health Winners

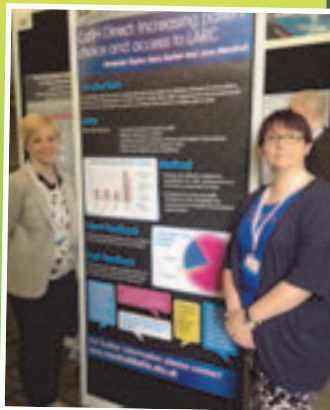
Congratulations to our Sexual Health team who in partnership with the Addaction Service (drugs and alcohol service), won top prize at the national Royal College of General Practitioners conference for their poster presentation for services delivered to hard to reach communities.



(L-R) Dr Sally Morrison-Griffiths, Clinical Lead, Addaction, and Dr Rosemary Lowe, General Medical Practitioner

The team were also invited to The British Association of Sexual Health and HIV national conference in Glasgow to promote the CASH direct service and just missed out on the national service innovation award.

Jane Marshall, Sexual Health Improvement Programme Lead-Sexual Health & HIV (Left) and Amanda Taylor, Sexual Health Practitioner



Walking for Dementia



The group successfully arrive at Whiston Hospital!

Staff from Ward 3C, led by Healthcare Assistant, Victoria O'Keefe, walked over 9 miles between the Royal Liverpool University Hospital and Whiston Hospital to raise money for Dementia UK. The walk took the team 5 1/2 hours and raised over £1,300 for the charity. An amazing achievement, well done guys, now make sure you rest those feet!

1st place

ROLL failure – the introduction of a new surgery technique for breast cancer surgery

2nd place

Advancing Quality & BTS Standards Community Acquired Pneumonia QIP – the treatment and management of pneumonia

3rd place

Improved Management & Outcomes in Diabetic Kidney Disease in routine Clinical Care – 10 year outcome

The Clinical Audit Department can advise and assist clinicians and other healthcare professionals with audit projects, preparing and presenting data from a variety of sources, including the production of a final report. Anyone wishing to conduct an audit should contact the department on 0151 430 2237.

NHS GAMES

The Trust took the winner's podium at the NHS games. Our football team beat The Royal Liverpool Hospital to take the title and our rounders team and golfers were runners up.

All the teams really enjoyed the day and true team spirit shone through – well done to our fantastic staff!



The Trust's winning football squad

Patient Advice and Liaison Service

The Patient Advice and Liaison Service office has a new look, so there's no better time to remind staff about the amazing work they do.

The PALS team, based at Whiston Hospital, is headed up by Clare Aspinall, Patient Experience Manager ably assisted by Marie Coulter, Julie Lynan and Helen Brennan, PALS Officers. The service provides on the spot advice and support and is here to help with any patient queries.

Staff are encouraged to assist patients with any concerns they may have whilst they are in hospital. Clare says, "In the first instance we hope that patients can discuss any issues they may have with the ward or department manager but if a problem persists then we are happy to help and advise in any way we can."

But they don't just deal with concerns, the PALS team also pass on compliments and suggestions for improving services to the relevant people across the organisation. How to contact the team:

Drop in: Level 1 Whiston Hospital Monday to Friday 8am – 6pm

email: pals@sthk.nhs.uk

Telephone: 0151 430 1376

EID GIFT TO THE CHILDREN'S WARDS



Members of the Iman Trust Community Centre with children on the Children's Ward, Whiston Hospital

Children being treated at Whiston Hospital received a kind gift of toys from the Iman Trust Community Centre, St Helens.

Doctors at the hospital, Dr Abubaker Elbadri and Mr Usama Munir, along with members of the Islamic community centre, organised the donation to mark Eid, the end of the Muslim holy month Ramadan.

Dr Abubaker Elbadri said: "Eid is an important time in the Muslim calendar and we enjoy sharing the celebrations with our local

community, especially bringing some joy to the children who are feeling unwell at this time."

The community centre, in Sutton, focuses on activities that serve and benefit the wider community and common good. As well as their many community based projects, members of the centre also visit local schools. The hospital gift is just one of many including donations to the St Helens food bank, as well as other local charities.



Introducing

Trust



The Communications team have been busy producing films for our new Trust TV area on the staff Intranet. This replicates the YouTube channel and gives all staff access to the films via Trust computers.

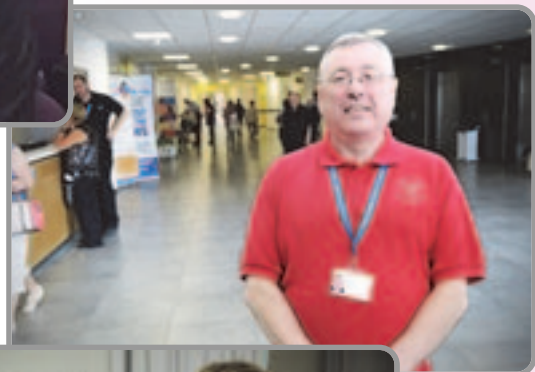
Highlights include a short film featuring some of our patients talking about the care we provide at our two hospitals. A staff guide explaining how we are



supporting the national Speak Out Safely Campaign and a special visit from Comedian, Johnny Vegas to our children's wards.



To view the films go to the Trust intranet and click on the About Us section. Trust TV is at the bottom of the menu bar on the left hand side.

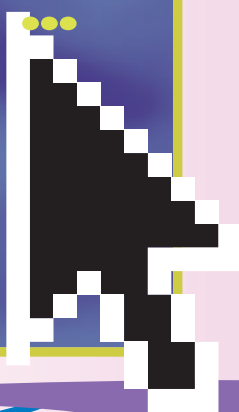


If you would like the Communications team to make a film about your service / department, please email: communications@sthk.nhs.uk



Talking of the Intranet ...

The Trust is planning a new staff intranet site and will soon be looking for people to take part in 'audience research' discussions. So if you have good ideas about what you think should be included please email communications@sthk.nhs.uk to help us establish a vibrant and interactive staff community site.



Health
Work & Wellbeing
Open Day



Friday 25th September 2015
Nightingale House, Whiston Hospital

All staff are invited to attend this year's Health, Work and Wellbeing Open Day.

There will be lots of information available for staff on how to improve and maintain your health, including:

- Launch of the 2015/16 flu campaign
- Fitness tests
- Talk to a physiotherapist
- Information on;
 - Carers Support Counselling services
 - Insight Sexual Health
 - Smoking cessation Safe Drinking
 - Healthy diet etc.

Plus lots of freebies

So come along and help us to help you!

BLUEPRINT

Friday 23rd October 2015
@ Village Hotel

Fallows Way, Whiston L35 1RZ

Doors open at 7pm, Blueprint on stage at 8pm, Disco till 1am

Staff family & friends all welcome

Featuring
Phil Nee
Assistant
Director of
Operations

Tickets go on sale:
10th August 2015 • Price: £15

Available at General Office at both hospitals.

All proceeds will go towards patient services at Whiston and St Helens hospitals

WORLD'S BIGGEST COFFEE MORNING

**WE ARE
MACMILLAN.
CANCER SUPPORT**

Macmillan Coffee Morning

9.30am-11.30am
Friday 25th September

Spice of Life Restaurant
Lower Ground Floor
St Helens Hospital

Julie Parr 01744 647000



NHS STAFF
SPECIAL OFFER
£5 OFF
SELECTED NIGHTS

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



AINTREE

A Jockey Club Racecourse

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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



Guess Who?

For your chance to win a one day leisure pass for the Village Hotel, Whiston, can you guess who the member of staff is helping to drive the old fashioned ambulance (on the left of the picture) is?! He may have been driving ambulances in those days, but these days he's driving the medical needs of the Trust!

Five correct entries will be chosen at random, email: communications@sthk.nhs.uk



Did you know?



ANIMAL SPECIAL

- Did you know an ostrich's eye is bigger than it's brain
- Did you know cats spend 66% of their life asleep (lucky them!)
- Did you know a lobster's blood is colourless but when exposed to oxygen it turns blue
- Did you know elephants are the only mammal that can't jump
- Did you know a duck can't walk without bobbing its head



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

It could be you!! Trust LOTTERY

July winners:

Pamela Giblin	Medical Secretaries
Clare Seabrook	Health, Work & Wellbeing
Elaine Rush	Radiology Department
Lyn Swift	Ward Manager, Acute Stroke Unit

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: October 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 11th September 2015.

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www.linkedin.com

St Helens & Knowsley Teaching Hospitals NHS Trust



www.youtube.com/sthknhs1

