

News 'n' Views



Employee of the Month

April 2016

Eileen Fairclough Informatics Switchboard Operator

Nominated by Alex Woods, IT Operations Manager

Eileen worked for the Trust for over 30 years. In his nomination, Alex said: "The switchboard staff are often the first point of contact for patients and relatives, who are sometimes at their most vulnerable. Eileen has played a critical role in ensuring people can communicate with the right people at the right time.

During her service, Eileen has worked the night shift on the Trust switchboard and has been responsible for ensuring that outside of "normal working hours" the hospitals and staff are still accessible to people calling into the Trust by telephone. Essentially, Eileen has ensured that, when required, critical communication has continued with ease 'out of hours', this has been key to managing and resolving difficult situations.

Following the presentation of her award, Eileen said: "I was completely surprised, but delighted to have received the award. It is humbling to be so appreciated."



May 2016

Angela Roberts Nurse Advisor, Health, Work and Wellbeing

Nominated by Karen Brayley, Health, Work and Wellbeing Manager

Angela has worked for the Trust for 14 years. Her role in the Health, Work and Wellbeing Department means that Angela works diligently helping to care for the Trust's greatest asset, its staff.

Each year, she organises the flu vaccination timetable, ensuring that staff across the Trust are protected and they can then, in turn, protect their patients. Her enthusiasm and drive is crucial to engaging staff to

consider their own wellbeing and making sure the workforce is fit and healthy in order to best look after patients.

In 2014/15, the Trust was the top acute Trust in the country for the vaccination of frontline staff reaching 83.5% of the workforce and Angela played a pivotal role in this incredible achievement.

Receiving her award, Angela said: "I am proud to have been nominated for this award. Over the years, we have managed to increase the uptake of the flu vaccine in all departments and staff now see this as a routine thing to do, rather than something out of the ordinary. Whether staff have the vaccine to protect themselves, their family or their patients, I feel the overall effect is positive and beneficial to all."



June 2016

Elaine Porter Occupational Therapist, Duffy Suite

Nominated by Dr Jacqui Bussin, Consultant

Elaine has worked as an Occupational Therapist on Duffy Suite for 5 years.

In her nomination, Dr Bussin describes Elaine as enthusiastic and proactive, always going the extra mile to further improve the support provided to patients. She initiates and arranges various special activities for the patients e.g. a celebration for the Queen's 90th Birthday in conjunction with a local charity.

Elaine has been the main driver behind the success of a number of initiatives on the ward including improving the quality of discharge summaries, developing improvements for documentation of MDT meetings and trialling a system of direct referral of patients from the orthopaedic wards to Duffy Suite, in order to reduce delays in transfer.

After accepting her award, Elaine said: "I was honoured to have received the award and humbled that someone had recognised the work I do and taken time to nominate me. I enjoy my work on Duffy Suite and am very proud to be part of a hardworking, patient focused team."



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

REMEMBRANCE
SERVICE

Sunday 18th September 2016

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 18th September 2016, St Matthews Church, St Matthews Grove, Thatto Heath, St Helens, WA10 3SE.

Light refreshments will be served after the service.

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



A RIGHT ROYAL THANK YOU

Children and staff from the Paediatric Department have received a letter of thanks from none other than Her Majesty the Queen.



To mark the monarch's 90th birthday celebrations in June, children being treated at the hospital joined together to create a big birthday card, filled with messages, and sent it to Buckingham Palace.

Ward staff were thrilled to receive a special delivery direct from the palace, which included a photograph of the Queen and a letter thanking everyone for their efforts in joining the Royal Family to celebrate the occasion.

The letter, dated June 14 and addressed to "everyone in the Paediatric Department", was

signed on the Queen's behalf by her lady-in-waiting Mary Morrison.

It thanks the hospitals' staff and children for "the splendid card which you have sent on the occasion of Her Majesty's ninetieth birthday".

It adds the Queen was "very touched by the care you have taken to make your lovely card and Her Majesty greatly appreciates your kind messages".

A separate message, printed next to the photo of the Queen and signed 'Elizabeth R, 2016', says: "I send you grateful thanks for the kind words you have sent to me on my ninetieth birthday."

Ann Marr, Chief Executive, said: "It is such an honour to receive this wonderful letter of appreciation from Buckingham Palace.

"The card that the patients and staff in the Paediatric Department made was incredibly special and it's wonderful that their efforts have been duly acknowledged by Her Majesty the Queen."



'Get the Message'

The Trust has launched a new campaign to aid those who may need extra help communicating their needs with our staff.

'Get the Message' aims to help those patients who are blind/deaf, deafblind or who have a learning disability to communicate more easily when attending our hospitals.

Explaining that you have a particular communication need and what support you require can be a stressful experience in itself. The 'Get the Message' card can be carried with the patient and discreetly passed to a staff member to inform them that extra assistance is required.

The patient or a carer can complete the card and include messages such as:

- *Please face me when talking so I can lip read*
- *Please give me time to finish what I am saying*
- *I need to write things down*

Staff will then be aware of what help is required and can quickly assist patients with their communications.

It is hoped that by providing those patients with extra support, it can further improve the quality and safety of care received by individuals and can increase their ability to be involved in decision-making about their health, care and wellbeing.

How do I get a Communication Card?

The Trust provides the cards free of charge and you can obtain one by contacting us by email: shk-tr.safeguardingadultsteam@nhs.net or telephone: 0151 430 1332 / 1314

'Get the Message' Use a communication card



Staff can



Speak In Confidence

The anonymous dialogue system

Did you know that staff can report any issues they may have, easily and without fear of repercussion, confidentially?

Speak In Confidence is a new anonymous online system, managed by an external company, that staff can access from their Smart Phone, Tablet or PC, in work or at home. The system has been introduced to give staff greater flexibility and assurance that their concerns will be listened to in a completely impartial and fair manner. It provides a platform for staff to ask questions, express ideas and gives all our staff the opportunity to have open, honest and direct feedback which will benefit everyone.



Benefits of Speak In Confidence

- The system allows you to raise concerns that you simply don't feel comfortable or able to raise through the traditional methods
- It protects your identity at all times
- It guarantees a response within 72hrs
- If required, it ensures that a full investigation will begin into your concerns

FAQs for staff

How do I report an issue?

Firstly, you must register using the secure link: <http://www.speakinconfidence.com/sthk>

Will the Trust know who has raised the concern?

No, your details are safely held on servers outside of the Trust, which the Trust has no control or influence over but are within the EU (so we are covered by UK and EU data protection laws).

When you type a message (to raise a concern or share an idea), it is encrypted (both when transmitted to the server and when stored on the server) so it is impossible to identify the messenger. When a message is responded to, the responder sees no details about where or who the message has come from, all they see is the message regarding the issue or concern that has been raised.

The responder types the reply which is then sent to the server before being sent to the person raising the concern. Speak In Confidence acts like the middle man between the person raising the concern and the person in the Trust managing the inbox; they share no identifiable information with the Trust whatsoever.

When will I receive a response?

You will receive a response to your concern within 72hrs of submission.

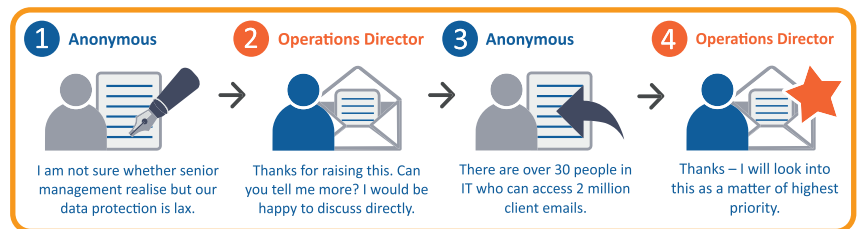
What if I am not happy with the response?

You decide when you have received adequate assurance that your concern has been managed appropriately, and only upon receipt of your agreement will the concern be closed.

Do I have to have a Trust email address to register?

No, you can register with your home email address. When registering with a non-Trust email address you will be asked to enter a 4 digit pin to confirm you are a Trust employee. Simply use the code 5171 and you will be able to access the system.

Remember, you can 'Speak In Confidence' at any time, at home or in work.



You can still raise any concerns you may have with your line manager, HR Department or your union representatives and your concern will be thoroughly investigated.

For more information, visit the Speak In Confidence pages on the staff intranet.



Care and Compassion Conference

The Trust held its 2nd Care and Compassion Conference on Tuesday June 28th 2016.

The annual conference is held to highlight the Trust's commitment to prioritising patient experience and promoting its values of kind compassionate care.

The conference was attended by over 170 people, including representatives from our local Healthwatch groups, CCG's and staff from all disciplines.

Along with invited guests and staff from across the Trust, the conference was attended and opened by Richard Fraser, Trust Chairman and Ann Marr, Chief Executive, with Sue Redfern, Director of Nursing, Midwifery and Governance, presenting in the afternoon session.

The event was a great success, with key speakers on the day providing invaluable contributions to the event.



Richard Fraser, Chairman, welcomes guests

Andy Reid

Andy is an Afghanistan veteran who lost both his legs and his right arm when he stepped on an Improvised Explosive Device (IED) whilst out on patrol in 2009. Andy's story demonstrates how with patience, courage and determination, hope can triumph over despair and how the smallest things make the biggest difference. The response to Andy's talk was phenomenal, with the audience reduced to tears, some tinged with sadness but some also with laughter! Andy is a huge character and his ability to stay so positive and motivated truly encouraged the audience to continue to go the extra mile to provide excellence in care.



Andy Reid addresses the conference



Dr Peter Williams, Consultant in Acute and Emergency Medicine & Clinical Director for Acute Medicine

Peter talked about care and compassion at the 'front door'. He shared stories and anecdotes of how to keep delivering care that is both compassionate and personal to every single individual patient. Peter's talk challenged us all to not only deliver excellent care to patients but to share that same compassion with our colleagues.

Guests at the conference

Steve Head

Steve is a keynote speaker, inspirational coach and author. He is known by his clients as a dynamic speaker with practical ideas that simply work. Steve delivered a one man motivational master class, "Making the 1% Difference." Staff were talking about his "This and That" strategies and his "Act as if" techniques for days after.



Steve Head presents at the conference

Congratulations to all those involved in this successful event. The conference evaluated exceptionally well and we have already started planning next year's conference.

For further information please contact: marie.honey@sthk.nhs.uk

St Helens & Knowsley Citizens Charter for End of Life Care

Supporting the people we care for to live well before dying with peace and dignity in the place of their choice.



End of life care

- is the total care of a person with an advanced, progressive, incurable illness or frailty
 - is not just about dying
 - may last a few days, or for months or years
 - begins when, and continues as long as, it is needed

You should expect

to be supported with skilled, knowledgeable health and care professionals who can recognise that you are approaching the end of life and work together to co-ordinate and manage your care.



You should expect

to be supported with trained staff who will help you to think and plan ahead, if you want to, so as to be able to discuss your wishes and preferences for your care.

You should expect

to have a regularly reviewed plan for care individual to you and your needs, that includes decisions and actions in accordance with your needs and wishes.

You should expect

with your agreement, that your plans, if you have made any, are shared with others involved in your care, so that your wishes may be fulfilled wherever possible.

You should expect

to be helped to remain as independent as possible and be supported by health and care staff who maintain your dignity and sense of control throughout the course of your illness.

You should expect

the needs of your family and others identified as important to you to be respected and met, as far as possible.

You should expect

the possibility that you may die within the next few days or hours will be recognised and communicated clearly and sensitively to you and those who are important to you.



You should expect

that, if you wish, those who are important to you are involved in decisions about your care and treatment.

You should expect

a plan for care which includes food and drink, symptom control, psychological, social and spiritual support.

You should expect

that you, and those important to you, will be treated with compassion and respect towards the end of life.

You should expect

that during your illness and after your death, those important to you, receive practical, emotional and spiritual support.

You should expect

that your body will be treated with dignity and respect after your death.

Cheshire & Merseyside Palliative & End of Life Care Network

For further advice and support, please contact the Specialist Palliative and End of Life Care Team on 0151 290 4266.

WHISTON *and* ST HELENS HOSPITALS' CHARITY Climbing *high* for dementia



Congratulations to the fabulous team on Ward 1A, who scaled the heights of Mount Snowdon to raise money for their patients through the hospitals' charity.

So far, the team have raised a fantastic £2,000 and the funds will go towards further improving the experience of their patients whilst in hospital.

The amazing team from Ward 1A during their Snowdon trek



A massive thank you

Staff from the Burney Breast Unit and Lilac Centre would like to send their sincere thanks to families who have kindly donated money to the units.

The Carafani family donated £455 in memory of Avril Carafani, who sadly passed away in October 2015, as a thank you for the care she received at both the breast unit and Whiston Hospital.



Mr Giovanni Carafani, daughter Julie Carafani and granddaughter Lucy Carafani, present Professor Audisio and the breast team with their cheque

The Ainsworth family got their running shoes on and ran the Brighton Marathon in aid of the Burney Breast Unit and the Lilac Centre.

The family made the extraordinary decision to complete the 26 mile course as a thank you for the care received by mum Catherine.

Patient Catherine Ainsworth, with daughter Barbara and staff from the Burney Breast Unit and Lilac Centre



Could You Be A Charity Champion?

We're looking for each ward and department to nominate a Charity Champion!

As a Charity Champion you will help us to keep your ward or department up to date with all our fundraising activities. You will also tell us about areas your ward needs funding for, so that we can make sure the charity is helping where it is needed most. And if your ward or department has a brilliant fundraising idea, we want to hear it too!

Being a Charity Champion won't take up much of your time, no more than half an hour each month. And you can get involved as much or as little as you like!

Please email: gaynor.whistlecroft@sthk.nhs.uk or call 0151 676 5938 to find out more and to nominate yourself.



Result!

Annual staff football tournament strikes the right note.

The annual staff 6-a-side football tournament took place in June, with nine teams battling it out for pride and glory to be named the 2016 champions.

After weeks of organisation, the good old British summertime threatened to ruin proceedings with two hours of torrential rain before kick-off, but being made of stronger stuff our staff took to the field in clearing skies to get the tournament underway.

There was plenty of talent on show, with standout performances from Vinci's Bill Donovan, Paul McNally and Liam Morrison. For the porters Ian Latham and Mark Jameson performed well, ably led by team captain Peter Phillips and manager Alan 'Jurgen' Smith. The catering team were well represented by Liam Miller and Connor McCloud, and the Delivery Drivers excelled on the day.

Vinci and the Delivery Drivers FC took their places in the final after the hotly contested semi-finals with the Rainhill Rockets and Whiston Rangers. The final was a cagey affair, with both teams playing a tactical game, but with extra-time looming, the deadlock was finally broken with just two minutes to go when the Delivery Drivers FC fired a well-placed shot past the advancing Vinci goalkeeper.

As the referee blew his whistle to mark the end of the game, it brought to an end a fantastic tournament, with fair play from every team being the order of the day.

A fantastic £348 was raised for the hospitals' charity and raffle prizes were awarded by St Helens Rugby League legend, Bobby Goulding.

Keep your eyes peeled for the next tournament coming soon "FOOTGOLF", with the wheels now in motion for this to take place in the next couple of months.

Get Fundraising!

Remember to let our charity team know if you have signed up to take part in a fundraising event - we want to help you shout it from the rooftops!

There are lots of fun ways that you can get involved. Whether you're planning to run a 5/10k or even a marathon, go to work in fancy dress, or have your very own bake off – we think you're amazing.



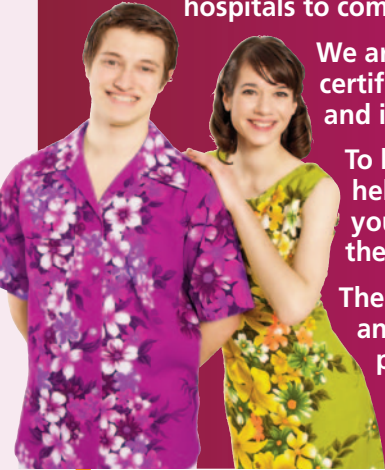
Here are some ways you can get involved!

- If you would like to donate quickly and securely by text - just text 'WSHC11' followed by either £5 or £10 to 70070 (for example WSHC11 £10)
- If you would like to fundraise with friends, family or colleagues, you can download a fundraising pack from www.WSHospitalsCharity.org - we have sponsorship forms, certificates and posters for you to help with your fabulous fundraising!
- You can set up a JustGiving page by visiting www.justgiving.com/WSHospitalsCharity - JustGiving is a great way to tell your friends and family that you are fundraising

September is Charity Month!

Whiston and St Helens Hospitals' Charity is holding its first ever charity month where we will be setting out to raise lots of funds to brighten the lives of our patients.

Friday 30th September is 'Brighten My Day', and we are inviting everyone at Whiston and St Helens hospitals to come to work in their most colourful clothes in exchange for a £1 donation per person.



We are hoping to involve as many wards and departments as possible, we've got certificates for everyone that takes part and there will be a prize for the brightest team and individual!

To be a part of this special day, the best thing to do is to email: hello@wshospitalscharity.org or call our charity team on 0151 290 4400, let us know you are participating and then we can arrange for some photographs to be taken on the day and certificates to be sent out too.

Then all you have to do on **Friday 30th September** is dig out your most colourful clothes, and wear them to work - brightening your day, and brightening the lives of our patients too.

Remember, whether you raise £1, £10 or £100 every single penny raised, every event organised and every hour volunteered really does make a huge difference.

But that's not all ...



Fancy being a pirate or princess for the day?!

On the **17th September**, we are organising a pirates and princesses themed family walk at Sherdley Park in St Helens.

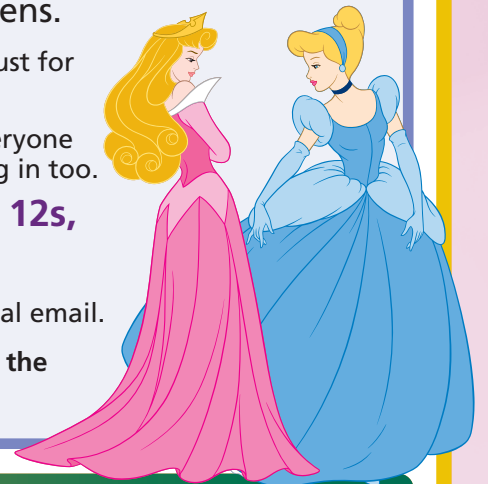
WALK THE PARK is a 2k toddle or 5k wander, either way it's just for fun (and to raise lots of lovely pennies for our hospitals).

There'll be loads of activities for the kids, a goody bag for everyone who crosses the finish line and special celebrity guests joining in too.

**£5 entry for over 16s, £2.50 for over 12s,
FREE entry for under 12s**

Keep your eyes peeled for ways to register on the global email.

If you have any questions and can't find the answers you need, please pick up the phone 0151 290 4400 we're always happy to have a natter!



Did you know since re-launching the charity...

- We have bought 2 Leica microscopes & cameras for cancer services
- 50 ultrasound machines purchased for Rheumatology Dept.
- 51 Spot Vision Screener purchased for Ophthalmology Dept.
- Folding z-beds purchased for the Department of Medicine for Older People, to allow carers to stay overnight

Just a few ways your kind donations are helping our patients!

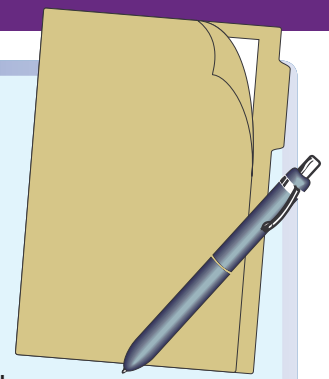
Keeping you up to date!

A number of key updates to the attendance management and special leave policies have been agreed by the Workforce Council.

These include:

- Staff requiring planned day case hospital treatment may request time off under the Special Leave Policy (subject to conditions), if staff are unwell on the following days, however, this would be counted as sickness absence
- Staff undergoing IVF treatment are able to request 22.5 total hours per annum (pro-rata for part time staff) to accommodate appointments/treatment for a maximum of two treatments. The amount of time required must be discussed and agreed with the individual's line manager and be supported by documentary evidence
- For a hospital outpatient appointment, time-off with pay would normally be agreed for the duration of the appointment, however, no travel time will be allowed. Appointment letters/card may be required if requested by their manager
- Should a stage/level meeting be required following an employee's return to work from sickness, this meeting should take place within 6 weeks of return, unless there are exceptional circumstances

More information on the policies and the above updates can be found on the staff intranet, through your line manager or by contacting the Human Resources Department.



Breast Unit continues to attract high quality trainees!

Congratulations to Mandana Pennick, Breast Oncoplastic Fellow, who recently won the British Journal of Surgery paper presentation prize at the Association of Breast Surgery national meeting earlier this year. Mandana was commended for

her work on 'Fat transfer' that she is undertaking at the University of Liverpool under one of our previous fellows - Miss Geraldine Mitchell.

Well done!

*Mandana Pennick,
Breast Oncoplastic
Fellow*



Introducing the medical student's new uniform!

Over the past few months, you may have seen our fantastic medical students from the University of Liverpool wearing their specially designed new uniforms.

After consultation with current students, hospital teams and representatives from the University, it was decided to move away from the pale grey uniform that were sometimes confused with other students. The new dark grey full scrubs have been introduced and the University's logo, which changes colour depending on the year of study, has been made more prominent on the front of the scrubs.

Second year students can be identified with a yellow reel and badge holder, whilst third year students have a purple reel and badge.

Looking good guys!



Printing SMART

Offices, wards and departments across the Trust have been a buzz, as the roll out of the Trust's new SMART printers got underway.

Promising increased security, efficiency and cost savings, the new multi-function printers offer a range of benefits not just to the budget but staff too:

- Now when you print something from a PC, you are not restricted to any one printer, you can pull your printing from any SMART printer across the Trust. So click print in Whiston and retrieve your documents in St Helens if you need to!
- Access is through your staff ID badge or SMART card, so no need to remember any more passwords or log-in details
- You can print, copy or scan documents from any printer. The scanning function allows you to securely email your document to your own email address with ease
- No need to worry about ordering replacement ink/toner/staples etc. as consumables are automatically ordered and delivered to each department

Delivering efficiency across the Trust

Benefits to the Trust are just as important:

- The printers are set to default to double-sided, black and white, this means a reduction in paper and toner usage. It is estimated that we can save approximately £360,000 per annum savings across the Trust
- Security of information greatly improves as documents do not automatically print. This reduces the risk of Information Governance breaches from documents left on printers
- Reducing the amount of paper used by the Trust will reduce the impact that excessive paper usage can have on the environment, reducing the Trust's carbon footprint

Ann Marr, Chief Executive, tests out the new printer with Laura Hart, Executive Assistant



Dr Francis Andrews, Assistant Medical Director and Caldicott Guardian, explains:

"The risk of printed material containing confidential patient information lying around printers has been virtually abolished in areas where SMART PRINT has been rolled out, as well as having an environmental impact with less paper wastage - SMART PRINT is a move in the right direction for the Trust."

Following an initial pilot phase that resulted in extremely positive feedback from staff, full deployment of the new printer began at the beginning of July, scheduled to be complete by the end of August.

'Super-users' have been trained in each department to help colleagues gain initial access to the system and register their access card. They will also help to explain all of the available functions and familiarise staff with the new technology.



Dr Francis Andrews using a new printer

Christine Walters, Director of Informatics, says:

"The roll out of SMART PRINT is going extremely well and I'm thrilled that the Trust will start to see efficiency benefits very quickly. I know it will represent a change in the way some colleagues work and I would like to thank everyone for their co-operation and support during the roll-out, particularly the Super-Users in each area. I'd also like to say a big thank you to the Informatics team who have worked hard to ensure this project is being deployed with minimum disruption across the hospital."

There is lots of information on the staff intranet under the SMART PRINT pages including:

- Roll-out plan
- Quick Reference User Guides for each device
- More detailed user guides for the different functions
- Easy to follow training videos
- Frequently Asked Questions
- Registration process

As always, the Informatics Helpdesk is on hand to answer any questions you have about the usage of the new devices that are not on the FAQ document or to report any faults on ext. 5678.

Moving forward with cancer

Staff from across Cancer Services have represented the Trust at a regional network event to share and highlight areas of innovation.

Attended by over 100 healthcare professionals, the Lead Nurse Network Event focussed on areas including support of patients following cancer and the redesigning of services and pathways.

The team from St Helens and Whiston hospitals showcased innovative practice that has further improved patient experience and care pathways at the Trust.

Nancy Chisholm, Urology Cancer Clinical Nurse Specialist (CNS), supported by Gill Kitto, Cancer Support Worker, gave a presentation on supported self-management in prostate cancer follow up.

Angela Fitzgerald-Smith, Colorectal CNS, presented on a nurse driven multi-disciplinary team within colorectal services.

Christine Rhall, Acute Oncology CNS, gave a presentation on the acute oncology services, including a musculoskeletal pathway that is being entered for a nomination for the Nursing Times Awards 2016.

Poster presentations included "The Skin Cancer Education Clinic" by Amanda Lomax, Cancer Support Worker. The clinic supports patients in understanding diagnosis, recognising changes in moles and self-examination.

This was the first event led by the Lead Cancer Nurse Group and following the success of the day, the group are planning annual events to further promote good practice.



(L-R) Nancy Chisholm, Urology Cancer Nurse Specialist with Gill Kitto, Cancer Support Worker

Living with Cancer and Beyond

The Trust held its annual cancer health and wellbeing day in July, to highlight the support available for anyone living with and beyond cancer.

Each year, the event grows with popularity as patients, relatives, friends, carers and health professionals come together to share their experiences and advice. Free complimentary therapy taster sessions and health checks were also offered on the day.

The event is a unique opportunity for patients and the public to ask professionals anything they would like to know about cancer care and life after treatment. It is also a chance to involve patients and invite ideas on how to further improve cancer support in the future.

Taking a creative approach to improving life for people with dementia

Reminiscence rooms and 'twiddlemuffs' made by crafters have improved life for patients with dementia at our hospitals.

A community craft group started producing blankets, quilts and twiddlemuffs for people living with dementia, after one member's husband was diagnosed with the illness.

The group also crafts quilts for premature babies and care home residents.

Member Alice, 84, said: "My husband was diagnosed with dementia when he was 79. He's passed away now, but when he went into hospital I told the staff about the group and that we'd like to make some blankets. My husband would be messing with his sheets in the hospital but once he was given a comfort blanket it was the best thing as he would play with that."

Lauren Hanson, Dementia Nurse Specialist for the Trust, said: "Comfort blankets and twiddlemuffs provide simple stimulation for active hands. They have different textured fabrics, ribbons and zips sewn to them, which provide a great source of visual and tactile sensory stimulation for people living with dementia."

Marie Honey, Nurse Consultant for Older People's Services and the lead for dementia at the hospital, says reminiscence rooms, created at the hospital are also proving to be a great resource. She said: "The rooms are great spaces for people on our dementia wards to spend time with their visitors and carers, and we're constantly improving them. They're decorated in 1950s and 1960s style, with all the furnishings of the period, including mock retro TVs and radios preloaded with old programmes, films and music. We've also built a mock 1950s grocery store which is a great way for staff and patients to interact."

Anyone willing to get involved with quilt crafting or to donate haberdashery materials can contact Lauren via: lauren.hanson@sthk.nhs.uk



Members of the group display their comfort blankets and 'twiddlemuffs'

Because You're Amazing!

Our lovely patients regularly take the time to let us know just how fantastic their care has been at both of our award winning hospitals. Here are just some of the messages from the last few months...

Big shout out to the staff at Whiston Hospital! I walked in there at 5:30am Thursday with suspected appendicitis. No messing they flew through everything and got me straight upstairs. I've been seen to by easily over 25 different members of staff, monitored all day (and given some lovely yoghurts!), had surgery to have my appendix removed (within 12 hours) then a night's sleep, some more antibiotics and I was sent on my merry way all within 28 hours. Couldn't be happier with how everything was handled and everybody there was awesome, I can't thank them enough. Literally from walking into A&E, taken up to Ward 4B and then the surgery was nothing short of an enjoyable experience. It may sound strange but the way everything was handled by your staff and the pleasantness of everyone genuinely made being in hospital for surgery ENJOYABLE! If it's possible please pass this message onto everyone who dealt with me yesterday and today (I wish I could mention them all by name). What a gang of legends. UP THE NHS!

Michael Barnes

Kay Wilcock > St Helens and Whiston Hospitals

25 March

I have spent this afternoon on ward 1B with my mum who had an appointment with Dr Clewes. I would like to say a big thank you to him for his care and attention he was very thorough and although more investigations are needed he has made my mum feel much better

Emma Mahon > St Helens and Whiston Hospitals

18 June at 15:13

Would just like to say a massive thank you to all at the maternity unit who looked after me and my little boy on 16/06/16, especially Maureen, Emma and Marie who helped deliver him and the girls who worked the night shift on Ward 2E that night who helped me to settle a screaming baby after my husband had gone home and I didn't know what to do. Your help was invaluable and I had the best possible care and experience with my first birth so thank you so much! The Mahon family xx

Jeanie York > St Helens and Whiston Hospitals

23 April - Clock Face

A big thank you to the IBD team especially Brian Collins it's a really good team who have supported me in times of need and just recently again

Patsy Nuttie 11 > St Helens and Whiston Hospitals

31 May at 14:47

Didn't love having to go but the staff on the Endoscopy unit were amazing !!! Such friendly considerate professionals and so so caring. They made what is a horrible experience not so bad. Thank you so much to Dr McClements my nurses Sue the manager you were all so lovely and reassuring. #greathospital #greatcare

★★★★★ **Anthea Harrison gave Plastic surgery at St Helens Hospital a rating of 5 stars**

A good hospital experience - 2/6/16

Visited the Sanderson Suite this morning. I would like to thank all the staff for making my visit so stress free. Particularly would like to thank the consultant and their team for somehow turning my nervousness and apprehension into a pleasant experience. Their friendly manner, explanation of procedure, balanced with good humour was brilliant (helped greatly by Rodrigo's Concierto de Aranjuez!!!). A good hospital experience - thank you.

★★★★★ **ERIC CRANK gave Diagnostic Imaging at St Helens Hospital a rating of 5 stars**

Attended X Ray Dept

Went for a x ray this morning and i was in and out in 20 mins all credit to you. I could not believe it you deserve to be so high in the ratings

★★★★★ **Anonymous gave St Helens Hospital a rating of 5 stars**

Mammory screening

The nurse at St.Helens hospital breast screening was very pleasant. They did their utmost to try to put me at ease and the conversation was appropriate taking into account I was topless. I feel as a nurse myself I can recognise good practice and this fitted that criteria.

★★★★★ **Joanne Wareing gave Gynaecology at St Helens Hospital a rating of 5 stars**

Staff are a credit to the NHS

The 2 Staff were lovely made me feel very relaxed and gave me all the information I needed. I was very worried and they totally put me at ease talking to me all the way through. Thank you so much xx

★★★★★ **Florrie Smith gave Accident and Emergency services at Whiston Hospital a rating of 5 stars**

A+E visit

Arrived at AE department at 4pm greeted by a very busy but smiling and professional receptionist, sat waiting for approximately 30mins during which time the department was getting busier but staff remained polite and cheerful, triage nurse was efficient then my encounter with the doctor was efficient, with a thorough examination and further test carried out by nurse and an eventual plan of further action and pain control and appropriate referrals all completed within a 4 hour time period. Absolutely top class treatment from top class nurses and doctors all of whom where rushed off their feet but remained professional and compassionate at all times. The whole department is a credit to the hospital and the NHS as a whole. Couldn't fault my care. And to top that, my GP has now made the appropriate referrals as a result of the efficient and effective communication from Whiston. Thank you.

Sue Fisher > St Helens and Whiston Hospitals

4 June at 18:19 · St Helens

Would just like to thank all the team on the cardio diagnostic ward at Whiston I was so scared but your kindness and dedication got me through it (sorry for all the tears I make a bad patient) but sincere thanks to you all xxxxx

Angela Boyle > St Helens and Whiston Hospitals

1 June at 20:57 · St Helens

I would like to say " big thank-you " to all the fantastic staff who looked after my Mum Kathleen Boyle. On ward 5A. You all have been so kind and caring to my mum who has alzheimers. Thank you to the catering staff Ste, Julie and Barry, Who went out there way to get my mum a soft diet. thank-you for caring. I appreciate everything so much. Dr Jacob, who when speaking to mum and I had a lovely caring manor. He spoke to both of us and listened. He also explained the plan of care in an excellent way to both of us. Thank you so much to you all xxx

Alyson Swift > St Helens and Whiston Hospitals

17 June at 13:31

Just want to say a big thank you to Mr Raj and the team on ward 4B and theatres for all their kindness and professionalism following my recent gall bladder surgery. I work in Pathology at Whiston and have now had a small insight into what goes on over in the main hospital for a change. The ward was extremely busy and yet everyone went out of their way to be so helpful. Thanks again to everyone involved :)

Joanne Henry > St Helens and Whiston Hospitals

53 mins

Just want to say a huge thank you to the team on ward 4A at Whiston Hospital for all their help, kindness & professionalism. Having never stayed in hospital other than to have my children many many years ago this was an unexpected visit (I'm never ill). Following lots of pain, tests , scans & sickness I had Gall bladder surgery. The ward was extremely busy and yet everyone went out of their way to be helpful, never once letting their smile disappear day or night. I knew the hospital was busy but never imagined how busy until I experienced this for myself. Thanks again to everyone involved especially Pauline and nurses Chavaun & Emma. - feeling grateful

Michelle Beales-Shaw > St Helens and Whiston Hospitals

19 May

Having just been discharged from ward 3e I just want to thank everyone for the care I have received. From arriving on Tuesday morning the whole process has been seamless. The theatre staff were friendly and reassuring, the students all helpful and keen to learn and all the staff provided excellent care, especially Tracey (on nights) when I couldn't sleep providing me a cup of tea and some TLC and Bev (on days) for picking up my retention quickly and being amazed with me at my capacity to hold so much. You are all a credit to the trust. Thank you very much.

Kirsty Stockton > St Helens and Whiston Hospitals

15 April · Roby

Would like to say a big Thank You to all the staff on 3A who were wonderful from beginning to end! And to the anaesthetic team who put me at ease! Credit to the NHS xx

Sue Williams > St Helens and Whiston Hospitals

18 June at 02:03

I'd just like to say a great big 'Thank you' to Ward 1C - Manager Ste, all the nursing and support staff, especially Sam!, Doctors, cleaners, porters and catering staff for making my Dad's birthday in hospital a happy one! Excellent care and support, very much appreciated x

Lauren Attwood > St Helens and Whiston Hospitals

14 April · Prescott

Had amazing care from all the staff on delivery suite and ward 4C, as a nurse it's now clear to me how the small kindnesses make the biggest difference. Thank you all for your hard work, kind words and cheerful disposition

WORLD'S BIGGEST COFFEE MORNING

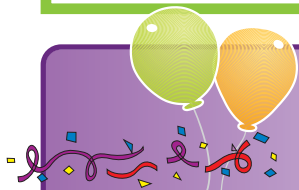
**WE ARE
MACMILLAN.
CANCER SUPPORT**

Macmillan Coffee Morning

9.30am-11.30am
Friday 30th September

Spice of Life Restaurant
Lower Ground Floor
St Helens Hospital

Julie Parr 01744 647000



Fond Farewells ...

*Best wishes to our long serving
member of staff who has
recently retired*

Carole Nolan
Nurse Colposcopist



*Carole with her colleagues from the
Gynaecology Department*

Health Work & Wellbeing Open Day



Friday 30th September 2016
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 2016/17 flu campaign
- Fitness tests
- Talk to a physiotherapist
- Information on;

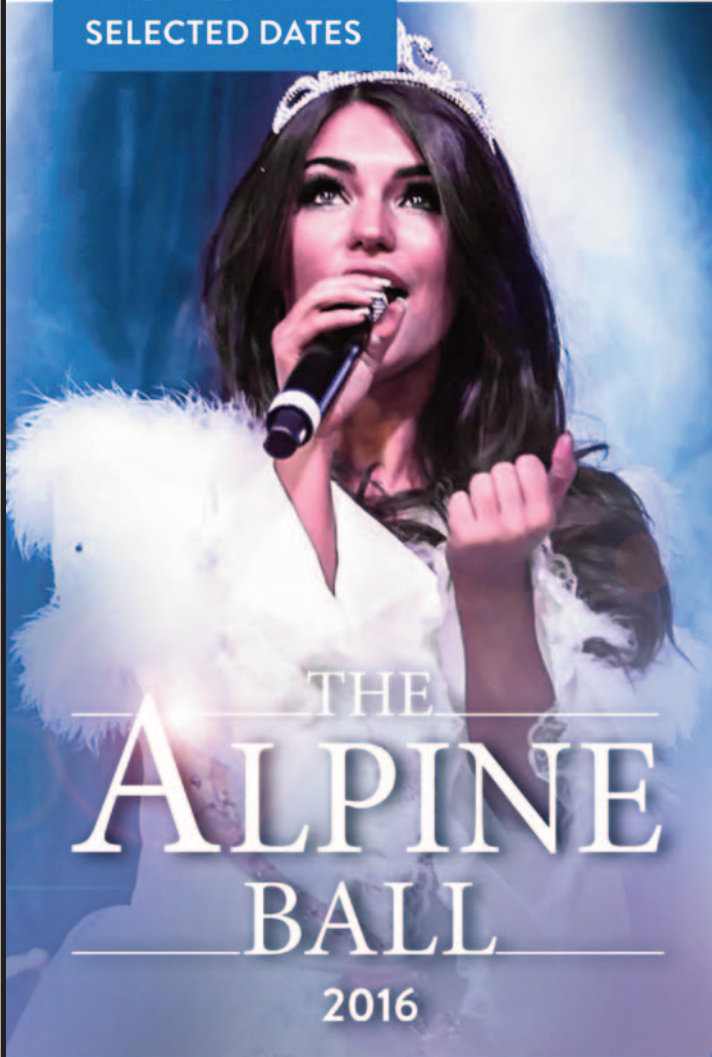
Carers Support	Counselling services
Insight	Sexual Health
Smoking cessation	Safe Drinking
Healthy diet etc.	

Plus lots of freebies

So come along and help us to help you!

NHS STAFF
SPECIAL OFFER
£5 OFF
SELECTED DATES


AINTREE
A Jockey Club Racecourse



THE ALPINE BALL

2016

JOIN US FOR THE
ULTIMATE
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AT AINTREE RACECOURSE

YOUR PARTY INCLUDES:



- Glass of bubbly on arrival
- Spectacular pre-dinner entertainment
- Sumptuous three course meal
- Crackers and novelties
- Fabulous live entertainment
- Incredible sound and lighting
- Top DJ & Disco
- Charity casino*
- Dodgem cars*
- Photographer
- Free on-site parking



**optional item on the evening; small charge applies*

DATES AVAILABLE:

FRIDAY
25th

NOVEMBER
NHS Price: £44.50
Published Price: £49.50

NHS STAFF
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£5 OFF
SELECTED DATES

SATURDAY
26th

NOVEMBER
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Published Price: £52.50

TO REDEEM YOUR
DISCOUNT QUOTE:
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WHEN BOOKING

THURSDAY
22nd

DECEMBER
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Trust social life!

The Trust's Facebook and Twitter pages are reaching nearly 3000 people every day. The sites are a great way to keep up with what's going on. Follow us at facebook.com/sthknhs and @sthknhs on Twitter.



Trust LOTTERY

April winners:

Catherine Eiffert, Accident & Emergency Department
Fiona Winstanley, Switchboard
Clare Mather, Endoscopy Department
Kelly Sutherland, Medical Secretaries

May winners:

Stella Kavanagh, Radiology Department
Leanne Binns, Paediatric A & E Department
John Heaton, Medical Photography Department
Lindsey Oliver, Accident and Emergency Department

June winners:

Heather Greenhall, Maternity Department
Joanne Macleod, Cardio-Respiratory Department
Susan Frodsham, Ward 4E
Charlie-Louise Mullin, Pre-op Clinic

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.



Summer Essentials

F	B	Q	M	G	N	R	F	U	D	M	B	U	S	E
W	E	W	I	D	Y	B	P	L	A	O	T	E	S	G
I	L	I	S	Q	E	U	I	M	G	Z	J	T	U	N
T	N	E	L	L	E	P	E	R	T	C	E	S	N	I
O	A	X	M	E	B	O	P	S	U	T	T	W	S	H
O	L	O	S	A	R	A	P	I	Z	I	V	Y	C	T
W	V	K	L	G	B	R	Y	R	K	Z	Q	Q	R	O
C	D	M	U	R	W	N	E	D	E	A	E	T	E	L
C	B	V	U	L	M	I	I	V	D	T	A	A	E	C
Z	S	U	N	G	L	A	S	S	E	S	A	H	N	E
I	Y	N	D	I	T	R	I	E	B	F	H	W	G	S
I	Z	M	C	S	S	G	W	V	B	T	Y	Q	D	O
T	I	W	R	A	F	Z	D	W	X	I	Y	A	Y	O
L	P	I	R	S	U	B	C	H	T	I	F	H	H	L
X	F	Q	G	Q	V	I	X	T	L	U	W	D	Q	L

Can you find the summer essentials that will help protect you and your family?

FIRST AID KIT
HAT
HAY FEVER RELIEF
INSECT REPELLENT

LIP BALM
LOOSE CLOTHING
PARASOL
SUNGLASSES

SUNSCREEN
WATER

Staff News 'n' Views

Next Issue: Autumn 2016

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 1st September 2016.

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St Helens & Knowsley Teaching Hospitals NHS Trust



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