

Staff News 'n' Views



St Helens and Knowsley
Teaching Hospitals
NHS Trust



THE 25 Lilac CENTRE

www.sthk.nhs.uk

Excellent Patient Care in World Class Hospitals

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Issue 56 Spring 2017

Employee of the Month

November 2016

Siobainn Bathgate Colorectal Pelvic Floor Nurse

Nominated by Dr Mike Horner, Consultant, Care of the Elderly

Siobainn has worked for the Trust for 25 years and is an essential part of the Colorectal Pelvic Floor Surgical Team. She fulfils a very important role in supporting patients with very sensitive issues, treating them with a great deal of compassion and skill.

In his nomination, Dr Horner said: "Siobainn supports patients of her own service, but has also gone above and beyond to help patients in the Department of Medicine for Older People. She spends a great deal of time educating staff and makes a real impact on the quality of care patients receive.

Siobainn demonstrates her commitment, attending to patients in her own time, at weekends. She is not only an asset to the colorectal and surgical teams, but to the entire Trust."

Receiving the award Siobainn said: "I am overwhelmed to receive the Employee of the Month Award. I am doing a job I love and am passionate about. I work with some amazing people throughout the Trust and this helps to make my job so much easier."



January 2017

Julie Lynan Patient Advice and Liaison Service (PALS) Officer

Nominated by the Corporate Nursing Team

Julie has worked at the Trust for nearly 17 years, having worked in the HR Department for 14 years before moving to the PALS Office. As well as being a valued member of the PALS Team, Julie works tirelessly raising funds for the Trust's hospitals' charity.

In their nominations, the team said: "Julie has made an extraordinary contribution over a number of years. She is a passionate supporter of the Burney Breast Unit, taking part in many of their events. She has led a number of campaigns, including the Trust-wide Pink Friday and the innovative and increasingly successful Jules' Tubes, not to mention her abseiling from the hospital roof.

Her tireless work has raised over £10,000 for both the Trust's charity and cancer charities. This has made a massive difference to the amount of funds available to benefit our patients. Julie is an inspiration to all of us, her enthusiasm is phenomenal and her ongoing fundraising is greatly appreciated by all.

After receiving her award, Julie said: "I am delighted and honoured to have received the award for my fundraising, I'm very humbled and a little embarrassed to have been singled out. I just wanted to say thank you for the wonderful treatment I received at our Trust following my own breast cancer treatment."



February 2017

Bernie Thomas Macmillan End of Life Care Facilitator

Nominated by Julie Hendry, Divisional Director for Medicine and Consultant Physician

Bernie has worked at the Trust for over 14 years. In her nomination, Julie said: "Bernie is a passionate advocate for improving end of life care for patients both in the Trust and the community. He will always go the extra mile for patients.

Bernie has a great enthusiasm for education, and participates in the rolling programme of end of life education for medical and nursing staff. When working with colleagues he is generous, encouraging and supportive of the work being undertaken.

Bernie is an incredibly popular member of staff, his positive nature is infectious and I receive many compliments about him from staff on the wards, consultant colleagues, fellow members of the Specialist Palliative Care Team and executives.

Receiving his award, Bernie said: "I am very grateful to Julie for the nomination, but very surprised to be chosen. There are so many deserving people at the Trust, its lovely to work with genuinely lovely staff. I am lucky to work in such a great place, with so many talented and hard-working people."



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

Annual Staff Awards

19th May 2017



Because not all superheroes wear capes, we recruited some very special friends of the Trust to help reveal our shortlist of nominations this year.



The Dark Knight himself, Batman, accepted the mission and enlisted the help of some well-known faces to announce those who have been shortlisted for an award from the hundreds of nominations received. A special film premiere was held at both hospitals and also at our Informatics Department in Alexandra Park. You can watch the film announcement by visiting the staff intranet site.

Outstanding Achievement Award

For 25 years of outstanding commitment and care

The Lilac Centre

The shortlist of nominations is (in alphabetical order)

Excellence in Clinical Care	Laweh Amegavie Consultant Paediatrician	Theatre Staff	Ward 3B Fractured Neck of Femur
Excellence in Service Improvement	Ward 4A General Surgery / Urology	Ward 4D The Mersey Regional Burns Unit	Ward 5B Department of Medicine for Older People
Excellence in Support Services	Catering Department	Informatics Department	Payroll Services
Excellence in Patient Experience	Burney Breast Unit	Maternity Department	Wards 2B & 2C Respiratory
People's Choice Award	Emergency Department	Urology Specialist Nurses	Ward 5A Department of Medicine for Older People
Employee of the Year	Siobainn Bathgate Colorectal Pelvic Floor Nurse	Julie Lynan PALS Officer	Glenn Massey Consultant Radiologist & Clinical Director for Radiology Services
Team of the Year	Outpatient Hysteroscopy Team	Plastic Surgery Day Case Unit	Sepsis Team



Simon Ross, Radio City 2 presenter



Philip Olivier, Actor



Pete Price, City Talk presenter



Patrick McBride, The Milk Tray Man



Claire Simmo, Radio City 2 presenter



Paul Sculthorpe, Saints legend



Scott Hughes, Radio City presenter



Neil Fitzmaurice, Comedian

Friday 19th May 2017
Liverpool Arena

This event is at NO cost to the NHS

Lilac Centre marks Silver Anniversary

1992

25 Years

2017



The Lilac Centre for Cancer Care has marked 25 years of providing exceptional care to oncology and haematology patients in the region.

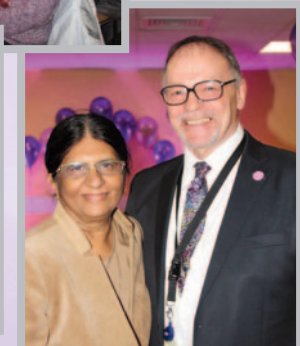
On Tuesday 14th February, staff, patients and special guests gathered to celebrate this momentous occasion and for one member of staff it was a double celebration. Sue O'Hanlon, chemotherapy nurse, returned to work at the centre 25 years to the day after she helped to open it!

Sue said, "When I received the start date for my new job I couldn't believe what a coincidence it was. I feel like I'm returning to my spiritual home and I can't wait to get started again."

The event was opened by Toby Nicholson, Clinical Director and speakers included John Tappin, Consultant Haematologist, Ernie Marshall, Consultant in Medical Oncology and Ann Marr, Chief Executive, who talked about how proud she was of the staff who have made the Lilac Centre such a warm and welcoming place for patients and their families.

Lilac Centre fact file

- The Lilac Centre was established in 1992
- In 1992, the centre treated between 25-30 patients a week. Today, that number is over 250
- The centre moved from Whiston Hospital to St Helens Hospital in 2008
- Both haematology and oncology patients receive treatment at the centre
- Ambulatory chemotherapy has increased approximately 30% year on year since 2014
- The centre also offers holistic and complimentary care including; counselling services, reiki, aromatherapy, reflexology and hot stone therapy
- The centre has its own hairdresser and thanks to kind donations, will soon open its own salon! Staff are also trained in head art and there is a scalp cooling facility for those patients with chemotherapy induced alopecia.



Staff rate our care top

Staff have rated the Trust as **'BEST acute Trust in the North West'**, second nationally, in the National NHS staff survey 2016 for overall staff engagement.

This means staff said that our number one priority is providing an excellent standard of care to our patients and that they would be happy if a relative or friend needed treatment at either of our hospitals. They also said they would recommend the organisation as a good place to work and that they feel motivated and can make a valued contribution to further improving their workplace.

The Trust also achieved the highest scores in the North West for the support and recognition managers give to staff across the organisation.

Ann Marr, Chief Executive said "It is fantastic to know that our staff value the quality of care they provide to our patients and that they rate their own Trust as the best acute Trust to work for in the North West. I am delighted to hear that they are engaged with our values and objectives and commend them for their continued efforts to provide the very best care to all of our patients."

It could be you!! Trust LOTTERY

January

David Brimage, Finance
Graham Hindley, Security
Kate Wilson, Whiston Theatres

Rebecca Hesketh, Cancer Services

February

Lesley Carr, Ward 1B
Debra Bailey, Microbiology
Olive Reilly, Pharmacy
Kelly Stott, Medical Photography

March

Aimee Newby, PBS Reception
Michaela Eason, Medical Care Group
Janet Powell, Ward 3E
Natalie Jackson, Accident & Emergency Department

To be in with a chance to win the cash each week, you can download and complete the Lottery application form on the staff intranet today:

<http://nww.sthk.nhs.uk/library/documents/LotteryApplication2014.pdf>

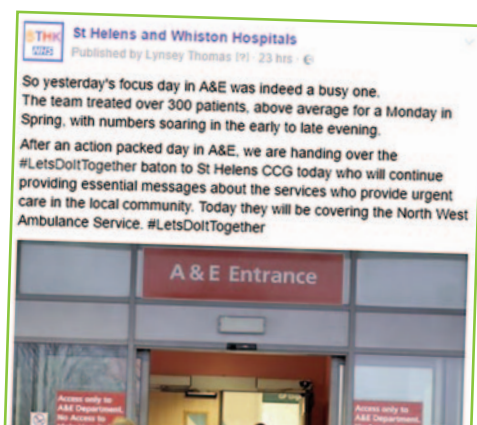
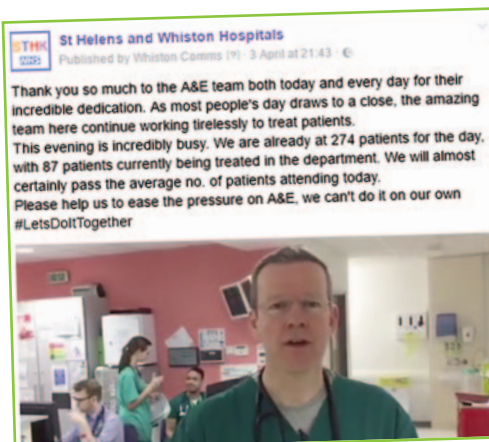
#LetsDoltTogether

The Trust took part in a live social media focus day in April to highlight the demand on A&E and the options available for urgent care across the local area.

#LetsDoltTogether launched with a film featuring Dr Erin Devlin explaining how everyone can help by choosing to be treated in the right place, as well as assisting the Trust with timely discharges.

The campaign reached almost 200,000 people in just 24 hours and the films shared throughout the day were viewed over 46,000 times.

Thank you to everyone who liked, shared and commented we really appreciate your support in spreading this important message.





We are smoke free

All sites across the Trust became smoke free on 1st April 2017. This includes Whiston Hospital, St Helens Hospital and Alexandra Park.

Staff are not be permitted to smoke on any Trust premises, in any area, in a bid to establish a smoke free environment for everyone. This policy applies to all Trust employees and volunteers including contractors who work within the Trust.

So what does this mean for you...

- Staff are not allowed to smoke anywhere on Trust premises
- Staff are not allowed to smoke in vehicles parked on Trust premises
- Staff who smoke near to Trust premises must not do so in uniform or work wear
- Uniform and / or work wear must not smell of smoke
- This also applies to e-cigarettes

Giving up smoking is hard, whether that's during working hours or permanently, and this is not underestimated by anyone here at the Trust. To help those who wish to take this opportunity and choose to quit altogether, there is a great deal of advice and information available for all staff.

Did you know that you are four times more likely to QUIT if you do so with the help of a healthcare professional than with willpower alone.

Support can be obtained through the Health, Work and Wellbeing Department and the Smoking Cessation Team.

Whiston Hospital Smoking Cessation ext. 4332
St Helens Hospital 01744 586247 (option 4)

National NHS smoking helpline 0800 0224332
Visit the website: www.smokefree.nhs.uk

If staff are found to be in breach of this policy, the Trust will initially take a supportive approach. However, the policy is clear on the Trust's intention to be smoke free and staff are advised to read the policy in full.

For further information as to the implementation of this policy for staff, please contact your HR Advisor.



Welcome to the family!

We are so happy to welcome staff from across St Helens Adult Community Services into our extended family here at the Trust.

The Trust was awarded the contract to provide services across St Helens from 1st April 2017 and staff working in Newton Hospital, Intermediate Care, and the Adult Continence Service have now had their employment transferred from this date.

As lead provider, the Trust is also responsible for services including; community nursing and matrons, phlebotomy and treatment rooms, crisis response St Helens Integrated Access (IASH), GP and District Nurse out of hours, but these will be sub-contracted to 5 Boroughs Partnership NHS Trust and St Helens Rota.

We love that the STHK family is growing and hope that our new staff will enjoy working for the Trust and getting involved in all of our exciting activities and events.

Welcome everyone!



Euphoria

Hair & beauty

10% off for all NHS staff with valid NHS I.D. Card
(Must be your own I.D. for your own appointment)

NHS

Gift Vouchers available
Now offering semi-permanent eye lashes

4 Greens road, Whiston, L35 3RF 0151-431-0006
www.facebook.com/euphoriahb euphoria-hairandbeauty@hotmail.co.uk

Maternity Unit delivers 'excellent care'

Baroness Julia Cumberlege, Chair of the National Maternity Review, has visited Whiston Hospital to learn about the excellent work of the Trust's Maternity Unit.

Delivering over 4000 babies each year, the unit has been recognised as providing the highest possible level of quality and safe care by the NHS Litigation Authority and was the first on Merseyside to receive UNICEF's Baby Friendly Initiative Award.

The Trust's Maternity Unit consistently scores amongst the highest in the country for women who say they would recommend the service in the national patient Friends and Family Test.

Baroness Cumberlege said: "I am delighted to visit Whiston Hospital and meet the team who are providing such consistently high standards of care to women and their families.

It is vital that when it comes to childbirth women can choose where and how to have their baby and I am delighted to see the progress the Trust continues to make in this area. I will be sharing their example across the NHS."



Frontline maternity staff meet Baroness Cumberlege (centre)

The Baroness met frontline staff based at Whiston Hospital's Maternity Unit as well as community midwives from across Knowsley and St Helens. She learnt of the family friendly service they are proud to offer all women and discussed their exciting plans for further development of the unit.

Ann Marr, Chief Executive, said: "I am delighted and very proud that the Trust's Maternity Unit has been recognised by Baroness Cumberlege in this way. Our staff always go the extra mile to make sure they provide the highest standards of patient care and we will continue to strive for excellence for all of our families."



Successful joint working gains Parliamentary approval

Parliamentary Under-secretary of State for Community Health and Care, David Mowat MP has visited the Trust on a fact finding mission to explore how we are successfully working with our healthcare partners to reduce discharge delays.

Mr Mowat joined a round table discussion with senior leaders including Ann Marr, Chief Executive and Rob Cooper, Director of Operations and Performance as well as representatives from St Helens,

Knowsley and Halton CCGs before observing a multi-disciplinary team board round on Ward 1A.

Mr Mowat said: "It has been extremely interesting and beneficial to see first-hand the excellent work at St Helens and Knowsley Teaching Hospitals NHS Trust and I would like to thank all the staff for finding time in their busy day to accommodate my visit and answer my questions. I will be sharing the example I have seen with colleagues at the Department of Health."

David Mowat MP visiting Ward 1A, Department of Medicine for Older People



Ann Marr, Chief Executive with David Mowat MP and Rob Cooper, Director of Operations

Acute Kidney Injury Team

KEY FACTS

- Acute Kidney Injury or AKI is a sudden fall in kidney function as measured by blood tests and urine output, AKI is identified in the same way. Although named 'Acute Kidney Injury' it is only very rare that the kidneys have been physically injured
- 1 in 5 of all emergency admissions into hospital are associated with an Acute Kidney Injury (AKI) with around 20% to 30% of AKI cases being preventable
- AKI is a rapid onset condition which can either recover or leads to chronic kidney disease
- Around 100,000 deaths in secondary care are associated with AKI, with AKI being 100 times more deadly than an MRSA infection
- Costs to NHS from AKI were initially estimated at £434-620m per year, but these have recently been revised to over £1bn

KEY ACHIEVEMENTS & OUTCOMES

- Despite being a relatively new team, the AKI Team has demonstrated a number of successful achievements:
- STHK was the only participating Trust to achieve the Appropriate Care Score target set by the Advancing Quality Initiative
 - An average of a 2.2 day reduction in length of stay for all patients with AKI
 - A reduction in readmissions after a diagnosis of AKI on the previous admission
 - A reduction in utilisation of critical care for AKI
 - Awarded for the best overall abstract at a joint Greater Manchester & Eastern Cheshire SCN and National Institute for Health Research conference

AKI TEAM

Dr Ragit Varia, Trust AKI & IV Fluid Lead
Keila Calland, Nurse Specialist
Jayne Bray, Nurse Specialist
Caron Jones, Nurse Specialist
Louise Delany, AKI Pharmacist

The team's winning abstract



KEY PROJECTS

The team have transformed the management of Acute Kidney Injury in the Trust with a number of tools and innovations introduced to enhance patient care and experience, with a huge number of projects planned in the near future. The team have introduced:

- An electronic AKI lab alert
- AKI management bundle and toolkit
- An electronic discharge template
- Co-developed an AKI APP with Cheshire & Mersey AKI Network
- Co-developed regional sick day guidance for AKI with Pan Mersey Area Prescribing Committee
- Patient information material
- A Pharmacist alerting dashboard
- An IV Fluid Policy
- IV Fluid updated charts
- Hydration assessment tools
- Trust-wide educational sessions

They have also collaborated with North West Coast Innovation Agency on an eLearning package for care home staff regarding hydration and have contributed to national and international research.

WORLD KIDNEY DAY

The team held an event at Whiston Hospital to mark World Kidney Day 2017, with a theme of 'Hydration and your kidneys'. They answered queries from both patients and staff regarding AKI and

explained how best to keep hydrated. The day was a huge success with a great deal of interest from everyone.



Members of the AKI Team with Ann Marr, Chief Executive on World Kidney Day

FUTURE DEVELOPMENTS & PROJECTS

The team is currently developing hydration assessment tools for implementation Trust-wide. Electronic fluid balance charting also commenced piloting on wards 4C and 3D in March with Trust-wide roll out to follow.

For more information about AKI and hydration, contact the AKI Team via email: AKI@sthk.nhs.uk

John's Campaign goes from strength to strength

Following the overwhelming success of John's Campaign in the Department of Medicine for Older People, we are delighted to announce that the campaign will now be rolled-out across the Trust.

John's Campaign is a national campaign which calls for the right of people living with dementia to be supported by their carers whilst in hospital.

A special launch event was held at Whiston Hospital with guest speakers including Ann Marr, Chief Executive, Nicci Gerrard, John's Campaign National Lead and carers who have been helped by the Trust.

As a group, people with dementia often fail to thrive in hospital. A recent report by the Alzheimer's Society confirms they stay longer in hospital, are less safe and experience worse outcomes than their peers without this disability. Their levels of functioning declines and they are less likely to return to their own homes and more likely to be readmitted.

Above all, people with dementia need person-centred care and extra attention paid to their physical and psychological wellbeing, yet because of their cognitive and communication difficulties, this may be almost impossible for hospital staff to provide. Carers are "the

dementia patient's voice and memory" and if a carer is willing and able to continue their support through a hospital admission, then we welcome their continued input into their loved one's everyday care.

The Trust aims to work in partnership with carers to provide ongoing support. Main carers have the right to stay throughout the day or night, however, we understand that this may not be possible for all carers and should not be seen as a duty or responsibility.

For more information, please contact: marie.honey@sthk.nhs.uk or lauren.hanson@sthk.nhs.uk



Nicci Gerrard, John's Campaign (centre right) with Trust staff and Ann Marr Chief Executive, (far right)



Extended hours for BEP Service

The Bleeding in Early Pregnancy Clinic is now open on a Saturday. This clinic is for women who are booked or intend to book at Whiston Hospital for their antenatal care.

The clinic triage number is 0151 290 4356 and is open from 08.30am – 12.30pm and 13.30pm – 16.00pm.

Gift of a Garden

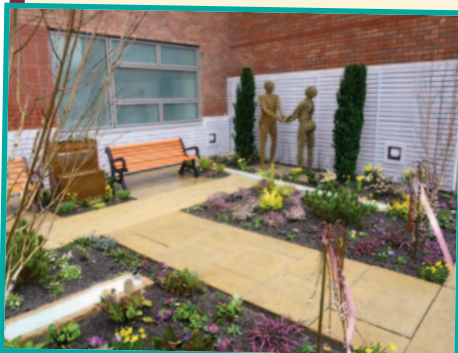
The Trust is delighted to unveil its latest garden which is located at the main entrance of Whiston Hospital and was kindly donated by garden designer Alison Galer.

Alison, a former nurse who trained at Whiston Hospital, created the garden known as "the waiting list" for Tatton Park's RHS Flower Show last year, where it received a prestigious gold award. After the show, she donated it to the Trust in the hope that it would offer a place for quiet reflection for patients and their families.

The garden was uplifted from Tatton Park after the show and nurtured over winter by our own award winning gardener David Platt and team, before being recently replanted outside the main entrance at Whiston Hospital.



Alison Galer, award winning garden designer officially opens 'The Waiting List' garden



Ann Marr, Chief Executive, joined Alison and families whose lives have been touched by organ and tissue donation to officially open the garden at a special event celebrating the gift of life.

"We are honoured to have been chosen by Alison to receive this wonderful donation. Our gardens are appreciated by everyone at the Trust but most importantly they really do help our patients, who comment on a daily basis how uplifted they feel by this lovely environment."

Plans are already being made by the Trust to expand the donated garden and create a memorial garden. This project is being developed by the hospital environment group in conjunction with patient and staff representatives.

New Charity Manager joins the Trust



A big hello to Elizabeth Titley who has joined the Trust as Charity Manager.

As well as increasing income for the Charity, Liz hopes to increase the number of charity funded projects across the Trust.

She said: "I am looking forward to making our Charity the charity of choice for staff, patients and the community. We can do so much to brighten the lives of our patients and further improve the care we provide at Whiston and St Helens hospitals. I have lots of ideas but want to hear from staff across the Trust too about what they would like us to be spending charity funds on."

If anyone wants to have a chat about the work of the Charity, find out how to apply for funds for their department or service or raise some money, Elizabeth can be contacted on 0151 290 4531 or elizabeth.titley@sthk.nhs.uk

Charity helps to brighten the lives of our patients



Trust staff have been busy requesting funds from the Hospitals' Charity to fund extra special projects and items over and above that provided by the NHS.

Here are some of the recent projects funded at the Trust:

- 3 iPads for the Voluntary Services to assist in their interaction with patients living with dementia. The iPads will be loaded with special apps designed to aid reminiscence and communication
- 4 CD players and a collection of CDs for patients to listen to on Ward 1A, Frailty Unit
- A 'makeover' of the lounge area on Duffy Suite. This area is being increasingly used for social activities on the ward with quizzes, bingo and other events happening on an almost daily basis. These activities are an enormous benefit to patients who spend, on average, around 3 weeks on the intermediate care ward and the team would like the environment to be more active, comfortable and welcoming.
- New toys for children's outpatient areas at Whiston and St Helens hospitals
- Puzzle books, adult colouring books and reminiscence colouring books were requested by a number of staff and so the charity will provide and distribute these to wards at both Whiston and St Helens hospitals
- The charity will provide a variety entertainer/magician who will visit the hospitals monthly throughout 2017 to entertain adult patients and help to alleviate the stress of a hospital stay and promote wellbeing. This will benefit patients across the Trust including, but not exclusive, to the Department of Medicine for Older people, the Lilac Centre, Duffy Suite and Seddon Suite. The entertainer can be booked via the charity office
- Wall murals for the Special Care Baby Unit featuring children who have been cared for by the team and who have grown into healthy and happy people sharing a message of positivity and hope

There are a number of other ideas and projects the charity will be looking into further. If you have a project in mind and would like to request funding for this, please contact Liz on her email address above.

Dr Mark Fox manages to "Run to London" with the help of the Hospitals' Charity

Consultant Gastroenterologist Mark Fox spearheaded a fundraising challenge event, to run (statically) the distance from Whiston Hospital to London with the help of staff and charity supporters.



Dr Mark Fox (centre) with runners on the day

Fundraisers each took turns to run slots on treadmills, completing a total of 214 miles, with a fantastic £1600 being raised and split between the Hospitals' Charity and CORE, a specialist charity committed to raising awareness of digestive diseases.

Mark was delighted with the results and hugely appreciative of everybody who had helped make the event such a big success.

Hospital abseil is back by popular demand!

After the huge success of the inaugural Charity Abseil in 2016, a second abseil has been arranged at Whiston Hospital on Thursday 8th June, 2017. No experience is required as the team from Mountain Monkeys will guide you down with gentle encouragement! Contact us at hello@WSHospitalsCharity.org to register for a place or to get further information.



 **Because you're amazing!**

Natalie Hayes > Oncology & Haematology
1 hr · St Helens

I saw Dr Nicholson today at St. Helens Hospital for my 5 year check up following successful treatment for Hodgkins Lymphoma. I've been given the 'all clear' and discharged, just wanted to publicly thank Dr Nicholson & the haematology team, Ruth & Dave Haematology Nurse Specialists, all the staff at the lilac centre, Macmillan team Julie Parr, Peter & Gill, admin & clerical staff, porters, surgeons, Ward staff, phlebotomists & radiology staff (hope I haven't forgotten anyone!) for their exemplary care since 2011.

I have had total faith in them from day one & they always treated me as an individual with incredible expertise, knowledge & support. I'm proud to be a member of staff at STHK & proud to be a success story of this fantastic hospital.

You saved my life - THANK YOU! X

Louise Anderson > A&E Department
28 February at 11:00 · Rainhill

Would like to thank all the wonderful staff at Whiston A&E dept and ward 1E for looking after my mother in law who became unwell whilst visiting from Scotland. Thank you all and she can't praise you enough, you do a great job.

Debbie Smith > Sanderson Suite
24 February at 08:33 · Widnes

I visited St. Helens hospital yesterday for an operation in the sanderson suite ... can I just express that my stay there was exceptional... ALL the staff were professional, pleasant and couldnt do enough for you to make your stay less daunting ... as a nurse myself that works in a different trust, I feel that theres not enough good comments out there only bad press ... so keep up the good work girls (and boys) you ALL deserve good praise ... x

Matt Benson > A&E Department and Ward 4A
10 February at 19:20

Want to say a big thank you too all the staff in the A&E and ward 4A. It may have been just a Gallbladder removal but I feel I have my life back.

Fingers crossed for a pain free life from gallstones . Also need to say how great the student nurses are you are all a credit to the NHS and too this wonderful hospital.

THANK YOU

Keith McCabe > Ward 5C
16 February at 13:31

I would like to thank the Doctors Nurses and All the Staff in Whiston Hospital 5C thank you with all my heart Keith xx

Zara Birchall > Ward 1B
7 February at 12:35

Thanks to the lovely nurse Julia Hartley from ward 1B looking after me while I was in hospital she was really good and caring and made me feel at ease she's a lovely nurse she cheered me up as well thanks Julia luv Zara x

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.

Anne-Marie Stanley > Children's Services
23 November 2016

I wanted to thank all the staff that cared for my very ill son 2 weeks ago, From the childrens a&e doctors and nurses who were ready and waiting to help my son when we arrived, the paediatric emergency team who arrived in less than 2 mins, to the staff on 3F who were absolutely excellent I could not have asked for better care for my son that day. I've never been so scared in all my life and you were amazing to him and us. He needed you and you came through for him and us his mum and dad we thank you so very much keep up the good work.

Hannah Oakes gave Children's & Adolescent Services at Whiston Hospital a rating of 5 stars

Very happy.

I recently brought my 18 month old to the children's a&e department with a broken arm & all the staff where brilliant. Everyone had a lot of time for him & was very friendly & welcoming. I also have just brought him back with another suspected broken arm & once again the staff where fantastic. The doctor sent him for an X-Ray to double check and was very thorough in his investigation. Luckily my son this time did not have a broken arm and I was able to go home with piece of mind. The lovely doctor shown me the X-Ray on the screen so I could see myself that their was clearly no brake & his original brake had healed. I have wrote this review because every time I have been to the children's A&E department in the past few months the staff have gave their all & I feel they are doing their best to care for our children. Thank you Whiston Hospital!

Helen gave Maternity services at Whiston Hospital a rating of 5 stars

Warm efficient staff

I have been to Whiston hospital today for my ante natal booking in appointment. Seen straight away. Process is like a well oiled machine. Each member of staff was efficient but warm and friendly. Couldn't fault any element. Came away well informed and happy. Particularly impressed with the two staff taking bloods today in the out patients bloods clinic room 1. Quick, professional and genuinely welcoming and lovely. I'd love my feedback to reach them.

Anonymous gave Plastic surgery at Whiston Hospital a rating of 5 stars

Fantastic

I am currently in ward 3A at Whiston hospital and for people reading this who are anxious attending, please try not to be as my experience has been nothing but fabulous. Every member of staff treat you with respect they are friendly and nothing is to much trouble. I can really assure you that you are in good hands. I am the worlds worst when it comes to being scared of hospitals but aner this experience i am blown away by their caring attitude, professionalism and hard work. Our NHS is the best on the planet and don! let the media drip feed you to think otherwise. Its a huge thank you to my consultant and their team and every staff member on ward 3A. You are all brilliant. Thank you x

Christine McGhee gave Diagnostic Endoscopy at St Helens Hospital a rating of 5 stars

Endoscopy

Attended the endoscopy unit today and I would like to praise all the staff I met today for their friendly and professional care and treatment. From the minute I arrived to the minute I fen I could not have had better care. I would like like to pass on my thanks to everyone I met today. You are all a credit to both the hospital, your respective professions and the wider NHS.

Julz gave Gynaecology at St Helens Hospital a rating of 5 stars

Hysteroscopy

I was admitted to St. Helens hospital early February into gyno dept to have fibroids removed under general anaesthetic. All of can say is that from the moment I stepped into the hospital to the moment I left each and every member of staff whom dealt with me from receptionist to surgeon were truly amazing. They really are a credit to your hospital and to the nhs, whom rarely receive the credit they so truly deserve. Thanks you all from the bottom of my heart.



Annual Staff Awards puzzle corner



- ARENA AWARDS
- BEST IN THE NHS CELEBRATION
- EMPLOYEE OF THE YEAR
- EXCELLENCE
- GLAMOUR
- SPECIAL ACHIEVEMENT
- SUPERHEROES
- TEAM OF THE YEAR



FIFTY SHADES OF CAKE

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