

Staff News 'n' Views

NHS

St Helens and Knowsley
Teaching Hospitals
NHS Trust



WHISTON and ST HELENS HOSPITALS' CHARITY



Raising a smile and brightening the lives of our patients!



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Excellent Patient Care in World Class Hospitals

Issue 58 Summer 2017

Recipients of the 25 Years' Service Award

Louise Anderson

Healthcare Assistant,
Outpatients Department

Karen Anthony

Linen Assistant, Medirest

Gabrielle Ashton

Community Midwife,
Maternity Department

Rosaleen Bailey

Administrator, Burns & Plastic
Surgery Department

Joanne Barlow

Personal Medical Secretary,
Medical Care Group

Siobainn Bathgate

Colorectal Pelvic Floor Nurse
Specialist

Susan Bell

Domestic Assistant, Medirest

Jackie Broudie

COPD Nurse, Medical Care Group

Amanda Brown

Phlebotomist,
Pathology Department

Janet Candeland

Ward Administrator,
Surgical Care Group

Ann Marie

Clayton Physiotherapist,
Therapy Department

Diane Dearden

Lead Cancer Nurse,
Cancer Services

Stephen Dundas

Consultant Histopathologist,
Pathology Department

Patricia Edwards

Domestic Assistant, Medirest

Frances Fairhurst

Domestic Assistant, Medirest

Allison Denise Goulden

Breast Reconstruction Nurse
Specialist

Sue Haunch

Lead Radiographer,
Radiology Department

Pat Hughes

Healthcare Assistant, Trauma &
Orthopaedics Department

Jackie Hulme

Bereavement Officer,
Pathology Department

Jayne Johnson

Associate Directorate Manager,
Patient Access & St Helens Care

Kate Jones

Sister, Medical Care Group

Robert Jones

Assistant Treasury/Invoice Query
Manager, Finance Department

Angela Kelly

Catering Administrator, Medirest

Sharon Kinsey

Assistant Practitioner,
Therapy Department

Pamela Lea

Healthcare Assistant, Lilac Centre

Janet Elizabeth Lines

Personal Medical Secretary, Burns
& Plastic Surgery Department

Jennifer Lowe

Laser Co-ordinator,
Prosthetics Department

Margaret Lythgoe

Domestic Assistant, Medirest

Lisa McCulloch

Cardiac Nurse Specialist,
Medical Care Group

Sharon McDowell

Sister, Intensive Care Unit

Jeff McIlwain

Consultant,
Clinical Risk Management

Julia McLachlan

Biomedical Scientist,
Pathology Department

Gill Molloy

Ward Manager, Trauma &
Orthopaedics Department

Cath Mulcahy

Clinic Receptionist,
Outpatients Department

Shirley Power

Anti Coagulation Nurse Specialist

Paula Railton

Nurse Nurse,
Paediatric Department

Peter Smith

Macmillan Cancer Information
and Support Assistant,
Cancer Services

Karen Tildesley

Healthcare Assistant/Triage
Nurse, Pre-Op Assessment Clinic

Karen Townsend

Team Leader, Theatres

Janette Trendel

Ward Hostess, Medirest

Pam Tucker

Domestic Assistant, Medirest

Edmund Whelan

Consultant Anaesthetist,
Theatres

Lorraine Whitnall

Specialist Biomedical Scientist,
Pathology Department

Marie Woods

Midwifery Support Worker,
Maternity Department



Guests enjoy their Afternoon Tea
in the State Dining Room

Long Service Awards

2017



Each year, the Trust celebrates a very special group of staff who have dedicated their working lives to providing services within our hospitals.

The Long Service Awards celebrate the amazing achievement of staff who have given 25 and 40 years continuous service at the Trust.

In the spectacular setting of Knowsley Hall, staff gathered to enjoy a welcome drink overlooking the lake before receiving their awards in Stucco Ballroom.

Ann Marr, Chief Executive welcomed guests to the ceremony and thanked each and every member of staff for their exceptional loyalty and dedication to the NHS.

It was then time for the presentations, as each member of staff was invited on stage to receive their award. With over 1,400 years' service between them, the room was certainly filled with the best in the NHS.

Trust Chairman, Richard Fraser, then closed the presentation ceremony, thanking everyone for their attendance and echoing Ann's thanks for their commitment to the Trust and the patients we care for.

Following the ceremony, the traditional group photograph was taken on the grand front steps of Knowsley Hall, with afternoon tea then served in the State Dining Room, as members of the Trust Board, family and friends gathered to celebrate the careers of some truly exceptional people.

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



Recipients of the 40 Years' Service Award

Lynn Anslow

PACS Manager, Radiology Department

Kay Byron

Midwife, Maternity Department

Maria Capper

Assistant Clinic Manager, Outpatients Department

Chris Hartley

Assistant Practitioner, Radiology Department

Barbara Hefferon

Barbara Hefferon Ward Hostess, Medirest

Dawn Oates

Personal Medical Secretary, Surgical Care Group

Christine E Richards

*Healthcare Assistant,
Department of Medicine for Older People*

Denise Twist

Governance Lead, Radiology Department



September is Charity Month!



It has been a fun-tastic 18 months since Whiston and St Helens Hospitals' Charity first launched in 2016, and we are excited to celebrate our second annual charity month.

Throughout September, we will be hosting a number of events to raise funds that will benefit our patients, funding extra special projects and items over and above that provided by the NHS.



We kick off with our **Charity Month Launch Day on Friday 1st September**, which will see us go Back to School! We will be holding a school fete in main reception, Whiston Hospital and in Seddon Suite, St Helens Hospital, with all of the old favourites including Hook a Duck, how many sweets in a jar, name the teddy, lucky dips and much more!

Throughout the month, our **Business Accumulator Challenge**, will see local companies given the challenge of raising as much money as possible from a £50 start, by any which way they choose (as long as it's legal)!

The Lilac Centre will hold its **Dinner and Dancing**

fundraiser on Saturday 16th September at the Totally Wicked Stadium (see more on page 14).

On **Friday 22nd September**, patient Carole Gavin, will wing-walk over the Gloucestershire countryside (see more on page 7) raising money for the Burney Breast Unit and the Lilac Centre.

At the end of the month, **Friday 29th September**, at Whiston Hospital main entrance, we'll be putting 'surgical' skills to the test with our giant game of Operation – who really has the skills to pay the bills!



CHARITY CALENDAR 2017/18

Here are just some of the fantastic charity events planned:

- 1st September – Charity Month Launch Day; Back to School
- 1st – 30th September – Business Accumulator Challenge
- 16th September - Lilac Centre Ball
- 29th September – Charity Flag Day
- 20th October – Pink Friday
- 24th November - Whiston v St Helens Hospitals' Bike Challenge
- 15th December - Christmas Jumper Day
- 26th January – Superhero Day!



HOW WE RAISE A SMILE

Our Charity brightens the lives of patients in many ways, here are just a few examples of the amazing projects already funded:

Our **Special Care Baby Unit** wall murals *Look at me now!* aim to give hope to families with poorly little ones who are being cared for in the unit.

The artwork features photographs of children comparing how they were during their time in special care and how they are now. The inspirational images give details of the babies' weights, how premature they were born and how long they needed to be cared for in the unit.

We have had an amazing reception for the artwork, with parents commenting that seeing how the babies have grown into healthy and happy children has helped to raise their spirits at such a difficult time.



The Charity has also provided a **dedicated hair salon** in the Trust's cancer unit, the Lilac Centre, something really unique and special for our chemotherapy patients, who need help coping with hair loss as part of their treatment. The salon aims to give patients that extra boost of confidence when they most need it.



Patients living with dementia have also benefitted from charity donations, as our wonderful hospital volunteers have been provided with iPads loaded with the 'My House of Memories' app. This fantastic app allows patients, with the help of volunteers, to explore objects from the past and share memories together, helping patients feel safe and secure in the hospital environment.

Breast reconstruction patients will now benefit from special fundraising by staff member Julie Lynan, with each patient to receive a free specialised reconstruction bra and drain bag following surgery.

And it's not just about patients....

The **Relatives Rooms** in the **Emergency Department** have had a makeover too. When family members are admitted unexpectedly, relatives may need to spend a number of hours in the department whilst their loved ones are being treated, and we think it is important that they are well looked after too.

Our Relatives Rooms have had a fresh lick of paint, with new comfortable furniture and some lovely wall murals created from photographs taken by ED Staff Nurse, Emma Payne.



Before



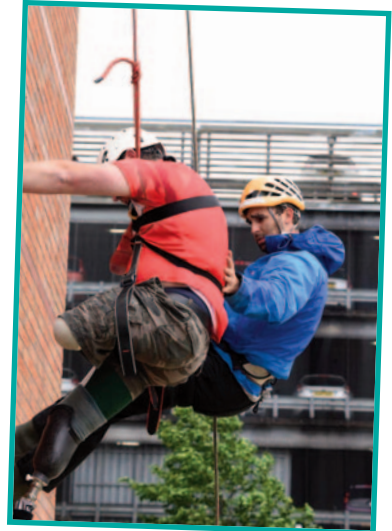
After

How you're helping to raise a smile...

Hitting the heights

Hundreds of fabulous fundraisers scaled the heights of our two hospitals in June, raising money for services and departments right across the Trust.

Joined by former Army veteran, Andy Reid, our amazing supporters helped to raise over £8,000 across the two days at both Whiston and St Helens hospitals.



Afghanistan veteran, and triple amputee Andy, abseiled down Whiston Hospital to the cheers of the watching crowd. Ahead of the abseil, Andy said, "It's for such a good cause, both Whiston and St Helens hospitals are vital for the local community and I am happy to support this charity. Fundraising can only make things better for people who need hospital care."

This year was the first time St Helens Hospital got in on the action, after the Charity launched with its first ever abseil at Whiston Hospital last year.

Ann Marr, Chief Executive, said: "Our hospitals' charity has really become a much loved addition to the Trust and it is wonderful to see how our staff, patients and local community have embraced it, coming up with some wonderful ideas to raise money. We can't thank everyone enough for their continued support."

Seddon Suite Rehabilitation Unit held a Summer Fayre with patients and their families joining X Factor contestant Keira for stalls, live music, tea and cakes.

A grand raffle was also held, with the event raising over £1,100 which will be used to fund equipment and items that will benefit the patients on the unit, helping to maximise their rehabilitation and make their stay on the unit more pleasurable. A big thank you to all involved.



Supporting our Charity over land and air

Many of those who raise funds for our Charity are patients, or family and friends of patients, who want to give something back for the outstanding care they have received at our hospitals.

We cannot thank them enough for their ongoing support, with their help we can make sure future patients benefit from the funds they raise.

One such patient is putting both her physical and mental strength to the test...

On 22nd September 2017, patient Carole Gavin will face her biggest fears by being strapped to the wing of a plane, rising to heights of up to 1,000 feet and speeding across the Gloucestershire countryside at 150 mph, all to raise money for the Burney Breast Unit and the Lilac Centre, St Helens Hospital.

Carole was diagnosed with breast cancer in 2011, undergoing a mastectomy at Whiston Hospital, chemotherapy at the Lilac Centre and ongoing treatment and support at the Burney Breast Unit.

Carole said: "I want to thank the hospitals for all of the care, compassion and treatment that I have received. I have a morbid fear of heights, but I decided to face my fears head on and wingwalk, nothing can repay the debt of gratitude I feel for the staff who saved my life. Am I crazy? Maybe. But I feel so strongly about giving something back, and if it helps others by raising a lot of money then it will be worth it."

You can help Carole reach her £10,000 target, by visiting her JustGiving page:
www.justgiving.com/fundraising/carole-gavin



A HUGE thank you to our supporters Brian Freeston and Damon Whittingham, who walked over 60 miles in just under 17 hours to raise funds for the Maternity Unit.

Brian and Damon walked all the way from Widnes to Blackpool in August, raising over £1,100. The pair donned their walking boots as a way of giving back for the care Damon and his partner Stacey received after they suffered a miscarriage earlier in the year.

We cannot thank you enough!

But you don't have to scale buildings or wing walk ...

For more information or for ideas on how you can fundraise call our Charity Manager, Liz Tittley, tel: 0151 290 4400.

You can donate directly to our charity online by visiting: www.justgiving.com/WSHospitalsCharity or you can donate by text, texting WSHC11 followed by £5 or £10 to 70070.

Keep up with all our news, and look out for more exciting events coming soon...



www.WSHospitalsCharity.org



www.facebook.com/WSHospitalsCharity



[@WSHospitalsCharity](https://twitter.com/WSHospitalsCharity)



Employee of the Month

April 2017

Paul Lawrenson

HCA,
Ward 5D Stroke Rehabilitation
*Nominated by Ian Topping,
Ward Manager, Ward 5D*



Paul has worked for the Trust for 24 years, across a number of wards including the Department of Medicine for Older People and the Stroke Unit.

In his nomination, Ian said: "Paul is always professional in manner and does his utmost for the patients he cares for, often receiving praise from relatives for his exemplary care.

He is very calm and understanding with patients who can become frustrated with their illness and can often not make their needs known. Paul treats everyone with respect and never leaves the ward without saying goodbye to his patients and his colleagues.

As patients can be with us on the unit for a long period of time, staff often form longstanding supportive relationships with them, and Paul gains the trust of both patients and their relatives which only helps to aid their recovery."

After receiving his award, Paul said: "I am very proud, if a little shocked to receive the award. It is nice to be thought deserving when there are so many worthy people across the hospital."

May 2017

Emma Whitby

Rehabilitation Sister,
Intensive Care Unit
*Nominated by Sally Duce,
Deputy Director of Nursing*



Emma has worked for the Trust for just under 20 years. In her nomination, Sally said: "Since commencement in post, Emma has greatly improved the after care of patients of the Intensive Care Unit.

She has fully engaged with unit staff and raised awareness of the benefit of both staff and relatives creating patient diaries. Patients have the opportunity to go through the diaries with Emma during their recovery and this enables them to fill gaps in their memory. In the event of a patient's death, Emma will do the same for the patient's next of kin. Emma organises the monthly meeting, which is frequently attended by external visitors from all over the country, as Whiston Hospital is seen as an innovator in the follow up care of ICU patients. In her own time, Emma runs a Patient Support Group which is accessed by other ICU's in the Merseyside area and on an annual basis she organises a Service of Remembrance for the families of patients who sadly died on ICU."

Receiving her award, Emma said: "I was very thankful to hear of the nomination and very surprised that I won. I feel very lucky to be part of our amazing Intensive Care Team."

June 2017

Paul Stevenson

Receptionist, Allen Day Unit
*Nominated by Michael Vacara –
Acting Patient Experience Manager*



Paul has worked for the Trust for 11 years.

In this nomination, Michael said: "Paul is highly motivated to ensure that all patients receive the Trust's vision of five star patient care.

He provides excellent care with his outstanding communication skills and his dedication, and goes out of his way to ensure that patients are relaxed and made to feel welcome.

He offers gentle reassurance and encouragement, helping to ensure that patients feel supported when they leave the unit."

Paul's contribution to the unit is invaluable. It cannot be underestimated how far a friendly welcome, a smile and a chat can go to making those attending for treatment feel more at ease in their surroundings.

After receiving his award, Paul said: "I was over the moon when I found out I was to receive the Employee of the Month Award, but very surprised. It's not something that ever crossed my mind and I feel quite honoured to be chosen. I am extremely proud to work for the Trust."

July 2017

Ann Rimmer

Preceptorship Co-ordinator
*Nominated by Nick Bennett,
Head of Clinical Education*



Ann has worked at the Trust for 35 years. She has worked in a variety of roles, both within nursing, education and Human Resources.

In his nomination, Nick said: "As a committed employee, Ann has always maintained a focus on ensuring our newly recruited clinical staff have the skills and attitudes to deliver our vision of 5 star care.

In her latest role, Ann has been supporting the development of our recently recruited overseas nurses. She consistently embodies best practice principles, often going beyond her clinical development role in delivering social, cultural and pastoral support, becoming both friend and mentor to ensure their best possible experience on joining the Trust.

Ann's work in developing educational services for overseas nurses has gained national recognition, with lessons learned and personal experiences now being shared with trainers from other Trusts."

Receiving her award, Ann said: "With so many amazing people who work at this Trust it is a real honour to be recognised in this way. I feel privileged to have had the opportunity to work with our fabulous overseas nurses. I am very lucky to work with such a supportive and committed team, as without their help I couldn't do my job."

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

Celebrating our star volunteers!

The Trust held its first ever Annual Volunteers Awards, celebrating our army of volunteers for the invaluable support they provide across our hospitals.

Anne-Marie Stretch, Deputy Chief Executive and Richard Fraser, Chairman, were amongst Trust staff and local dignitaries who paid their respects to those who give their time freely to support our hospitals. Anne-Marie took the opportunity to address those present, paying tribute to the volunteers who enhance the excellent care given to patients.

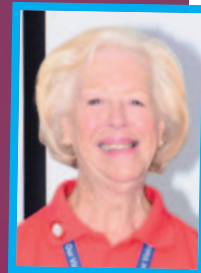
She said: "Our amazing volunteers are an integral part of hospital life. The feedback we receive from visitors, patients and staff about our volunteers is always incredibly positive and I am delighted we are launching our Volunteer Awards. We have been inundated with nominations which speak volumes about how much they mean to everyone, right across the Trust."

Volunteer of the Year 2017 Barbara Roberts

Barbara embodies every one of the Trust's values.

She is always warm, friendly and welcoming, and is happy to help anyone. Like a lovely 'Nanna' to the patients on the children's wards, she is an asset to have as a volunteer. She always goes the extra mile with the children and also helps parents/carers and their families with queries or basic problems.

Barbara spends time with patients and the ward's play specialists, helping the children to overcome anxiety. Her input is incredible. The children's wards would be truly lost without her and she is a valued part of the team.



Friendly and Welcoming Award - Trish Hall

Trish always goes above and beyond her call of duty and is constantly looking to support people when they enter the hospital.

She plays a pivotal role by greeting patients with a smile and a warm welcome. Trish has an inbuilt ability to create and maintain an effective rapport with patients, visitors and professionals.

Respectful and Considerate Award - Jim Bromilow

Jim has been a volunteer at the Trust for over 14 years. He consistently demonstrates all of the Trust values and is a role model for other volunteers in the department.

Always with a smile and kind word for everyone, he carries out his duties diligently, reliably, with great sensitivity and pride. The Lilac Centre and Cancer Services teams feel that he is thoroughly deserving of an award, not only for his long and loyal service to the unit and the Trust, but because he is quite simply indispensable!



Kindness and Compassion - Norman Holden

Norman goes the extra mile for everyone. He always has a smile and chat for everyone, is pleasant and personable to all patients and relatives visiting the hospital. He is a valuable volunteer to the Trust and is known to everyone for his cheeky character and fun nature.

Listening and Learning Award - Alan Groves

Alan is an extremely caring person. He is patient focused and puts his heart and soul into his volunteering role. The majority of the patients on his ward are elderly, many are living with dementia, and can feel generally anxious in a strange environment with unfamiliar people. Alan listens to their worries, reassures them and as a direct result of his skills and actions our patients are often calmer and more content in themselves.



Open and Honest Award - Julie Howard

Julie consistently displays loyalty and commitment to the Trust, nothing is ever too much trouble for her. She is an integral member of the team and recently played a major part in redeveloping office based systems which was invaluable to ward staff.

If you would like to get involved, or want more information about becoming a volunteer, our Voluntary Services Team would love to hear from you. You can contact them on 0151 430 1874 or 0151 676 5484. Alternatively, you can email them via: volunteers@sthk.nhs.uk

SPOTLIGHT ON



Newton Intermediate Care Unit

In April 2017, the Trust welcomed staff from Newton Intermediate Care Unit into the family, after winning the contract to deliver community services in St Helens, along with partners North West Boroughs Healthcare NHS Foundation Trust and St Helens Rota.

Newton's Intermediate Care Unit is a 30 bed nurse led unit, supporting patients who require ongoing assessment and providing individualised person-centred care, focussed on rehabilitation.



The 'step up, step down' facility provides support to patients who need rehabilitation to continue independent living on discharge. Newton also offers an outreach service providing continued support to patients for up to two weeks after discharge to prevent readmission to hospital.

The Team includes:

- Lead for Intermediate Care
- Ward Manager
- Ward Sisters/Team Leaders
- Registered General Nurses
- Mental Health Nurse
- Healthcare Assistants
- Community Support Workers
- 2 General Practitioners
- 2 x Consultant Geriatricians
- Therapy Lead
- Physiotherapists
- Occupational Therapists
- Senior Support Workers
- Social Worker
- Discharge Co-ordinator



Activity

In the past 12 months, Newton Intermediate Care Unit has cared for around 350 patients, offering step up care from community and step down care from acute hospitals.

50% of patients admitted to the facility are referred from the community, avoiding admission to acute hospitals.



CQC - Outstanding for Care

Following an intense 12 hour CQC inspection in May 2016 the unit was rated as 'Outstanding for care'. This is a reflection of the care and compassion shown to all patients by every member of the team.

In the CQC's feedback, they communicated that Newton should be considered a "beacon of great care".



Outreach Service

The Outreach Team consists of the nursing team from the ward, who provide care at home for a short period of time following discharge.

The service supports patients to stay at home following discharge and has been proven to reduce readmissions to hospitals by signposting any emerging issues to alternative community services.

The team is a link between hospital and home, providing continued assessment and monitoring of healthcare needs, in partnership with the patient and family.

Patients gain confidence to manage their illness at home, involving family members and carers if required.

Therapy Service

The Therapy Team consists of Occupational Therapists, Physiotherapists, Senior Therapy Assistants and a Mental Health Nurse.

On admission, an individual assessment is completed to identify the patient's specific needs during their admission.

A personalised care planning meeting is completed within 7 days with the patient, carer(s) and appropriate team members. This allows the patient to be an equal partner in making decisions about their care and journey whilst at the unit with guidance from the clinical team.

Therapy assessment and treatment can include:

- Exercise therapy
- Mobility/mobility aid assessment
- Cognitive assessments
- Washing & dressing assessments
- Kitchen assessments
- Environmental/home/follow up visits

We make sure the patient has all the correct equipment/adaptations on discharge and work with them to manage their discharge home.

Listening into action

Newton Hospital has been recognised nationally for its commitment to embracing a 'Listening into Action' approach.

This is where staff are able to put forward suggestions on how they think the patient experience can be further improved and then their ideas are put into action.

Since adopting 'Listening into action', the team have successfully implemented over 130 improvement changes which have had a positive impact on patient experience.

Exciting developments in Trust IT systems

Medway
Patient Administration
System @ the heart
of patient care

The Trust is at the beginning of an exciting journey that will see our technology revolution reach new heights.

The launch of Medway will see staff from across the Trust helping to design a new Patient Administration System (PAS) that will be at the heart of patient care.

The Trust held a launch event for users in June to showcase the new system and explain how replacing the current 20 year old system will help clinicians deliver enhanced and safer patient care.

Staff from across the Trust are already taking part in workshops to design the functions that will help to make the system as easy and reliable for users as possible. The new system will replace the current IMS Hearts & Maxims systems and is due to launch in March 2018.

The new Medway PAS will include:

- OPD e-Referrals
- Patient Master Index (PMI)
- Waiting List Management
- Clinical Coding
- Pathway Management (RTT)
- Orders and Results (OCS)
- Bed Management/Patient Flow
- Medway Maternity Integration
- National & Statutory Reporting
- Emergency Department

This is an exciting time for the Trust and we will keep you updated on progress throughout the coming months.

Check
out our
Medway film
on the staff
intranet



Ann Marr, Chief Executive signs the contract for the new Medway System with Markus Bolton, Joint CEO of System C, Medway provider.

Remember: It's vital that the new PAS system is the best that we can make it. If there are any members of staff who would wish to be involved in design and testing workshops, then please contact the Project Team via email: epr.team@sthk.nhs.uk.

New Electronic Fluid Balance Chart

Launched in May, the new electronic Fluid Balance Chart eliminates paper forms and further improves patient safety.

Benefits of implementing the electronic chart:

- Removes manual paper processes
- Fast recording and calculation of the overall balance, aiding the correct prescribing decisions each day
- Reduces the potential for miscalculations with automatic calculations of running totals and balance
- Saves clinical time for direct patient care
- Ensures faster escalation of deteriorating patients
- Reduces hospital length-of-stay by improved impact of fluid management
- Data available for planning, collaboration, audit and research
- Robust governance trail and removing inaccuracies from paper fluid charts

Assistant Medical Director and MET Team Clinical Lead, Francis Andrews, said: "The ability to record patient fluid balance accurately and legibly using the new electronic fluid balance chart is a major advance in ensuring patients remain adequately hydrated and safe. The system is easy to use and saves time by automatically calculating the patient's fluid balance. I'd like to thank all those from nursing and informatics who have made this project roll out a success"

Annette Scott, Senior Project Manager, Informatics said "The support we have had from the clinical staff on the wards in both Whiston and St Helens hospitals has made this project a success. I'd particularly like to thank the AKI nurses and the staff on our pilot wards, 3D, 4C, and Theatre Recovery for their enthusiasm and constructive feedback."

Nicola McConnell, Healthcare Assistant, Ward 4C, said: "I really like using the new electronic fluid balance system. Being online, I find it easier to access, easier to use and more accurate".



Gold Rush!

Congratulations to our fabulous staff on Seddon Suite, Duffy Suite and wards 1B, 3 Alpha, 3A and 4B, who have all recently received the gold standard in the Trust's Quality Care Assessment Tool (QCAT) accreditation.

The assessment recognises the excellent, quality care provided to patients and looks at key standards including; respecting and involving patients in decisions about their care, personalised care, safeguarding & safety, complaints and recording of information.

The teams join an increasing gold rush, as wards 4A, 4D and 5B were presented the accreditation last year. Well done everyone!



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.

Debra Rayment ▶ St Helens and Whiston Hospitals

Having just got back from Whiston A and E department having attended after my friend injured his back mountain biking this morning I just wanted to say a big thank you to all the staff everyone of you were efficient, helpful, friendly and reassuring particularly Doctor Katy, Staff Nurse Sam and student nurse Gina.

Collette Baybutt ▶ St Helens and Whiston Hospitals

I just want to say well done to the staff of the Allen Day Unit. I attended an appointment yesterday, from the moment I stepped into the unit I was met with dignity and respect. Paul the receptionist, Tracy, and Carol to name a few, and of course Dr Jai Salem, well done every one. You are a credit to the trust. Thank you all very much.

Katie Jones ▶ St Helens and Whiston Hospitals

Whiston Hospital ... I just wanted to leave a message here for your wonderful A&E Resus staff, the stroke staff on 5C and your CCU staff ... you wonderful people saved my mum's life! If she hadn't of been in your care and if you hadn't of acted so quickly then our lives would have changed forever. You were all fabulous and we will be forever grateful to you all. She's still got a long way to go, but if she can get through the last 3 weeks, then she can do anything!
THANK YOU from my mum and all of the family xx

Andrea Webster ▶ St Helens and Whiston Hospitals

Pleasant experience whilst attending St Helens Hospital today.
A big thank you to all the staff on Endoscopy for putting me at ease.

Samantha Bonney ▶ St Helens and Whiston Hospitals

A huge heartfelt thank you to the Cardio Diagnostic Centre at Whiston Hospital (Debbie, Joanne, Wendy, Liz, Mr Mohammed, Mr Wong and the rest of the team) for treating my mum today. You really are amazing. My mum was extremely anxious but you got her through a very traumatic time with a smile on her face. The ward is run super efficiently and you are all so positive and sympathetic. A credit to the hospital. Well done.

★★★★★ **Anonymous** gave Gastrointestinal and Liver services at St Helens Hospital a rating of 5 stars

Endoscopy department

My 87 year old grandad with dementia attended for a sigmoidoscopy. The staff were very organised and followed the correct procedure relating to my grandads capacity and consent. Two particular staff members who work in this department were very good at communicating with my grandad and me and reassured him when he needed it. I would definitely recommend coming to this hospital as the care is outstanding.

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

I visited the Dermatology in April with my son, he was treated so kindly, with great understanding and empathy from the consultant and the nurse in attendance. We were greeted with a smile from the reception desk which helped put him at ease. Also needed to amend his follow up appointment and spoke with the appointment dept, very helpful. Excellent service all round.

★★★★★ **Debbie Gaynor** gave Plastic surgery at Whiston Hospital a rating of 5 stars

Excellent treatment!

I visited the trauma and plastics unit this week after a tendon injury. From the front line staff, nurses and theatre team I cannot praise this unit enough. I have complications with regard to anasthetic but the Consultant who administrated it was brilliant ... thank you. The trauma surgeon was also brilliant, spending time explaining the procedure in detail ... once again thank you. This is truly a place of excellence and the people of this area are very fortunate to have it.

Trust wins praise for further improving care for Gastro patients

The Trust was invited to present at the British Society of Gastroenterology Conference 2017, after the success of Ward 3D's nurse-led day unit for gastroenterology patients.

The new day unit was established in May 2016 to treat patients with a range of gastroenterology complaints. Patients who would normally require hospital admission can now be treated safely and effectively as a day case patient, allowing them to rest and recover in the comfort of their own home.

The unit offers many treatments such as day case blood transfusion, iron infusion and also draining large amounts of fluid from the abdomen, known as therapeutic paracentesis. Often patients who require these treatments have long-term health conditions, which can mean a high number of hospital admissions and appointments. Reducing the time that these patients need to spend in hospital can greatly improve their quality of life.

Between July 2016 and July 2017, over 80 patients were able to be treated at the unit. In particular, the service for patients requiring paracentesis has improved enormously. Patients would previously spend an average of 4 days in hospital undergoing this treatment, but now the treatment can be performed as a day-case procedure, they no longer have to be admitted to hospital.

Due to the success of the service and following the presentation at this year's conference, the Medical Journal GUT have also featured information about the new service.

Dietitians Week 2017

Trust dietitians took part in a national awareness week in June, highlighting important dietary information to both staff, patients and visitors.

This year's theme of 'Evidence and Expertise' promoted the importance of ensuring that dietary and nutritional advice comes from evidence-based sources, whilst highlighting the risk of following guidance that is not scientifically credible.

Leaflets, displays and quizzes were used on the day with many benefitting from advice on weight management, fad diets and management of diabetes.

Visitors found the information stand useful and the Dietetics Department were happy to highlight options for helping to improve health.

To find out more about Dietitians Week, visit: www.dietitiansweek.co.uk

Looking for sensible weight loss advice?

View the British Dietetics Association's FREE Food Fact Sheets on:

- **Weight loss:** www.bda.uk.com/foodfacts/Want2LoseWeight.pdf
- **Sugar:** www.bda.uk.com/foodfacts/Sugar.pdf
- **Fad Diets:** www.bda.uk.com/foodfacts/faddiets.pdf
- **Detoxes:** www.bda.uk.com/foodfacts/detoxdiets.pdf



Congratulations to Michael Lloyd, Medical Education and Training Pharmacist, who won the 'Excellence in Hospital Pharmacy Award' at the Clinical Pharmacy Congress 2017 for his prescribing errors research.

Michael was also shortlisted at the HSJ Patient Safety Awards 2017 in the Education & Training Category for his research on 'Attitudes to and effectiveness of prescribing error feedback in an acute hospital setting'

This is a fantastic achievement, congratulations Michael!

Congratulations to the Skin Cancer Nurse Specialist Team who have received national acclaim for their work.

Rachel Duncan, Macmillan Cancer Nurse Specialist, presented at the British Dermatology Nursing Group Annual Conference in Belfast, on the challenges of caring for patients with advanced melanoma.

Karen Pocock, Macmillan Cancer Nurse Specialist, also presented at the Electrochemotherapy Nurses Meeting in Leeds, showcasing 'The Whiston Experience' and talking about the treatment of electrochemotherapy across the UK.

Well done team!

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** Optional item on the evening; a small charge applies*

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April

Simon Lee, Ward 1E
Linda Folkard, Pay & Staff Services
Geoff Hunter, Project Office
Laura Knowles, Therapies Department

May

Amanda Dumphy, Cancer Services
Shirley Maddock, Ward 4B
Stephanie Murray, Ward 5C
Beryl Jones, Ward 1A
Neil Fazakerley, Facilities

Trust LOTTERY

June

Margarita Lopez, Outpatients Department
Stephen Donovan, Cancer Services
John Tappin, Consultant Haematologist
Natalie Jackson, Accident & Emergency Department

July

Jane Vedmore, Pathology Department
Paul Roberts, Health Records
Leanne Murphy, Ward 1C
Laura Codling, Human Resources



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Staff News 'n' Views

Next Issue: Winter 2017

Many thanks to everyone who has been involved in producing this edition, if you would like to contribute to future editions please contact: newsviews@sthk.nhs.uk

The deadline for submissions for the next News 'n' Views is 1st September 2017.

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