

Staff News 'n' Views

NHS

St Helens and Knowsley
Teaching Hospitals
NHS Trust

*Merry Christmas
& Happy New Year*



***Thank you
for all your hard work***

From: Richard Fraser, Chairman,
Ann Marr, Chief Executive
and the Trust Board

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Excellent Patient Care in World Class Hospitals

Issue 60 Winter 2017

A year in pictures...

January

Our first Whiston Baby of 2017 arrived at 00.26, beautiful little Evelyn Rose pictured here with her mummy Helen.



July

The Trust thanked our army of volunteers and celebrated their hard work and invaluable support with the first volunteer awards.



Parliamentary Under-secretary of State for Community Health and Care, David Mowat MP visited to hear how we are successfully working with our healthcare partners to reduce discharge delays.

August

The gold rush continued with Duffy, Seddon, wards 3B and 4B all earning the gold standard in the Quality Care Assessment Tool (QCAT) accreditation.



February

On February 14th, the Lilac Centre, the Trust's cancer unit marked 25 years of providing excellent services to our patients.



September

The Lilac Centre celebrated its 25th Anniversary by holding a fundraising event at St Helens Rugby Stadium with a night full inspirational patient stories, laughter, dinner and dancing.



March

Baroness Cumberledge, Chair of the National Maternity Review, visited Whiston Hospital to learn about the excellent work of the Trust's Maternity

Unit, who deliver over 4,000 babies each year.



The Trust was delighted to receive the gift of a special garden planted at Whiston Hospital in memory of all those who donate their organs. The Waiting List was created by designer Alison Galer for Tatton Park's RHS Flower Show.

This year's flu season started with the launch of the #WhatsYourReason Campaign, featuring staff from across the Trust telling us why it is so important for them to have their flu jab.



April

Dr Phil Hammond, physician and health commentator visits Whiston Hospital to speak at our Start of Year Conference.



October

It's official! The Trust is named the BEST Acute NHS Trust in England after receiving top marks in ALL categories of the Patient Led Assessment of the Care Environment (PLACE).

November

The Trust celebrated the achievements of staff who have made a special commitment to learning and development at the Annual Learners Awards.



May

The Trust held its Annual Staff Awards at the Liverpool Arena, celebrating the best staff in the NHS.

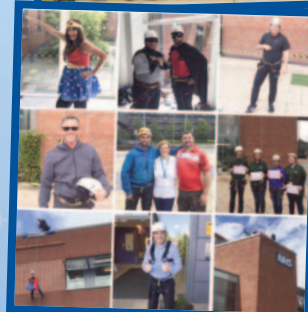


June

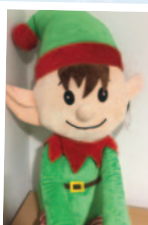
We celebrated our long serving members of staff who have worked for the Trust for 25 and 40 years at the Long Service Awards at Knowsley Hall.



Our fantastic staff and members of the community scaled the heights to abseil down St Helens and Whiston hospitals raising over £8,000 for our hospitals' Charity.



St Helens Hospital's gardens named Best in the North West in the prestigious 'North West in Bloom' awards, winning a gold award for the SEVENTH consecutive year. Whiston Hospital also won gold for the FIFTH year running.



December

Our WIN CHRISTMAS prize draw gives away over £2,000 worth of prizes.

We've had lots of laughs filming our Christmas Cracker jokes, watch out for them this December!



Christmas message from the Chief Executive

It's Christmas time again, and I would like to take this opportunity to thank each and every one of you for your ongoing hard work during this very busy year, as we continue to provide the highest standards of care to our patients. This is something that we can all be really proud of.

In 2017, the Trust has once again been ranked the best in England, receiving top marks in every category in the Patient Led Assessment of the Care Environment (PLACE). This is on top of receiving one of the best results in the NHS Staff Survey, and the Lilac Centre receiving the Pride of St Helens Award for 25 years of outstanding care.

This year, we have been delighted to introduce some new colleagues into the Trust, as we move towards integrating services even further between our hospitals and the community. Staff from Newton Intermediate Care Unit, St Helens Community Services, Southport Human Resources and Marshalls Cross Medical Centre have all joined our team, and we are very happy to welcome you to the STHK family.

I want to thank each and every member of staff for your ongoing support. As we enter what is sure to be an especially demanding winter, your dedication to provide the very best is never taken for granted, and I am sure that together we will continue to deliver outstanding patient care.

I know that many of you will be working over the festive period, but I do hope you are able to spend some quality time with your family and friends. Enjoy your time spent with our patients, who are so very appreciative of your spirit and goodwill at this special time of the year.

On behalf of the Trust Board, I wish you all a very Merry Christmas and a Happy New Year.

Ann Marr, Chief Executive



Trust LOTTERY

IT COULD BE YOU!!

August

Heather Williams, Medical Secretary
Julie Ladds, Ward 4E
Anita Butterworth, Voluntary Services Manager
Deborah Connolly, Outpatients Department

September

Elaine Gardner, Microbiology Dept
Julie Stewart, Ward 2C
Carole Dowding, Main Theatres
Lynn Angell, Neurology Dept

October

Anthony Mulcahy, Emergency Department
Rachael Anders, Ward 1E
Anne-Marie Graham, Plastic Surgery Day Unit
Maxine Brougham, Whiston Theatres
Diana Wilson, Medical Secretary

November

Karen Shuker, Intensive Care Unit
Lambert Martland, Informatics Department
Angela Dean, Maternity Department
Karen Parylo, Accident and 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>

Poster success for AKI

Congratulations to Acute Kidney Injury (AKI) Pharmacist, Louise Delany, who won BEST poster presentation at the Renal Pharmacy Group Conference in October.

Louise presented her work on the improvement in care for patients with AKI at the Trust.

Congratulations Louise!



Employee of the Month

August 2017

Nicola Broderick Head of Income and Contracting, Finance Department

Nominated by Dr Francis Andrews and Anne Rosbotham-Williams

Nicola has worked for the Trust for 19 years and was appointed to the position of Head of Income and Contracting in 2015. She has worked in many finance roles in that time and was most recently the Service Improvement Accountant, supporting delivery of the Cost Improvement Programme for 4 years.

In their nominations, Francis and Anne said: "Nicola is incredibly committed in everything that she does, ensuring that the Trust achieves the best outcomes for patients. She does this by working closely with front-line clinicians to understand the requirements of high quality care embodied in the quality contracts and supporting staff to achieve them.

Nicola has been at the forefront in this Trust when it comes to improving the efficiency of healthcare whilst understanding the need to maintain high quality and safe clinical services. She combines a sharp focus on cost improvement programmes with a collaborative working style. She has worked closely with the CCG to ensure the contracts for patient care are fair and reasonable and that they are deliverable. She has a very honest and transparent approach to contracting issues that affect patient care."

Receiving her award, Nicola said: "I was surprised to be nominated for Employee of the Month, as I feel like I am just doing my job, like everyone else. I am delighted to be recognised for my work helping to support staff and the Trust to secure improvements in the quality of services and better outcomes for patients, a principle fully supported at all levels of the Trust."



September 2017

Lesley Carr Assistant Practitioner, Ward 1B

Nominated by Louise Reid and a number of staff on Ward 1B

Lesley has worked for the Trust for 20 years, first joining as a Domestic Assistant before becoming a Healthcare Assistant and is now in the role of Assistant Practitioner.

In their nominations, the staff on Ward 1B said: "Lesley is a very caring, compassionate employee. She is a team player making sure that the patient journey is as comfortable as possible and ensuring the smooth running of the ward in a very busy environment.

Lesley is a role model to the new HCAs on the unit and is able to pass on her skills/knowledge to enable them to deliver the highest standard of care. She is a great support to all the team and is always willing to take the time to explain to patients/relatives and make them feel at ease. Lesley is kind, compassionate and is a very valued member of the 1B team."

Receiving her award, Lesley said: "I was surprised to say the least to hear I had received the award. I am really grateful and honoured that staff have taken the time to nominate me. I have been privileged to work with many amazing staff, and feel with that I could not fulfil my role without the support of the amazing team I work with."



If you would like to nominate a member of staff for Employee of the Month, you can download a nomination form from the Staff Matters section on the intranet or email: employeeofthemonth@sthk.nhs.uk

Patient Poem

Patient David Lee has sent us this wonderful poem to be shared to benefit other patients who may also be having treatment at the Lilac Centre. Here he is with staff Nurse, Louise Dutton, on his last day of chemo.

*The poem is titled:
My First Day of Chemo*

*My introduction went well
The procedure introduced swell*

*With a lot of care
My soul laid bare*

*I did as I was told
Boy did I feel bold*

*Of the outcome I had no fear
Certainly no need to shed a tear*

*I count myself a lucky man: when in a muddle
I turn to my wife and she gives me a cuddle!*



*David Lee
Lilac Centre patient*

SPOTLIGHT ON



Sepsis Nurse Specialists

The Sepsis Nurse Specialists were established in February 2016 and are based at Whiston Hospital.

Sepsis is a rare but serious complication of an infection. Without quick treatment, sepsis can lead to severe and life-threatening complications. The team's aim is to provide early intervention for patients admitted with signs of sepsis and increase awareness of the disease across the Trust.



Members of the team at the Sepsis September Awareness Day

The role of the Sepsis Nurse Specialists is to work alongside the Emergency Department doctors and nurses, assessing, diagnosing and treating patients with suspected sepsis in a timely manner.

Along with the speedy review and treatment of patients in the Emergency Department, the team also review inpatients and those who suffer a medical emergency on the wards, aiming to reduce length of stay and ITU admissions.

The team have had a major impact on the quality of care delivered across the Trust, in a short space of time and have worked hard to embed best practice and strive to support and educate staff treating patients with this severe infection.



Awareness is a big part of the team's focus, and through a dedicated education programme, the team teach newly qualified nurses and healthcare assistants, hold study days for new and existing staff and provide drop-in sessions to staff across the Trust.

The team with staff in the Emergency Department



Emma Taylor,
Lead Sepsis
Specialist Nurse



Heather Baggaley,
Sepsis Specialist
Nurse



Jade Donnelly,
Sepsis Specialist
Nurse



Jennifer Jones,
Sepsis Specialist
Nurse



Loreta Palas,
Sepsis Specialist
Nurse



Tari Mushambi,
Sepsis Specialist
Nurse



Victoria Jones,
Sepsis Specialist
Nurse

Lilac Centre named the Pride of St Helens



The Trust's cancer unit, the Lilac Centre, has been named the Pride of St Helens in a glittering award ceremony.

Winning the main honour of the evening, the staff at the centre were crowned in their 25th anniversary year, for their dedication and care of the people of St Helens.

The judges said: "The wonderful service the centre offers is invaluable to patients, some of whom are encountering the darkest time of their lives. The Lilac Centre team have helped to save and prolong

many lives. Speak to patients and they will tell you how much they value the care of the team."

Lindsey Ditchfield, Ward Manager, said: "Everyone's life has been touched by cancer in some way and we all aim as a team to help our patients, and their families through extremely difficult times in their lives. That is why winning this award means so much to us, because we love what we do."



Because the Lilac Centre is amazing... patients and their families share messages of support.



Marie McGahey Fantastic staff that deserve every award!! They got me through the worst time in my life. The lady in the flowery dress gave me my first dose of chemo and kept me calm when all I wanted to do was run out of the hospital. Well done ladies!!

Liz Collison Congratulations! As a patient receiving a weekly dose of chemotherapy for over six months I found everyone so understanding- so caring especially when the going got tough! So pleased for you all!

Pat James Fantastic and well deserved. I hope you all realise how much your support and care means to patients. You are just amazing xxx

Ruth Birchall Well done the Lilac Centre on your Pride of St Helens Award, I am a patient there at the moment and I could not wish for any better care, thank you all so much.

Lynn Arnold I came in 2010 with breast cancer they are amazing staff look after you they will deserve to win well done all the team

Barry Gerard Heyes Very efficient staff who practice what they preach ... congratulations and well done on the award ...

Julie Prescott Well done brilliant and caring team x x

Janice Dean Yes they do an amazing job, well deserved each and everyone of them, it's the place to go when you need them, keep the good work up, St Helens needs you.

Sharon Cafferty Aww, wonderful. Congratulations guys I worked as a volunteer for 12 months on the Lilac Centre well deserved everyone.

Amii Mitchell Woohoo!! Lindsey, I couldn't have done my treatment without you there keeping me sane. I was so young and you helped remind me of that what a wonderful group of people, not just hardworking members of staff congratulations x

Irene Penney Congratulations to all the Lilac Centre. You are all truly amazing, and always go that extra mile, as a patient only just completed treatment. I can honestly say, couldn't have done it without you! You get my vote every time, much love X X

Libby Evans Brilliant news! You saved my life and made a difference for me and my family!

Julie Kinder Well done and congratulations to all the team at the Lilac Centre so truly deserved you are all wonderful and special people who treated our special beautiful mum who is doing remarkably well without you all she wouldn't be here today we have raised lots of money to your charity you are second to none xx

Learning and Development Awards 2017

Celebrating the achievements of staff is always a top priority, and it is an exciting time each year when learners from across the Trust are celebrated at the Annual Learning and Development Awards.

The 8th annual ceremony took place in November, with all those who have gained qualifications in the past 12 months such as apprenticeships, degrees and professional qualifications being recognised for their success.

Trust Chairman, Richard Fraser, and Chief Executive, Ann Marr, presented the learners with their awards, with the Mayors of Knowsley, Whiston and Prescot all joining guests to celebrate our staff.

Ann Marr, said: "As an organisation, we place great value on learning and development we have formed strong relationships with many of the local universities and colleges and remain committed to supporting all our staff by giving them the opportunity to further their education and development by achieving professional qualifications.

Winning awards, learning new skills and achieving true potential not only feels great - it should be applauded too.



Outstanding Achievement Award – Merris Mannion, Healthcare Assistant



So to each of our award winners on behalf of everyone at the Trust, I would like to say congratulations, enjoy every moment and be proud of yourselves because we are very proud of you."

Apprentice of the Year – Karen Roberts



Team of the Year – IT Training Department

Newton provide 5 star patient care

Staff across our hospitals are familiar with the Trust's vision to provide '5 star patient care' to our patients.

This vision is at the heart of all our Trust objectives and is represented by the 5 key elements in our star chart:

- Safety
- Care
- Communication
- Systems
- Pathways

When combined, these elements deliver the best care for our patients, but they need to be driven forward by our staff. Therefore, we regularly ask staff to think about how they provide 5 star patient care in their day to day roles.

This year, staff at Newton Intermediate Care Unit joined the Trust and were excited to tell us how they meet our Trust's vision...

NHS
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Teaching Hospitals
NHS Trust

I provide 5 Star Patient Care by...



COMMUNICATION

"... giving patients the time and opportunity to express their needs and concerns, then working with them to achieve their rehabilitation goals."
Sue Graham
Physiotherapist

SAFETY

"... assessing patients and providing appropriate equipment for their individual needs, to assist their ongoing rehabilitation."
Jasmine Rosen
Occupational Therapist

PATHWAYS

"... by using evidence based practice within my nursing care to ensure patients receive appropriate support and reach their full recovery potential."
Steven Bridge
Healthcare Assistant

SYSTEMS

"... ensuring patient discharges are safe and timely, and that the appropriate community support is in place when they return home."
Cecilia Whitham
Intermediate Hospital Support Worker

CARE

"... understanding that sometimes patients just need reassurance, patience and a little chat; for someone to care about their feelings."
Lucy Whelan
Team Leader

WHISTON *and* ST HELENS HOSPITALS' CHARITY

Pink Parade raises thousands for Breast Cancer Services

We turned our local community Pink in October, as the Trust's Pink Friday fundraising for breast cancer services went further than ever.

Expertly led by Patient Advice and Liaison Officer, Julie Lyman, our very own Pink Parade visited Whiston Hospital, Alexandra Park and St Helens Hospital, before heading out into the community raising an extraordinary £4,000!



Staff from across the Trust were exceptionally supportive, wearing pink on the day, buying wristbands, decorating their departments and holding cake sales, raffles and sweepstakes to raise funds.

We also received a massive amount of support from the local community, with St Helens College having their own Pink Friday for our Charity, holding beauty schools, cake sales and creating information boards as part of their

projects to raise awareness of the disease. It was then onto St Helens Council who invited Julie and her Pink Army to visit the council offices in St Helens Town Centre.

Local businesses got on-board too, holding fundraising days, wearing pink and donating proceeds. A special thanks to Cheshire Bathroom and Tiles, The Bouquet Residence, Bobby Goulding

Gym, Toast Café, Be Beautiful, Panache.

Elizabeth Tittley, Charity Manager, said: "We're incredibly proud of Julie and her amazing fundraising. All of the money raised will go towards purchasing special bras and drain bags for patients who undergo breast reconstruction surgery. With the money raised on Pink Friday, we will be able to provide this service for another 12 months, which is absolutely incredible. A massive thank you to all those who raised funds or donated, on behalf of those patients who will benefit from your generosity."



Christmas Jumper Day is BACK!



Date: Friday 15th December is Christmas Jumper day in aid of Whiston and St Helens Hospitals' Charity

Please donate £1 and wear your festive knits, socks and ties to brighten the lives of our patients (and make each other smile!)

Please let us know if you are taking part, we would love to feature you on our social media sites, email: communications@sthk.nhs.uk



Well, Whiston Hospital actually! We are having our very own grotto in Main Reception between the 6th and 22nd December, raising money for our hospitals' Charity. The big man himself and some of his happy helpers will be shaking a bucket and playing carols, so make sure you put a donation into his bucket and he may be kind to you this year! A massive thank you to Vinci FM's Christmas Elves who have helped Santa make his temporary grotto at the hospital!

Celebrating 25 Years of the Lilac Centre

Staff, patients and friends celebrated 25 years of the Lilac Centre at a special fundraising gala at St Helens Rugby League Stadium.

Along with TV celebrities Paul Crone, Ann O'Connor and Cadbury's Milk Tray Man, Patrick McBride, guests heard about the vital work of the centre from patients past and present who spoke about the overwhelming support they felt from staff during their cancer treatment.

Alongside chemotherapy treatment, the centre offers patients holistic therapies including counselling support and complementary therapies such as reiki, aromatherapy, reflexology and hot stone therapy, all funded by the hospitals' charity.

Wigan Athletic's under 10 girls football team also joined in the event and launched their new 2017/18 season football kit sporting the lilac logo. The centre was chosen as the kit sponsor after a patient's son wanted to say thank you to the cancer team who have looked after his mum.

Ian Latta, whose daughter Scarlett plays for the under 10s, said: "My mum had the very best care from all the team at the Lilac Centre and I just wanted to give a little something back."

Thanks to the generosity and incredible support of all the guests on the night over £3000 was raised which will help the centre continue to support patients.



When the going gets tough!

A massive thank you to Lindsey Mason, IT Purchasing Administrator and Daniel Dryhurst, Technical Development Engineer from our Informatics Department who really have gone to the extreme to raise money for our hospitals' Charity.

As part of a team of 22, they took part in the North West Tough Mudder Event and through sheer determination and team work, completed the course in 4 hours!!

They raised just under £600 and all of their fundraising will go to the Paediatric Accident and Emergency Department, Whiston Hospital.



ANNUAL NHS STAFF AWARDS 2018

FRIDAY 20TH APRIL
LIVERPOOL ARENA

Tickets on sale
7th March
2018, 7am

Nominate your
stars from the
2nd January
2018

Coach tickets
on sale 14th
March 2018,
9.15am

Jury's
Inn
Hotel Offer
Staff discounts on all rooms
quote:
NHSAWA200418
call 0151 244 3805

Last year
sold out in just
1 DAY!
Miss it,
miss out!

Fond Farewells ...



Farewell to Dr Malcolm Steiger, Consultant Neurologist, who will be leaving the Trust after 23 years' service.

Dr Cally Nwosu, Consultant Obstetrician, has worked at the Trust for over 22 years. Cally was instrumental in setting up the Fetal Maternal Assessment Unit (FMAU) which is fundamental to our high quality maternity service. He will be greatly missed by all in the Maternity Unit.





Because you're amazing!

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

Ward 4F

Huge thanks to the staff on Ward 4F especially Caroline, April and Deb ... my daughter attended this morning for repeat Lyme disease test and you were amazing with her. Your constant chatter was a great distraction, but must be exhausting for you, you are worth your weight in gold, thank you xxx

Children's Services

Thank you to everyone who looked after us in children's A&E on Tuesday and on the children's ward. Joe was looked after perfectly, and nothing was too much trouble. Special thanks to Jackie on the children's ward, very calming and reassuring.

★★★★★ Accident and emergency services at Whiston Hospital a rating of 5 stars

Excellent Care

Have had 2 spells in A and E recently. First was great service and needed transfer to a ward. Spent a week in Ward 2C and all the staff were excellent. Next trip was just to A and E and again staff were excellent especially Dr who had a great manner and explained things in a concise manner and easy to understand. They were a credit to the hospital and their profession. Well done and thank you.

A & E and ICU

Myself and my family would like to thank everyone from Whiston Hospital that has helped look after my dad this past week. From the paramedics that came for him on Sunday night, the staff in A&E, Becky the anaesthetist that went with him to Broad Green Hospital and all the wonderful staff on 4E that have looked after him since. You've all been absolutely amazing we honestly cannot thank you all enough. You all went above and beyond anything we ever expected. We will forever be grateful for everything you've done xxx

★★★★★ Whiston Hospital a rating of 5 stars Dedicated staff from porters to surgeons fantastic team.

I had hip replaced nurses and staff on ward 38 and 3 Alpha so very caring and helpful.

Children's Wards

My granddaughter is on ward 4F at the minute what can I say about the amazing staff on this ward words can not describe how passionate they all are about the children. It's Ella Rose birthday today they couldn't have done any more cake presents banners even all singing to her I thank them all day staff, night staff, domestics the ladies taking her order for meals everybody involved in looking after Ella from the bottom of my heart I can not thank you enough made a beautiful child very happy on her birthday, I praise you all you are all amazing. Thank you for making a very stressful time for my family being as happy as you can be poorly in hospital at 10 years of age. God bless you all xxx

Radiology

Just been 4 a MRI scan and I was a nervous wreck lol the girl was lovely and calming did everything she could to make me feel at ease the man who did the scan think his name was Neil was also fab made me feel whole lot better than I did and I managed 2 stay in without pressing the panic button x the staff r amazing xx see ya in 10 days 4 my surgery xx

★★★★★ Maternity Services at Whiston Hospital a rating of 5 stars

Delivery suite - Amazing service as always

Midwife 20/9/17 delivered my grandson at 11.27pm delivery room 1 my daughter came in 9cms dilated - me his nana and babies dad where very impressed how they worked very quickly to assist my daughter and us quickly into to delivery room 1. Would like to thank you all who were on shift also for your very good work indeed.

★★★★★ Orthopaedics at Whiston Hospital a rating of 5 stars

Hip replacement

I would like to thank from the bottom of my heart my Consultant's team and the lovely anaesthetist and all staff on 3b and 3a, all my wishes were listened to as I have other health problems, staff in recovery and all theatre staff excellent, I cannot thank you all enough, all my named nurses, the domestics, the food was fabulous. I had support from the OT therapy team as well I am due my staples out next week and want to thank you all so much.

★★★★★ St Helens Hospital a rating of 5 stars

Operation - Sanderson Suite

I attended the Sanderson Suite yesterday for an operation under general anaesthetic. Everything from check-in to check out worked like clockwork. The staff all seemed to check in with each other and they kept you in touch every step of the way and were keen to put you at ease. While I waited I was visited by the Anaesthetist, one of the theatre staff and the Surgeon. All took their time to sit down and explain what their role would be. There was no rush. Time was given to ask questions and they were prepared to spend as much time with you as necessary. The forward-waiting staff and recovery staff treated you with good humour and dignity, and the ward nurses checked regularly that all was well post-operation before you checked out. The tea and toast was amaaaaazing!!! I cannot praise everyone enough. Hopefully no return journeys are necessary, but I wouldn't be anxious about returning to this excellent team for top rate care again! Thank you all so much.

★★★★★ Urology at St Helens Hospital a rating of 5 stars

Prostate cancer review

Over a period of 17 weeks, I was tested by various means to see whether I had prostate cancer. All the tests were done thoroughly and with the utmost dignity by completely professional staff at St Helens and Whiston Hospitals. As a small cancer was detected, I shall continue to be treated at these hospitals. I am sure the same professionalism and care will continue to be shown. Thank you.

★★★★★ Plastic Surgery at Whiston Hospital a rating of 5 stars

Always excellent care in the Holbrook Unit at Whiston.

I have had surgery many times over the years at the Holbrook Unit The staff are wonderful... their kindness to patient welfare is first class ... the unit itself is clean and well organized they work so hard and deserve every penny of their wages Each time I return they greet me like an old friend it's a pleasure to have treatment in the Holbrook Unit and I know that I am having the best possible care that the NHS has to offer.

★★★★★ Children's & Adolescent Services at Whiston Hospital a rating of 5 stars

Total Amazing Staff

My 3 month old son was admitted to 4F on Tuesday night with Bronchilitis on arrival we were shown into our own bedroom and from day 1 the staff have been unbelievably amazing from taking obs to feeding him with his NG tube I couldn't fault them. I couldn't say one wrong thing about the ward or the staff, one particular nurse stands out the most as they were out if this world amazing when they were looking after my son, a fantastic nurse are such a pleasure to talk to every night shift they worked they were so professional an kind especially when it came to feeding my son to help him rest they fed him through his tube so he could get the rest he needed with being wheezy when taking his feed orally, it's been a long wrong to recovery but I would gladly tell all my friends and family to bring their children here if there was ever a serious issue it is totally amazing xx I would like to personally thank many of the members of staff for their amazing care an friendly attitude towards not only my little boy but also myself and my visiting family, hopefully we won't have to come back anytime soon so will wish everyone well.

★★★★★ Newton Community Hospital a rating of 5 stars Caring kind professionals who see the individual

I would like everyone to know what a fantastic facility this hospital is, staff are friendly professional Newton is a place where nothing is too much trouble for your family member. Patients are treated with the up most respect and are show kindness and consideration at all times, family members are included in care and rehabilitation of their nearest and dearest thank you so much for all the care you gave my very precious Mum, she was treated as the lady she is Thank you is not enough but Thanks so very much from all the family, Mum is home and doing well again due to your fantastic Outreach team who have been a life line to Mum and peace of mind to the rest of the family just knowing we could contact the outreach team was great and Mum really enjoyed their visits as she said they kept her on her toes! Thank you again to all the staff both in the hospital and the outreach team your all stars and should be very proud of the work you do and how good you make your patient's feel - Thank you from a very grateful daughter.

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

Festive Word Search

- ADVENT CALENDAR
- ANGELS
- BABY JESUS
- BAUBLES
- BOXING DAY
- CAROLS
- CHRISTMAS EVE
- ELF
- FAMILY
- GROTTO
- HOLLY
- MERRY
- MISTLETOE
- NATIVITY
- PIGS IN BLANKETS
- PRESENTS
- PUDDING
- RUDOLPH
- SANTA
- SLEIGH
- STOCKING
- TREE
- TURKEY



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Staff News 'n' Views

Next Issue: Spring 2018

Many thanks to everyone who has been involved in producing this edition, if you would like to contribute to future editions please contact:
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The deadline for submissions for the next News 'n' Views is 31st January 2018.

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