

# Staff News 'n' Views



St Helens and Knowsley  
Teaching Hospitals  
NHS Trust



## Staff rate the Trust

# BEST IN THE NHS



# Employee of the Month

## October 2017 Cheryl Anders

Staff Nurse, Ward 5D  
*Nominated by: Ian Topping, Ward Manager 5D*



Cheryl started at the Trust in 2001 as a domestic, whilst also working many hours as a Healthcare Assistant and a volunteer. Cheryl worked as a domestic for 13 years, before taking the leap to fulfil her dream by applying to study nursing at Liverpool John Moores University. Cheryl continued to work and volunteer whilst studying to meet the entry requirements for the course, successfully completing the 3 year course in 2017.

In his nomination, Ian said: "Cheryl was appointed as a Staff Nurse on the Stroke Unit following completing her degree. However, I have known Cheryl in her role as a Healthcare Assistant and as a Student Nurse; it has been amazing to watch her grow into her role and fulfil her dream. Her determination is truly inspirational, and she genuinely cares for her patients, with a particular compassion for the elderly. She has quickly become a valued and respected member of the team, proving to be an invaluable asset." Receiving her award, Cheryl said: "I was overwhelmed when I found out I had been chosen for the award. I was ecstatic that I got a full-time nursing role at STHK. I loved working here as a domestic and there's no better place to start my nursing. Everyone at the Trust has gone out of their way to help me throughout my studies and I'm so pleased to be working on the Stroke Unit."

## November 2017 David Anwyl

Assistant Director of Operations,  
Clinical Support Services  
*Nominated by: Glenn Massey, Clinical Director, Radiology and Dr Al-Jubouri, Consultant Chemical Pathologist*



Dave started at the Trust in 1996, as a District Radiographer. He was appointed Assistant Director of Operations, Clinical Support Services, in 2000.

In his nominations, Glenn said: "Dave has spent most of his professional career steering the Radiology Department across many uncharted seas and through many choppy waters. He works endlessly for the wider Trust as Assistant Director, always burning the midnight oil at his desk, much to his wife's annoyance! He goes the extra mile in all areas and his contribution to many staffs' pastoral care is just as, and possibly more, deserving of recognition than his undoubted professional achievements."

Dr Al-Jubouri added: "For the past twenty years, I have known Dave to be extremely hard working, knowledgeable, committed and always going the extra mile. He is a role model for all of us both as clinicians and as managers."

After receiving his award, Dave said: "It has been a privilege to be part of the Trust's journey in developing and delivering healthcare. When news of the award was made, I was humbled and recognise that my many colleagues have helped me in my role over the years."

## December 2017 Alex Benson

Consultant Burns and Plastic Surgeon  
*Nominated by a grateful patient*



Alex has worked at the Trust since 2004, when he started as a trainee. He was appointed as a Consultant in 2010, and is currently the Clinical Director for Burns and Plastic Surgery.

A post on the NHS Choices website revealed that Alex had gone out of his way to help a lady who had unfortunately fallen outside of the hospital one evening, on her way to visit her friend who was being treated in the hospital. Alex was on his way home, but immediately acted to make sure the lady was treated for her facial injuries, comforted and stayed with the lady whilst arranging for her family to collect her.

In her feedback, the lady said: "The doctor, who was just leaving the hospital, came to my aid and was so reassuring and caring. He took me to his clinic, he and his team cleaned me up, made me a cup of tea, dressed my wounds and contacted my family. He insisted on staying with me and explained to them what had happened. He arranged for my car to stay at the hospital, got a message to my friend that I was ok but couldn't visit, and even got his secretary to call me the following week to check that I was recovering well. I was really shocked and appreciate his care so much. He was obviously on his way home, but he stayed and his care and compassion was extraordinary."

Receiving his award, Alex said: "I would like to thank the Trust Board and Executive Team for this award. It is nice to be recognised and I am glad that our patient is happy and felt well looked after. The team on Sanderson Suite also deserve special mention for helping look after this lady."

## January 2018 Barry Atherton

Business Transformation  
Project Manager  
*Nominated by: Rob Cooper, Director of Operations*



Barry has worked at the Trust since 2000, where he joined the Emergency Department as a Healthcare Assistant. He completed his nurse degree through Liverpool John Moores University, returning as Staff Nurse in ED in 2006. Since then, he has progressed through to Charge Nurse, moved to Operational Services in 2014 and for the last 18 months has been working in project management / service redesign within the Medical Care Group.

In his nomination, Rob said: "Barry has been absolutely pivotal to a number of service improvements within the Trust in recent months, but he has particularly impressed everyone with the way he has organised and led the 'Safer Start' January initiative and ran the 'command centre' when the hospital was under extreme pressure. His dedication and commitment is second to none, whether it be supporting staff unfamiliar with the organisation, his willingness to roll his sleeves up and help transfer patients up to wards, or volunteering to fill vacant site manager shifts just to help share the load and ease pressure on his colleagues. He is an absolute asset to the organisation."

Following his award presentation, Barry said: "After 18 years at the Trust, I feel very privileged to receive this award. I work amongst a very large team of great staff and it is an honour to be recognised for the work we do."

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 Jayne Byrne, Executive PA, on ext: 1291 or email: [employeeofthemonth@sthk.nhs.uk](mailto:employeeofthemonth@sthk.nhs.uk)

# Staff rate the Trust Best in the NHS

St Helens and Whiston hospitals have been rated as the **BEST** acute hospitals in the **COUNTRY**, in this year's NHS Staff Survey. Staff not only rated their acute Trust as the best place to work in the NHS they also believe it has the highest standards of care.

Ann Marr, Chief Executive said "Patients are always our number one priority and it is really pleasing to know that our staff believe this is the best place for their friends and family. That they rate us as the best place to work in the NHS is also extremely positive. I am delighted to hear these latest results and commend them for their continued efforts to provide the very best care to all of our patients."

The Trust rated best nationally and regionally in a whole host of areas;



Key finding	Position
Staff recommendation of the organisation as a place to work or receive treatment	Best nationally
Staff satisfaction with level of responsibility and involvement	Best nationally
Quality of non-mandatory training, learning or development	Best nationally
Staff satisfaction with resourcing and support	Best nationally
STHK had the fewest number of staff feeling unwell due to work related stress in last 12 months	Best nationally
STHK had the fewest number of staff experiencing physical violence from staff in last 12 months	Best nationally
STHK had the fewest number of staff experiencing harassment, bullying or abuse from staff in last 12 months	Best nationally
Percentage of staff who feel able to report errors, near misses or incidents witnessed in the last month	Best nationally
Staff feeling there is fairness and effectiveness of procedures for reporting errors, near misses and incidents	Best nationally
Effective use of patient / service user feedback	Best nationally
Effective team working	Best in the Northwest
STHK had the fewest number of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves	Best in the Northwest
Organisation and management interest in and action on health and wellbeing	Best in the Northwest
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	Best in the Northwest
Overall engagement score	Best in the Northwest
Staff satisfaction with the quality of work and care they are able to deliver	Best in Cheshire & Merseyside
Staff motivation at work	Best in Cheshire & Merseyside
Recognition and value of staff by managers and the organisation	Best in Cheshire & Merseyside
Percentage of staff reporting good communication between senior management and staff	Best in Cheshire & Merseyside
Percentage of staff able to contribute towards improvements at work	Best in Cheshire & Merseyside
Support from immediate managers	Best in Cheshire & Merseyside
Quality of appraisals	Best in Cheshire & Merseyside
Percentage of staff/colleagues who feel able to report most recent experience of harassment, bullying or abuse	Best in Cheshire & Merseyside
STHK had the fewest number of staff witnessing potentially harmful errors, near misses or incidents in last month	Best in Cheshire & Merseyside
Staff confidence and security in reporting unsafe clinical practice	Best in Cheshire & Merseyside
Response rate	Best in Cheshire & Merseyside

Overall, the Trust scored above the national average in 27 of the 32 staff experience indicators measured.

The staff survey results help us to work with you and understand where and how we can further improve, for example following feedback from last year's survey we have worked to increase the quality of mandatory training and learning and development and this has been reflected in the latest results as this area has now achieved the best score nationally (4.22/5)

Thank you to everyone who took the time to respond to the survey, your feedback is incredibly important. The full NHS staff survey results are publically available at [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com) or via the homepage of the staff intranet.



# MEDWAY IS COMING...

Medway  
Patient Administration  
System

@ the heart  
of patient care

## LAUNCH DATE: 28TH APRIL 2018 ARE YOU READY?

It's the biggest change to information systems in the Trust's history... the new patient administration system, Medway, will launch this April.

Never before has there been such a wholesale change in our systems. Whilst this is an exciting time for the Trust, that should bring a number of benefits to both patients and staff, there is still a lot of work to take place to make sure we are 'Medway ready'.

### Have you had your Medway training?

Are you a regular user of the patient administration systems Hearts and Maxims?

Then it is critical that you are trained on Medway BEFORE it launches to ensure patient safety is not compromised.

Don't leave it too late!

If users are not trained in advance, they will not be able to access the system once we are fully live on Monday 30th April 2018.

There are a number of training sessions available throughout the week to suit you and your service. It is the responsibility of line managers to ensure their staff are trained and that their service is fully prepared for the system's launch.

### There's lots of information available to you!

There is a host of information about the new Medway system on the staff intranet.

Visit the homepage and click on the Medway logo, there you will find information on how to book your training, and guides on the level of training you need for your job role.



### Training is easy to book

1. Follow the link on the home page of the new Trust intranet – you will need your user name and password that you use to log into your computer. Then simply choose one of the training sessions available for your role and book on!
2. Email the Training Team who can book you onto your training or answer any queries you may have. They will need to know your full name, email address, role and department.
3. Call the IT Training Team on ext. 1173 who can help you book your training or answer any queries you may have.

## So, what is Medway and what benefits will it bring?

Medway is the new patient administration system that will replace the Hearts and Maxims systems.

One of the biggest benefits of Medway, is how it integrates with a number of existing Trust systems, such as eDMS, PACS and Sunquest ICE.

This means users can launch and view patient information held in a number of different Trust systems through Medway, meaning less passwords to remember and fewer systems open at the same time.

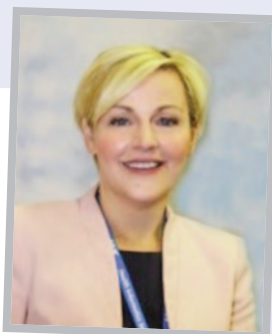
The new system will mean changes in all areas, including:

- The Emergency Department
- Inpatients
- Outpatients
- Pathology and Radiology orders and results
- Reporting
- Referral management and scheduling

Sandra Siwiak, EPR Programme Director, told us:

“Medway is a flexible system that will deliver the functionality we need. Our staff have been involved right from the start in designing a system to suit our business and clinical needs and processes.

Key functionality includes the patient administration system that will record the demographic details, scheduling and referral to treatment (RTT), alongside clinical modules to support our doctors with improved order communications processes for both Pathology and Radiology tests and also an enhanced ED module.”



## So how are we preparing for Medway?

Amanda Farrell, Deputy Director of Operations and Performance, tells us how the Care Groups are preparing for go-live:

“Each Care Group is now holding weekly planning meetings with representatives from medical, nursing, therapy, diagnostic and administrative staff.

We are busy preparing and training our Super-users to help us with go-live and ensuring that we achieve 95% of all staff trained prior to go-live.

Standard Operating Procedures are also being worked through for each patient pathway/process to ensure that we have

identified any potential issues and have clear actions to lessen any problems. The ability to have an integrated system with electronic bed management, and electronic order communications in outpatients will be a huge benefit, alongside the development of an enhanced electronic patient record.

It’s a very exciting time at the Trust and I’m sure everyone will be really pleased with the new system.”

## Super-users

For go-live, each area will have a number of super-users on hand to assist colleagues with using the Medway system. Super-users have an in-depth knowledge of the system and will be there to support you as you become familiar with Medway.



## You told us how Medway will benefit you...

“I saw Medway in action for the first time at St Helens Hospital and was very impressed. It’s easy to navigate with user-friendly filter functions, Medway removes the need to log on to different systems. I am really looking forward to using the system when it launches.”

**Louise Nee,**  
Admin Services Co-ordinator

“What I really liked, is that when you are in a patient’s file, you can click through to the other systems and you don’t have to enter their details again, it’s all integrated. You know you are looking at the correct details, it’s great for patient safety.”

**Paula Hesketh,** Nurse Clinician

“The functionality is much richer than we have now and I am particularly pleased at the way each clinician builds a library of favourites when ordering tests, and can repeat orders easily using the same data set across a number of tests. The quick data views on our home screens will make life easier and more efficient.”

**Rowan Pritchard Jones,**  
Consultant Plastic Surgeon

“Medway will benefit both patients and staff, as the system enables the Patient Access Team to record accessibility requirements more accurately.

This improves our customer service by allowing us to communicate in the most effective way for our patients.

The team always strive to deliver 5 star patient care, and I believe that Medway will further help us to achieve this.”

**Jayne Johnson,**  
Associate Directorate Manager,  
Patient Booking Services

# ANNUAL STAFF AWARDS 2018

**Special Recognition  
Award Winner**  
Emergency Department

**Outstanding Achievement Award Winners**  
Medirest and Vinci FM  
Stroke Unit

## The shortlist of nominations is

(in alphabetical order)

<b>Excellence in Clinical Care</b>	Frailty Team	Medical Emergency Team	Sepsis Team
<b>Excellence in Service Improvement</b>	Ophthalmology Department	Prosthetics Department	Ward 3B, Fractured Neck of Femur
<b>Excellence in Support Services</b>	Library Service	Pharmacy Department	Radiology Department
<b>Excellence in Patient Experience</b>	Duffy Suite, Intermediate Care	Paediatrics Hospital at Home Team	Ward 2D, General Medicine
<b>People's Choice Award</b>	Maternity Department	Seddon Suite, Specialist Rehabilitation Unit	Ward 4C, General Surgery
<b>Employee of the Year</b>	Ann Rimmer Preceptorship Co-ordinator, Clinical Education	Cheryl Anders Staff Nurse, Ward 5D	Paula Hesketh Nurse Clinician, Sanderson Suite
<b>Team of the Year</b>	Acute Medical Unit	Endoscopy Team	Therapy Team

**Friday 20th April 2018**  
**Liverpool Arena**

This event is at NO cost to the NHS

# STHK supporting Step into Health

**STEP**  
**INTO**  
**HEALTH**

**Step into Health is a new initiative that aims to help people in the Armed Forces community gain employment in the NHS, once they have left the Military.**

As the largest employer in Europe, there are over 350 different careers in the NHS. The programme has been created to offer an access route into employment and career development opportunities for Armed Forces personnel. This is because the NHS recognises the transferable skills and cultural values that Armed Forces personnel develop when serving, and how they are compatible with those required within NHS roles.

The Trust has a number of staff members who have served in the Military, including Emergency Department Consultant, Andy Ashton and Director of Transformation, Tiffany Hemming.

Tiffany, served in the Army for 20 years before becoming part of the Step into Health Programme, with her first permanent NHS role here at STHK.

Tiffany has kindly shared her story:



*Tiffany Hemming*

**"After joining the Territorial Army in 1997, I moved to the Regular Army in 2000, before leaving in October 2017. During my time in the Army, I served in Afghanistan, Bosnia and Kosovo, and following my service, I was ready to move on and seek new challenges in my career.**

I discovered Step into Health and attended insight days, taking a part-time in a placement in an A&E department in London. I quickly learnt that the NHS is very similar in many respects to the forces, so I felt very comfortable in that environment.

Now working at STHK, my military skills have been invaluable. I am used to extreme multi-tasking and relying on a team to ensure we get things done. I am able to do the same here and it is exhilarating that I can get involved in all areas where the Trust has interests. This is a great Trust and is really an amazing place to work. I come in every morning with a huge smile on my face ready to face whatever the day has to throw at me.

When employing members of the Armed Forces, the NHS gains individuals with very varying backgrounds, broad experience and a positive can-do attitude. We have a fresh way of looking at things, which is hugely beneficial in such a huge organisation."



*2nd Lieutenant Ashton, Brunei, 1982*

# Welcome to the family...

## Marshalls Cross Medical Centre



In September 2017, the Trust welcomed the team at Marshalls Cross Medical Centre, (formerly known as Sherdley Medical Centre and Eldercare), after winning the contract to provide general primary care services.

This is the first time the Trust has provided GP services and is an exciting opportunity that will help to further improve the pathway between hospital and community services.

The highly skilled practice team includes; General Practitioners (GPs) and

Advanced Nurse Practitioners (ANP) who are supported within the practice by Nurses, Patient Care Advisors (PCA), Senior PCAs, a Deputy Practice Manager and a Practice Manager.

The team also work closely with colleagues outside the practice such as Pharmacists, District Nurses, Community Matrons and Social Services.

Located in St Helens Hospital, the practice and its staff are already making great strides to embrace the Trust's vision of 5 star patient care, aiming to ensure that their patients are well informed and cared for to the highest possible standard.

**REGISTER NOW!**  
New patients welcome



### About Marshalls Cross Medical Centre;

- The practice currently has around 5000 patients registered
- The practice is open to accepting new NHS patients, registered in the Borough
- They provide a daily service for their patients, Monday to Friday, 8am – 7pm
- On average staff see a total of 200 appointments per day
- There is also a daily visiting service to anyone that is not well enough to get into the practice and also for patients living within the local care homes

### We are recruiting!

Marshalls Cross Medical Centre is currently recruiting Salaried GPs, GPs that are interested in a special interest (GPSI) and Advanced Nurse Practitioners.

If you are interested or would like to take a look around the practice, please contact the Practice Manager, Louise Threlfall: [louise.threlfall@sthk.nhs.uk](mailto:louise.threlfall@sthk.nhs.uk) or alternatively you can visit the vacancies through the staff intranet.





# SAFER START



The Trust experienced one of the busiest weeks in its history in January, with staff working tirelessly to continue to see and treat more patients than ever before.

Whiston Hospital's Emergency Department saw just under 2000 patient patients attend the department in the first week of January, with 80 more admissions to our hospitals in that one week compared to the previous year.

Rob Cooper, Director of Operations, said: "Historically, the first full working week after the New Year break is always the most demanding time for the entire NHS. In preparation for this busy period, the week-long SAFER Start campaign involved the entire Trust; Whiston, St Helens and Newton hospitals, all working together along with social care and GP partners in the community across Halton, Knowsley and St Helen to proactively manage this increase in demand."

The Trust's 'Command Centre' was based in the Emergency Department, Whiston Hospital, with staff from all wards and departments, using this base to report any issues with delayed discharges and organising new admissions. Staff from a variety of job roles, clinical and non-clinical, acted as Ward Liaison Officers to move around the hospital, troubleshooting problems and ensuring patients who were able to be discharged were done so safely.

Ann Marr, Chief Executive, said: "A massive thank you to all staff right across the Trust, who every day continue to go that extra mile to provide the very best care to our patients. In the busiest of times, your dedication to our patients shines through and your committed team work is the reason we receive so many messages of thanks from patients for the outstanding standards of care you provide."



## Because you're amazing!

*We regularly receive feedback about how fantastic the care is at our hospital. Here are just some of the messages from the last few months.*

### Visit to ENT

I attended the ENT dept today and would like to commend the staff for the kind and professional manner in which I was treated. Everyone from the staff on reception, the audiologist and the consultant deserve to be thanked. There was a bit of a wait, but this is understandable as there were a lot of patients to be seen.

### 5\* Treatment, Care & Service!

Thank you so much to your incredible team today between The Sanderson Suite and Theatre. In a time where the NHS is being scrutinised in every way possible. St Helens are delivering exceptional service and care, with a team that genuinely do care. Thank you so much x

Couldn't be more thankful for the loveliest staff @sthknhs maternity unit always looking after me and my little bump xxx

### Ward 3D - excellent care

My Mum passed away on ward 3D on 1st Feb after over 7 weeks on the ward. Throughout her stay she was treated with the utmost care, dignity and love. The staff on the ward including domestics, HCA's and nurses are wonderful people who despite being very busy in difficult and often stressful jobs manage to retain their humanity. During the last few weeks when it was evident that my mum was deteriorating they were always there with a kind word or a hug for me. I will never forget your kindness. Thank you from the bottom of my heart.

@sthknhs Huge thanks to all the staff in Children's A&E who looked after my poorly boy today. You are all angels. #NHS



### Pete Price @PeteCityPrice

Just been given exclusive access to A&E @sthknhs. There is a problem but what I've learnt STAFF couldn't work any harder than they do. The National Press whipping up hysteria which is making it worse. I'm doing a special soon for my show The Day I Joined The Front Line



### Pete Price @PeteCityPrice

Thank you for your honesty today @sthknhs I've interviewed everyone from the Director of Ops, Medical Director, Domestics so many who talked freely about problems ahead. The answers were surprising and a couple clear cut. Coming soon @RadioCity2 & @RadioCityTalk amazing staff

### Chris B

Not all heroes wear capes and the nhs and other services are proof of this. Thank you for selflessly working whilst everyone else is celebrating. You are all stars.

### Superb care in blood clinic

As a cancer patient I have bloods taken every week at St Helens Hospital. The staff are fantastic, they put up with my (inexplicable) fear of needles. Sometimes I don't even feel it. Thank you for all your good work.

# MUSIC TO OUR EARS

## Our patients are to benefit from new state of the art scanners installed at both Whiston and St Helens hospitals.

The new scanners will not only make investigations quicker and more accurate, but will also make the experience more enjoyable.

- Scans can be done in half the time
- Spotify technology lets you listen to tunes of your choice
- Mood lighting relaxes patients which helps patients stay still for clearer images



The science is that the new GE scanners have a stronger magnet that is double the strength of any MR scanners previously available, and patients at the hospitals will be amongst the first in the country to benefit from this new technology.

Quicker scans mean more patients being seen each day, which means shorter waiting times for those requiring investigations. The scanners also produce highly detailed images that allow

doctors to see images of bones and soft tissue like never before. This ensures treatment can be accurately tailored to the illness or injury that's been discovered.

Another bonus for patients is the coloured mood lighting within the MR scanning room and the ability to listen to music inside of the scanner thanks to Spotify.

Gill Holroyd, Radiology Manager, said: "Having an MR scan can be very frightening for people, especially those who are very sick, confused and in pain.

The music is a massive benefit, so whether a Take That or Dolly Parton fan, our staff can tune the scanning machine to play the patient's favourite tunes.

All of this encourages patients to relax during the scan, which not only ensures that accurate images are captured but hopefully makes the experience far more enjoyable."

You can watch a fab video of the new scanners on the Trust's YouTube channel: [www.youtube.com/sthknhs1](http://www.youtube.com/sthknhs1) or on the staff intranet.





# Supporting a culture of innovation

## Why did 50 nurses volunteer to stick a piece of plastic onto their backs – and how did it help them?

It's a story of innovation in action; the nurses responded to an appeal by one of their surgeons who wanted to test a new gadget to correct posture. They had all suffered back pain at some point and were keen to try out something which might help them.

The sensor-based gadget is linked to an app and happily for the nurses, it reduced their back pain. This innovation is now being spread across the NHS with the support of the Innovation Agency.

The Innovation Agency is the Academic Health Science Network covering Cheshire, Merseyside, Lancashire and South Cumbria, an area which includes 22 NHS providers, 20 CCGs and nine universities.

The purpose of the agency is to spread innovation, improve health and generate economic growth.

The Innovation Agency is keen to hear stories about innovation. If you have any ideas or stories about changes which have led to improvements in care and/or efficiency, contact: [info@innovationagencynwc.nhs.uk](mailto:info@innovationagencynwc.nhs.uk).

### Jenny Stevens, Macmillan Head and Neck Cancer Nurse Specialist, tells us of a simple idea that can make a massive difference to improving the patient's experience through their treatment:

Jenny Stevens, Macmillan Head and Neck Cancer Nurse Specialist, tells us of a simple idea that can make a massive difference to improving the patient's experience through their treatment:

"Head and Neck Cancer is one of the rare tumour groups affecting over 12,000 people each year.

The role of the Cancer Nurse Specialist is to act as a gatekeeper for the patient along their cancer journey. The effects of treatment can cause long term problems that greatly affect their quality of life.

Many patients who undergo treatment for Head and Neck Cancer have radiotherapy and chemotherapy. Patients undergoing this treatment can be left with long term damage to the salivary glands, with the biggest problem patients report being consistent dry mouth and the other associated problems such as; ulcers, lack of saliva and struggling to keep the mouth moist, constantly feeling like they need to drink, thrush and struggling to eat due to a lack of saliva.

Since being in post, I have created an oral health pack for patients, a really simple but effective way of providing patients with the education. The pack includes information on the late effects of the treatment, as well as oral health products to trial that may help to relieve some of the symptoms that are associated with dry mouth.

Promoting oral health is essential for head and neck patients as the treatment can lead to long term effects on dental and oral health. Keeping on top of oral hygiene prevents infections, sores, and supports patients to identify any changes in their oral cavity that may be suggestive of recurrence of cancer."



## National recognition for the Trust's specialist nurses!

Congratulations to two of the Trust's clinical nurse specialists who each came 3rd in their categories at the British Journal of Nursing Awards.



Joanne Jones, Liver Nurse Specialist, was up for Hepatology/Liver Nurse of the Year Award and Siobainn Bathgate, Colorectal Pelvic Floor Nurse, for IBD Nurse of the Year. We're extremely proud of you!

## Research success!



So proud that the Trust has won the NWC Research and Innovation Award - 'Taking Research into Practice' for research performed by Michael Lloyd, Medical Education &

Training Pharmacist. Congrats to Michael and thanks to all staff who supported and helped him. #NWC Awards 2018

## National Award for Trust's Public Health Midwife

Allison Wright, Public Health Midwife for the Trust, is part of the Knowsley Parent Infant Mental Health Service who won the Outreach to Vulnerable Groups Award at the National Children and Young People's Mental Health Awards. Congratulations everyone!



## Congratulations Ranjeet!

Congratulations to Ranjeet Jeevan, Specialty Registrar for Burns and Plastic Surgery, who was appointed as a Hunterian Professor for 2017, by the Royal College of Surgeons of England.



This is an extremely prestigious accolade, with stiff competition for the appointment from within the UK and beyond.

## Preparing for the new General Data Protection Regulation (GDPR): The biggest change in Data Protection law in 20 years

The General Data Protection Regulation (GDPR) comes into force as UK law on 25th May 2018.

### What is GDPR and what does it mean?

GDPR means major changes to how organisations collect and store personal data. It intends to give back control to individuals over their personal data, and provide strict regulations for what organisations can do with the information they provide. GDPR will replace the UK Data Protection Act 1998.

### How does this affect the Trust?

This will mean an organisation-wide change which will potentially affect every area of the Trust that will require work and changes within all teams and departments around how we use and store personal information. This could be data including; names and addresses, contact details, even photographs and videos we may have of patients. However, do not fear, the Trust IG Team are here!

In general, the principles of data protection remain similar. Although, GDPR will mean a greater focus on providing evidence that we comply with the law, with requirements for total transparency on how we collect and use data of patients and employees. It even affects how we interact with fundraisers and contributors to our hospitals' charity.

**However**, there are some items that will be changing that will be useful to be aware of, particularly around the rights of our patients in having a say in what we do with their information:

- Copies of records will be free of charge
- Patients can request that their data is rectified
- Patients have the right to request records are erased (following discussion)
- Patients also have the right to restrict processing
- Portability of personal data when consented
- All patients and individuals that we hold data for have the right to object as well as the right to object to automated decision making

Fines will also be increasing from the Information Commissioner's Office for a serious breach of confidentiality from the current maximum of **£500,000** to **€20 million**, or 4% of the annual turnover.

### So what happens next?

Head of Information Governance and Quality Assurance, Craig Walker, said; "The key thing is for organisations not to panic. We have been aware that GDR has been coming for the last 18 months. My team and I have been busy planning for a successful implementation of the new rules and have recently had our Implementation Plan approved by the Trust. We are now moving on with our plans and have begun to contact key staff in the Trust. We are confident that, with our detailed implementation plan in place, we can ensure the Trust is working towards complying with the new rules by the 25th May 2018 deadline."

You will be hearing lots more about GDPR in the coming months so keep an eye on Team Brief, News 'n' Views and the Trust's Twitter account for further details.

Contact for queries: Craig Walker, Head of Information Governance and Quality Assurance by email: [craig.walker@sthk.nhs.uk](mailto:craig.walker@sthk.nhs.uk) or call ext.: 5698.



 **Do the rIGht thing**

## WHISTON **and** ST HELENS HOSPITALS' CHARITY

# Vinci FM Team raise £1750 for our Older People's wards!

The fabulous team at VINCI FM took on the challenge to cycle from Whiston Hospital to Llandudno in daylight hours in aid of our hospitals' Charity. The team of nine managed to complete the challenge in under 12 hours and raised a magnificent £1750 for the Department of Medicine for Older People's (DMOP) Fund. Well done to all involved, you are amazing!



*The Vinci FM Team  
present their cheque  
to the DMOP team*

## Bike Challenge

The annual Charity Static Bike Challenge took place with staff from St Helens and Whiston hospitals fighting it out to win bragging rights for 2017, after Whiston Hospital took home the trophy in 2016.

Staff pedalled hard, raising sponsorship and collecting money in the charity buckets and it was neck and neck all the way through, until the last half hour when Team St Helens just managed to clinch the trophy for 2017 by 3km!

Well done to everyone who took part, you raised over £1000 for the Charity.



## Christmas cheer!



Over Christmas, supporters worked hard for our Charity with fundraisers dressing as Santa for our Charity Grotto, bag-packing at Asda, donating unwanted presents, wearing their Xmas Jumpers and running our yummy chocolate tombolas. You really got in the festive spirit raising over £5000!

## Charity Champions

Want to help raise funds for your department or service?

We are looking for staff in all areas to become Charity Champions. It won't mean lots of extra work, just attending a quarterly meeting and helping us to get the right messages out about fundraising, patient donations and the great work we do.

If you're interested, please contact Liz or Gaynor at the Charity Office 0151 290 4400

## The Lilac Centre and The Co Op Community Fund

The Lilac Centre, St Helens Hospital is being supported by the Co-op Fund for 2018. If you live within 15 Miles of the Elton Head Road branch, sign up in store or online and for just £1 become a member. You will get 5% cash back on what you spend and 1% for the Lilac Centre. The Lilac Centre will also get a share of the carrier bags sales from the store. Visit: [www.coop.co.uk/membership](http://www.coop.co.uk/membership) for more information.

# Celebrating the NHS at 70

**70**  
YEARS  
OF THE NHS  
1948 - 2018

In 1948, the NHS was founded and with the principle of free healthcare for all, the NHS quickly became and still is the most treasured institute in Britain.

In this, the year we celebrate the 70th Birthday of the NHS, Chief Executive, Ann Marr, received this lovely poem in the post. It was from the niece of a Midwife who trained and served at Whiston Hospital from 1947, before the NHS came to be.

Midwife Louisa Anders left the manuscript of the poem entitled 'Whiston Notabilities' to her niece and asked that she find it a good home – well what better place than Whiston Hospital itself! The poem is brimming with the friendliness and humour that we associate with Whiston Hospital today, showing that even back at the birth of the NHS, Whiston truly was a special place to work!



## *Whiston Notabilities*

First of all there's Matron,  
She's tall and stately too,  
She stands apart as Patron,  
And tells us what to do.

Miss Thomas is her deputy  
Indeed she's Welsh you know,  
She sees we do our duty  
And you'd better be just so.

Next on the list is Sister Oakes  
Mere words cannot really say,  
Just what we think of dear old Oakes  
She has such a funny way.

Over the books stands Tute  
We must admit she's good,  
But can't she make us scoot  
When she's in the mood.

Head of the ward is Sister  
As Brocklehurst, Smith & Co.  
She runs you till you blister  
And then just says "You Go".

Staffy is the next in tow  
Usually a real good sort,  
If you're feeling rather low  
You'll find she is a sport.

The senior nurse  
very often being  
A maid with big ideas,  
Forgets that learning & seeing  
Cost her many tears.

On night there are sisters too  
Kilburn & Dignan run the show,  
Don't let them catch you asleep at two  
or things then won't be slow.

Over the home is Billy  
She really is a wow,  
At mealtimes if you're silly  
Does she glare & how!

Coupons go to Polly Coll  
For aprons, cuffs & dress  
We often feel just like a doll  
And wish they could be less.

The medics are goody  
And help us quite a score  
But when they're feeling moody  
They simply are a bore.

All through Whiston's not so bad  
Though many faults we find,  
There are things here to make us glad  
And most folk here are kind.

*Written by Miss L Anders*

**70**  
YEARS  
OF THE NHS  
1948 - 2018

### Let's Celebrate!

If you have any ideas, or would like to help us celebrate 70 years of the NHS, then contact the Communications Team, email: [communications@sthk.nhs.uk](mailto:communications@sthk.nhs.uk) and we'll be in touch!

Exclusively for the NHS



# Italian Masquerade

**KNOWSLEY SAFARI • 6 DECEMBER 2018**

**Best Parties Ever is hosting a spectacular NHS Christmas party at Knowsley Safari this year...**

It's the height of 18<sup>th</sup> Century Italian grandeur and you have been invited to the Royal Masquerade Ball, Venice, for a night of indulgence, illusion and intrigue.

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Incredible live performances • Our famous dodgems\*  
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Book a table of 8, sit with your friends and pre-order drinks.  
Or for bookings of 2-7 guests, join a mixed group table which we'll allocate for you and purchase drinks at the bar.

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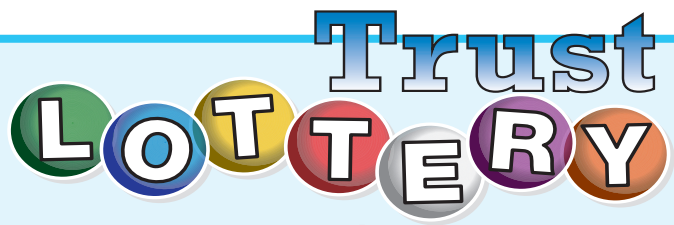
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\*A small charge applies \*\*All proceeds go to the Whiston and St Helens Hospitals' Charity

# It could be you!!



## January

Lindsey Denny, Microbiology  
Bev Fahey, Accounts Payable  
Ellen Hayden, Histopathology Department  
Janet Mousdell, Ward 4A

## February

Rachel Hodge, Pre-op Clinic  
Catherine Atherton, Theatres  
Aileen Sangalang, Ward 1C  
Allan Swindells, Health Informatics

## March

Sue Hill, Finance Department  
Donna Schwartz, COPD Nurse Specialist  
Julie Glynn, Breast Services

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:  
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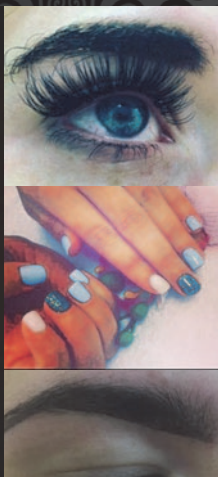
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## Staff News 'n' Views

Next Issue: Annual Awards Edition

Many thanks to everyone who has been involved in producing this edition, if you would like to contribute to future editions please contact:

[newsnviews@sthk.nhs.uk](mailto:newsnviews@sthk.nhs.uk)

The deadline for submissions for the next News 'n' Views is 31st July 2018.

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St Helens & Knowsley Teaching Hospitals NHS Trust



[www.youtube.com/sthknhs1](http://www.youtube.com/sthknhs1)

