

Celebrating Our Staff



Long Service Awards

Volunteer Awards



Long Service Awards

2018

The Long Service Awards are held each year to celebrate the amazing achievement of staff who have dedicated their working lives over 25 and 40 years continuous service at the Trust.



Award winners with Jeff Kozer, Non-Executive Director (far left) and Ann Marr, Chief Executive (far right) outside Knowsley Hall

In the remarkable setting of Knowsley Hall, staff gathered to enjoy a welcome drink overlooking the lake. Guests were then invited to receive their awards in the Stucco Ballroom.

Ann Marr, Chief Executive welcomed guests to the ceremony to congratulate everyone on their extraordinary achievement, and thanked each and every member of staff for their exceptional loyalty to the NHS. It was then time for the presentations, as each member of staff was invited on stage to receive their award. Jeff Kozer, Non-Executive Director, 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.

In total, the award winners have achieved a staggering 1,130 years' service in the NHS between them. 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.



Award winners with their guests and senior managers



Award winners and guests gather for afternoon tea

Recipients of the 40 Years' Service Award

Christine Halsall

Personal Medical Secretary,
Surgical Care Group

Joan Wilkinson

Healthcare Assistant,
Department of Medicine for
Older People



Recipients of the 25 Years' Service Award

Wendy Anderson

Clerk,
Health Work & Wellbeing
Department

Sue Bailey

Healthcare Assistant,
Outpatients Department

Alison Bate

Sister, Pre-Op. Department

Denise Boardman

Ward Administrator Supervisor,
Surgical Care Group

Jane Margaret Costello

Staff Nurse,
Paediatric Department

Margaret Crowder

Phlebotomist,
Pathology Department

Joanne Doherty

Healthcare Assistant,
Acute Stroke Unit

Sandra Evans

Domestic Assistant,
Special Care Baby Unit

Lisa Furlong

Housekeeper,
Seddon Suite/Rehabilitation Unit

Joanne Gannon

Personal Assistant,
Patient Access

Pam Giblin

Personal Medical Secretary,
Burns & Plastics Surgery
Department

Linda Gundry

Senior Audiologist,
Audiology Department

Colette Halliday

Support Manager,
Education & Training
Department

Debbie Harrison

Healthcare Assistant,
Paediatric Department

Fiona Healey

Paediatric Co-ordinator,
Paediatric Department

Debbie Heyes

Housekeeper,
Sanderson Suite

Alison M. Hogan

Healthcare Assistant,
St Helens Theatres

Michelle Howard

Healthcare Assistant,
Rennie Eye Clinic

Vera Kimpton Hughes

Healthcare Assistant,
Elective Admissions

Rachel Irving

Advanced Clinician,
Physiotherapy Department

Pauline Anne Jones

Healthcare Assistant,
St Helens Theatres

Lesley Kelly

Specialist, Stroke Unit

Caroline Kenny

Healthcare Assistant,
Outpatients Department

Joanne Lawrence

Healthcare Assistant,
Holbrook Unit

David Lee

Finance Assistant,
Finance Department

Carol Lenahan

Sister, Pre-Op. Department

Linda MacLean

Nurse,
Gynaecology Department

Sharon Martin

Patient Catering Assistant,
St Helens Hospital

Edna Monks

Housekeeper,
Coronary Care Unit

Dawn Nicholson

Business Services Team
Leader/AFC Administrator
Human Resources Department

Jean O'Keefe

Non Clinical Services Manager,
Emergency Department

Rachel Orford

Domestic Assistant,
St Helens Hospital

Helen Ormerod

Payroll Officer,
Human Resources Department

Jan Powell

Ward Administrator,
Obstetrics & Gynaecology
Department

Debbie Radcliffe

Data Analyst, Workforce,
Human Resource Department

Vincentia Roscoe

Clerk, Appointments Call Centre

Frances Sanderson

Advanced Clinician Occupational
Therapist, Therapy Department

Tracy Sexton

Clerical Officer,
Sexual Health Department

Diana Wilson

Personal Medical Secretary,
Department of Medicine for
Older People

Jonathan Winfield

Lead Radiographer CT Scan,
Radiology Department

Julie Woosey

Bereavement Officer,
Pathology Department

Ian Young

Directorate Manager,
Medical Care Group



Employee of the Month

February 2018 Paula Hesketh

Nurse Clinician, Sanderson Suite
Nominated by: Caroline Yeoman, Nurse Clinician



Paula started at the Trust in 1981 and was appointed Nurse Clinician for Sanderson Suite in 2005. In her nomination, Caroline said: "Paula has been an extremely valued member of the Trust for 37 years. She leads by example and is held in high regard by all in the multi-disciplinary team. She will bend over backwards for patients, relatives and colleagues alike to provide the best service that she is capable of. Nothing is too much trouble.

Receiving her award, Paula said: "After 37 years at the Trust, it is a privilege to be nominated for this award. I am delighted to be recognised for my work helping to support staff and would like to thank the amazing team at Sanderson Suite. It was a surprise and honour to receive it."

March 2018 Emma Graham

Lead Sepsis Nurse Specialist
Nominated by: Sue Talbot-Crosby, Head of Nursing & Quality



Emma has worked at the Trust since 2008, where she joined the Acute Medical Unit as a Student Nurse. Emma was appointed Lead Sepsis Specialist Nurse in 2016. In her nomination, Sue said: "The role of the Sepsis Nurse is key to identifying patients with sepsis and taking prompt and effective action to commence treatment for patients.

Emma as Lead for the Sepsis Team has consistently demonstrated calm, professional and supportive leadership, whilst heading the team to deliver care and training across the Trust.

She has been key in the development of this new quality patient service."

After receiving her reward, Emma said: "I am overwhelmed and sincerely grateful to be nominated. It is such an honour to be recognised for my work in helping support staff and the Trust with ongoing sepsis care improvements."

April 2018 Sharon Carpenter

Housekeeper, Ward 2B
Nominated by: Anita Butterworth, Volunteer Services Manager



Sharon has worked as a Housekeeper for the Trust since 2001, and was appointed as a Mentor for volunteers in 2015. Sharon has recently helped a volunteer secure a permanent position at the Trust with her ongoing support and guidance.

In her nomination, Anita said: "Sharon was nominated for the kindness and compassion she gives to all the volunteers on Ward 2B. In particular, Sharon has been acting as a mentor, advocate and buddy for less confident volunteers and makes a huge impact in helping them to grow into their role. She expertly guides volunteers enabling them to complete duties on the ward and confidently engage with patients and staff."

After receiving her award, Sharon said: "I feel very privileged to receive this award. I am honoured and grateful to have been nominated. I don't expect recognition for the role I do, so it was a privilege to be nominated, and would like to thank all the amazing volunteers I work with."

May 2018 Felicity Ditchfield

Associate Physiotherapist
Nominated by: Gill Holmes, Therapy Operational Manager



Felicity started at the Trust in 2005 as a Physiotherapist. She has recently completed her MSc in Trauma and Orthopaedics, and now works as a Specialist Physiotherapist.

In her nomination, Gill said: "Alongside working at the Trust and studying for her Master's degree, Felicity has created a short online video for patients who are due to come into hospital for keyhole knee surgery. This has made a massive difference to the care provided to patients, with clear and engaging information about the procedure, how they should prepare for their surgery, as well as post-operative advice."

Felicity has greatly impacted patients' experience of care within the Trust through aiming to replace traditional information booklets with a more up to date means of communication.

Receiving her award, Felicity said: "I was totally shocked when I received the call to say I had won the award. It's a great honour which makes me feel so valued to be part of Therapy Services and proud to work for STHK!!"

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

SPOTLIGHT ON



Sarah Roberts Nutrition Specialist Nurse

Name: Sarah Roberts

Age: 29

Star sign: Scorpio

Favourite film: **Shawshank Redemption**

Favourite food: **Ferrero Rocher**

Biggest Ambition: **Hot air balloon ride in Australia**

Greatest Achievement: **Completing my Master's degree, whilst working and raising my son.**

Dream Holiday: **Travelling around Australia**



Sarah joined the Trust in February 2018 as Nutrition Specialist Nurse.

Sarah reviews and assesses patients who require artificial nutrition and advises regarding the most appropriate ways to feed patients. She supports the wards with difficult NG tube or nasal bridge placements and troubleshooting of feeding tube related issues. She carries out assessments for long-term feeding devices e.g. PEG and is heavily involved in placing endoscopic tubes such as PEG tubes and naso-jejunal tubes and also places PICC lines for patients receiving parenteral nutrition.

Sarah is passionate about preventing hospital admissions and providing patients with a high standard of nutritional care, which requires good multi-disciplinary team collaboration.

To contact Sarah email: sarah.roberts2@sthk.nhs.uk

Get Up, Get Dressed, Get Moving!



You know those days when you just feel like going to work in your PJs?

Well, some of our staff did just that recently... but all to promote a good cause!

The Trust launched the #endPJparalysis campaign which aims to help patients get up, dressed and moving in order to prevent deconditioning, maintain mobility and boost recovery.

Patients wearing day clothes instead of their pyjamas has been shown to improve dignity, independence and overall wellbeing while in



hospital. Health professionals say that wearing clothes helps to encourage people to get out of bed during the day which can:

- Prevent loss of muscle strength
- Avoid high risk of infection
- Encourage patients to maintain a normal routine
- Assist a quicker recovery

Sue Redfern, Director of Nursing, said, "We have a great track record of getting patients up and dressed in our hospitals. The campaign is a fantastic way of reminding staff, patients and their families of the benefits of getting dressed and moving and what we can all do to help. Support from families is hugely important and we are asking families to ensure they provide plenty of clothing and well-fitting footwear to help us get their loved one up and moving."

More information about #endPJparalysis can be found at: www.endpjparalysis.com



Why is it important to encourage patients to get up, dressed and moving?

- The effects of bed rest in a hospital environment can reduce muscle strength by 2-5% in the first 24 hours and up to 10% in the first seven days
- If a frail elderly patient is dependent on that 10% of muscle strength to be able to function at a level that they can manage at home, the consequence of a week in hospital can be very far reaching – losing their confidence, their sense of identity and their independence.

Celebrating our star volunteers!

After its roaring success last year, the Trust held its second Annual Volunteers Awards in celebration of our fantastic volunteers for the invaluable support they provide across our hospitals.

Ann Marr, 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.

Ann took the opportunity to address the attendees, paying tribute to the volunteers who go the extra mile to provide excellent care to patients.

She said: "Our amazing volunteers are an integral part of the Trust. The feedback we receive from visitors, patients and staff about our volunteers is always incredibly positive and I am delighted that we are recognising their valuable contribution in this way. We have been inundated with nominations which speaks volumes about how much they mean to everyone, right across the Trust."



Award Winners

Volunteer of the Year 2018 - Derek Bradshaw



Derek has been a volunteer at Whiston Hospital since 2015 meeting and greeting visitors in main reception for two days every week. He was nominated for the award by staff who said, "Derek welcomes everyone who enters our hospital with a warm and friendly smile, nothing is too much trouble for him and he goes above and beyond to ensure everyone he meets is treated with kindness and respect. Patients and visitors can be apprehensive when they arrive but many of them have told us that Derek's understanding approach and care has helped to ease their fear and anxiety."

Kind and Compassionate Award - Anne Handley

Staff say, "Anne is caring, kind and compassionate and takes time to sit and listen to parents. She comes in with a big smile on her face and nothing is too much trouble for her. She's a huge help to the team and we'd be lost without her."



Open and Honest Award - Harry Turner



Harry has a natural ability to build relationships with everyone he meets. Staff say, "He is friendly, professional and completes all tasks to the best of his ability. A vital member of the ward team his contribution is hugely appreciated."



Friendly and Welcoming Award - Joyce Williams

Joyce volunteers in A&E, an extremely busy and fast paced department where she provides reassurance and help for patients who are often extremely unwell. Staff said, "She is a valued member of our team, we really appreciate her contribution."

Listening and Learning Award - Liam Atherton

Liam joined the Trust in April 2017 to learn more about career opportunities within NHS and gain valuable experience. He volunteers on the wards and at main reception to meet and greet patients and visitors. Staff say, "Liam is extremely helpful and nothing is ever too much trouble for him."



Respectful and Considerate Award - Gill Shepherd

Gill volunteers at the Macmillan Support Centre where she runs a buddying system for patients who have been recently diagnosed with leukaemia. Staff praised Gill for the amount of time she spends ensuring patients' needs are met when they attend the Macmillan Centre and for all her enthusiasm and hard work at the annual Coffee Morning.

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

Celebrating our Volunteers

To celebrate national Volunteers Week 2018, the Trust held a special celebratory lunch, only this time it was a chance for hospital staff to give something back to our magnificent volunteers!



A fish and chip dinner was the order of the day, and our very own Chairman, Richard Fraser, and Chief Executive, Ann Marr, took time out of their busy schedules to serve the meal and say thank you for everything our dedicated volunteers do for our staff and patients.

Ann Marr, Chief Executive, said: "We're delighted to be here to thank our wonderful volunteers who help our patients in all kinds of different ways. From visiting elderly patients, to fundraising for our hospital charity, all of them do a fantastic job and are such an important part of our Trust family."



Working for us

As the NHS launches the biggest recruitment drive in its 70 year history, 'We are the NHS' here at STHK our resourcing team are working hard to attract and keep the best staff within our Trust.

Here's just some of what they do ...

Attracting the best

Whether its organising recruitment events at the Trust, attending careers fairs and University open days, placing newspaper adverts or shouting about vacancies and opportunities on social media, the team are always on the lookout for talent!

We want to attract the best whether they have years of experience, are newly qualified or still training. Everyone can help with this too! Word of mouth is one of the best ways of attracting new staff to an organisation so don't forget to tell friends and family members about the great opportunities available at STHK.

International Recruitment

Did you know that people from all around the world apply to work at our Trust?

In the last nine months we've made 82 conditional offers of employment to overseas nurses from India, Nigeria, Philippines and Zimbabwe.

In April this year members of the Resourcing Team travelled to the Czech Republic to meet and interview medics. It was a successful trip with 14 Junior Clinical Fellows set to join the Trust in August. (Just in case you meet them 'Hello' in Czech is 'Vijetje' pron. potato but with a v)

There are a number of specialties where recruitment is particularly competitive and the team are working closely with those departments to create bespoke recruitment campaigns that showcase why STHK is simply the best place to work.

Some good news, the Government recently relaxed the visa rules which previously capped the number of visas they issued each month. Now, visa applications from doctors will be considered separately from all others which means that we will hopefully be able to recruit without worrying about visas being denied.

Retention

It's not just about recruiting new staff though, the Trust is fully committed to retaining our current staff and also supporting their professional development. For this reason, we are introducing a brand new scheme to give our staff the opportunity to enhance their experience, work differently and broaden their skills. The scheme will enable staff to transfer to a different area and/or job role at the same grade, or move to a different area at a lower grade in order to gain experience with a specialty.

This scheme will commence very soon... further information will be provided in due course, keep your eyes peeled!

So who are the resourcing team?

There are four teams working across all areas;



Admin and clerical roles & all senior recruitment

lead by
Helen James
ext: 1967



Nursing/ HCA/AHP recruitment

lead by
Jill Horman
ext: 5491



Medical recruitment

(including locum consultants but not permanent consultants)

lead by
Louise Ashton
ext: 5495



Consultant recruitment

lead by
Michelle Serjeant
ext: 5493



Congratulations to Ward 4F

Massive congratulations to Children's Ward 4F achieving 'Best Placement' award from Liverpool John Moores University. We are so proud of you!

Maternity Unit scoops top award

Our fantastic Maternity Unit have been awarded the 'Midwifery Team Award' at the Northern Maternity & Midwifery Festival for their outstanding contribution to maternity services.

The team were nominated for their dedication to providing personalised care, working together with women and putting the needs of the family first.

Over the past three years, the team has introduced a number of developments that encourage women and families to be more involved in decisions made about their care, including women with complex needs. These developments include a new midwifery-led unit that promotes a holistic view on the birth experience, an increase in specialist midwives and the introduction of 'Maternity Voices' a monthly midwife and parent forum.

The team have also successfully introduced the award-winning Whiston Hospital Maternity and Special Care Baby Unit Facebook Page, which has been praised by families and professionals for transforming the way they engage with parents by providing a valuable two-way communication.

A regular feature includes 'Facebook the Midwife' when followers are able to post their questions to the page and a specialist midwife provides advice and feedback in real-time.

Sue Redfern, Director of Nursing, Midwifery and Governance, said: "Our maternity team work incredibly hard to ensure we provide care to families that is tailored to their needs and supports a positive experience throughout pregnancy, birth and beyond. It is a fantastic achievement to be recognised in this way, and I would like to thank the team for their continued hard work."

Well done team – we are extremely proud of you!

Follow the team on Facebook @whistonmaternity



Jayne's our Community Nurse of the Year!

Special congratulations to Jayne Gore, Clinical Lead for Intermediate Care, on being named Community Nurse of the Year 2018.

Jayne received the award from St Helens CCG in honour of national Nurses Day, in which nurses are celebrated as part of the global annual recognition for their tireless work and dedication.

Receiving her award, Jayne said: "I couldn't have achieved this award without the continued support of all my fantastic, dedicated colleagues and of course all our lovely patients who make my job so interesting and rewarding."

This is a highly prestigious accolade, and everyone at the Trust is extremely proud of Jayne.



St Helens Cares scoops major UK award

The amazing St Helens Cares team has won the Care and Health Integration Award at the Municipal Journal Achievement Awards in London.

The partners, including St Helens and Knowlsey Teaching Hospitals NHS Trust, St. Helens Council, NHS St Helens Clinical Commissioning Group (CCG), and housing group Torus, were recognised for working together and putting residents and patients at the heart of all they do.

St Helens Cares is an integrated approach in supporting people to live well, with a focus on preventing the need for health and social care by supporting people to remain independent for as long as possible.

Tiffany Hemming, Director of Transformation St Helens & Knowlsey Teaching Hospitals NHS Trust, said:

"Winning the Municipal Journal's 2018 Care and Health Integration Award is fitting recognition of the amazing work that has been going on as part of St Helens Cares over the past year. The Trust is actively involved in St Helens Cares, working together to put patients and residents firmly at the centre of all that we do."

Brightening the lives of our patients

Your hospitals' Charity has been putting those hard earned pennies to good use, remember, without your help we wouldn't be able to do all this ...

Thanks to the fantastic fundraising efforts of our great supporters in the Knit and Natter Group, we've been able to purchase 10 incubator covers (£992.80) for our Special Care Baby Unit. The covers dampen light and noise for the baby, creating a peaceful and calm environment, reducing the level of cortisol and helping the baby settle and sleep.

As well as helping our tiniest babies sleep, we've purchased 10 "bed buddies" (£900) for the unit.

These are positional aid pillows for premature babies and hold the baby in place in cots or incubators, preventing the need for rolled up blankets. All the aids are re-usable and the Charity is delighted to be helping our youngest patients feel more comfortable.



If a premature baby is weak the head tends to fall to the left or right. This can cause shortening of neck muscles and the baby may want to turn his/her head to the same side. A poorly positioned neck can also affect breathing, swallowing and feeding. Premature babies' limbs tend to flail around, instead of curling up as in older babies, so they need some help to lie in a position that is comfortable; this helps their muscle development and may help them feel more secure. The aids have rebounding beads which simulate a womb-like environment.

Seddon Suite Rehabilitation Unit are the proud owners of a new leg, arm and upper-body trainer machine that will benefit patients receiving intensive rehabilitation after illness or injury.

The new equipment, paid for by the Charity (£4000), helps to stop the decline in muscle performance in limbs for wheelchair bound patients. It also helps to keep the cardiovascular system active during recovery.

Your hospitals' Charity is also supporting the cost of the Intensive Care Unit's "Steps" Patient Support Group. Increasing numbers of patients are surviving critical illness, however for many, the consequences of the experience can mean their recovery after discharge home is hindered by complex physical and psychological problems. These include post-traumatic stress disorder (PTSD), feelings of anxiety and side effects of experiencing delirium.

This group offers peer support and sign-posting to other services for patients and families who have spent time in critical care. Patients often find it difficult to return to a hospital setting, so the Charity pays for the hire of a village hall, along with other associated costs with the running of the group.



So sign up and give something back!

To support our patients we continuously need to fundraise and one way of doing this is by taking part in mass challenge events. Here's a few events you could take part in to help us help our patients.

Big Fun Run – Liverpool 5k

If you want a great family fitness day and to raise funds for our hospitals' Charity in the process, then book a place on the Big Fun Run – Liverpool 5k. This run is not against the clock and starts at Sefton Park, Liverpool, at 11.00am, on the 19th August 2018.

The cost is £13.50 and under 5s are free.

Sign up at www.bigfunrun.com/liverpool/ and let the Charity office know you are taking part.

Southport Seaside 10k!

The 2018 Natterjack Seaside 10k will be taking place on Sunday, September 23, 2018, and will start at Princes Park in Southport at 11am, with the 2k Fun Run starting one hour before at 10am.

The two lap course takes in the famous Southport Pier, the Marine Lake, Theatre and Convention Centre, Marine Lake promenade, Ocean Plaza and Southport Model Railway.

Sign up at www.natterjackseaside10k.com

Join our 1st ever Charity Golf Day

The Charity is holding its first ever Golf Day on Thursday, 20th September at Blundells Golf Club.

The competition is for teams of 4 and will follow the Stableford Format.

The cost is £300 per team and will include green fees, a light lunch and a 3 course dinner in the evening. Tee-off time will be midday. All enquiries to the Charity Office on 0151 290 4531

A massive thank you to Tom Fitzpatrick, Senior IT Engineer, who took part in the Liverpool Rock n Roll Half Marathon, and raised a fantastic £589 for our charity.

You're a star!



Can you help us?

For more information or for ideas on how you can fundraise call our Charity Manager, Liz Titley, 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

WHISTON **and** ST HELENS
HOSPITALS' CHARITY

NHS
St Helens and Knowsley
Teaching Hospitals

CHARITY
GOLF DAY

Teams of 4
Entry fee £300
Includes green fees,
light lunch and 2 course dinner
Thursday September
20th 2018

Blundells Hill
Golf Club

For more information or to
book your team contact
Liz or Gaynor
0151 290 4531
or 0151 676 5938

Video appointments launched at Whiston Hospital



For the very first time patients are being offered video consultations in a number of clinics at Whiston Hospital.

The Trust is leading the way by introducing innovative technology that means care can be delivered in a much more convenient way removing the need for patients to travel into the hospital, or for staff to make what could sometimes be up to a 4 hour round trip to visit their patient in the community.

The new 'facetime' like appointments have proved extremely popular with patients who may no longer need to take time off work, arrange travel to and from the hospital or ask friends and relatives to help with their appointment. They can choose a private environment that suits them, have more choice on the time of their appointment and save both the time and money it can incur by coming to the hospital.



Telehealth team Dr Andrew Hill, Karen Blake, Stroke Specialist Nurse and (left) IT project manager Vince Owen

Consultant Stroke Physician, Dr Andrew Hill, said: "As well as the obvious advantages of convenience and time saved for the patient, there are further benefits. We can review patients in their home environment and we can get a clearer picture of their day to day needs and how we can help them further, should they need it.

It also means that we will be able to deliver specialist care to the patients who need it most yet are the hardest to reach – those in care homes. If we can remove the barriers of distance and accessibility, we can make big improvements in the care of these patients."

The Trust treats around 850 stroke patients each year and it's estimated that half of these could benefit from video consultations in place of follow up outpatient clinic appointments. But it's not just Stroke patients who are benefitting from this new technology as the Trust is a regional specialist centre in burns and plastic surgery, our staff go to hospitals and clinics in North Wales to check patients' wound sites and surgical drains. Using secure video consultations means that our nurses can carry out the checks and consult the specialist team by video link.

The video consultations are offered to all patients meeting the criteria, but do not replace face-to-face appointments if a patient requests this.

Benefits of video call appointments

- more convenient appointments available
- patients do not need to take time off work
- no need to come to the hospital, reducing costs of travel and parking
- clinicians can see the patient in their home environment
- reduces travel time of specialist outreach nurses, meaning more appointments for patients available
- removes the barriers of distance and accessibility to patients, such as those in care homes, or patients living in different regions

The Innovation Agency is keen to hear your 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.



INNOVATION AGENCY
Academic Health Science Network
for the North West Coast

Our fantastic staff have been busy championing their campaigns and educating us all this summer. Here's a snapshot of what we've learned!

Dietitians do Prevention

Dietitians Do Prevention highlighted the key role dietitians play in preventing illness and optimising health.

Our Dietitians jumped at the chance to share important public health messages, offer disease prevention information and provide a great opportunity for staff, visitors and patients to ask questions relating to diet, nutrition and health.

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

We learned: Dietitians provide valuable input and support to the falls prevention team



Playing it cool

Our fantastic team at Newton Intermediate Care Unit used the heat of summer as a great reason to share information about the importance of staying hydrated.

They installed a special hydration station giving patients and visitors easy access to ice cold water and handy information leaflets giving tips on how to stay cool.

We learned: to stay out of the sun between 1 and 3pm and drink up to 8 glasses of water daily



Feeling Hot Hot Hot!

As part of Sun Awareness Week, our dedicated skin cancer team raised awareness of their role at the Trust.

The team are located within the Cancer Services Department at St Helens Hospital and can be reached on 01744 64 6791.

We learned: UV exposure is the main preventable cause of skin cancer, and wearing sunscreen is one of the best ways of staying safe in the sun, but your skin needs time to absorb sunscreen if it is to be effective



Trust raises awareness of our fantastic AMU

Our fantastic Acute Medical Unit (AMU) staff raised awareness of their roles as part of Acute Medicine Awareness Week back in June. Their role at the Trust involves being the first port of call for patients in hospital – everything from asthma and heart disease to pneumonia. The Trust aims to raise awareness of the importance of AMU as a hospital specialty, as immediate and early treatment can make all the difference to our patients.

Acute Medicine Fast Facts

- Acute Medicine is the specialty which deals with the immediate and early treatment of patients when they are first admitted to hospital.
- Acute Medical Units (AMUs) provide treatment for a wide variety of conditions, including asthma and other airways diseases, heart disease, pneumonia and other infections, deep vein thrombosis, pulmonary embolism and many illnesses affecting older patients.
- Acute Medicine is the fastest growing hospital speciality in recent memory. There are now 225 AMUs in the UK with over 450 consultants specialising in Acute Medicine.
- Acute Medical Units vary in size but most admit between 40-50 patients per day—which equates to around 16,000 patients per year.



Follow the latest updates on Twitter at @SocietyforAcuteMedicine



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.

★★★★★ **3 Alpha**

The staff have all been fantastic. Porters, domestics, physio, HCA, nurses, doctors. Can't thank them all enough. They all work so hard and all continue to smile and chat providing empathy and holistic care. Keep up the fantastic work Ward 3 Alpha.

★★★★★ **Gynaecology Ward**

I was a day patient on the ward and from start to finish the service was excellent. The staff really looked after me and the communication was extremely good. I had a very comfortable room which was very clean. An excellent hospital choice. Keep up the fabulous service! Thank you.

★★★★★ **My dad's care**

I would just like to say a big thank you to the staff on Ward 1B and Ward 4C for the attention given to my father. The staff on both wards were marvellous and the care was second to none. From the HCAs to the nurses and doctors, everyone was wonderful. Thanks to you all my dad is now making a good recovery at home.

★★★★★ **First class care**

My daughter recently gave birth at Whiston Hospital Maternity Unit and received first class care. From arrival in triage, the ward, the delivery suite, operating departments and after care were all faultless. The midwives were genuinely caring and professional. Thank you to every one of you.

★★★★★ **Outstanding Treatment**

My father stayed in Whiston Hospital twice in the past twelve months, and my mother too. The doctors, nurses and everyone involved with the hospital are simply wonderful. I can't thank them enough for all that they do. Long live the NHS!

Today went to @sthknhs with my mum - first time I have been to the new build - , fabulous staff, great facilities, good use of light and space- thank you

★★★★★ **Professional and caring attitude**

I was admitted as a day case at the Holbrook Unit and cannot recommend the unit highly enough, for their attention to detail, professional manner and making me feel reassured that I was in good hands. Naturally I was apprehensive about the surgery but was put at ease by the constant attention and care from all of the staff.

★★★★★ **Excellent care**

The medical care I received recently on Ward 4B was amazing. The whole team involved in my stay were fantastic, the hospital was immaculately clean, the nursing staff were professional and caring, the doctors and consultants involved in my medical operations/procedures/treatment were amazing. Thank you is not enough, you are all amazing people and I am extremely fortunate that you all took care of me x

Came to children's A&E with my 2 year old last night with a badly swollen and bruised eye from a fall. Was seen super fast considering there was a waiting room full of people. Out and done in under 2 hours. Nurse and doctor that dealt with us was both very kind and reassuring ! Thanks for all the hard work you do it doesn't go unnoticed! X well done NHS!!

Today we have been for a visit to paediatric outpatients for the asthma and allergy clinic. Little one needed blood tests and x-rays, managed to get both done today. X-ray staff were so welcoming and friendly, very good at making her happy. Popped up to Ward 4F to arrange her bloods and the ladies on the ward were very helpful. Managed to squeeze us in and do the test there and then. Big thank you to everyone XXX

★★★★★ **Amazing!**

I would like to thank the staff in Sanderson Suite and St Helens Theatres for their care while I was in having an operation. They made me feel so at ease and their care was second to none nothing was a problem. I cannot thank them enough. They are both excellent teams thank you very much. X

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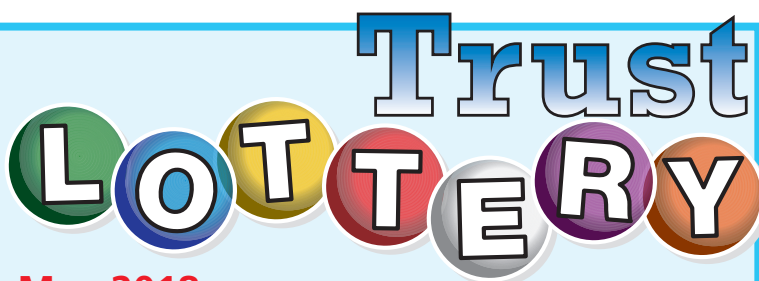


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March 2018

Donna Schwartz, COPD Nurse Specialist
Julie Glynn, Breast Services
Julie McIver, Outpatients

April 2018

Emma Cuerden, Sexual Health Clinic
Nicola Bunce, Executive Office
Elizabeth Fury, PBS Appointments
Joanne Oluyombo, Ward 2D
Julie Ehlen, Radiology Dept.

May 2018

Rebecca Ashcroft, ED Dept
Olwen Ager-Cawley, Maternity Department
G Briscoe, Duffy Suite
Joseph Tate, Theatres

June 2018

Rob Cooper, Executive Office
Elaine Gordon, Lead Employer
Joanne Neeves, Paediatric Department
Ma Djhonna Ocampo, Ward 1E

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

5 Star Patient Care Puzzle Corner

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CONSIDERATE
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OPEN
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Staff News 'n' Views

Next Issue: Autumn 2018

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 2018.

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