

# Staff News 'n' Views

NHS

St Helens and Knowsley  
Teaching Hospitals  
NHS Trust



St Helens Hospital  
celebrates 10  
outstanding years



# 10 Happy 10th Birthday St Helens Hospital

26th September 2018 marked 10 years since the Trust received the keys for the brand new St Helens Hospital.

And what a 10 years it's been! The fantastic state-of-the-art redevelopment has enabled staff, patients and visitors to access world class facilities in the heart of the community, transforming the way our healthcare is delivered.

We are now recognised as one of the country's outstanding hospitals, delivering consistently high standards to all our patients.

To mark the occasion Ann Marr, Chief Executive invited St Helens Hospital staff, members of the Trust Board and former colleagues, who worked as part of the original build team, to join a special celebration event.

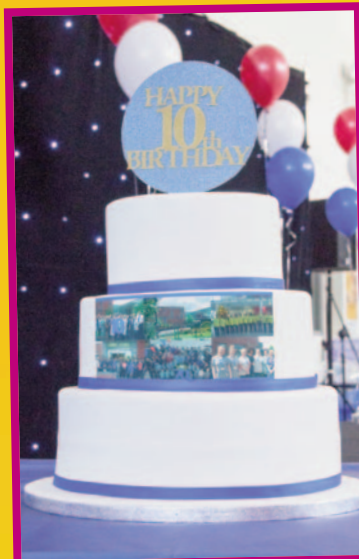
The event was also attended by Mayor of St Helens Councillor Pat Ireland and Marie Rimmer MP.

Thanks to a generous donation by our partners at Vinci FM, on Sunday 23rd September the hospital held a wonderful birthday party that gave everyone the chance to look back at the achievements over the last 10 years and the difference the new hospital has made to patients from across the North West and beyond.

But it's not just the buildings that deserve such praise, as Ann Marr said in her speech on the day: "10 years ago, I said that having fantastic new buildings was incredibly important, but really, providing great care and patient experience is all about what our staff do every day. We have a very special team here – look what you have achieved – you deliver fantastic care... and always with kindness and compassion."

The party was a great success with an official cake cutting, fantastic performance from local group She-bang and St Helens Rugby Club's cheerleaders the Mini A Star Angels.

*Here's just a taste of what went on ....*









The week-long celebrations ended with the Trust's AGM at St Helens Hospital. Ann Marr, Chief Executive and Richard Fraser, Chairman were joined by the Trust Board to review the performance and achievements of 2017/18 and to thank staff for all of their hard work over the past year.



(L-R) Mayor of St Helens Cllr Pat Ireland, Ann Marr, Mayoress of St Helens Lynn Glover and Richard Fraser



Staff showcase their work at the AGM

## 10 fun facts about St Helens Hospital

- 1 Building works started in the summer of 2006 and were completed in September 2008, on time and within budget
- 2 The interior of the hospital was designed to use plenty of natural daylight and patient-friendly signs to help reduce stress and anxiety
- 3 Elyn Lodge accommodates 2 wards: Seddon Suite, named after the late Richard Seddon, former New Zealand Prime Minister who came from St Helens, and Duffy Suite, named after the late Sister Kathleen Duffy who worked at the Providence Hospital in St Helens for over 30 years
- 4 In 2007, a time capsule full of interesting memorabilia was buried in the entrance of the new hospital with the help of Robin's Lane Primary School in St Helens, and the famous Saints player and 'Man of Steel', Paul Wellens
- 5 Sanderson Suite at St Helens Hospital is named after the late Mr Chris Sanderson, Consultant Surgeon, a dedicated colleague at St Helens Hospital
- 6 Florence Nightingale once wrote to one of St Helens Hospital's former matrons and the letters demonstrate how her opinion was sought in the design of the old Victorian hospital buildings.
- 7 The new hospital was designed with infection prevention in mind. Curved skirtings and pillars mean there are no hiding places for germs, whilst the walls are vinyl and can be easily cleaned
- 8 The old St Helens Hospital was the former home of the Gamble family, and its transformation to a hospital had been gifted by the local dignitaries
- 9 Pilkington, Kurtz, Hulme, Garton, Rennie, Wilcock, Foxtan, Bishop, Hammill, Hazels, Ferrie and Gamble were the names of former local dignitaries preserved on the old wards, and their legacy is imprinted into mosaic artwork on display in St Helens Hospital gardens
- 10 The new hospital covers approximately 25,000 square metres, the equivalent of five football pitches



# St Helens Hospital Launches 10K Appeal

To mark the 10th anniversary of the opening of the new St Helens Hospital, we have launched a special St Helens 10k charity appeal to benefit our patients.

Money raised through the appeal will help to buy equipment over and above that provided by the NHS and will help the following areas:

**Lilac Centre** – receiving chemotherapy can be extremely stressful, we want to reduce the anxiety of patients by installing digital sky windows in the centre. The windows provide changeable views and have varying light levels, and can truly brighten the day for patients receiving chemotherapy.

**Children's services** – our youngest patients will benefit from a new child friendly waiting area, with wall art, toys and seating.

**Burney Breast Unit** – electronic pagers will be provided to patients in the unit so that they can move away from the clinical areas when waiting for appointments. This helps to reduce anxiety for patients and has already been a success at the Lilac Centre.

**Seddon Rehabilitation Unit** – patients often have long stays in the unit and miss the comforts of home. We will supply entertainment systems for patients; games consoles, music systems and iPads to help beat boredom.

**Psychology Services** - Being diagnosed with any illness can be a life-changing experience, whether it's a cancer diagnosis or the aftermath of recovering from a stroke, the impact on mental health can be great. We hope to provide a calm, beautifully decorated environment for patients who are living with the psychological effects of long-term illness to help them feel safe and supported during counselling sessions.

Launching the appeal Paul Sculthorpe, Whiston and St Helens Hospitals' Charity Patron said: "It's an honour to be Patron of this wonderful Charity which benefits so many patients. The St Helens Hospital 10k appeal will make a real difference to all those that need their services and I hope the local community will get behind the team and support the appeal."

Elizabeth Titley, Charity Manager, said: "A massive thank you to Scully for once again coming along to support our Charity. Our aim is to brighten the lives of patients and the 10k appeal will benefit 5 areas of our hospital services that can make a real difference to our patients' experience each and every day."

If you would like to find out more about the appeal, how you can raise funds or to make a donation, visit the Charity's website at: [www.wshospitalscharity.org/fundraise/st-helens-10k-appeal/](http://www.wshospitalscharity.org/fundraise/st-helens-10k-appeal/) or to give directly visit: [www.justgiving.com/wshospcharity](http://www.justgiving.com/wshospcharity)



*Staff are joined by Ann Marr, Executive and Richard Fraser, Chairman to launch the St Helens 10K Appeal*



*Saints legend Paul Sculthorpe signing a special '10' rugby shirt*



# Trust in top PLACE for second year running

It's official! The Trust is the BEST Acute NHS Trust in England according to the Patient Led Assessments of the Care Environment (PLACE) programme, for the second year running.

Scoring an average of 99% across the board, the Trust achieved the top spot for its levels of cleanliness, quality of food, patient privacy and dignity, condition of the buildings and facilities for patients living with dementia and patients with disabilities.

The PLACE programme awarded first place to the Trust after inspections were carried out at Whiston and St Helens hospitals, and for the first time the Trust's new Intermediate Care Unit at Newton Hospital.

Ann Marr, Chief Executive said: "It is wonderful news that the Trust has been named the best acute trust in the country for the second year running. The Trust's staff work extremely hard to maintain the highest standards and these results highlight our commitment to providing high quality care for our patients in excellent facilities."

A massive THANK YOU to all of our staff for their hard work in maintaining such high standards for our patients.

***Well done team STHK!!***

## PLACE 2017/18: The Facts

- Over 1200 assessments of NHS organisations take place each year
- STHK was the best in the country with an overall score of 99%
- 100% score for condition of the buildings
- 100% score for cleanliness
- 100% score for facilities for people with disabilities
- Independent assessors include members of Healthwatch, voluntary services and patients





# Employee of the Month

June 2018

## Jonathan Abbott

Staff Nurse, Ward 1C,  
Acute Medical Unit  
*Nominated by: Caroline Tyndall,  
Safeguarding Adults/Falls Specialist  
Nurse*



Jonathan has worked at the Trust since 2015, when he joined the Bank as a Student Nurse. After completing his nursing degree, he returned as a Staff Nurse on the Acute Medical Unit in 2016. In his nomination, Caroline said: "Jonathan is the Falls Link Nurse for his area and has developed this role further to encompass all patients who require additional support of some kind and devised the role of Patient Safety Champion for his ward. Jonathan has proved to be an amazing advocate for the patients in his care. His caring and compassionate nature not only meets their clinical needs, but also their emotional and psychological wellbeing too." Receiving his award, Jonathan said: "I was quite shocked at receiving this award. I see it as a reflection of the hard work and dedication of the staff on Ward 1C, the standards set by our ward manager, and the support we receive from the sisters, falls and safeguarding teams. It is an honour to be recognised and I would like to say thank you to everyone who has helped me receive this award."

July 2018

## Ann-Marie Graham

Staff Nurse, Plastic Surgery Day Unit  
*Nominated by: Jonathan Morton,  
Associate Specialist, Charlotte Defty,  
Consultant and Hamid Tehrani,  
Consultant*



Ann-Marie joined the Trust in 2010 and joined the Plastic Surgery Day Case Unit in 2015. In her nomination, Jonathan said: "Ann-Marie provides post-operative care to patients attending the Plastic Surgery Day Case Unit, and when we say "care", that is exactly what we mean. She offers an exceptional level of care to our patients. These patients have often undergone significant skin cancer surgeries and reconstructions, requiring both complex post-operative wound care and, crucially, psychological care. Ann-Marie is highly skilled in wound care, and excels equally in holistic care, genuinely and compassionately nursing patients back to health, physically and mentally. Patients have often requested to travel back to St Helens for their future care because of the levels of trust they have in her. She is a credit to the unit and her profession." After receiving her award, Ann-Marie said: "I feel very humbled to have been awarded Employee of the Month and feel that much of the credit is due to being part of an incredible team who support each other on a daily basis. Community plays a key part amongst the staff in the way that we approach our work and striving to do the best that we can. Thank you so much for the nominations and this award."

August 2018

## Lynn Angell

Clerical Officer, Neurophysiology  
*Nominated by staff member and  
grateful patient*



Lynn joined the Trust in 1996 as a Ward Clerk and has worked in the Neurophysiology Department for the last two years. In the nomination the patient said: "I am writing this nomination not just as a staff member but also a patient. Lynn managed my appointment with the utmost kindness and sensitivity. She was incredibly friendly and very professional within her role as receptionist. Eye contact was made immediately along with a smile and an explanation of what would happen next. At no point was I left to wait for anyone to acknowledge me. I believe that Lynn met all of the Trust's ACE behavioural standards. Her care was high quality and well organised, which meant I had a very positive patient experience. Lynn respected my privacy and individuality and provided me with as much information about my care as possible, all of this proves that the systems in place within the department are clearly effective. After her award presentation, Lynn said: "I was shocked to hear I was receiving the award, but it is so nice to be recognised for doing my job. I just treat patients as I would want to be treated myself and I'm pleased that it makes such a difference to them."

September 2018

## Vicky Bannon

Cancer Data and Performance  
Manager  
*Nominated by Pat Gillis, Cancer  
Services Manager*



Vicky joined the Trust in 1986 on the Trust YTS Scheme, before gaining a permanent role in 1988. She has worked in her current role since 2002. In her nomination, Pat said, "Vicky is a longstanding member of staff who epitomises the values of the organisation. I am proud to know her and privileged to work with her. Working tirelessly in the background, Vicky's role provides vital support to the cancer clinical teams across the organisation and to the cancer management team. She is diligent in her work, continually excelling in her duties to support staff and improve the cancer information service. Vicky has exemplary standards and is passionate about ensuring patients have a good experience by streamlining pathways and facilitating access to timely diagnostics and treatment." Receiving her award, Vicky said: "I was surprised yet honoured to receive the Employee of the Month Award. I have worked for the Trust for all of my adult life in various departments and feel especially privileged to do the work we do within Cancer Information. I work with a great team and we are all proud of the work we do in the background to streamline patient pathways."

If you would like to nominate a member of staff for Employee of the Month, you can download a nomination form from the Awards Hub on the intranet, call Jayne Byrne, Executive PA, on ext: 1291 or email: [employeeofthemonth@sthk.nhs.uk](mailto:employeeofthemonth@sthk.nhs.uk)



# Celebrating success!

## QI-Clinical Audit Awards 2018

The Clinical Audit Department held their 3rd annual Quality Improvement and Clinical Audit (QICA) Awards Event in July to recognise and reward clinical, nursing and therapy staff for their hard work in improving patient care and outcomes through the clinical audit process.

The event was open to all clinicians, and audit submissions were received from across the Trust. The finalists were selected by Dr Francis Andrews, Assistant Medical Director and Chair of the QI-Audit Facilitators Group using a robust scoring system to highlight the impact each audit had made to patient care. Following a short presentation, the audience took part in a ballot to select the winners. Prize vouchers, certificates and trophies were awarded to the 3 finalists.

The overall winners of the 2018 QICA Awards were:

### 1st place

**Straight to CT delivers earlier first definitive treatment in lung cancer effect of a simple intervention:** P Malhotra, P Murphy, C Dawson, N Hunt, J Hendry, A Badawi

### 2nd place

**QIP: infection specialist clinical review to improve adult inpatient management of Staphylococcus Aureus Bacteraemia:** A Howard, M Vardhan

### 3rd place

**PACTCORDD Sticker Use:** S Abasi Semnani, R Katira

*Congratulations to the finalists and everybody who took part to help make this such a highly competitive event!*

The Clinical Audit Department can advise and assist clinicians and other healthcare professionals with audit projects, preparing and presenting data from a variety of sources, including the production of a final report. Anyone wishing to conduct an audit should contact the department on 0151 430 2237.



### Farewell to Francis

Special thanks to Dr Francis Andrews who kindly hosted the event - his final one before his move to Bolton NHS Foundation Trust to take up a Medical Director post. After working at the Trust for an impressive 14 years, he will be greatly missed by everyone and we wish him the best of luck in his next role.

## The Trust is awarded prestigious Defence Employer Recognition Scheme Silver Award

The Trust is delighted to announce that we have been awarded the prestigious Defence Employer Recognition Scheme Silver Award.

The Trust was nominated for the Silver Award based on its commitment to helping members of the Armed Forces community gain employment following service for their country.

Tiffany Hemming, Director of Transformation said:

"We are delighted to have been awarded the silver category of the MOD's Employer Recognition Scheme for 2018. This is testament to the hard work of many of our staff who have amended our processes to ensure that we actively support the Armed Forces community wherever possible."

If you would like to find out further information about how the Trust supports Reserves, Veterans and spouses, then please contact our Armed Forces champion Victoria Reynolds: victoria.reynolds@sthk.nhs.uk



**Tiffany Hemming - Director of Transformation, Victoria Reynolds - Career Engagement and Liaison Officer, Zoe Grindley - Research Midwife, Sgt Ben Appleton, Sgt Nick Froehling, Capt D Jamison, Pte R Jackson, Cpl J Dube and Cpl J Lucas**





# Health Work & Wellbeing



## About the service

The Health, Work and Wellbeing Service is here for all our staff, they aim to protect everyone within the workplace and provide confidential physical and psychological support.

## Who we are

The Health, Work and Wellbeing Service is a 'Specialist Nurse Led Service'.

Head of HWWB is Linda Lewis who is supported by a multi-disciplinary team of experienced professionals including an occupational health consultant, a specialist occupational health physician, specialist public health practitioners, clinical nurses, a stress nurse adviser and a clerical team.



## What do we do?

- New starter medicals
- Vaccinations
- Management referrals
- Counselling
- Occupational psychology
- Insight (Employee Assistance Program)
- Mindfulness sessions
- Physiotherapy
- Chiropody
- Health surveillance and screening e.g. spirometry, latex allergy, night/lone worker medicals
- Management of skin conditions
- Management and reporting of inoculation injuries
- Lifestyle advice and support
- Health education and promotion

## Where are we?

- Nightingale House, Whiston Hospital, Monday to Friday 8.00am - 4.30pm
- Sanderson Suite, St Helens Hospital, Thursday 9.00am - 11.30am
- Health and Wellbeing Office, Ormskirk Hospital, Monday to Friday 8.00am - 4.30pm



# New appointments

The Trust would like to announce the appointment of Paul Growney as Non-Executive Director and Jean Quinn as Associate Non-Executive Director.



*Paul Growney,  
Non-Executive Director*

Paul previously worked on the Wirral as CEO of a community charity and is currently CEO of a Knowsley based social care charity specialising in home care for older people. Jean has worked as a GP for over 30 years, with a special interest in Care of the Elderly, Palliative Care, Mental Health and Adolescent Health. Recently, Jean was a Non-Executive Director at Wirral University Hospital.

**Wayne Longshaw has been appointed Director of Integration, St Helens Cares.** This is a unique joint role closely linking the Trust, St Helens CCG and St Helens Council.

Wayne has over 30 years' experience in both local government and the NHS, and as we move towards a more integrated approach to delivering health and social care to our local population. Wayne will work between organisations to ensure the people of St Helens receive seamless, joined up care – from early prevention through to urgent and crisis care.



*Jean Quinn, Associate  
Non-Executive Director*



*Wayne Longshaw, Director of  
Integration*

## Widnes Vikings support World Alzheimer's Day

The Trust joined forces with Widnes Vikings Rugby Club in September to raise awareness of World Alzheimer's Day.

Widnes Vikings first team stars Ted Chapelhow and Brad Walker visited Whiston Hospital to donate a box of Vikings' memorabilia to support the Trust's dementia reminiscence.

The Memory Box was made up of programmes, shirts and pictures donated by supporters to create the nostalgic memory box.

The rugby stars met patients and staff on the Department of Medicine for Older People.

Widnes Vikings first team member, Ted Chapelhow, commented: "It was great to be able to come down to Whiston Hospital today as part of their World Alzheimer's Day celebrations.

"This was an inspirational day, we really enjoyed meeting the patients and reminiscing with them using the memory boxes, as well as speaking to the staff who work on the ward.

Visits like this are really rewarding, and we would like to thank all of the supporters who donated memorabilia."

Lauren Hanson, Dementia & Delirium Nurse Specialist added: "We are delighted to have raised £370 in funds towards the Department of Medicine for Older People. We would like to thank the Widnes Vikings for visiting us and supporting our patients living with dementia. It was a brilliant day to engage with people in the community and I am grateful for all the staff who got involved and really made it their own."



WIDNES VIKINGS





**INNOVATION AGENCY**  
Academic Health Science Network  
for the North West Coast

# Innovation Agency

**A SERIES of videos developed by physiotherapist Felicity Litchfield, promises to save the NHS money and reduce the amount of time patients stay in hospital.**

Felicity, came up with the idea as part of her University coursework but has now been awarded £730 to develop it further.

She created a short online video for patients who were due to come into hospital for keyhole knee surgery, providing information about what the procedure involves and how they should prepare for the surgery.

It also provides advice about how they are expected to recover afterwards, what kind of exercises they should do, and how to look out for signs and symptoms for complications such as infection.

The video is aimed at replacing traditional information booklets that patients can find confusing, misplace and sometimes do not receive until just before their surgery.

It is also intended to make sure patients are better prepared and less anxious before coming into hospital, avoiding unnecessary overnight stays and repeat visits to outpatient physiotherapy.

Felicity said: "We need to get far better at educating patients and this should be done using modern technology rather than outdated information booklets which can be of poor quality, expensive to repeatedly re-produce, easily mislaid and can be so confusing that patients just don't look at them.

More than 90 per cent of people in the UK now have access to the internet, so online videos which are clear and easy to understand are definitely the way forward. This will lead to patients feeling less anxious and better prepared before going in for their operations, meaning they don't stay in hospital longer than they need to – something nobody wants to do – and ultimately save the NHS money."



*Felicity Litchfield*

## PS

Following last edition's news about the introduction of video appointments, the Trust has been awarded an innovation award at the Informatics Skills Development (ISD) Awards. Well done to everyone involved including Informatics, the Stroke Team and the Drains Outreach Team.

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](mailto:info@innovationagencynwc.nhs.uk).



**INNOVATION AGENCY**  
Academic Health Science Network  
for the North West Coast



# TV Star Sue Johnson films BBC show at Whiston Hospital



Local girl Sue Johnson returned to her roots this month to film a series about wartime NHS heroes.

The programme, due to air in the run up to Remembrance Sunday, takes a special look at the historical role of plastic surgeons in treating members of the armed forces injured in battle.

Sue met the Burns and Plastics Surgery Team and interviewed Rowan Pritchard-Jones, Consultant Burns and Plastic Surgeon.



## STHK FLUs



Regional news reporter Paul Crone has joined our team as STHK Flus reporter.



Paul is presenting weekly bulletins broadcast on the staff intranet at 10am every Friday morning. Flus at Ten (see what we did there!) brings the latest flu news direct to staff with headlines about vaccination rates, flu clinics and peer vaccinators.

The campaign is vitally important for the Trust as we need to protect our patients, colleagues and families from flu. The best way to do that is to get as many of our staff vaccinated as possible.

If you've already had your flu jab, thank you! If you are still unsure about having it please check out the staff intranet, tune in to FLUs at Ten or speak to a peer vaccinator. We are working hard to protect everyone.

# Pink pigs takeover at STHK

**Trust staff always go above and beyond to support fabulous fundraiser Julie Lynan in her quest to raise money to support patients living with breast cancer**

Who can forget Jules' Tubes and the thousands of pounds raised (and smarties eaten!) or last year's Pink Friday complete with stretch limo and pink parade around local businesses. Well this year Jules' Pink Army has some new members... hundreds of pink piggies!

The pigs trotted into the Trust at the beginning of October and were quickly adopted by staff across STHK who promised to take them home and feed them pounds and pennies until they are full!

Julie said, "I am bowled over by the generosity of everyone who has jumped at the chance to pick up a pig, it's just a fun idea to catch people's attention and raise as much money as possible to help our patients during difficult times. I really cannot thank everyone enough for their support."

All the money raised will provide specialist post-surgery bras and drain bags to help patients at the Trust. If you missed out re-homing a piggy but would still like to donate you can do so by text message simply text STHK50 followed by £2 to 70070

To find out more about Jules' Pink Army check out the charity website: [www.wshospitalscharity.org/burney-breast/](http://www.wshospitalscharity.org/burney-breast/)



Our pink pigs are not for life, they are just for Breast Cancer Awareness Month



## Former chemotherapy patient raises funds for the Lilac Centre



**A grateful patient has fundraised over £7000 for the Lilac Centre to thank staff for their care and provide support for other patients undergoing chemotherapy treatment.**

Two years ago, Jean Algeo underwent successful breast surgery and underwent chemotherapy treatment at the centre. Reflecting on her treatment, Jean said: "Each time I attended the Lilac Centre for chemotherapy, the care I received was amazing. The staff were so supportive and were always there for me throughout the most difficult journey of my life."

Throughout her rehabilitation, Jean visited the Lilac Centre for chemotherapy every week over the course of four months. Following her recovery earlier this year, Jean decided to get involved with the Lilac Centre to raise money for more chemotherapy chairs. She organised a charity event and posted an appeal on social media for help with arrangements for the event such as a venue, raffle prizes and tickets. The appeal received an overwhelming response, with responses from Liverpool and Everton Football Clubs, Widnes Rugby Club, and a generous donation of a week's holiday in Cyprus.

The charity night was a huge success with the help of Jean's friends and family, raising an amazing £7118.07 towards purchasing comfortable chairs for chemotherapy patients.

### 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](http://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](http://www.WSHospitalsCharity.org)



[www.facebook.com/WSHospitalsCharity](https://www.facebook.com/WSHospitalsCharity)



@WSHospitalsCharity



# 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.

### JOIN IN THE FUN WITH:

Incredible live performances • Our famous dodgems\*  
Charity casino tables\*\* • Superb four course dinner • Disco

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.

### AN EXPERIENCE NOT TO BE MISSED!

Visit our website for more details.

To check availability and book use code: **BESTNHSPARTY**

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BestPartiesEver

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



**Fly away to Neverland and join us at the  
St Helens Theatre Royal for this year's STHK  
Christmas panto performance**

**Sunday 9th December 2018 at 5pm**

**Tickets priced: £14**



# PETER PAN

**T**ickets on sale NOW from General Office  
at both St Helens and Whiston hospitals.

Featuring

**LOUIS EMERICK**

and Strictly Come Dancing's

**KRISTINA RIHANOFF**

Lewis Devine

Georgina Parkinson

SI Foster





# 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.*

### ★★★★★ **Lovely clean hospital. Great staff**

I was a patient for a total of 3 weeks on Wards 4a and 4b. During this time the stay was made much easier by the lovely staff on the wards. The cleaners & auxiliary nurses are so kind, plus the staff are great but there are certain nurses who were absolutely amazing and really helped me when I was poorly. I won't forget them. Thank you!!

### ★★★★★ **Gynaecology outpatient clinic**

I was recently referred by GP to gynaecology clinic. The consultant was very courteous and understanding and patient during the appointment where it was necessary to give me an examination. I was very scared because I knew it would hurt but he was very patient and gentle. The nurse was also lovely. He gave me information and has put my mind at ease. I would definitely recommend him and his team. Thank you very much.

### ★★★★★ **Diagnostic Imaging**

Absolutely excellent service from start to finish. This is my 3rd visit over the years and never had a single fault. All the staff are pleasant and do anything to help and make things easy for you.

### ★★★★★ **Maternity**

We would just love to say thank you to staff both on Ward 2E and Delivery Suite for helping us through the birth of our beautiful son. Everyone was amazing during my induction and delivery and we can't thank you enough. He's an absolute delight and we have you to thank for his safe delivery.

### ★★★★★ **Exemplary care by Sanderson Suite**

From the first reception desk to the discharge nurse who escorted me out, only the best care for me was their focus. The experience on the Sanderson Suite was wonderful. During the operation my choice of music was played; what a superb idea. It really helped me relax. I feel so fortunate to have access to the NHS and to such excellence in the hospitals on Merseyside.

### ★★★★★ **Orthopaedics**

I would like to thank all the lovely staff on Ward 3E for taking great care of me this week, everyone was so friendly and welcoming and always happy doing their job and having a chat. The doctors were great and I really appreciate everything you all did for me, thank you all so much

### ★★★★★ **Plastic Surgery/Dermatology /Lilac Centre/Macmillan nurses**

Unbelievable professional service in each dept of my care. Dermatology, Plastic Surgeon, Macmillan nurses, Lilac Centre and all the MDT team involved in my care, so very caring making me feel at ease in a very worrying time over a period of 12-14 weeks of many appointments and procedures. Absolutely brilliant friendly caring professional staff from the start from receptionists, consultants, nurses, ward staff etc. NHS should be very proud to have these remarkable people who are so very knowledgeable and experts in their field of work, I could say so much more praise for these people and the work they do. A BIG THANK YOU to you all x.

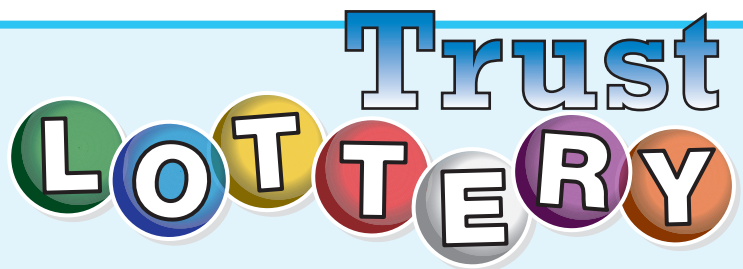
## It could be you!!

### July 2018

Timothy New, Medical Care Directorate  
Glenda Ellison, Paediatrics Medical Secretaries  
Beverley Johnson, Main Theatres, St Helens  
Mark Bailey, Porter  
Tracey Taylor, Ward 5A

### August 2018

Dawn Gillibrand, Pharmacy  
Donnas Wilkinson, Ward 4D  
Gillian Fargin, Materials Management, Theatres  
Ann Edwards, Domestic Services



### September 2018

Michelle Knockton, Theatres  
Julie Kysh, ICU  
Anne Taylor, Outpatients Department, St Helens  
Simon Lee, CCU

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://www.sthk.nhs.uk/library/documents/LotteryApplication2014.pdf>

## Staff News 'n' Views

### Next Issue: Winter 2018

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 1st November 2018.

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