

Staff News 'n' Views

FLUS

NHS

St Helens and Knowsley
Teaching Hospitals
NHS Trust



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Excellent Patient Care in World Class Hospitals

Issue 69 Autumn 2019

Employee of the Month

April 2019

James Lewis

Ward Manager, Ward 4F,

Paediatrics

*Nominated by Sue Thong,
Directorate Manager, Paediatrics*



James has worked at the Trust for 10 years, joining the Paediatric Department as a staff nurse before becoming Ward Manager 3 years ago. In her nomination, Sue said: "James is a very visible, patient-focussed, ward manager. He sets clear guidelines and high standards so everyone knows exactly what is expected of them, but is always on hand to work alongside the team to meet these objectives.

James very much leads by example. His cheerful and positive attitude is always evident. This naturally feeds into what is a very positive work environment on the ward. James takes the time to get to know his staff, recognising their strengths and also areas where they may need extra help and support. He is particularly keen to develop staff to their highest potential and takes great personal pride in helping others progress in their careers."

Receiving his award, James said: "I feel extremely happy and proud to have received the Employee of the Month Award. It is a great honour, and I have used my reward celebrating with my family."

May 2019

Cheryl Farmer

Patient Inclusion and Experience

Lead

Nominated by Anne Rosbotham-Williams, Assistant Director of Governance



Cheryl joined the Trust in 2017 as Patient Inclusion and Experience Lead, having worked in the NHS for over 21 years.

In her nomination, Anne said: "Cheryl has made a significant contribution to the Trust's equality and human rights agenda. She always has the needs of the patients at the centre of what she does, including the most vulnerable of our patients, their carers and relatives, whilst ensuring the Trust is compliant with all relevant legislation.

She has worked tirelessly with the providers of translation services to improve the quality of the service provided and not only has input into improvements for patients, but also for staff. She put a huge amount of work into the Trust's reaccreditation for the Navajo Charter mark for lesbian, gay, bisexual, transgender, intersex and questioning (LGBTIQ). In February, she oversaw the launch of the first NHS in-house electronic reporting system for hate crime, delivered in conjunction with Merseyside Police.

After receiving her award, Cheryl said: "I was both shocked and delighted to receive this award, and I was genuinely moved hearing the nomination and the fabulous comments that had been made."

June 2019

Dr Mayasara Aziz

Consultant Paediatrician

*Nominated by Sue Thong,
Directorate Manager*



Dr Aziz has worked at the Trust since 2006 and is Clinical Director for the Paediatrics Department.

In her nomination, Sue said: "In just a few short years as Clinical Director he has shown great vision and has enabled so many positive initiatives and improvements across Paediatrics and Neonates. He is an excellent and highly effective clinician, completely dedicated to ensuring that the children and young people who attend the department receive the best possible care they can.

He is extremely approachable and as a department we pride ourselves on the close relationship we all have with him; knowing that we can go to him for his unfailing advice and support no matter what time of day or night and he will be there, always with a smile and his infectious laugh! He is also very much loved by his patients and families and is sometimes affectionately referred to as 'Dr Disease' by some patients who can't quite pronounce his name!"

Receiving his award, Dr Aziz said: "It is an honour and a reward for our whole Paediatric Department. In my eyes, the whole department deserves this reward more than me, I dedicate it to everyone who works in Paediatrics."

July 2019

Shirley Bond

Healthcare Assistant,

Intermediate Care, Duffy Suite
Nominated by Debby Glynn, Ward Manager



Shirley has worked at the Trust for 18 years, starting as a Domestic in Whiston Hospital before becoming a Healthcare Assistant in Duffy Suite.

In her nomination, Debby said: "Shirley always has a smile; she is kind and compassionate to all patients, and friendly and welcoming to visitors to the ward. Shirley is often seen sitting at the table with a group of patients who have no visitors, keeping them safe, hydrated and more importantly socialised. She knows all of their personal stories – providing individualised patient-centred care. She is exactly what the Trust expects in its core values and more.

She is a valued and respected member of the team. I am really honoured to have had the opportunity to be her manager. As a team we would love her to be given employee of the month to celebrate what she does for the patients and how respected she is in our team."

Receiving her award, Shirley said: "It was a real shock to hear I was to receive the award, I actually thought it was a prank. Once I had calmed down, I was very excited, it's lovely just to be nominated, never mind win!"

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

Changes to the Trust Board

There have been a number of changes to the Trust Board of late, with a new Medical Director and Deputy Medical Director. We also welcome three new Non-Executive Directors (NEDs), as the term of office for our longstanding NEDs Su Rai and David Graham has come to an end.

A familiar face takes over as Medical Director



Rowan Pritchard Jones, Consultant Plastic Surgeon, took over from Professor Kevin Hardy, as Medical Director in September 2019.

Trained in Bristol as a Plastic Reconstructive Surgeon with a special interest in skin cancer, Rowan has worked all over the world, earning his Fellowship in the United States and working with the US Army Trauma

Team, performing cleft reconstruction in the Nepalese Himalayas, to serving as a British Military Surgeon.

Rowan, who has worked at the Trust for over 12 years including 6 as Consultant, is proud to take on the position and is very much looking forward to continuing recent success at the Trust.

Rowan said: "STHK is a superb organisation and 2019 has been an outstanding year in so many ways. I look forward to meeting lots of my colleagues and exploring the huge potential we have to innovate, collaborate and drive ambitious change. I can't think of a better place to do this, or better people to work with."

And a new Deputy too!

Supporting Rowan, is Dr Peter Williams who has been appointed Deputy Medical Director.

Peter graduated from Liverpool University Medical School in 1998 and has worked in Acute and Emergency Medicine in the North West ever since.

He is a Consultant in Acute and Emergency Medicine and continues to work in both a clinical and managerial role as a Consultant Physician and a Freedom to Speak up Guardian supporting staff across the Trust.

Peter is also Vice Chair of Cheshire and Merseyside Urgent and Emergency Care Network and is a member of Mid-Mersey Alliance A&E Delivery Board to improve care for acutely unwell patients across the region.



Introducing our new NEDs...

We held a quick Q&A session with our new Board members to find out more about them and their plans at STHK.



Ian Clayton

I've been a Finance Director for around 30 years, initially in industry and commerce and then moving into the not for profit sector in 2002. Since then, I've worked in a variety of roles in health, housing, education and sport.

Currently I am working part time as a Finance Director, am a board member of Mosscafe St Vincent's Housing Association, and in a voluntary capacity sit on the board of Greater Manchester Cancer and other sub-committees.

What do you enjoy most about being a NED?

I like being part of a team that delivers excellent performance, strives for high standards and welcomes constructive challenge.

What is the most important thing for you as a NED?

I always try to remember that I am using my skills and experience to help deliver the best possible outcomes and experience for our patients.

What is your main focus for the next year?

As someone coming into an NHS governance role for the first time, I'll try to learn as much as possible to equip me to be an effective Board member, hopefully for a number of years.



Lisa Knight

My clinical background is in mental health, but I have worked across the wider health and social care system to support transformation. I have helped to drive improvement programmes with the aim of improving the quality of services and organisations.

I am Trustee and Chair of Relate Cheshire, Merseyside and Greater Manchester alongside my role as Teaching Fellow at Lancaster University, focussing on Medical Leadership and Quality Improvement in healthcare.

What do you enjoy most about being a NED?

Being part of an organisation that has a clear focus on delivering high quality services, and supporting the Trust as it moves forward in a time of significant change within the health economy.

What is the most important thing for you as a NED?

I originally trained as a nurse over 20 years ago, and I have always maintained a desire to ensure that when individuals need support, it is delivered in a safe, accessible, effective and efficient manner. Within my role as NED, I strive to challenge and provide support that facilitates this goal.

What is your main focus for the next year?

To work alongside my colleagues to set the direction of the organisation, and further enhance safety, quality and performance for all staff and patients.

Gill Brown

I've had a varied career, primarily in the NHS, but also in the housing, charity, education and the not-for-profit sector.

More recently, I was Chief Executive of Healthwatch Lancashire, Governing Body Lead for Patient and Public Engagement with NHS Southport and Formby Clinical Commissioning Group and a Group Board Member with Jigsaw Homes Group - one of the largest housing groups in England.

I am also a mentor with the Housing Diversity Network where I support individuals to achieve their aspirations to become board members in the housing sector.

What do you enjoy most about being a NED?

Throughout my entire NHS career, my ethos was to provide safe, compassionate and high-quality care responsive to service users' needs and expectations.

I am delighted to have the opportunity to be able to continue to use my clinical, research and governance experience and skills to contribute to the work of the Trust by providing support, independent oversight and constructive challenge as a non-executive member of the Trust Board.

What will be your focus in your first year with the Trust?

I'm sure it's going to be a busy year getting to grips with my new role and learning how I can best support the Trust. I'm particularly looking forward to listening to the views and comments of our patients and staff, who I'm sure will provide me with valuable insight.





STHK

FLUS



Winter is coming... and with it so are the bugs and viruses too!

Whilst its hard to stop yourself catching the common cold or a seasonal vomiting bug, you can protect yourself, your patients and your family from the most deadly virus of them all.... FLU!

Last year, our staff made STHK the most protected NHS organisation in country, with over 95% of staff having their flu vaccination. This year, right across the Trust we have flu peer vaccinators ready and waiting to protect you. There will also be vaccination clinics held across Whiston, St Helens and Newton hospitals, as well as Alexandra Park. So it's never been easier to get protected!

All the latest news will feature in our weekly email video bulletin 'Flus at Ten' which will be hitting your screens at 10am every Friday. You can even check out our Flus Update pages on the staff intranet for the most up-to-date timetables, FAQs and the contact details for the peer vaccinators.

You can contact any peer vaccinator and ask to have your jab.

Your local peer vaccinators are:

Alan King Lun Liu, Doctor, Ward 4E, Whiston Hospital

April Armstrong, Ward 1C, Whiston Hospital

Cath Supria, Gynae OPD, St Helens Hospital

Catherine Langley, Ward 1E, Whiston Hospital

Connie Bergado, Seddon Suite, St Helens Hospital

Deborah Kennedy, Seddon Suite, St Helens Hospital

Denise Graham, Rheumatology Department, St Helens Hospital

Hilary Newman, Sanderson Suite, St Helens Hospital

Jancy Abraham, Ward 3E, Whiston Hospital

Janine Richardson, Ward 1C, Whiston Hospital

Julie Floyd, Theatres, Whiston Hospital

Julie Norris, Marshalls Cross Medical Centre, St Helens Hospital

Karen Bailey, Emergency Department, Whiston Hospital

Karen Birchall, Director Manager, Newton and St Helens hospitals

Kirsty Mason, Allen Day Unit, St Helens Hospital

Lauren Rodriguez, Theatres, Whiston Hospital

Lisa Heyes, Marshalls Cross Medical Centre, St Helens Hospital

Malcolm Roberts, Nightingale House, Whiston Hospital

Rachael Smith, Ward 1E and Maternity Department, Whiston Hospital

Rachelle Venasquez, Seddon Suite, St Helens Hospital

Sarah Frost, Emergency Department, Whiston Hospital

Simon Lee, Ward 1E, Whiston Hospital

Sophie O'Brien, Ward 1C, Whiston Hospital



A massive well done to Allen Day Unit, St Helens Hospital, who are the first 100% team to have their flu jab! Thank you for protecting yourselves and your patients.





Therapies

In this edition, we focus the spotlight on our fantastic Therapy Services. We learn more about what their roles involve and how they treat and help patients across every specialty of the Trust.

Therapy services are made up of Dietitians, Occupational Therapists (OTs), Physiotherapists and Speech and Language Therapists (SALT).

They provide therapy cover across our 3 main clinical sites; St Helens, Whiston and Newton hospitals.

The team work hard to enable individuals to maintain or regain independence following an illness or accident, or support them to manage long term conditions.

The team provides both inpatient and outpatient therapy and support patients with a wide range of clinical conditions.

Let's find out more about the different Therapy teams at the Trust:

Dietetics

Our Dietitians assess, diagnose and treat dietary and nutritional problems for both children and adults.

They provide food and nutrition information and support to people to improve their health, using the most up-to-date research.

In hospital they also provide artificial nutrition to aid the treatment and recovery in patients who are unable to swallow or require additional support. The team help with a range of conditions such as; diabetes, heart disease and cancer. They provide a service to inpatients presenting with weight loss or a diagnosis that impacts on nutritional status, and also offer an outpatient clinic service for patients under the care of an STHK Consultant.



David Aspinall, Dietitian

Occupational Therapy (OT)

Our Occupational Therapists provide support to people whose health prevents them doing the daily activities we tend to take for granted. They identify the strengths and difficulties a person may have in everyday life, such as cooking, dressing, bathing or getting to the shops, and help to work out practical solutions to maintain independence. Many patients can benefit from occupational therapy, as they look at all aspects of daily life from the home to the workplace and work in partnership with the patient to develop solutions and overcome barriers. This helps to increase independence and satisfaction in all aspects of life.



Emily Kelley, Occupational Therapist

Speech & Language Therapy (SALT)

Our Speech and Language Therapy provides treatment, support and care for children and adults who have difficulties with communication, or with eating, drinking and swallowing.

Therapists help patients with a range of conditions, including; cleft palate, stammering and hearing impairment in children, to adults following stroke or brain injury, or those living with dementia, to name just a few.



Stephanie Tombs, Speech and Language Therapist

Physiotherapy

Our Physiotherapists treat people affected by injury, illness or disability, helping patients to manage pain and restore movement.

Physios use their knowledge and skills to improve a range of conditions associated with different areas of the body. They can help patients regain movement after stroke or after injury with conditions such as back pain or whip lash. They also provide rehabilitation for those with chronic heart disease or after a heart attack, and can help patients with long-term respiratory conditions such as asthma or COPD.



Lisa Worley, Physiotherapist

You can have your say in the 2019 Staff Survey

Each year, over 1,200 staff are randomly selected from all departments and staffing groups, to take part in the NHS Staff Survey.

This is your chance to anonymously feedback your thoughts about your working life at STHK. Questions include everything from the support provided by your manager and colleagues, to whether you feel able to provide the standards of care you would like, to the availability of wellbeing classes across the Trust.

It is vital that the Trust hears what you have to say, so that it knows what is working well and also so that any areas for improvement are addressed quickly. All questionnaires are anonymous and the Trust will not know which member of staff provided the answers.

Last year, the Trust was named best acute Trust in the NHS, based on your feedback, coming top in 6 out of 10 areas covered in the survey. Whilst this is fantastic news, we are never complacent and a lot of work has taken place to ensure that our staff remain feeling valued and enjoy being part of Team STHK.



Based on last year's feedback....

You said:

The quality of appraisals is inconsistent across areas, varying information is included by managers

We did:

The Trust launched its new e-appraisal tool 'MyWorkPal' that will ensure staff are receiving the same standard of appraisal. The system helps users to follow the same appraisal criteria and prompts managers to include specific information that can be closely monitored (see article below).

You said:

A number of staff were suffering from musculoskeletal problems

We did:

The Health, Work and Wellbeing Team have introduced a wide range of wellbeing initiatives to assist staff in looking after their joints. These include yoga and tai chi classes and they have also provided static exercise bikes for use in offices.



So, if you are selected to complete the staff survey this year, make sure you take the time to give your feedback.

The added bonus is that if your ward/department comes top for response rates (information provided by the company who conduct the surveys), then you and your team will receive cupcakes as a thank you for completing your surveys – so make sure your pals fill theirs in too!



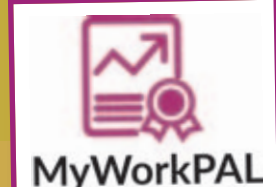
MyWorkPAL ...

Our appraisal system has had a makeover (actually a complete transformation!) and the new system is now up and running. MyWorkPAL is a digital solution that puts you in control of your career.

So what are the benefits and how do you access them?

- It's all online which means you can access your career record whenever you wish to – it even works on your mobile phone.
- MyWorkPAL gives you a continuous record (all saved in one place) of your progress, learning and development and also ensures consistency across the Trust.
- MyWorkPAL will improve the standard of appraisals for all our staff, so register now and put yourself in the driving seat.

For more information visit: www.sthk.nhs.uk/my-workspace/Pages/MyWorkPAL.aspx



The Apprentice

Lord Sugar and his crew of entrepreneurial wannabes are back with their latest series and they're not the only ones on a mission to achieve their full potential...

Here at STHK, we're looking to recruit our very own apprentices and have a number of fully funded courses up for grabs. So if you would like to achieve a nationally recognised qualification, then check out the opportunities available along with lots more information on the staff intranet.

My apprenticeship story

Name: Sarah Robinson

Apprenticeship: NHS North West Skills Development / CIPFA Level 7 Apprenticeship

"I am currently 1 year in to my 3 year apprenticeship with the Finance Department here at STHK. I am from the St Helens area and have always held an ambition to be part of finance in the NHS, so to have my placement at the Trust is fantastic.

Throughout the course I share my time between my college studies and on the job training. I am able to move around and spend time with all of the different sections of the team, so this will help me to gain a broad knowledge of all aspects of NHS finance and equip me with the experience to gain a permanent position following my apprenticeship.

I am really enjoying my time here at STHK, I have passed 5 modules already and the team here have been really supportive in helping me revise for my exams. I would advise everyone to have a look at the courses available, it really will help you to progress and provide a solid foundation for your future career."



Pride in St Helens

The first ever St Helens Pride was held in August and the event was organised with the help of the Trust's very own Sexual Health Team.

With thousands of brightly dressed supporters, a march through the town centre was the main attraction, with smaller events held right across the town.

Staff from across the Trust made sure they showed their support as rainbow coloured balloons decorated the reception areas of both St Helens and Whiston hospitals, and rainbow flags were proudly flown in the hospital grounds across the weekend.

Emma Cuerden, Health Promotion Specialist, said: "The response from staff in support of the LGBT+ community has been fantastic. We were proud to help

organise the first ever Pride in St Helens and the success of the event will hopefully mean that we will be celebrating in the town for many years to come."



Celebrating milestones at the Lilac Centre



When patient Pauline Thurston completed her chemotherapy for ovarian cancer, she wanted to take a moment to share her gratitude for the staff at the Lilac Centre who had helped her throughout her treatment.

Keen to celebrate the special bonds she had made with those who had cared for her and thank them for their support during such a difficult time for her and her family, Pauline offered to provide the unit with its own special bell.

The ringing of a bell on completion of treatment for cancer has been commonplace in the UK since 2013, and is often seen as a symbol of hope for the future.

After her own experience and also watching friends receive treatment for cancer too, Pauline understood that each individual's journey through a diagnosis and treatment of cancer is different. Whilst some patients wish to mark an end to their treatment, others may want to mark steps along the way, such as celebrating important dates in their family's calendar or reacting well to treatment.

Sensitive to those who may have difficult treatment journeys, staff at the centre asked for feedback from patients as to whether they wanted a celebration bell in the unit – the response was overwhelmingly positive.

Pauline recently donated the bell to the unit, being the first person to ring in celebration of the staff who had been with her throughout her care.



Do you have the skills to restart a heart?

Make sure you don't miss a beat with our new resuscitation training tool RQI (Resuscitation Quality Improvement)!

The new CPR training 'Skills Station' carts can be found right across Whiston, St Helens and Newton hospitals, they're mobile, interactive and available 24/7! This not only makes it easier for you to keep your CPR skills at their best, but it means you can train without having to leave your workplace.

There's no need to spend 2 hours in a classroom any more, with a combination of short eLearning modules (25 minutes) and just one initial skills session (45 minutes), you can keep your resuscitation training up-to-date by accessing the 'Skills Station' in your area on a regular basis. The system gives you verbal feedback about

your technique and offers practical advice for how to improve.

There's no need to complete the training all in one go, as your progress will be saved as you go along, so if you need to get back to an urgent task, your session will save and this will count towards your rolling resuscitation skills compliance.

Clinical staff will receive emails from the learning system to prompt them that they need to refresh their training at regular intervals, and then it's as easy as logging into a station and completing the tasks set.

Once completed, you will also be able to download a certificate for CPD and revalidation purposes.

To find out where your nearest skill station is located and for more information, contact: resus.enquiries@sthk.nhs.uk



The Friends and Family Test



The Friends and Family Test (FFT) is a national initiative that encourages patients and carers to provide feedback about their recent experiences of NHS care.

The survey asks how likely they are to recommend the service they have used to friends and family, should they need similar care or treatment.

The Trust has participated in the programme since 2013 and receives overwhelmingly positive feedback.

How do we collect FFT?

Patients that have attended the Emergency Department and outpatients appointments are sent a text message or an interactive voice message asking for their feedback following their treatment.

Inpatients (patients who have stayed at least one night) and Maternity Services provide a postcard on discharge, with survey post boxes available on all wards.

Online responses can also be provided via a link available on the Trust's website.

Why is feedback important?

It is important that patients are able to have their say on the services we provide. This not only lets us know what we are doing right, but allows the opportunity for the Trust to further improve services if required.

We do this by always reviewing our FFT responses and if suggestions are made by patients we look at how we can best make changes, we show this in our 'You said, We did' posters, displayed in service areas.

Displaying our FFT results on the patient experience notice boards demonstrates to patients, visitors and staff that we welcome feedback and use it to enhance our services, which encourages more patients to tell us about their own experiences.

Ophthalmology Clinic:

You said: Professional service as usual, but the 2 hour wait is still an annoyance. In the bigger picture I am extremely grateful that my sight is being preserved and look forward to the prospect of a more permanent fix being made.

We did: We appreciate waiting times can be inconvenient. We keep our delay board updated so that patients can be fully informed of any delays and have introduced a buzzer system so that patients are able to leave the clinic and go for a drink to pass the time.

The Postnatal Ward, Maternity:

You said: My care was good, but there was a long wait for medication before going home.

We did: We have introduced a new and quicker discharge process on the ward which involves requesting medication in a more timely manner.

Top tips for staff:

- Nominate someone each shift to give out the cards on the wards
- Have plenty of pens available for patients and families
- Display the comments reports for your team
- Print comments off for staff that have been identified – these are great for revalidation purposes for the NMC or GMC.

Contact: samantha.whelan@sthk.nhs.uk or helen.cain@sthk.nhs.uk if you require any support.



save the date

FRIDAY 1ST MAY 2020
Liverpool Arena

SAVE THE DATE IN YOUR DIARY FOR THE BIGGEST EVENT OF THE YEAR!

Details of ticket sales and how you can nominate your stars of 2020 will be released soon.

Welcome Simmo!

She's always been a huge supporter of the Trust and our staff (she's even taken part in our charity abseil!) and now Radio City's Claire Simmo has joined the team!

Following many years of charity work, raising money for lots of different causes and organising her own 'Pink and Sparkly' Ball, we are proud and delighted to welcome Simmo as our new Community Fundraiser.



Simmo said: "I am really excited to be joining Whiston and St Helens Hospitals' Charity and cannot wait to get going to raise funds and brighten the lives of patients."

Simmo will be working with schools, businesses and community groups, as well as helping staff to organise some special fundraising events.

She said: "I'm already talking to staff about a fundraising ball, a celebrity football match and even a wine tasting event, 2020 is going to be a big year for the charity!"

Charity Wish...

She's only just started but she's already turned herself into a wish fairy!

Simmo can't wait to grant some charity wishes and would love to hear your ideas about what we should be spending funds on. Is there something you need, because she might be able to help ...

Perhaps it's some new equipment, something to make your patients more comfortable or a piece of kit that will enhance training. However big or small, send over your charity wish and Fairy Simmo could be working her magic and raising funds for you!

Please mail your wishes over to:
claire.simmo@sthk.nhs.uk

Wish list ideas

Birth packs to make women feel extra special and comfortable

Teddy Bears for children who have been especially brave during treatment

Vintage items to help patients reconnect with their memories



ChariTea Day

A huge thank you to everyone who took part in our recent ChariTea Day, it was a great time for staff and patients to enjoy a cuppa together and it raised thousands (literally) for our general fund, £2.009 so far and we are still counting!

Big shout out to Wayne Longshaw, Director of

Integration, who cycled 205km in one day, and to the Trust and Vinci staff who kept him company along the way!

Thank you to all our colleagues at NewHospitals who volunteered on the day and to staff across all our

sites who took part, holding 'ParTeas', naming the bear and supporting us – you are all superstars!



Christmas – a time for giving

Christmas can be a difficult time for patients and their families which is why we need your help to raise funds and a smile this festive season.



By donating £5 to our charity, you can provide someone who will spend Christmas Day in hospital with a special gift. Whether it's cosy socks for an older

person to keep warm this winter, or a sensory toy to help a distressed younger patient, donations will help keep patients smiling, even as they spend Christmas Day in hospital. So please spread the word and help us to spread some cheer this December.

To find out more about how you can raise funds or to make a donation, visit the Charity's website at:
www.wshospitalscharity.org

Can you help us?

For more information or for ideas on how you can fundraise call our Charity Fundraiser, Claire Simmo, 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

It could be you!

May

Alice Cruz, Infection Prevention
Janet Cuthbert, Radiology Department
Kim Sims, Medical Care Management
Susan Lyon, Delivery Suite

June

Joseph Tate, Theatres
Jill Wheeler, Pay and Staff Services
Joanne Oluyombo, Ward 3C
Jacqueline Jenkinson, Endoscopy

July

Diane Gould, Safeguarding
Myla Timbal, Ward 1A
Rachael Ball, Anti-Coagulation Team
Debra Higham, Gynaecology OPD
Mandie Wright, Education, Training and Development



August

Helen Mullin, Ward 1A
Wendy Harris, Surgical Care Group
Alexandra Kelleher, Intensive Care Unit
Lynn McNally, Sanderson Suite

September

Gemma Kelsall, Pathology Department
Natalie Jackson, Emergency Department
Nicola Martin, Histopathology Department
Kate McBride, Switchboard
Donna McKenna, Outpatients Department

To be in with a chance to win the cash each week, you can download and complete the Lottery application form on the staff intranet today:
<http://www.sthk.nhs.uk/library/documents/LotteryApplication2014.pdf>



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

★★★★★ PLASTICS WHISTON

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. Lovely staff, fantastic tattoo done by a fabulous young lady. Made me feel human again and so very very happy.

★★★★★ GENERAL SURGERY

My experience at the hospital has been nothing but positive. My consultant Dr Chandy I feel has gone above and beyond for me. He truly is amazing and has made my unexpected major life changing surgery so positive along with the amazing surgeon who performed my operation. I doubt you could get better private. As a very nervous patient I felt so safe.

★★★★★ RADIOLOGY

Went for a CT scan today and was very impressed by the service staff were friendly and helpful the whole process took no longer than an hour it is the second time I have visited this department over the years and last time it was the same. Keep up the good work what you are doing you are a credit to the health service.

★★★★★ HOLBROOK UNIT

My first visit to Whiston Hospital and the Holbrook Unit and I can honestly say staff are very friendly, from the nurses to the surgeon. I would highly recommend having treatment here, I was very nervous and everyone was wonderful. Thank you.

★★★★★ WARD 4F PAEDIATRICS

What was good? The staff were fantastic. My 10 year old son's first blood test and they made it a really positive experience for him. What could we do better? Honestly nothing. Weekend clinic was brilliant for convenience. Really pleased all round, especially my son. Thank you.

★★★★★ EMERGENCY DEPARTMENT

I attended the A&E Department after I lost the vision in my left eye whilst visiting friends in Widnes. The staff were excellent and I was very impressed. The young male doctor who attended to me was excellent and got me transferred straight to St Helens Eye Clinic. I was operated on by Dr Akram as an emergency as it transpired that I had a perforated retina. I am now undergoing further laser treatment. I cannot thank all the staff enough for their assistance and professional service.

★★★★★ MATERNITY DEPARTMENT

We would like to say a huge thank you to all the midwives especially the lovely Sophia and Danielle who looked after me and delivered my beautiful baby girl (now named Olivia) on the 3rd September at 4.27pm. I really can't thank you enough for the constant care and attention I received during my stay, I was particularly anxious during this labour and delivery and Sophia was so caring and really reassured me throughout. I have had all 3 of my little girls here and the care has always been second to none. You all do a wonderful job and I will be forever grateful to you.

Staff News 'n' Views

Next Issue: Winter 2019

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 8th November 2019.

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