

Staff News 'n' Views

NHS

St Helens and Knowsley
Teaching Hospitals
NHS Trust



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to our **HEROES**
for your **CARE,**
COMPASSION &
COURAGE



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Excellent Patient Care in World Class Hospitals

Issue 72 Summer 2020

Your Wellbeing

Throughout the Coronavirus pandemic, we know our staff have been dealing with stress, change, and uncertainty to a level many of us have not experienced before. And their wellbeing has never been more of a priority.

The Trust has produced the Staff Wellbeing Guide, a go-to resource filled with helpful tips and coping techniques to help people through the toughest of times.

We want staff to take a few minutes out of their day to have a look at the guide. There are lots of practical ideas for coping with feeling overwhelmed and finding new ways to exercise to give an extra boost. There are also handy tips for coping with home life, working from home, and spending time alone.

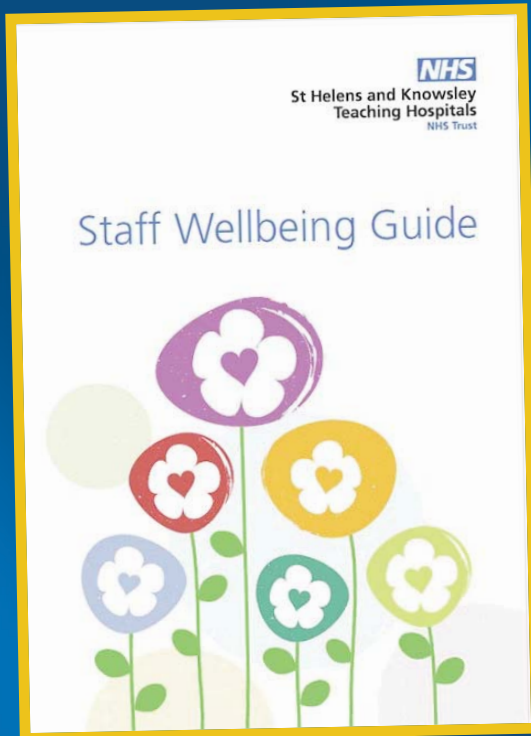
Adam Hodgkinson, Head of Operations of Health and Wellbeing, said:

“We need to focus on a personal and bespoke approach to staff wellbeing, and we need to make sure they feel safe in their environment. We’ve have been keen to raise awareness of the wellbeing services available at the Trust, and also signposting staff to external mental health resources like the Employment Assistance Programme, mental health and wellbeing apps, and charities like Mind.

Access to timely support is essential. At the Trust, we have mental health first aiders and mental health nurses within the workforce, we also have trained counsellors and clinical psychologists at the department, and it is important for staff to know they can get informal support, debriefing sessions, and formal therapy if and when they need it.

It doesn't have to be a face to face meeting either, we're asking people to pick up the phone and have a chat or to arrange a video call to speak to someone about their concerns and experiences. Looking after each other is especially important right now. If you notice a colleague is behaving out of

character and you're not sure how to help, you can signpost them to us by telephone: 0151 430 1985 or email: well.being@sthk.nhs.uk.”



Post-Covid Workshop

A Post-Covid Staff Workshop has been designed to provide staff from every department with the opportunity to share their experience of the last few months.

During the workshop, attendees are invited to reflect on what they saw, what they felt, and what they did, and how these behaviours fit within the values of the organisation.

Looking at what went well and what lessons can be learned from your collective experiences has proven invaluable and will help us prepare for any similar events in the future. Feedback from the sessions has been incredibly positive.

Contact David Brewster, Leadership and Organisational Development, on 0151 290 4931 to reserve your space on our upcoming workshops.



A message to our staff from the Chief Executive

In all my years at the Trust, never before have I felt the need to express my admiration and heartfelt thanks to our staff more than I do at this present time.

Since the first covid positive patient was admitted to our hospitals, staff right across the Trust have pulled together, looked out for each other, and continued to put our patients first.

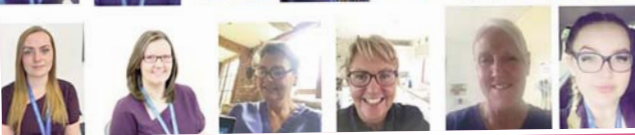
The pace of change has been significant, but your tireless efforts to care for patients with dignity and kindness during this time has been nothing short of inspiring and truly exceptional.



This isn't something new, this is the team spirit I have always been proud of, but it is something that in recent weeks has been exceptionally important and should never be taken for granted.

You have shown true courage and professionalism in the face of adversity and I want to thank each and every one of you for your unwavering commitment. I know that our patients and the wider community join me in sharing this deepest sense of gratitude.

Ann Marr OBE
Chief Executive



Tackling Covid-19 Together

The Trust has been through some of its toughest ever challenges this year, and throughout it all we've heard stories of bravery, kindness, innovation, and gratitude from our staff, about our staff. Your hard work and dedication in the face of change and uncertainty hasn't gone unnoticed, and here members of the senior management team share some of their experiences and lasting memories.

Phil Nee

Assistant Director of Operations, Surgery



What I remember about the first day

We needed to cancel thousands of routine, elective, and even some urgent patients to free up beds, and that was such a hard thing to do, even though the public were very understanding and supportive. We also had to increase our Intensive Care Unit capacity in a short space of time and that took a lot of hard work. But because staff from theatres and others from right across the Trust responded amazingly in getting up to speed with intensive care competencies and drug regimes, we were up and running very quickly which was brilliant to see.



The safest cancer care

We quickly made urgent cancer treatment a priority to make sure patients had as little delay in receiving treatment as possible. We set up a regional covid-free cancer hub so that we could keep cancer care as safe as possible. This meant we could treat urgent cases over in St Helens Hospital and also cancer patients, who could possibly have had their surgery delayed, were seen in time and in a very safe environment.



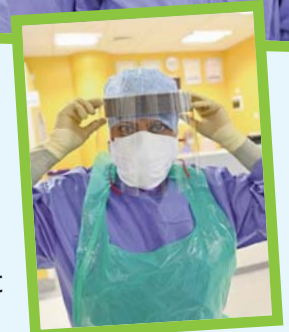
Pride

I'm always so very proud of our staff, but in these difficult times we've truly seen the very best of them. Our surgical team have been great and coped with all the changes superbly well, as we

tend to do with everything. It's been fantastic to witness everybody working together, we couldn't have been given a more challenging problem and we've more than risen to it. We're the best in the NHS and we're the best in the NHS for a reason, and I'm certain the positive attitude of our staff will keep us moving forward.

The Future

There's a real willingness to get back to 'business as usual', but it's really important that we continue to keep our staff and our patients safe. It might feel radically different in some ways, but we'll still be keeping quality patient care and safety at the heart of everything we do. Going forward, we'll be looking at how working from home, telehealth, and virtual appointments will help us get services back on track, as well as putting the right things in place to see patients face to face whilst keeping them and us as safe as possible.



John Foo

Assistant Director of Operations, Urgent and Emergency Care



There are moments that I'll never forget

When ITU went into lockdown, I realised we were really in the grip of it. The ITU staff were just as professional as ever, they must have been so scared but you would never have known. ITU nurses were also training staff from all over the hospital whilst still taking new patients, and the respiratory team were fantastic at managing the high numbers of covid positive

patients. It was an incredibly tough time.

What stood out for me

When the first patient was in the trauma room, one of our junior A&E nurses was in there wearing the full PPE and you could tell that she was still smiling. That stuck out for me, that frontline spirit of 'let's just get on with it'.

Supporting each other

I'm really grateful for and proud of how the teams have supported each other. Many of them were away from their loved ones for many weeks, so we sort of became each other's family. It's brought us all closer.



Changing quickly

For A&E, as suspected cases increased, it was a collective effort to decide how the department would work. We separated the department into 'cold' and 'hot' areas in about two hours. It showed that things can change really quickly and people are really willing to adapt too.

What helped me to cope

The energy and positivity of the staff kept me going. It was intoxicating, and made the job a lot easier. Seeing the staff smile despite what they were facing really helped me.

Our support staff

Everyone has played an important part in maintaining morale. Walking through A&E, you can hear the domestics still chatting with patients and taking their minds off things, and the nurses still having a giggle to support each other. These little moments of normality have really helped to keep spirits up, even when things have been difficult.



Diane Stafford

Assistant Director of Operations, Medicine

I'll never forget...

Our first covid positive patient. She was so willing to help in any way she could, even though she must have been so scared herself, she was concerned about our staff too. Our fantastic respiratory team looked after her so well.

It's been emotional

When I think about having to tell staff that their ward was to become a new Covid ward, you could see a bit of fear in the nurses' eyes. But they had a massive can-do attitude and did it with such strength of character. The team spirit and kindness of everyone has kept us all going.

Standout stars

There are so many people you could praise for their work during this time. The matrons working together to move whole wards around, Paul 'Captain Covid' Stockton and the respiratory team for leading the way; the directorate managers and medical consultants for freeing up their time to help where they were needed; the medical registrars who worked out a new on-call rota to ensure there was always enough cover for the increasing numbers of patients; Kalani Mortimer, Consultant Microbiologist, for her expertise and leadership in keeping everyone safe and the Communications Team for always ensuring important messages reached the right people at the right time.

Working differently

We've used social media to keep in touch with staff to check on their wellbeing. And after learning quickly how to use them, virtual meetings are a way of life now. We've had team members working from home too keeping things running smoothly, and the IT support we've had has been outstanding. I think telehealth will play a big role in future service delivery.

Covid Hero Award

I was recognised as one of Trust's Covid Heroes and that gave me such a boost. Because it's an award which recognises staff who've made a big difference during the pandemic, it meant so much to me. I had so many lovely comments and emails and I could share them with my family and friends who were all so proud of me.

The future

Going forward, we really need to make sure that we continue to work closely with our local CCGs and maintain the relationships built up with our wonderful community colleagues too. This integrated way of working has allowed us to be really responsive in putting new ideas in place to meet national guidance.



Patricia Keeley

Assistant Director of Operations - Clinical Support Services



My standout moment

I think what stood out for me was our ability to adapt really quickly. We've been able to make big changes in just a few hours. Even if they felt afraid at times, our staff carried on with a professionalism and camaraderie that got them through. No matter who it was, no matter which department they were from, everyone just pulled together.

The Staff Screening Programme

I was really proud of how the outpatient department handled the staff screening programme. In just a couple of days we'd set out a process, found the space, and put staff in place to start offering this brilliant service. As well as reassuring staff, it also helped us to keep departments running smoothly. We got lab results back and could share them with managers really quickly. And doing everything in-house was great, we could really provide comfort and care to our own staff. The swabbing team were exposing themselves to infection risks every day, and not one of them became Covid positive because they were following safety measures and doing it really well.

Challenging Times

I love a challenge, and this was some challenge. Even when I fell ill myself, I just wanted to keep ploughing on and help in any way I could.

The Future of Outpatient Appointments

We've used telehealth (video call) systems really effectively during this time. We've seen it work really well for our clinical psychology team and our cancer services. In time, as technology improves I'm sure it will really benefit outpatients. Our Cancer



Advice Line has meant that so far eleven patients who contacted us from home were upgraded to a cancer pathway. That's eleven people who might have waited too long if the advice line wasn't there. I hope this continues as another way to get support, in addition to visiting a GP.



Mike Roscoe

Assistant Director of Operations, Community Services



The moment I'll never forget

I remember getting a call to say we had our first confirmed covid positive patient at Newton Hospital. Moments after putting down the phone I bumped into Paul Stockton and Ash Bassi, they were really calm and agreed to talk to the staff there. I remember Paul saying to the nurse in charge at the time 'I'm sure you're really scared, I feel like that all the time, so don't worry, this is a bizarre situation but let's talk it through', with their help we came up with a really good management plan, I'll always be grateful I bumped into them at that moment.

What worked well

Working together can be really powerful. The local boroughs got together to create a new discharge pathway and working alongside the Local Authorities and CCGS, we put a team in place in just 10 days.

Changing landscapes

Our teams coped so well with a landscape that was changing every day, sometimes a number of times a day. Because our community services are so spread out, it was a bit of a logistical nightmare sharing the latest guidance and information with people in different locations and at different times. I'm sure it was difficult for staff, but we did everything we could to keep our teams as up to date as possible.

Commitment

Our teams are so committed and self-supportive. The district nursing teams always met us with smiles, even though we all had wobbles. Everybody wanted to be in work and everyone has been there for patients and each other without question. I'll never take that for granted or underestimate how difficult that would have been for people.

Looking out for each other

We've had to do things a bit differently because of the location of everyone, and checking in with each other on Whatsapp was so important. We'd drop each other a note or share something that made us laugh or smile. It also gave us the opportunity to find out where things were up to, talk through scenarios, plan, and check that we were all ok.

The future

It's all about technology. The virtual stuff is definitely a game changer from a service delivery point of view. It's made interaction easier and more efficient and we don't have to race around to different sites. I would never want it to replace the human connection though, nothing can replace a smiling face and having a chat over a cuppa.



Dyan Clegg

Deputy Director, Estates and Facilities

Working together with partners

We've been working very much as one team with NewHospitals, Vinci, and Medirest. The urgency of the situation meant it was vital to be able to react quickly and we all found ways around the lengthy approval processes to get projects off the ground quickly.

No two days the same

From large construction projects to minor works and checking supplies and resources. We've had big changes like creating the pod at the front of A&E for Covid testing and co-ordinating the build of Bevan Court, our new two ward facility for intermediate care that was planned before the pandemic and needed to continue. We've also had to do things like testing medical gases and setting up a mini mart in the restaurant, such a wide variety of work. It was a massive overhaul to make sure we created extra clinical space and on-call accommodation, and check that everything from our equipment to processes was fit for purpose and safe.



Resources

I remember the pace of change and the need to find out of the ordinary solutions for extraordinary problems. At one point, the Electrical and Biomedical Engineering Team were anticipating a predicted national shortage of Continuous Positive Airway Pressure (CPAP) masks and were looking at ways we could be ahead of the game and design and make our own, they were even trying out snorkels masks to see if they could be adapted! They've had to be really resourceful and flexible, and even though thankfully we didn't need to use them, it was a race to get everything ready just in case.



Heroes

We pride ourselves on being the best in the NHS. There have been heroes right across the Trust and everyone has been so supportive. People have

worked day and night, and no job has been too small or too big. As a team it's definitely made us stronger. It's all about us being flexible and supporting each other. We also need to applaud the people working from home too, we couldn't have done this without them.

The community

I've been bowled over by the support of people across our community, especially the many people who have sewn scrubs and laundry bags for us, their support has meant the world to our staff.

In future

We've learnt that when we all pull together we can move mountains. We are incredibly lucky to have our modern hospitals, the design of the buildings has greatly helped us to adapt wards and clinical areas where we have needed to and it is important that as a team we continue to focus on maintaining the high standards we are used to, right across our estates and facilities services.



We couldn't have done it without our amazing volunteers

Graham Tubey – from Jag to STHK, it's been an unexpected journey!

Before the coronavirus outbreak, Graham could be found working hard as a Production Supervisor at Jaguar Land Rover, but as soon as lockdown happened, he turned his hand to helping the Trust.

Graham's wife works for the NHS and his first-hand knowledge of just how hard frontline NHS staff members work was a source of inspiration. So after signing up to the Government's national NHS volunteer scheme he also contacted the Trust directly to see if he could help in any way.

Graham told us, "I want to help as much as I can. When you go out and you see how hard our NHS staff are working, if there's small things I can do to ease that pressure I'll do it. When I was working one shift, they were having a particularly busy day in the pharmacy, so on my way back from deliveries I stopped and bought them some goodies to cheer them up a bit. They were delighted, at the moment it's the little things you can do that can make a difference."

His help has been vital in helping to roll out a new volunteer service for delivering prescriptions to those who are self-isolating and can't leave their homes. Two days a week Graham collects their prescriptions and delivers them directly to the patients. After doing this for a couple of weeks, Graham wanted to offer more of his time and now is doing an additional two days in the HR Department, scanning documents and doing general office duties.



Chelsey Lee – what a change from Children's TV!

Chelsey from Crank, St Helens, has been with the Trust for almost two months working as a volunteer Pharmacy Driver. Before the Covid pandemic, she worked as a puppet maker and is the puppeteer of the character of 'Sarah' in the CBeebies' touring production of 'Sarah and Duck's Big Top Birthday'. She was also set to join the West End's award winning show 'Life of Pi' as a puppet maker, however this has also been temporarily postponed as theatres are closed as part of lockdown restrictions.

Chelsey now spends two days a week delivering items to patients who are self-isolating or shielding.

'It's such a rewarding experience and so different from my usual career. I'm self-employed so I wanted to put my time to good use. Being in the hospital and meeting patients brings home just how important it is to give back to the local community. Little things like me just driving out and dropping off prescriptions really helps. When an elderly person answers the door, you sometimes wonder 'what would they do without this service?'



'I am so thankful for the NHS and all the key workers during this difficult time and I think it's important now more than ever for us all to help in whichever way we can. One grateful patient even gave me a box of chocolates on one of my deliveries.'

'It can seem really scary coming into a hospital during this time, but it isn't. It's a really safe environment, and we've got all the right equipment to do our jobs safely.'

SUPPORT FROM THE COMMUNITY

A team of over 300 local sewing enthusiasts wound up their bobbins to provide frontline staff at the Trust with a tremendous supply of protective clothing and equipment.

Seamstresses and sewers from St Helens and Knowsley worked hard sewing scrubs and other essential items in the fight against Covid.



A local sewing group known as Threadication, were responsible for raising over £3000 via a GoFundMe account, using the donations to buy essential fabric and resources to make the much needed scrubs.

Trish Taylor, 46, from Prescot has been busy co-ordinating over forty local sewers to make scrubs, bags and mask extender headbands. She says "I'd spotted a group on social media who were making scrubs in Birmingham and realised that we could do something similar in Whiston ourselves. At the start, there were five of us who all had the same idea, and we contacted the hospital. We realised we might not be able to meet the need on our own, so we asked for help on our social media page and had lots of wonderful responses."



"We also set up a GoFundMe page around the same time, which took off. It was so exciting watching all the money coming in. It was unbelievable. We've had so much support from the local community, a fabric supplier donated lots of fabric to us on Easter Sunday and even printed off some patterns for free. We've also had donations from charities like the Friends of Eaton Street Park, who used money they raised at events to give to the NHS."

As the numbers of sewers grew, Trish found herself doing less sewing and more organising. "I was spending more and more time on things that come with running a team. My nine year old daughter Gracie has made a couple of bags though, so she's picking up where I left off."

Trish also says that she's in total awe of the stories she hears from the sewers.

"We have one sewer who had a breast cancer operation at the end of March, and she started sewing pretty much straight after. She said it helped her to take her mind off not seeing her family during lockdown, and has helped her through a really tough time. She's so strong, and is always the first to offer help and advice to the rest of the team through our online community. They've all said it's helped with their sense of isolation and has given them something to focus on."



From stage to STHK

Costume designer, Joanne Thompson, is part of a team who usually make costumes for film, TV and theatre. When filming was suspended in mid-March, Joanne and her colleagues wanted to use their skills to help the NHS. 'We were watching news reports about the scrubs shortage and knew we could lend a hand. After



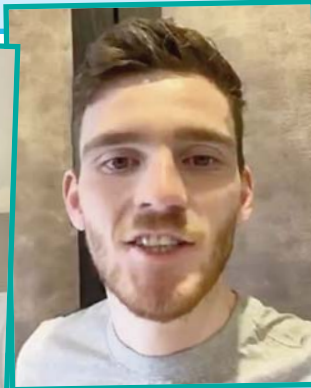
chatting with a friend, I found out about Helping Dress Medics in Yorkshire and asked organiser Dulcie Scott if we could join them. Now I'm coordinating a team of 28 made up of local costume makers and drivers to make scrubs for St Helens and Knowsley and other local hospitals in Liverpool.'

Used to making period style costumes for dramas such as Poldark and Tolkien, the team have been busy making scrubs, hats, and bags to help during the coronavirus crisis. Joanne says 'everyone knows how hard working the NHS staff are. This is our way of showing that the public support them 100%'.



Because you're amazing!

Hitting the headlines for all the right reasons, our amazing STHK teams have ensured patient and staff safety was always at the forefront of their work. Here's just a selection of the brilliant messages of support from the local community, including a few celebrities and sports stars too!



LFC players Jordan Henderson, Trent Alexander Arnold, and Andrew Robertson sent a sweet surprise in the form of hampers of chocolate to thank our 'real heroes' and let us know that 'we're all right behind you'

Our local councils showed their support by painting the roads around our hospitals with these wonderful messages of thanks to our staff - they certainly brightened up our journeys to and from work!



Local photographer, Paul Hill, created these wonderful images of our hospitals and we absolutely love them – the rainbow has been used throughout the pandemic as a message of support for NHS workers, to offer hope during such an uncertain time.

Local celebrities also took time out to send their best wishes to Team STHK.

Granada Reports' Paul Crone, thanked staff saying 'You are doing an extraordinary job in extraordinary times'.



Coronation Street's Sue Cleaver told everyone "You are our heroes, you are amazing" seconded by TV Chef Simon Rimmer, who said "You guys are proving yourselves to be proper heroes."

And the thank you messages kept on coming. Here's just a few of the messages from patients and their families ...

"I would just like to register my gratitude to all the staff on Ward 2A, Whiston Hospital, for the excellent care and attention afforded to me during my recent treatment for the COVID 19 virus. Without their expertise and dedication I am sure that I would not have survived my ordeal. Thanks to them I am now at home completing my recovery. Once again, thanks for looking after me so well." - **Patient**

"A call out for all the ward team on Ward 3D, Whiston Hospital taking special care of my uncle. Thanks also to Healthcare Alison who sat with him today to help explain the contents of his post from the family, and for waiting by his phone so that my aunt could have a conversation with him. True TLC." – **Family member**



Michelle Underwood Thank you one and all. Your dedication and caring is second to none. Y.N.W.A. xx
👏👏👏



Ash Ash Thankyou to each and everyone of you always in my heart ❤️👏🙏 xxx



Ann Odonnell So very grateful for all you do you are all amazing thank you does not seem enough
👏👏👏👏👏



William John Nelson Proud of all NHS and other Essential Workforces. Take care, Stay SAFE Everyone.



Christine Parsons I feel proud to be part of a wonderful team helping and supporting the amazing staff at a fabulous St. Helens and whiston hospitals
👏👏👏👏



Michelle T Wilson Thank you to you all in receipt and distribution, you help the wards to get stuff needed to look after the patients. You all work so hard. So amazing Team 👍👍👍



Paul Conroy 👏👏 thank you for putting your lives at risk to save ours in these terrible troubled time we are going though stay safe god bless each and every one of you 👏❤️👏



Sarah Cooper I would like to say a big thanks to the team for being absolutely amazing. We met the team at St Helens hospital on Tuesday and a fantastic lady called Michelle expertly managed to swab my four year old and have her laughing her head off while she did it. Amazing professionals!!! I was expecting the swabs to go down like a lead balloon, it was quite the opposite. Thank you to everyone. Stay safe xx #NHSHeroes



Alan Clarke You are all very special people thank you for your help in this testing times you are all stars



Paul Clark-Wright Thank you to all the staff in Whiston who looked after my Dad. Sadly he lost his battle with this awful virus early hours Thursday morning. I know he would have been well looked after as I was when I was there. Thank you from the bottom of my families heart for everything you did. I know my dad was very thankful.



Susan Pringle Thank you every single one of you for your hard work to keep us all safe. Make me proud to work for the Trust knowing we have people like taking care of us all x

THANK YOU
THANK YOU
THANK YOU
THANK YOU



And your kindness didn't end at the hospital. Medirest staff teamed up with the Steve Prescott Foundation to donate essential food supplies to local foodbanks. Amazing!

Simmo Says...

“Well, since I last wrote this column who would have thought life could change so dramatically?”

I've been so overwhelmed by the support the public has shown for the NHS. Each Thursday evening I've joined my family and neighbours to applaud the incredible work of my colleagues at STHK.

Before the pandemic, I was planning a busy year filled with exciting fundraising events, and sadly all of that has changed. But the support for WS Hospitals Charity has continued despite the challenges everyone has faced. People across our community

have been so supportive and have donated so much to support our staff and patients, they have really helped to keep everyone smiling.”

Here is just a small selection of stories from our fantastic fundraisers:



Dagmara & Michael Smith

Professional darts player, Michael Smith, and his wife Dagmara raised £5000 during lockdown through organising sport memorabilia raffle prizes and challenging fans to online darts matches. The World Darts Championship star played around 14 hours of virtual darts to say thanks to the staff at his local hospitals. Michael and his family used some of the money to donate breakfast and energy bars to the hospitals, and have given the rest to the Trust charity to benefit frontline staff.



Paul Astbury
Admin · 13 Apr at 12:02 · 🌐
OF+P helping to deliver some much needed PPE to a local hospital. Funds were raised by one of our followers **Amanda Edwards** and a colleague, well done to all concerned #SaveourNHS

Amanda Edwards and Paula Smith

Amanda Edwards and Paula Smith set up a JustGiving page to raise money for PPE equipment. They not only bought the equipment, but also donated £1000 for theatres and £1000 to Ward 2D.



WHISTON **and** ST HELENS HOSPITALS' CHARITY

Aneeka

7 year old Aneeka walked a huge distance of 15K in less than a week to raise £1522.05. Tackling three 5ks in just three days, Aneeka even managed to reach her target of £1,000 with one walk left to go!



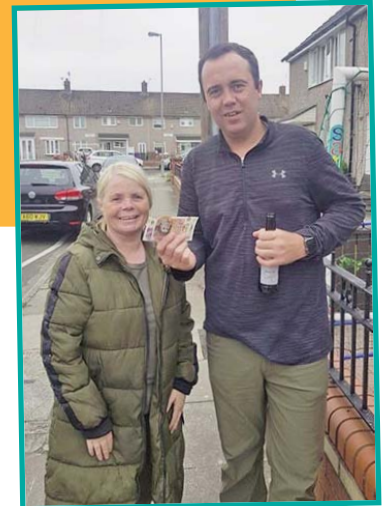
Bien Ortiz

Bien, an orthopaedic nurse at the Trust, raised an amazing £1515 as part of a birthday fundraiser on Facebook. He contracted Covid-19 which sadly developed into pneumonia, and wanted to thank all the staff and doctors who looked after and cared for him during his time as an inpatient. Bien, who is now recovering at home, wanted to show gratitude to all his generous, amazing and wonderful colleagues, friends and relatives for helping him fundraise so much.



Colin Port

Colin Port, father of Mike Port, Clinical Coding Specialist, raised £1350 by making NHS vinyl car stickers. Colin donated £850 to ICU and £500 to the Lilac Centre.



Sandra Pollard

When you've got to have your bingo fix you may as well fundraise at the same time. Sandra Pollard from Croxteth Community Bingo raised £50 by playing Bingo. Hitting the high notes, her husband also took to the streets to fundraise through socially distanced singing.



Gillian Williams

Sister Vivien Williams was a former night sister on the children's wards at Whiston Hospital until her retirement in 1997. She trained and worked at both Alder Hey and St Helens Hospital before taking up her position at Whiston. Her daughter Gillian donated £250 raised at her funeral to give to the children's ward at Whiston Hospital.

That's it for now, don't forget to keep an eye on our social media:

 /WSHospCharity  @WSHospCharity  @WSHospCharity

And remember, I'm always here to help with advice and suggestions on the best way to go about your fundraiser. You can call me on 0151 478 7568 or email me: claire.simmo@sthk.nhs.uk

Looking to the future

**Stay
Safe**

The world is looking a lot different lately, and that's something that's not going to change soon. But whilst the look of our hospitals and services may change, one thing that will remain the same is the outstanding level of care our patients can expect to receive.

We are moving forward to make sure that everyone continues to receive care in the safest and most timely way possible.

To do this, we will be using all of the technology and innovation we have to make sure our patients receive the care they need, and if they do need to come into one of our clinics or hospitals then we have all the necessary precautions in place to protect both our patients and staff.



Doing things digitally – The Trust has been leading the way with our Telehealth consultations since 2018. With 100% positive feedback, both patients and staff have hailed this video technology as convenient and reliable, it allows our clinicians to speak to patients directly in their home.



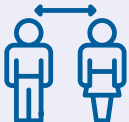
St Helens is the Cancer Surgery Hub – St Helens Hospital is a non-covid environment and has been named the region's Cancer Surgery Hub. This means that patients can have timely surgery with us in full confidence that the risks of covid in our hospital are minimal.



Urgent and emergency care – our emergency care services remain open for serious illness or injuries. Now more than ever it is important that people use our Urgent Treatment Centre in St Helens, before choosing A&E. Here everyone will receive the same 5 star care we pride ourselves on, with x-ray and diagnostic services available.

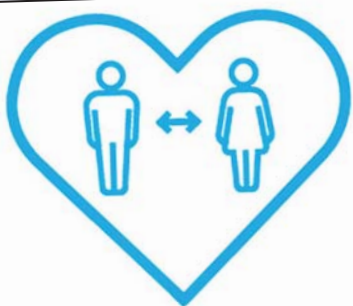


Checking your temperature – as a further precaution, we have been trialling body temperature scanners. Its early days, but if the trial is successful then we will be able to pick up those who may be experiencing a high temperature before they enter our buildings.

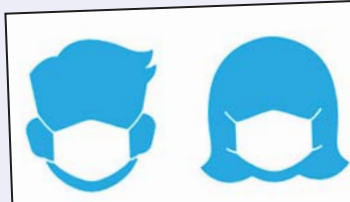


A message to our patients - a different look, but the same great care!

When you come to see us, you will notice we look a little different. We have introduced our Stay Safe social distancing measures and our staff will all be wearing masks and PPE.



There's no need to worry though, you can expect to receive the same friendly welcome, safe environment and outstanding care you would expect from the country's best NHS Trust.



Clean your hands



Staff News 'n' Views

Next Issue: Autumn 2020

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 31st July 2020.

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