

Staff News 'n' Views

NHS

St Helens and Knowsley
Teaching Hospitals
NHS Trust



Celebrating Our Long Serving Staff

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Excellent Patient Care in World Class Hospitals

Issue 77 Autumn 2021

Long awaited lake side celebrations for Long Service Staff

Each year, the Long Service Awards are a highlight of the Trust's social calendar, but due to the COVID-19 pandemic sadly all events were postponed. This meant an even longer wait for staff to celebrate reaching their 25-year and 40-year work anniversaries.

But finally, in September, Knowsley Hall once again opened its magnificent doors to welcome our long-service guests for their 27- and 42-year anniversaries instead.

Arriving to enjoy refreshments in the historic grounds, STHK staff and their families took in the views of the estate and its lake before taking a seat in the grand Stucco Ballroom for the awards ceremony.

Starting proceedings, Ann Marr OBE, Chief Executive welcomed and congratulated attendees for the extraordinary dedication and loyalty they've shown in serving the Trust and the NHS throughout their working lives, and especially during the pandemic, before inviting each member on stage to accept their award.

Following the ceremony, the group gathered for an official photograph taken on the front steps of Knowsley Hall, before settling down for afternoon tea in the State Dining Room alongside members of the Trust Board, their family and friends.

The Trust would like to thank Medirest for their generous donation in helping us to celebrate the careers of some truly exceptional people.



Recipients of the 40 Years' Service Award

Eileen Droughton
Biomedical Scientist

Julia Finney
Clinic Receptionist, Outpatient Dept.

Terri Gardiner
Healthcare Assistant, Department of Medicine for Older People

Karen Janes
Clinic Receptionist, Patient Booking Services

Julie Manning
Information Governance Manager

Lynn Warbrick
Personal Medical Secretary, Dermatology



Recipients of the 25 Years' Service Award

Julie Atherton

Ward Administrator, Obstetrics & Gynaecology

Louisa Baird

Macmillan Breast Care Nurse Specialist

Jacqueline Barnett

Respiratory Nurse Specialist

Amanda Coogan

Advanced Paediatric Nurse Practitioner

Clare Corlett

General Office Specialist, Finance

Debbie Corris

Healthcare Assistant, Acute Medical Unit

Shaun Davidson

Dual Role Practitioner, Theatres

Doreen Dutton

Healthcare Assistant, Maternity Dept.

Cathy Fackey

Operating Theatres Team Leader

Angela Farnworth

Staff Nurse, Seddon Suite

Sandra Farrell

Healthcare Assistant, Burns & Plastic Surgery

Janice Furnival

Administrator, Accident & Emergency Dept.

Dawn Gavin

Personal Medical Secretary, Theatres

Karen Gilbert

Midwife, Maternity Unit

Joanne Greenhalgh

Healthcare Assistant, Gynaecology Unit

Pauline Griffin

Urology Technical Practitioner

Barbara Harker

Domestic Assistant, Medirest

Julie Hayes

Healthcare Assistant, Respiratory Dept.

Michele Hayes

Midwife, Special Care Baby Unit

Linda Heywood

Administrator, Medirest

Marie Hibbert

Housekeeper, General Surgery

Sandra Holmes

Ward Administrator, Acute Medical Unit

Marie Kempzell

Midwife, Maternity Dept.

Christina Kinsella

Senior Healthcare Assistant, General Surgery

Julie Ladds

Rehabilitation Sister, Intensive Care Unit

Tracy Large

Sister, Acute Medical Unit

Paul Lawrenson

Healthcare Assistant, Stroke Rehabilitation Unit

Joan Mason

Senior Phlebotomist

Lea McHugh

Domestic Assistant, Medirest

Lynn Mitchell

Medical Secretary, St. Helens Hospital

Lyn Morland

Urology Technical Practitioner

Teresa Murphy

Healthcare Assistant, Endoscopy Unit

Sue Owen

Healthcare Assistant, Plastic Surgery

Pamela Phillips

Healthcare Assistant, Maternity Theatre

Louise Preston

Staff Catering Assistant, Whiston Hospital

Marie Pulford

Information Governance Officer, Informatics Dept.

Atanu Ray

Associate Specialist, General Surgery

Karen Roberts

Triage Practitioner, Outpatients Dept.

Eileen Ryan

Secretary, Integrated Discharge Team

Debbie Scott

Operating Department Team Leader

Claire Smith

Healthcare Assistant, General Surgery

Julie Smith

Theatre Nurse, Whiston Hospital

Stephen Smythe

Healthcare Assistant, Duffy Suite

Martin Spencer

Medical Engineer

Janet Swift

Medical Laboratory Assistant

Carol Tinsley

Healthcare Assistant, Endoscopy Unit

Ian Topping

Ward Manager, Stroke Rehabilitation Unit

Jane Vedmore

Phlebotomist

Carol Warwick

Senior Complaints Case Manager

Sue Weston

Ward Manager, Special Care Baby Unit



GET PROTECTED. STAY PROTECTED



The staff COVID Booster and Flu Jab clinics have launched!



The past 18 months have been tough and the challenge we have faced has been some of the most testing times of our careers. But as a team we have faced it head on and supported each other through, and we need to keep going.

As we move into our busiest seasons of winter bugs and viruses, COVID-19 remains a real and present danger and the flu season is expected to hit hard this year. That's why we ask that everyone gets protected as soon as possible, not only to protect themselves and their colleagues, but to ensure that we can continue to provide the very best care to our patients too.



The Joint Committee on Vaccination and Immunisation (JCVI) has advised that all healthcare workers should receive a 3rd COVID-19 Booster vaccination, and alongside this the annual flu jab is also available to all staff.



Need to get yours?

Staff can now book both of their vaccinations, visit the staff intranet for more information.

SUPERSTAR STUDENTS

Congratulations to two groups of Registered Nurse Apprentices and Trainee Nursing Associates who have recently qualified and started new roles at the Trust.

Our exceptional students not only continued their studies mid-pandemic, but they also gave their time to support our workforce throughout it all.

The Trust has supported:

- Three Assistant Practitioners through Open University studies to qualify as Registered Nurses.
- Fifteen Healthcare Assistants through a two-year apprenticeship in collaboration with Edge Hill University to qualify as Nursing Associates

Working across Primary care, acute medical wards, surgical wards, paediatrics and outpatients, one manager was delighted that the apprenticeships have 'given our department a very good practitioner'.

In a COVID-19 secure ceremony, each student's hard work and success was celebrated with a certificate and a personalised fob watch, presented by Sue Redfern, Director of Nursing, Midwifery & Governance.

Thanking the Trust for their support, one apprentice said, 'I can say with confidence that qualifying would not have been possible without the support and guidance from the managers and assessors who supported my development.'

Our next cohort of thirteen Registered Nurse Apprentices and nineteen Trainee Nursing Associates are due to qualify in 2022.



Employee of the Month

May 2021

Elaine Porter

Occupational Therapist

Nominated by: *The Team on Duffy Suite*



Moving wards is no mean feat. But moving a ward to a different hospital is another thing entirely! That's why Occupational Therapist Elaine was named Employee of the Month in May for her role in supporting the Duffy Suite team with a temporary move from St Helens to Whiston. Her nomination from the entire ward team said 'With the move to Ward 1A from Duffy Suite, Elaine helped to lead a smooth transition, optimising patient safety and maximising the use of beds when there are pressures in the Trust. Elaine always has a selfless and positive approach. We could not have done it without her, she is our rock.'

Accepting her award, Elaine said "I'm really flattered to have been nominated and receive this award. It was a team effort, but I appreciate my lovely colleagues who took the time to nominate me. Thank you."

June 2021

Sue Jenkins

Receptionist

Nominated by: *Maura Williams, Volunteer and Christine Parsons, Switchboard Operator*



Sue Jenkins, Receptionist, has been with the Trust for 25 years and received her nomination for her extraordinary efforts in helping a pregnant lady who arrived at Whiston Hospital reception in the advanced stages of labour.

In their nomination, Maura and Christine praised Sue for keeping a cool head under pressure, they said "Sue immediately asked switchboard to contact the Maternity Department to ask for assistance. She remained calm, professional, and reassuring, and stayed with the woman whilst the baby was being born. After the lady and her baby were moved up to the maternity ward, Sue returned to her post on reception without even taking a break and continued her shift."

On receiving her award, Sue said, 'I'm delighted that I could be there to help. I'd also like to say thank you so much to the staff and volunteers who also helped on that day by getting the midwives there so quickly.'

July 2021

Kenny Jones

Learning Disability Specialist Nurse

Nominated by: *Sue Norbury Assistant Director of Safeguarding*



Kenny joined the Trust in 2020 and has already made a huge difference to patients establishing strong working relationships and putting systems in place to improve experiences for vulnerable patients. In her nomination, Sue said, "Kenny has worked hard to build a network of contacts across the organisation who support him to care for this cohort of patients, improving IT access to flag patients to the Safeguarding Team on admission, and providing training for over 370 staff to help them deliver the highest standards of care to patients with learning disabilities."

On accepting his certificate, Kenny said "Thank you to all the safeguarding team at STHK. I must stress it's a team approach from everyone. We all pull together and it's all about delivering the best package of care for some of our most vulnerable patients. I'm very proud to receive this award."

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

ALL YOU NEED IS LOVE

Liverpool Pride 2021 could not go ahead as planned this year, but that didn't stop us from celebrating at STHK, as we took the opportunity to raise the Pride Progress Flag outside Whiston Hospital as a visual reminder of the Trust's support for and pride in LGBTQIA+ patients and staff.

Ann Marr OBE, Chief Executive "Pride is a time for celebration: celebration of the many vibrant, dynamic and powerful LGBTQIA+ communities and celebration of our unique and wonderfully diverse workforce. We are proud to fly the Progress Flag at STHK and make a commitment to ensuring that STHK is a truly inclusive place for all."

The Progress Flag launch also aims to empower all staff to stand as allies in support of their LGBTQIA+ colleagues.



Chief Executive Ann Marr with Deputy Chair of the LGBTQIA+ Staff Network, Andrew Perkins

Andrew Perkins, Deputy Chair of the LGBTQIA+ staff network said "The LGBTQIA+ community have a voice at the Trust, but we need allies to stand tall and speak out and support their community too and that's what we hope all of our colleagues will do. We are encouraging all staff to not only support our campaign, but to understand why we need their support."

The new Progress Flag represents the range of identities within the Lesbian, Gay, Bisexual, Transgender, and Queer/Questioning, Intersex, and Allied plus (LGBTQIA+) community.



Members of STHK Staff Networks joined Ann Marr to show their support for LGBTQIA+ colleagues



The Progress flag flying proud at Whiston Hospital

SHOW YOUR SUPPORT FOR LGBTQIA+ COLLEAGUES

Whether you're a member of the LGBTQIA+ community or an ally, show your support and join the Trust's LGBTQIA+ network.

Get involved and you can help shape the Trust's inclusivity agenda, celebrate events, and address any issues as they arise for the benefit of all staff and patients.

Sign up today by contacting laura.marks@sthk.nhs.uk (Workforce Equality, Diversity and Inclusion Lead)

HALAL OPTIONS ON THE MENU

In August, the Spice of Life restaurants at Whiston and St Helens hospitals expanded their menu to include Halal options.

A selection of meals including pastries and chicken dishes are now available each week for people following a halal diet.

Halal food is prepared following a traditional Islamic process, making it suitable for the Muslim population.

The menu changes came about following a request from the Trust's Building a Multicultural Environment (BAME) Staff Network, after an absence of Halal dishes in the hospital restaurants was identified by members of the network.

Clinical Quality Specialist and BAME Network Chair, Dawn Hardie said 'The Network's aim is to help to bring about change within the Trust to ensure it is a truly inclusive place to visit and work. Any change, no matter how small, is a step in the right direction and is a positive step for patients, staff, and the Trust as whole.'

Spice of Life Retail Manager at Whiston, Rebecca Gregory, said, 'Broadening our menu to include Halal options, not only means we are catering for people who follow a Halal diet, but we are offering a greater variety of tasty dishes too. We're delighted that these changes will mean even more people can enjoy delicious meals from our restaurants.'



Clinical Quality Specialist and BAME Network Chair, Dawn Hardie

Perfect Week at



St Helens and Knowsley Teaching Hospitals NHS Trust

19th-25th October

Health and social care professionals across St Helens, Knowsley, Halton and Liverpool are working together to deliver 'The Perfect Week' at St Helens and Knowsley Teaching Hospitals NHS Trust. The aim of the initiative is to act as a 'system reboot' by rapidly improving patient flow to produce significant improvements in performance, safety and patient experience.

For one week, wards and departments at Whiston Hospital will have extra support from colleagues and partners across the whole local health and social care system to identify and overcome issues and problems and to see what support is needed to smooth the patient pathway to reduce delays.

The initiative focuses on every single aspect of how patients move through hospital, from their arrival in the A&E Department at Whiston Hospital to their discharge home or into the community.

Rob Cooper, Director of Operations and Performance at STHK said,

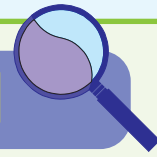
"This is a great opportunity to work with primary care and social care partners to focus on finding ways to improve services in a way that is sustainable across the local healthcare system. The programme is designed to better understand why there can be delays in care, and make lasting change for the benefit of our patients and their families as well as our staff."

The Perfect Week at St Helens and Knowsley Teaching Hospitals begins on Tuesday 19th October.

Stay up to date on how the initiative is going by following the Trust on Twitter @sthknhs

The NHS spends around £820 million pound a year treating patients who no longer need to be in hospital, due to delays in discharges and transfers of care.

SPOTLIGHT ON



The Discharge Lounge

The Discharge Lounge is a vital part of the patient pathway, so it's important that our patients are aware they may be transferred to the lounge at the end of their stay in hospital.



The Discharge Lounge is a comfortable environment and can hold a capacity of 18 patients, which includes 5 recliner chairs and 3 trolley spaces.

Opening Hours:

- Monday–Friday 7am–8pm
- Saturday, Sunday and Bank Holidays 10am–6pm

Refreshments are available, so there's no need to wait until after lunch to transfer your patients. There are hot and cold beverages available, plus a selection of sandwiches, snacks, fruit, biscuits or yoghurts, there's also a television and a selection of books and magazines to pass the time.

Discharging patients from the ward to wait for medication and transport within the Discharge Lounge will help free up hospital beds to ensure all our patients can be admitted as soon as possible.

Who can use the Discharge Lounge?

The lounge can be used for patients who:

- Are bed bound
- Need final dose of IV antibiotics
- Require oxygen (2 litres maximum)
- Small simple dressings
- Require insulin

The lounge should not be used for patients who:

- Require barrier nursing – (Patients nursed in a side room for either: MRSA, C-Diff, PCP, CPE, Covid, VRE, etc)
- Are severely confused.
 - If fully staffed the discharge lounge can assess whether they are able to take mildly confused patients.

Things to remember:

Before sending a patient to the Discharge Lounge, please ensure you have:

- Completed a Discharge Lounge transfer form for the patient
- Made sure the patient's TTOs have been prescribed before transfer
- Porters are available to collect patients from the ward efficiently, so make sure the patient is ready for transfer before ringing the Discharge Lounge. This includes patients being dressed and having their belongings ready to go, and ensuring catheters have been removed etc.

Where are we?

Level One, Whiston Hospital

Telephone: 0151 430 1554.

Check out the staff intranet for a video tour of the Discharge Lounge.

How does my voice make a difference?

2021 NHS staff survey

Use your voice
We are listening

In last year's Staff Survey, you told us you were extremely proud of Team STHK and that we delivered the best patient care in the NHS. You also suggested ways for us to make our Trust an even better place to work, and we listened...

YOU SAID

WE DID

You wanted **more HWWB Workshops**

Since 2020, our HWWB staff workshops have doubled, offering more support for mental wellbeing, physical wellbeing, and general health, in-person and online. We delivered a virtual 'Time for You' festival focussing on staff wellbeing, and we are now able to offer a wider variety of support tailored to individual needs. The Trust has also invested in a new HWWB Hub and made staff wellbeing a key priority for 2021-22.

You wanted **more E-Learning packages**

In the past year, we've doubled the number of training courses available online, making it easier for you to complete a wider range of e-learning and mandatory training resources in-house and remotely.

You wanted **more staff apprenticeships**

The Trust has increased the number of apprenticeships on offer to suit a variety of clinical and non-clinical roles. A fantastic 25% more staff are now taking part in apprenticeship schemes compared to this time last year.

You wanted **to know how to raise concerns in the workplace**

To ensure we continue to provide the best patient care in the NHS, we've increased support for any staff members raising concerns within the Trust. We've reviewed practices and updated guidance to help staff deal with situations as soon as they arise. We've also made it easier to report any incidents.

You want us to continue to use **more innovative technology**

We've continued to update and improve access to technology around the Trust. Video calls and virtual meetings are now part of our day to day. We have installed a state-of-the-art switchboard system, launched a new website, are in the final stages of a new staff intranet which everyone can access from any device anywhere.

You wanted more opportunities to **share your ideas & make a difference**

In the past year, our staff networks have gone from strength to strength as we've encouraged every staff member to use their voice and affect change. We also continue to run the 'The Ideas Bank', which gives you the opportunity to share your bright ideas and win £100!!

You wanted changes to **policies and ways of working**

During the pandemic, we wanted to help you stay safe by working from home where possible, so we updated our Agile Working Policy. We also wanted to support your return to work after sickness, so we made changes to our Reasonable Adjustments Policy too.

The pandemic has also brought other pressures, so to better protect you from others when you come to work, we've also made changes to our Violence Reduction Strategy and Unacceptable Behaviour Policy.

We are always here to listen, learn and support our staff. So tell us what's great about STHK and what we need to change.

Complete your staff survey now.

WORKING TOGETHER WITH SOUTHPORT & ORMSKIRK

On Monday 20th September, the Trust entered into a long-term collaboration with Southport and Ormskirk Hospital NHS Trust, with the partnership meaning STHK take on responsibility for the management of the Lancashire Trust.

Ann Marr OBE, Chief Executive STHK has agreed to become Chief Executive for both Trusts and Anne Marie Stretch, Deputy Chief Executive and Director of Human Resources at STHK, has also been appointed to the new position of Managing Director, Southport and Ormskirk Hospital NHS Trust.

Working together, the Trusts will:

- Sustain the delivery of improved outcomes for S&O patients
- Ensure high quality and sustainable services for the communities they serve
- Give all staff greater flexibility to develop their professional skills
- Make best use of available resources
- Share the benefits and experiences of STHK's outstanding CQC status

Ann Marr OBE said, "This is a great opportunity for both trusts and will build on the best of both organisations."

Neil Masom OBE, Chair S&O Hospital NHS Trust said, "The partnership is the next stage on Southport and Ormskirk's improvement journey and the right one to accelerate the tremendous progress the Trust has made over the past few years."



THE 2021 ANNUAL GENERAL MEETING

As a result of the ongoing pandemic, the Trust's Annual General Meeting was broadcast via the Trust's website for the second year running.

Taking a look back over the 2020/21 year, Ann Marr OBE, Chief Executive reported on the Trust's activity, quality and performance over the past year, and shared her appreciation for staff who have battled through the most challenging period in the Trust's history, before outlining priorities for STHK for the year ahead.

If you didn't get a chance to tune in, the recording is now available to watch via the Trust's YouTube channel.

www.youtube.com/sthknhs1



ON A WINNING STREAK AT STHK

YOU'RE AMAZING!

Whiston Hospital's Intensive Care Family Liaison Service has won the Excellence in Times of Crisis Award at the Royal College of Physicians Excellence in Patient Care Awards.

The award recognises and rewards dedication to healthcare during times of exceptional crisis or an emergency incident.



STUDENT NURSING TIMES AWARDS

Congratulations to our Urology Department who have been shortlisted for Nurse Education Provider of the Year (Post Registration) AND to staff on Ward 4F, who have been nominated for placement of the year in the Student Nursing Times Awards. What an achievement during very challenging last 18 months – we've got everything crossed for you all. Good luck!

Go Vinci FM!

Congratulations to our partners at Vinci FM who won the Frontline Heroes Award at the IVFM Impact Awards.

Vinci FM are the team that make sure our hospital environments are always welcoming. They provide vital upkeep every day throughout our wards, corridors, and grounds, making a massive difference on the experience for all patients and visitors coming to our hospitals. We're thrilled they've been recognised for their ongoing support of the Trust. Congratulations to you all!



North West HR Superstars!

A huge well done to The NW Collaborative Bank Team, part of the Trust's Lead Employer Team who recently won the HST Talent Acquisition Strategy of the Year Award for our Doctors in Training Collaborative. Lead Employer supports over 11,000 doctors and dentists-in-training throughout the length of their training overseeing all employment matters across six regions (North West, West Midlands, East of England, East Midlands, Thames Valley, London and the South East). Well done team!



WELL DONE COMMS!

The Communications Team were shortlisted in both the Best Use of Digital Communications and Engagement and Communications Team Health and Wellbeing Award categories at the NHS Communicate Awards. The team were 'Highly Commended' for STHK's Big Thank You Week and their social media campaign with Saints Rugby Team to encourage uptake of COVID-19 vaccinations in the community.

THANKS FOR A FABULOUS FIFTY YEARS



Huge congratulations to Registered Nurse Val Stockley and Theatre Operational Manager Kate Bielecki who celebrated reaching an incredible 50 years of loyal service to the NHS with their proud colleagues.

Thank you for your longstanding dedication and commitment to the Trust and the NHS.





Simmo Says...

WHISTON and ST HELENS HOSPITALS' CHARITY

It's been a busy few months, and it's great that with restrictions easing more of our fabulous fundraisers have been able to get out and about raising funds to benefit our patients. The effort that they put into their challenges never ceases to amaze me and we're so proud and thankful for each and every one of you. Here below are just a few stories to share with you.

Remember, if you've any fun ideas for raising money for our hospitals, drop me a line at hello@wshospcharity.org to find out how I can help you get started.

Until next time, remember to stay safe, and I'll be back very soon with even more updates.

Claire Simmo, Community Fundraiser

Mountains of support

If you're going to run thirteen miles, you may as well do them up a mountain! And superhero Antony McCoag from Prescott did just that when he ran the Snowdonia half marathon on 22nd August to raise funds for the Special Care Baby Unit at Whiston Hospital, smashing his fundraising target of £300. We are so grateful for your support and hope you get a well-earned rest now!



Braving the shave

Thank you so much Lorraine Hodgkinson who "braved the shave" and reached a hair-raising £1,675 for the Lilac Centre in memory of her dear friend Angela.

You're a star!

Amazing Aisla

Despite breaking her arm just a week before her challenge, 11 year old Aisla Loftus from Cronton climbed Helvellyn mountain with dad Neil to raise over £1000 for the Lilac Centre in memory of her grandad Barry who sadly passed away in October 2020.

We think you're amazing, thank you so much Aisla!



Start your Christmas Shopping with a Smile

Yes, we said it! But like it or not, Christmas will soon be upon us. And whether you're a super-organised Sandra or a last-minute Larry, you can help our charity when you buy your Xmas prezzies online!

Visit Amazon Smile using your regular Amazon log-in and, with no extra cost to you, the Amazon Smile Foundation will automatically donate 0.5% of eligible purchases to Whiston and St Helens Hospitals' Charity. How fantastic is that?

Don't forget to pick 'Whiston And St Helens Hospitals' Charity' as your chosen charity on www.smile.amazon.co.uk

Christmas in Hospital

Up next on our charity wish list... Christmas presents!

Last year, thanks to the generous donations of the local community, we were able to surprise all our patients who had to stay in hospital on Christmas day with a gift, and we'd love to be able to do the same again this December.

Help to spread a little cheer and call me on 0151 478 7568 or email: hello@wshospcharity.org to make your donation to WS Hospitals Charity in the run up to Christmas.



Please remember, if you are looking for a challenge or a charity to support, we are your local hospitals and we need you. You can call me on 0151 478 7568 or email: hello@wshospcharity.org I'm always here to support with advice and suggestions on the best way to go about your fundraiser.

/WSHospCharity @WSHospCharity @WSHospCharity



Because you're amazing!

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.

STHK staff absolutely excelled themselves today whilst dealing with my dad on his visit to the Lilac Centre. From Emma to the Ultrasound lady, and not forgetting the pharmacy, a well-oiled machine that was incredible to watch in action.

The staff on 4B & 4C are amazing, stayed on both wards numerous times in the last couple of years.

Said a final goodbye to my wonderful mum tonight, I'll miss you so much. All my family want to say massive thank you to all the fantastic staff on Ward 1C for their care and attention

I attended this morning for an appointment, and everyone had masks on and staff and volunteers alike all very polite. I send a big thank you to all NHS staff at St. Helens and Whiston for your continued service during difficult times

Bus man's visit this morning to the fabulous Whiston ED with an injury. Fantastic and speedy care, assessment, and X-rays. Special thanks to the Minor Injuries Team & radiology. Many thanks 5 star patient care

I will be forever grateful to Clare and the staff in Ward 3A who saved me (my fav ward) and also to the ICU staff who ensured I watched my girls grow into the lovely women they are now xx

After the hardest 67 days, we got to bring our baby home today. We will be forever thankful to every one of the wonderful doctors & nurses we've met along the way. The care he's received has been immeasurable & he will miss his aunties on SCBU so much, as will I.

Massive thank you to all the STHK staff especially on Ward 4C at Whiston for looking after my mum over the past week or so. She came home on Monday and is recovering well at home!

Today my mum and I took my younger sister in (who has special needs) with suspected kidney infection to Ward 4B in Whiston Hospital. The way the nurses (Rob & Louise) cared for her was excellent in every way. We believe they went above and beyond in every way for her care. We cannot thank you both enough. You are amazing nurses.

I would like to thank wards 1C and 3C and the Emergency Medical Team. When I became unresponsive after having lots of diabetes hypos on Ward 1C, the staff were quick to react and involved other teams and rang my husband. Without your care, I would not be here today. Thank you very much Whiston Hospital x

Having had to make visits to three separate departments at St Helens and Whiston hospitals in the last 2 years, the service has always been excellent - the staff are extremely efficient and friendly, in spite of the added pressures of Covid.

Staff News 'n' Views

Next Issue: Winter 2021

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

The deadline for submissions for the next News 'n' Views is 1st November 2021

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www.linkedin.com

St Helens & Knowsley Teaching Hospitals NHS Trust



www.youtube.com/sthknhs1

