

Staff **News 'n' Views**

NHS

St Helens and Knowsley
Teaching Hospitals
NHS Trust

Merry
CHRISTMAS

and

HAPPY new year

Employee of the Month

August 2021

Patricia Wainwright

Community Cardiac Nurse

Nominated by: Jacqui Scott, Head of Nursing & Quality Community & Primary Care Group



Patricia joined the Trust in 1998 and was nominated for her exemplary care of patients requiring care in the community.

In her nomination, Jacqui said: "Patricia hasn't let the COVID-19 pandemic get in the way of the Community Heart Failure Service keeping in touch with their patients.

Always prioritising quality patient care, Patricia was instrumental in putting a Telehealth system in place to support patients with cardiac needs at home. She has demonstrated a can-do attitude throughout the demands of the pandemic. Being able to see and speak to patients virtually, has not only meant the team have continued to deliver outstanding care, but that patients have also been supported to make informed decisions about and manage their long-term condition, empowering them to carry out self-care with increased confidence and independence."

Accepting her award, Patricia said "I am very honoured to receive this award and I am grateful to my managers for nominating me. This is in recognition of the hard work that the Community Heart Failure Team and Community Rehabilitation Team are doing in very difficult circumstances. I am very proud to work with such dedicated and hardworking people."

September 2021

Paul Matthews

Medical Engineering Manager

Nominated by: Dyan Clegg, Deputy Director of Estates and Facilities, and Rose Parker, Medical Devices Safety Officer



Paul has worked at the Trust since 1998 and was nominated for his work ensuring continued patient safety through the purchase, delivery and upkeep of vital medical equipment across the Trust.

In her nomination, Dyan said: 'When the Trust needed to replace life critical patient monitoring systems, Paul was key in selecting this vital new equipment and writing the business case to highlight the need and importance of a replacement.

And when COVID-19 arrived in the UK, Paul took on the monumental responsibility of ensuring the Trust could meet increased oxygen requirements and the need for additional kit, especially for infusion pumps and ventilation support. This preparation and planning meant that patients and staff wouldn't have to face impossible decisions around care unnecessarily should supply levels come under threat.'

Paul also assumes the role of Deputy Chair of the Medical Devices Group, working closely with other departments to co-ordinate the funding, purchase, and set-up of medical equipment seamlessly. He manages and responds to national safety alerts for clinical equipment as they arise to ensure our patients and staff continue to stay safe.

On receiving his award, Paul said "I'm very proud to receive this award. I work with a great team, I've got a very supportive manager, and I work for an absolutely fantastic Trust that invests in staff welfare and education. I couldn't be more delighted."

October 2021

Rick Ingham

Urology Nurse Practitioner

Nominated by: Gwen Pantak, Directorate Manager of General Surgery, Urology, and Vascular Surgery



Rick has worked for the Trust for 22 years, and in that time, he has had an extraordinary impact on the Urology service. In Gwen's nomination, she said 'Rick's expertise and desire to innovate care and treatment has been pivotal in the development of the Urology Unit. Under Rick's guidance, this committed team work flexibly to improve access to the service and meet cancer referral targets, while ensuring the quality of patient care is maintained to the highest standards.

Rick's passion for Urology nursing and his loyalty to the department is evident in his excellent attendance record and his positive attitude, which doesn't go unnoticed by those coming to the department. Described as 'a gentleman with exceptional skills' and 'marvellous with my elderly mum', kind-hearted Rick is much loved by both patients and staff.

Rick was delighted to receive his award, saying "This is an amazing honour and I'm really privileged to receive this. Thank you Gwen for nominating me, for obviously all those lovely comments that the patients wrote in about me, and to the Trust board for employing me and being part of their excellent team."

November 2021

Clare Corcoran

Ward Manager, Paediatrics

Nominated by: Janet Bentham, Matron, Paediatrics



Clare joined the Trust as a newly qualified nurse over 20 years ago and is now a key member of the Paediatrics Team, managing Ward 3F and the Hospital at Home Team as well as co-ordinating pre-operative assessment clinic and working clinically on the wards and in HDU.

In Janet's nomination she said, "Clare regularly supports children and young people who have been admitted to the wards due to behavioural and mental health issues. Safety is Clare's priority yet she always ensures the voice of the child is heard and that their views are taken into consideration when planning their care with external agencies.

Recently, following a prolonged admission of a young patient with extremely challenging behaviour, Clare and the team received a wonderful thank you letter from the patient who said they had given the patient hope and positivity for the future and assisted with their recovery. Clare is an excellent nurse, utterly committed to always delivering 5 star patient care with kindness."

Clare was thrilled to receive her award, "It's an absolute honour to receive this award. I'm shocked but very delighted to have been recognised for simply doing a job that I love. I'm very proud to be a nurse at the Trust."

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: employeeofthemoth@sthk.nhs.uk

Christmas message from the Chief Executive

As we near the end of another incredibly busy year, not only do I want to thank each and every one of you for your continued hard work, but I'd like to take time to reflect on everything we have been through together.

It has been a difficult 12 months, and as we continue to battle COVID-19, activity across the Trust has also returned to pre-pandemic levels, with many services experiencing record levels of demand.

Since March 2020, there have been many significant developments in understanding the COVID-19 virus and how we can best reduce its prevalence. As science continues to develop new methods of combatting this devastating virus, then I hope each day brings us closer to being able to return to the life we knew before.

The 8th December marked one year since the first COVID-19 vaccination was given in the United Kingdom. As a Trust, we have played a vital role in protecting our own community, with our staff vaccination programme and the delivery of over 200,000 doses to people from across Cheshire and Merseyside. This has made a great difference to our hospitals, as although we are currently dealing with extreme pressures, we are not overwhelmed with the high numbers of COVID positive patients we saw at the beginning of this year. I'd like to personally thank all those that have been protected and those staff and volunteers that have been such an integral part of keeping us all safe.

In the summer, we were able to pay tribute to all those we lost as a result of the pandemic. The Rainbow Garden at Whiston Hospital opened in July and has become a very special place for peaceful reflection for staff, patients and families.

With winter upon us and having already experienced very high demand throughout this year, I know you will continue to give your all, pull together and look after one another. I am extremely proud of Team STHK.

Many of you will be working over the Christmas and New Year period, and whilst I know you will bring lots of festive cheer to your patients, I hope more than ever that you will be able to take some time for yourself to rest and recharge.

On behalf of the Trust Board, I wish you a Merry Christmas and a healthy and happy New Year.

Ann

Ann Marr OBE
Chief Executive



NEW ARRIVALS TO THE STHK FAMILY!

A very warm welcome to the Halton Community Midwives who joined the Trust in November.

21 midwives, 3 midwifery support workers and a team of admin and clerical staff have joined Team STHK, working across Runcorn and Widnes.

We're so pleased to have you in our family!



STHK is the Pride of ST Helens

Staff across the Trust are officially the pride of St Helens after being honoured with the Emergency Heroes Award at the glittering and emotional Pride of St Helens Awards on the 26th November 2021, organised by the Steve Prescott Foundation and the St Helens Star.

Announcing the award, the judges thanked each and every member of the Trust for our resilient and courageous response and the outstanding contribution we make to the town, after rising to the unprecedented challenges of the COVID-19 pandemic.

Ann Marr OBE, Chief Executive and three of our Employees of the Month Karen Bailey, ED Sister, Dr Noah Moran, Senior Registrar in Anaesthetics and Intensive Care Medicine, and Dr Paul Stockton, Respiratory Consultant, collected the award on behalf of the Trust to a rousing reception from guests. Accepting the award, Ann said:

'To serve the NHS and our local community is a great honour, and I have always admired and respected the amazing skills and talents of my colleagues as they save lives, take away pain, and provide comfort in the darkest moments.

And then the pandemic came, and staff were also faced with putting themselves and their families at risk, in order to care for our patients.

In all the acts of selflessness, courage, and compassion that we saw from our staff as they battled the pandemic, they showed that they are all real life heroes.

It is on behalf of every member of our STHK family, that we gratefully accept this award.'



QUALITY IN CARE AWARD FOR DIABETES TEAM

Putting patient safety first always, our fantastic Diabetes Team were the proud recipients of the prestigious Insulin Safety Week Excellence Award at the Quality in Care Diabetes Awards 2021.

The team were commended for their Insulin Safety Week campaign earlier this year, which shared vital information about insulin safety to staff throughout the Trust with the aim of preventing the potential risks associated with administering insulin to patients.



Diabetes Specialist Nurse, Amy Strong, who led the campaign said, 'We are so proud to accept this award as a team. To win a Quality in Care award means that

our work at STHK has been recognised, not only by the NHS but by patients too, for helping to improve the quality of life for people living with diabetes.'

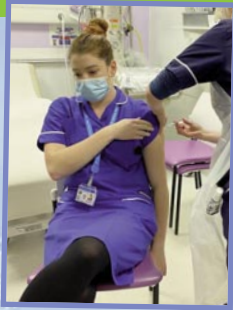
STROKE TEAM WIN INNOVATION AWARD

Congratulations to the Stroke Team who, working in partnership with the innovation Agency and Primary Care colleagues, helped to develop a new technology that

detects Atrial fibrillation in patients that could potentially lead to stroke.

The initiative recently won the Primary Care Innovation of the Year Award at the HSJ Awards. Congratulations to all involved.





WINTER IS HERE!

GET PROTECTED. STAY PROTECTED.



This winter, one of the most important things we can do in order to protect our vulnerable patients is to lead the fight against **COVID-19 and Flu!**

It is vital that Team STHK, including Medirest and Vinci staff, get protected and have their COVID-19 Booster and Flu jab as early as possible so that we can keep everyone as safe as possible.

Why should I get the flu vaccine?

Flu vaccination is especially important this year because:

- more people are likely to get flu this winter, as fewer people will have built up natural immunity to it during the COVID-19 pandemic
- if you get flu and COVID-19 at the same time, research shows you're more likely to be seriously ill
- getting vaccinated against flu will provide protection for you and those around you who may be more at risk of serious problems from flu.



I've had COVID-19. Should I still get the flu vaccine?

COVID-19 and Flu are two different viruses, so it is important you are protected against both.

I am pregnant. Do I need a flu vaccination this year?

Yes. All pregnant women should have the flu vaccine to protect themselves and their babies. The flu vaccine can be given safely at any stage of pregnancy, from conception onwards.

I had my flu vaccine last winter. Am I still protected?

One flu vaccine will provide protection for only the flu season that year, so it's best to get your flu jab each year to give you the best level of protection.

I've heard the flu jab causes flu. Is that right?

It's impossible to get flu from the flu vaccine because the adult vaccine doesn't contain live viruses.

A small number of people may experience side effects such as headache or muscle pain, as the body recognises the vaccine and creates an immune reaction. But they will usually disappear within a couple of days after the injection, and most people do not feel much more than an achy arm.

Flu vaccines are only for the very young or the very old

While complications from the flu are most dangerous for the very young or elderly, the flu can hit strong and healthy people hard – it's more than a heavy cold.



Members of the Executive Team get protected

How to Get Your Flu Jab

A full timetable of clinics and DeliverFlu sessions will be circulated via global email and is available to download on the Flu Hub pages on the staff intranet.

What is DeliverFlu?

If you struggle to find a spare five minutes to attend a clinic, don't worry because our flu vaccinators can come to you.

Order a 'DeliverFlu' and we'll visit your ward/area instead.

Simply call **07825 676 815** during our advertised DeliverFlu sessions for even quicker and easier flu jab access for you and your colleagues.



Have you been Boosted?

Whether it's the COVID-19 Booster or your 1st, 2nd or 3rd primary jab that you need, all STHK staff can visit the Mass Vaccination Centre, St Helens Rugby Ground, to get protected against COVID-19.

Visit the National NHS Booking System and book your appointment! Simply google 'covid booster' and the link will be top of the search.

For the latest opening times remember to check the Trust's social media channels and the staff global emails and remember to take your ID badge with you!

Turn the page for more on how you can keep well this winter...

Winter Wellbeing

The wellbeing of our staff is one of the Trust's main priorities, it is important that we care for the people that care!

Winter can be a tough time to work in the NHS, but it can also be difficult for many personally. Which is why we are encouraging staff to look after themselves as well as everybody else. There's a wealth of support and brilliant resources available to help with physical or mental health which can be accessed through our Wellbeing Hub.

So, whether it's your physical or mental health, you can access many services through our Wellbeing Hub...



Wellbeing Sessions

Our Health, Work and Wellbeing Team run a series of events each month to help with various aspects of wellbeing. Here's what you can access during December and January.

Date	Session	What's it about?	How to join
Thursday 16th December 2.15pm – 3.15pm Via Teams	S.A.D Seasonal Affective Disorder	Do you often feel lower in mood as the nights draw in. Seasonal Affective Disorder (S.A.D) causes symptoms such as low mood, lethargy, come and join us to find out how to help those Winter Blues	Contact: wellbeingevents@sthk.nhs.uk to book a space
Monday 20th December & Monday 17th January 1pm – 2pm	Bereavement & All Aspects of Loss Drop In	Drop-in sessions open to anyone affected by personal or professional bereavement or loss Take part in the discussion and share, or listen in a safe, confidential, and welcoming space.	Contact: wellbeingevents@sthk.nhs.uk to book a space
Wednesday 26th January 12.30pm – 1.30pm Via Teams	Menopause Cafe	All welcome to join for support, information and resources around all things Menopause.	Contact: wellbeingevents@sthk.nhs.uk to book a space

Financial Wellbeing

During the pandemic, financial concerns have consistently been in the top five reasons people have called the free support helpline run by the Samaritans, so we've partnered with the Money and Pensions Service to bring you financial wellbeing support to help you manage your finances at home.

So, what's available?

NHS staff support line telephone support line - call: 0800 448 0826

NHS colleagues can call this support line, provided by the Money Advice Service, for free and impartial money advice from Monday to Friday, 8am to 6pm.

WhatsApp -

Add 07701 342 744 to your WhatsApp contacts and send the Money Advice Service's national support team a message for help with sorting out your debts, credit questions and pensions guidance.

Webchat -

Chat to one of the Money Advice Service team via their online portal: moneyadviceservice.org.uk

Mental Wellbeing

Mindfulness & Relaxation Recordings

The stresses and strains of the festive season can have a significant impact on people's mental wellbeing. Why not help yourself to relax and unwind with our mindfulness and relaxation recordings, available through the staff engagement app and the Wellbeing Hub on the staff intranet. They can help you wind down after a shift, or help you to sleep after a long day.

Please check out the Staff Engagement App & Intranet Wellbeing Hub section to listen to recordings or many of our sessions which we held throughout 2021.

Employee Assistance Programme

Your free and confidential Employee Assistance Programme can provide information, advice and support 24 hours a day, 365 days a year. (Management Support is available Monday - Friday 8am - 6pm).



- **Freephone from UK landline:** 0800 111 6387
- **For Management Support:** 0800 111 6385
- Visit www.my-eap.com use access code: **STHKWELL**

No matter what the problem or event, Vita are available to support you 24 hours a day, in confidence and free of charge.

If you need advice or guidance on a matter affecting your team - the confidential coaches can:

- Help you respond to work pressure positively
- Support you with conflict management
- Virtual team management hints & tips
- Supporting diversity in the workplace
- Being a positive manager of change
- Role playing a difficult conversation you need to have with a team member
- Recognising the signs of stress

Employee Assistance can provide information around:

- Work
- Money
- Retirement
- Your rights
- Health & Wellbeing
- Relationships
- Management Support
- Emotional Support
- Children
- Legal information

Wellbeing Champions

We have over 70 Wellbeing Champions across the Trust and we are always looking for more!

Champions are all levels and job roles, you do not need any particular experience, just an interest in all things wellbeing and an interest in promoting wellbeing with your colleagues and teams throughout the year.

Full support and development is available, look out for our Wellbeing Champion Launch in January. Please let us know at wellbeingevents@sthk.nhs.uk if you would like to join our growing network of wellbeing champions.

FURTHER SUPPORT AVAILABLE

NHS England also offer support via the following helplines and weblinks:

Staff support line - a confidential staff support line, operated by the Samaritans and free to access from 7:00am – 11:00pm, seven days a week. Call: 0800 069 6222 or text FRONTLINE to 85258 for support 24/7 via text

Bereavement support line - a confidential bereavement support line, operated by Hospice UK and free to access from 8:00am – 8:00pm, seven days a week. Call: 0300 303 4434

Bereavement and trauma support line for our Filipino colleagues- There is a team of fully qualified and trained professionals, all of whom are Tagalog speakers, ready to help you. To book a consultation, call: 0300 303 1115

Local Resilience Hubs:
www.england.nhs.uk/supporting-our-nhs-people/support-now/staff-mental-health-and-wellbeing-hubs/

Long Service Awards



At STHK, we know all our staff go that extra mile for our patients and each other, but there are some very special individuals we celebrate each year who have shown their commitment to the NHS for a very long time.

For staff who have provided 25 and 40 years continuous service at the Trust, our 2021 Long Service Awards ceremony was the perfect opportunity to recognise and show appreciation for their remarkable loyalty.

Held at the stately Knowsley Hall, the staff members and their guests were welcomed with refreshments as they took in the views of the historic Knowsley estate, before taking a seat in the stunning Stucco Ballroom for the start of the ceremony.

Taking to the stage, Ann Marr OBE, Chief Executive and Richard Fraser, Chairman, gave everyone a warm welcome, congratulating and thanking them for their extraordinary achievement, before presenting each long service award.

In total, this year's award winners have achieved an amazing 1,240 years' service in the NHS.

Drawing official proceedings to a close, guests gathered on the front steps of the Hall for the traditional photograph before moving onto the State Dining Room, for a socially distanced celebration of their careers with members of the Trust Board.

Recipients of the 40 Years' Service Award

Patricia Beech

Chief Pharmacy Technician, Pharmacy Dept.

Sue Bourhill

Healthcare Assistant, District Nursing

Sue Ferguson

Senior Biomedical Scientist, Pathology Dept.

Carol Hamouda

VTE Lead Nurse, Clinical Governance

Shirley Maddock

Assistant Practitioner, Therapy Dept.

Susan Pye

Practice Development Nurse, Accident & Emergency Dept.

Clare Robinson

Staff Nurse, Theatres

Janet Sergison

Healthcare Assistant, Obstetrics & Gynaecology



Recipients of the 25 Years' Service Award

Anthony Atherton

Senior Network Engineer

Karen Barker

Matron, General Surgery

Janet Bentham

Matron, Paediatric Dept.

Jan Birchall

Receptionist, Accident & Emergency Dept.

Marie Bowers

Domestic Assistant, Medirest

Ivan Broad

Biomedical Scientist, Pathology Dept.

Caroline Burke

Healthcare Assistant, Respiratory Dept.

Catherine Clarke

Sonographer, Radiology Dept.

Lynne Cliffe

Administrator, Urology Dept.

Beverley Clisham

Healthcare Assistant, Outpatients Dept.

Jacqueline Crute

Audit & Surveillance Assistant, Infection Control

Linda Cunningham

Domestic Assistant, Medirest

Diane Davenport

Radiology Assistant, Radiology Dept.

Amanda Evans

Discharge Coordinator, Orthopaedics Dept.

Sharron Fairclough

Domestic Assistant, Medirest

Claire Fraser

Senior Sister, Accident & Emergency Dept.

Pam Gore

Therapy Assistant, Therapy Dept.

Lynne Groom

Accounts Payable Specialist, Finance Dept.

Melanie Hatton

Occupational Therapist, Therapy Dept.

Fiona Hayes

Receptionist, Accident & Emergency Dept.

Kathleen Heatley

Staff Nurse, Outpatients Dept.

Julie Henshaw

Nurse Endoscopist, Endoscopy Unit

Linda Hitchmough

Healthcare Assistant, Stroke Rehabilitation Unit

Sue Jenkins

Receptionist, Whiston Hospital

Rachel Johnson

Advanced Clinician Physiotherapist, Therapy Dept.

Karen Jones

Healthcare Assistant, General Surgery

Julie Ann Kysh

Ward Manager, Intensive Care Unit

Kathleen Leonard

Domestic Assistant, Medirest

Emma Lubertino

Ward Manager, Orthopaedics Dept.

Andrea McCall

Midwife, Maternity Dept.

Marian McNicholas

Assistant Practitioner, Duffy Suite

David Miller

Dual Role Practitioner, Theatres

Leica Parr

Domestic Assistant, Medirest

David Raymond Philpott

Goods Received Officer, Purchasing

Dena Price

Ward Manager, Intensive Care Unit

Debbie Pye

Financial Accountant, Finance Dept.

Karen Pye

Senior Healthcare Assistant, Acute Medical Unit

Alison Rigby

Nurse Assessor, Pre-Operative Dept.

Steven Roberts

Finance Analyst, Lead Employer Finance Dept.

Sharon Schofield

Receptionist, Accident & Emergency Dept.

Jayne Sharples

Ward Manager, Bevan Court

Dr Thomas Smith

Consultant, Department of Medicine for Older People

Chris Stanley

Risk Manager, Estates & Facilities

Kelly Stephenson

Healthcare Assistant, General Surgery

Anne Stott

Directorate Manager, Surgical Care

Victoria Sweeney

Assistant Practitioner, Hyper Acute Stroke Unit

Tracey Thornton

Clinical Pharmacy Services Manager, Pharmacy Dept.

Karl Tinsley

Charge Nurse, Intensive Care Unit

Deborah Unsworth

Staff Nurse, Endoscopy Unit

Caroline Webster

Senior Sister, Accident & Emergency Dept.

Michelle Webster

Personal Medical Secretary, Dermatology Dept.

Nichola Whatford

Triage Practitioner, Outpatients Dept.

Gaynor Woods

Assistant Practitioner, Cardio-Respiratory Dept.

Julie Wright

Personal Medical Secretary, General Surgery

Caroline Wright

Health Play Specialist, Paediatric Dept.

Caroline Yeoman

Nurse Clinician, Surgical Care



Finding new ways to reduce delays

There really is no place like home. That's why our staff always work to support our patients to get home as soon as possible when they're well enough to leave.

We've created a checklist, to help staff make sure that all options are considered and carried out to prevent any unnecessary delays to a patient's discharge from our hospitals.

This way, we can:

- support patients in getting back to enjoying their home comforts sooner
- create suitable spaces on our wards for other seriously ill patients in need of our care

There's
no place
like home

Why is an earlier discharge important?

Leaving hospital earlier in the day is better for our patients because:

- it is safer for patients and families
- it is more convenient for patients and families
- shops, pharmacies, and other services are more likely to be open should patients need them
- transport to get home is more readily available

The sooner. The better.

Planning and preparing for patients to go home should start as early as possible on their ward. This will help with prioritising requests and identifying potential delays to support an earlier discharge, as:

- Specialist services are available more during the day
- There is often more staff available earlier in the day to support the discharge process and help with new admissions

Just ask...

John, 77, from Dovecot came to Whiston with a fractured rib in October. He could see that the hospital was extremely busy at the time but couldn't praise our staff enough for helping him to get home as soon as possible.

'The best thing about going home is just being at home. It's that simple. And even though I'm a bit slow moving around at the moment, it's just nice to be back at my own place.'

'When I was ready to go home, I needed an x-ray to be clear before

they discharged me. This happened over the weekend, and by Monday morning I was ready to say bye to the nurses and just walked off the ward. I didn't have to wait for any medicines. They just said we could pop back to collect them later when they were ready. They phoned my daughter who came and picked me up, and I stayed with her for a week until I started to feel a bit fitter and more confident getting about.'

'I can't fault the care I had, they were all great, really working hard, but it's better being around my family and being in my own place.'



What went well

- Continued assessment over the weekend
- Phoned family in advance to arrange ongoing support in the community and transport from the hospital
- Pharmacy called family later in the day to let them know when medications were ready to collect



Mary, 79, returned to her retirement village in Warrington after spending nine days on Ward 3D in October, and was reunited with her husband, Ronald.

'The staff were so nice, nothing was too much trouble. I was on the ward for a few days, but one thing I did find difficult was the night times as I was away from my husband.

So, when they said I could go home as long as I continued my antibiotics, I was delighted. They sent me down to the 'departure lounge' as I

called it, I felt like I was flying first class from Manchester Airport. I had a cup of tea and got chatting to a couple of other people who were waiting to go home too. They called my granddaughter who came to collect me, and a lovely porter took me by wheelchair to her car.

It's nice being at home in my own bed, and Ronald has been so good taking care of me.'

What went well

- Ordered TTOs in advance and arranged delivery of Ensures from local pharmacy following discharge
- Contacted family to arrange support and transport
- Made use of the Discharge Lounge

Clever ways to reduce delays

- Start the journey home with a daily board round and agree an estimated date of discharge (EDD). For patients due for discharge within 24 hours, start planning now!
- Have you started the ball rolling on referrals to social care or community teams?
- As soon as you know they're heading home, request and prioritise those discharge medications (TTOs) from pharmacy
- Order any blood tests or scans now, so that the results are ready for the next board round
- Have you spoken with family and carers about providing ongoing support?
- Have you arranged a lift with family or booked a taxi or ambulance?
- Could your patient spend a few hours in the Discharge Lounge instead of staying on the ward?

As part of the Trust's winter planning programme staff from across all care groups are working together to improve efficiency of the patient pathway to ensure the Trust can:

- Deliver care in the right place
- Reduce ambulance delays
- Improve bed occupancy

A focussed improvement week will begin on 13th December followed by a longer period of sustainability to ensure any changes we make can be continued into the New Year and embedded as part of Safer Start Week at the beginning of January.



Rob Cooper, Director of Operations, said: "We continue to experience incredible pressures on our services and therefore it is really important, especially over the winter months, that we work as efficiently as possible and do all we can to improve the discharge planning process.

It's vital that staff throughout the Trust get behind our improvement and sustainability work in the coming months to support the delivery of patient care and help reduce demands on our staff. I'd also like to take this opportunity to thank our amazing teams for their continued hard work during such pressured times, it is always very much appreciated."

2022... Coming up at STHK

There are already big plans in place for the Trust in 2022, and here are just the first few things being planned...

THE LAUNCH OF OUR BRAND-NEW STAFF INTRANET!

The eagerly anticipated launch of the new staff intranet is getting closer. Well, its actually an 'extranet' but more on that below.

Transformed to make it even easier to click, scroll, or search to find the right information from the Trust whenever and wherever you need it.

The new site will be available not only on Trust computers and devices, but STHK staff will also be able to log-in from their personal devices too. Find all you need to know, from staff updates to the latest policies and resources even when you're on-the-go or working from home – so definitely more 'extra' than our current site!

You asked. We did.

- With a new and improved layout, it should be a lot easier to find your way around and get to the information you're looking for in just a few clicks (or less).
- Adjustable font sizes, changeable colour schemes, and clear icons will improve accessibility for all users too.
- The new extranet is also equipped with a comprehensive search engine that looks for a range of search terms at once. That means you'll get the exact results you need more quickly than even before.

So, look out for more details of the site launch in early January – we can't wait!



IT'S ALL ABOUT THE CLICKS

- The staff intranet receives around 76,000 visits a day. That's a whopping 27.5 million visits a year.
- A hive of activity, each day STHK staff view approximately 600,000 intranet pages.
- Always staying up to date, Medway Training is the page most visited by STHK staff each month.

Children's A&E gets a revamp

A £2million scheme to improve the Children's Accident and Emergency Department at Whiston Hospital is due to begin in January 2022.

The new-look department will see the existing waiting area increase in size to accommodate the growing number of emergency paediatric patients attending the hospital. There will also be a new 24/7 observation ward connected to the department, double the number of examination cubicles and catering facilities for those requiring a longer period of care.

With patients attending the department ranging in age from new-born up to 18 years old, the new scheme will help to provide improved waiting facilities for patients and their families and ensure that patients are seen in the most appropriate setting for rapid diagnosis, treatment and either discharge home or admission.

The newly designed department should be complete by December 2022.



3D View - Proposed - Looking towards the Existing and New Entrances

STHK is going greener!

We're on a mission to make our hospitals and services environmentally sustainable. The Trust's Green Plan sets out a clear and achievable strategy to support the NHS commitment to reduce emissions in response to climate change.

Our aim is to reduce all carbon emissions within our control to 'net zero' by 2040.

The NHS is the largest public sector emitter of carbon in the UK, around 4% of the nation's greenhouse gas emissions is because of the NHS alone.

It is widely acknowledged that greenhouse gas emissions, deforestation and loss of wildlife and natural resources around us affects our health, and so by reducing the environmental impact of our services, we will be bringing direct improvements to the lives of our communities.

So, how are we going to do this?

With the help of all of our staff, we pledge to:

- Reduce carbon, waste and water use
- Improve the air quality around us
- Reduce avoidable single-use plastics

Here are just some of the schemes we are already introducing:

- All electricity is purchased from renewable sources
- Installing LED lighting in our car parks
- Switched to reusable sharp bins
- Replaced single-use plastics in hospital restaurants
- Installation of 16 electric charging points in car parks
- Sharing surplus food with food banks to help local families in need
- Video appointments for appropriate patients reduces unnecessary patient travel

By acting now, we will be creating a better environment for everyone.

If you have any ideas that could help to reduce waste and emissions, then we all need to work together and share our ideas and innovations. You can email david.downs@vincifacilities.com

Annual Staff Awards!

Can we cross all of our fingers and toes and hope that 2022 will see the return of our much-loved Annual (but had a little break) Staff Awards!

We want to see those suited and booted, glitz and glam outfits FINALLY get their moment in the spotlight.

The party of all parties is scheduled for Friday 18th March 2022, with a decision on whether we can safely go ahead to be made early in the New Year. So, get your dancing shoes ready, because this is one not to be missed!

Further information about ticket sales will be released closer to the date.



Christmas Day at STHK

Christmas is a time when many of us will be with family and friends, enjoying a festive meal, settling down to watch yet another repeat on the telly or finding time to relax.

So, spare a thought for the many hundreds of staff who will be working hard on 25th December to make sure our patients receive not only all the care they need, but also a chance to appreciate a special day.

No one wants to be in hospital at Christmas, but the thoughtfulness of our staff makes a big difference to both patients and colleagues.

During her 17 years at Whiston Hospital Catering Supervisor, Liz Edwards has worked on 15 Christmas days. Responsible for delivering 700 special (and free!) Christmas breakfasts to all the staff she says: "It just wouldn't be Christmas without our free staff breakfasts. Everyone appreciates it so much; they always wish us a Merry Christmas and treat us with chocolates and sweets too. I start at 6am and don't stop until midday when I go home with a big smile on my face knowing that I've spread a little bit of joy....and a lot of butter on toast! People think I'm mad, but I really do love working on Christmas Day."



Sandra Miranda is a Domestic Assistant at Whiston Hospital and has worked at the Trust for 17 years. She has worked in a number of different wards during her time here, and this year she will be working on the Intensive Care Unit. "I will always remember Christmas Day on the Department of Medicine for Older People. Each patient receives a gift from the staff and they have their Christmas lunch together, many patients do not have relatives to visit so we become their family on Christmas Day and always made it as special as it can be. I'm currently working on ICU and it has been a difficult few years, very emotional, so it will be hard at Christmas but we will absolutely make the best of it. The staff do everything they can to boost morale, we do secret Santa and we always have good banter and try to make people smile as much as possible. I'll go to my daughter's for dinner after my shift, I've just found out I'm going to be a grandma, so it is a very special time."



Jade Holman, Sister Paediatrics ED often works a busy shift on Christmas night, but this year she'll be caring for children on Christmas day. She says: "It's so upsetting for the children and families who have to come to A&E on Christmas Day, but we do everything we can to make them smile. All the staff make a big effort to make the day feel special for each other too. This year we've organised a secret Santa and we'll have a selection box or two for lunch."



Porter, Lee Kenny, has worked on Christmas day for the past 6 years, "Everyone thinks I do it for the free breakfast," he jokes, "But actually I do it because like to make a difference to the patients. It is very sad being in hospital over Christmas, so it is good to be able to crack a joke and make patients smile – it makes me feel good too."

Midwife, Jenny Shields will be delivering Christmas babies this year, she says "Christmas Day on the unit is such a special time, there's a lovely atmosphere, but most of all it's wonderful to see the mums and dads with their new arrival. The birth of a baby is the best gift in the world, especially at Christmas."



The NHS at Christmas

On Christmas day an estimated 97,000 nurses and 53,000 nursing assistants will be working in hospitals across the country, whilst 12,000 midwives are expected to welcome around 1,400 Christmas babies into the UK.

Around 12,000 ambulance staff, including paramedics, will be on duty on Christmas day. In addition, around 176,000 care workers and home carers will be giving up their Christmas day, whilst an army of caterers will produce around 400,000 Christmas dinners to enable patients in hospital to tuck into a festive feast.



Simmo Says...



Are they jingle bells I hear? Yes, the traditional season of goodwill is almost here, but here at Whiston and St Helens Hospitals' Charity it feels like we get to experience your goodwill all year round, thanks to the generosity and kindness of our amazing fundraisers. Take a look at some of their latest achievements below.

Are they jingle bells I hear? Yes, the traditional season of goodwill is almost here, but here at Whiston and St Helens Hospitals' Charity it feels like we get to experience your goodwill all year round,

If your 2022 new year's resolution is to climb a mountain or run your first 5k, why not fundraise for us to really celebrate reaching your goal? Get in touch to find out how we can help you get started.

thanks to the generosity and kindness of our amazing fundraisers. Take a look at some of their latest achievements below.

Did you know you can raise money for us as you shop through Amazon Christmas lists?

Simply visit Amazon Smile using your regular Amazon log-in, pick 'Whiston And St Helens Hospitals' Charity' as your chosen charity, and with no extra cost to you, the Amazon Smile Foundation will automatically donate 0.5% of eligible purchases to our charity. How fantastic is that?!

You can also help those patients unfortunate to be in hospital over the festive period, by helping us to give a gift this Christmas. Call me on 0151 478 7568 or email: hello@wshospcharity.org to make a donation that will help spread a little cheer on our wards this festive season.

I just want to say a massive thank you to everyone who has supported our charity this year, every penny we receive really does make a huge difference to our patients and staff.

Wishing you all a very merry Christmas and a happy and healthy new year.

Claire x



FABULOUS FUNDRAISERS

We are so lucky to not only have supportive patients and their families, but we also have the most amazing members of staff who continue to raise money for our hospitals!

Special thanks to our incredible Vinci Team who took on the 3 peaks challenge – climbing Ben Nevis, Scafell Pike and Snowdon in one weekend, raising almost £4000 for our hospitals' Charity and also The Clatterbridge Cancer Centre!



A big shout out to our super fit IT guys – Tom Fitzpatrick, Mitchell Orford, and Ian Hendry who ran the Rock n Roll Marathon in Liverpool in October and have pledged to run many more marathons for our Charity!



Steve Beech ran his first marathon in Manchester and raised almost £2000 for our Burns Unit after his wife Claire was involved in a household accident which left her in hospital for 5 weeks. They were originally due to run together, and thought it only fitting that Steve ran to raise money for our charity. Thanks to you both for supporting us!



WHISTON and ST HELENS HOSPITALS' CHARITY

We have been so lucky to be the recipients of many charity night donations of late, including Keith and "The Thornhills" at Whiston Social Club. Keith, with the help of Arthur, Dan, Wayne, OJ Reynolds, and Berni Birch, raised over £800 for our Coronary Care Unit in memory of their pal John van Aston, and a great night was had by all!

Thanks to Joanne Lee, Eileen Hale, and Lisa Ireland who raised an outstanding £1300 for our hospitals by organising an afternoon tea in Joanne's front garden!

Eileen is undergoing cancer treatment at our Lilac Centre and has requested that the money goes towards providing holistic therapies for patients receiving chemotherapy!



Phil & Linda Nicholson raised a whopping £3065 by holding a charity night for the Lilac Centre, St Helens Hospital. The evening was clearly a great success, we're ever so thankful for your support.

A very special congratulations to Gary and Charlotte Higgins who welcomed baby Edison Henry Thomas Higgins into the world, here at Whiston Hospital on 6th November weighing in at 71b 1oz. Charlotte and Gary kindly made over 200 "Hope" bags for our patients after sadly losing little Eddie's older sister Hope in April 2020, we can't wait to meet him ... he's gorgeous!



JULIE PAINTS THE TOWN PINK

STHK's very own fundraiser extraordinaire, Julie Lynan, has once again surpassed her own previous efforts, by raising over a massive £7,000 in spare change for breast cancer services at Whiston and St Helens hospitals.

After COVID-19 restrictions meant her ever popular piggybanks had to take a break in 2020, Patient Advice & Liaison Officer Julie's piggie pals made a long-anticipated return to help raise awareness and funds throughout October for Breast Cancer Awareness Month.

Julie's traditional pink pigs received something of an upgrade this year, with pink pig Paloma teaming up with blue pig Pablo as a reminder that men can get breast cancer too.

Fundraisers were asked to donate £3 in exchange for either a Paloma or a Pablo of their very own. They then could fill their pigs with spare coins and loose change to help raise money for post-surgical bras and drain bags to be provided for our patients facing a mastectomy or breast reconstruction.

Chief Executive, Ann Marr OBE, took time out of her busy diary to personally hand over her pig and express her thanks for Julie's tremendous support for the Trust.

To help further raise awareness of breast cancer and how to recognise the signs, Julie was also busy turning local towns pink across the region. At Julie's request, shops in Rainhill Village took part in Pink Friday celebrations, St George's Hall, the Radio City tower, the Liver Building, the Mersey Gateway bridge, Prescot Parish Church, and the Steve Prescott bridge, all glowed pink, and Everton Football Club's Goodison ground was illuminated in blue.

Well done Julie – your hard work is amazing! We can't wait to see what you come up with next year!



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.

Massive thank you to everyone at Whiston Hospital over the last week who looked after my Dad. Sadly, he passed away but he was cared for right to the end with the upmost dignity and care. Thank you for everything.

I recently had an appointment within the BBU Department. I would just like to pass on my compliments and thanks to the staff. I am a staff member of the Trust who became a patient and I received professional and dignified care and support throughout my appointment. The staff put me at ease as I was very anxious and worried. The staff are a credit to the Trust.

A MASSIVE Thankyou to all the staff @sthknhs for looking after my brother during his leg operation on Tuesday. Now it's time to look after him like he did for me #Family #BigBrother

The nurses at @sthknhs are incredible. I can't thank them enough for these past few days helping us as a family as well as the amazing care for my grandad #nhs

My Grandma died on Saturday. The care given to both her and us by the District Nursing Team @sthknhs in her final days was outstanding. I can't imagine how tough it has been and continues to be for the staff, but their professionalism and kindness was very much appreciated

I would like to tell you that my experience at your hospital's Gynaecology Department was 100%, could not have asked for more caring nurses. Jody and Christeen were always just a call away before my referral for my op. This was especially important through those early days of uncertainty. So, thank you all, you have an exceptional hospital and more importantly exceptional nurses.

Whiston A&E, last night you were fantastic. Packed out but never faltered at all, you wonderful professional people ★★★★★

I would like to compliment the dermatology staff that dealt with me. They were wonderful, can't praise them enough.

Fabulous treatment @sthknhs this morning after we mixed up an appointment! Angela from Ward 4F in Whiston Hospital came to our rescue and sorted us out. Thank you so much Angela, we appreciate your help and you not telling us to get lost.

I would like to compliment all the staff in the Ophthalmology Department at St Helens Hospital for the excellent service they have given me recently. All the staff have been so nice, helpful, and efficient which is so good considering all the frustrations of Covid. Please commend them for me!

Just want to say a huge thank you to Angela and Yvonne from Rheumatology. Both have helped me this last year. I have Raynauds and they have gone the extra mile. They deserve some praise. Thank you to you both. Living with Raynauds is not easy but to these lovely ladies who have continued to help me. I feel at ease and comfortable. Even through unprecedented times when it was telephone consultations, they never gave up. So thank you x

I would like thank the brilliant children's a&e department for their care of my little boy during the night. It was so busy and the staff working tirelessly. Staff coming from different departments to help and make sure all children were seen and safe. #NHSHeroes

Staff News 'n' Views

Next Issue: Spring 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 31st January 2022

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