

Staff News 'n' Views



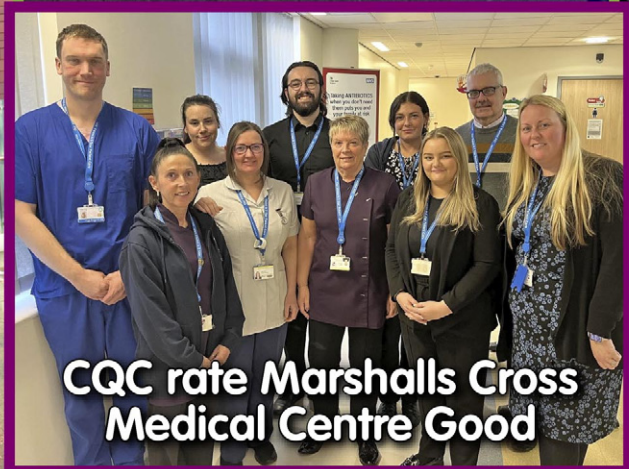
St Helens and Knowsley
Teaching Hospitals
NHS Trust



Good Morning Britain live from Whiston Hospital



Spotlight on the Community Diagnostic Centre



CQC rate Marshalls Cross Medical Centre Good



Children's A&E approaches completion

Employee of the Month

December 2022

Marilou Vitug

Staff Nurse, Ward 1E, Coronary Care Unit

Nominated by Simon Lee, Ward Manager



After going above and beyond to grant a patient his final wishes, Marilou was awarded Employee of the Month for December.

In his nomination, Simon praised Marilou for her continued dedication, care and compassion. In particular, he highlighted the support she showed a critically ill patient during his end-of-life care.

He said, "Marilou went above and beyond to ensure not only that the patient's physical needs were met in a timely manner, but also that his emotional and spiritual needs were met.

During discussions with the chaplain, the patient expressed a wish to marry his long-term partner before it was too late to do so. With guidance from the chaplain, and the swift support of the local council's on-call Registrars, Marilou helped to speedily arrange a wedding.

Sadly, the patient passed away less than an hour after the service but thanks to the determination and commitment from Marilou he passed away with his wish, as a married man."

Receiving her award, Marilou said: "I'd like to thank Simon for nominating me, he is the best support. I'd also like to say to all of my nurse colleagues that they are doing a wonderful job and that I am proud to work alongside them."

January 2023

Claire Fagan

Medical Secretary and Team Supervisor

Nominated by Paula Haley, Medical Secretary, Newton Community Hospital



Presented with the Employee of the Month award for January, Claire was praised for providing excellent leadership and support to the team at Newton Community Hospital. Claire has worked for the NHS for an incredible 25 years, and it seems her impressive knowledge has not gone unnoticed within her team as Paula describes her as the 'go to' person.

In her nomination, Paula said, "Claire is a true role model to all staff and is pivotal to the effectiveness of the team. She is always professional and puts members of the team before herself even when she has her own workload to complete.

Claire's knowledge of administration and medical secretary processes is absolutely invaluable. She is always available to help and support all colleagues and is held in high regard by the consultant team who also wish to acknowledge her contribution to the team in this nomination.

The team at Newton Hospital believe that Claire is a credit to the Trust, and we as a team could not manage without her. We hope to continue working with her for many years to come!"

After receiving her award, Claire said: "It's a quite an honour to be nominated by my team, its lovely to be recognised. I've worked here 25 years and I didn't expect to be nominated. I'm really honoured."

If you would like to nominate a member of staff for Employee of the Month, you can download a nomination form from the staff intranet or email: employeeofthemonth@sthk.nhs.uk

Congratulations to our S&O colleagues!

A Massive congratulations to all who work at Southport and Ormskirk Hospital Trust after they were awarded Freedom of the Borough of Sefton in January.

At a special ceremony held at Bootle Town Hall, staff joined Chief Executive Ann Marr OBE, as they were presented the award in recognition of the 'dedication, sacrifice and heroism shown by local healthcare workers throughout the COVID-19 pandemic.'

Ann Marr OBE, said: "This is a tremendous honour for the tireless and often challenging work of colleagues during the pandemic. Staff were faced with putting themselves and their families at risk, in order to care for our patients. They were selfless, courageous and compassionate on a daily basis, as they bravely battled Covid."



IN THE SPOTLIGHT



Community Diagnostics Centre

In July 2021, St Helens Hospital became the first Community Diagnostic Centre (CDC) to open in Cheshire and Merseyside, one of only five in the region.

In this edition of In the Spotlight, we talk to David King, Directorate Manager, Clinical Support Services, to take a closer look at what the CDC means for our patients...

So what is a CDC?

Opening its doors 7 days a week, 12 hours a day, a Community Diagnostic Centre will give faster access to a whole host of clinical tests, from blood tests and x-rays, to MRI scans, endoscopy, cystoscopy and colonoscopy procedures.

The centre will offer a one-stop shop for patients who require more than one investigation to have all of their tests completed in the one day, reducing the number of appointments they need and providing quicker diagnosis.

Not only does the CDC offer greater convenience for patients, it will also give us the opportunity to expand the services we provide in the future too.

St Helens Hospital already had modern facilities, with a range of state-of-the-art equipment to perform diagnostic testing for patients so applying to become a CDC gave us the opportunity to build on this.

Since opening, we have conducted more tests than any other centre in the region, over 50,000 in total!

Better for patients

Faster access to tests, means faster diagnosis, faster treatment should it be required, and therefore, better prognosis.

For those who are sadly diagnosed with conditions such as cancer or long-term illnesses, faster diagnosis can make a significant difference to the type of treatment they may need, their levels of recovery and quality of life.

We also know how difficult it can be for patients who have jobs, transport issues and family commitments, to visit a hospital between the hours of 9am-5pm, being able to operate a seven-day service means that we can be flexible to our patients' needs when booking their appointments.



(L-R) Pat Gillis, Cancer Services Manager, Dave King, CDC Lead, Sam Burgess, CDC Process Improvement Manager, Nicola O'Pray, Operational Manager

Better for colleagues

It's an exciting time to be working at the CDC, and as we expand, more opportunities will become available for both our current staff and hopefully some new staff as well.

Having the CDC service means that we can recruit more than 100 new staff to Team STHK, which is great for our local economy. There will be a variety of permanent clinical and non-clinical roles available, including nursing, consultant, admin and clerical positions. Find out more about vacancies on our Trust website www.sthk.nhs.uk/join-the-team or scan the QR code.



If you're a current member of staff, there will also be opportunities for career progression too!

What's next for the CDC?

The expansion of the centre will be fantastic for our local community and current patients.

Increased funding means that we will be purchasing more state-of-the-art diagnostic equipment, including an additional MRI scanner that can help diagnose a range of conditions.

We will also be looking to expand the CDC to cover more specialties such as urology, gynaecology, ENT, audiology and dermatology.

STHK in the News

We are always incredibly proud to shout about the fantastic work of Team STHK, whether it be award wins, new innovative treatments or special recognition for teams or individuals, we love shining the spotlight on the very best the NHS has to offer.

It's also just as important to show how through challenging times, especially during the difficult winter months we have just had, our incredible team always pulls together, and the hard work and dedication that goes into making sure our patients continue to receive the very best care across our services.

That's why, over the last few months you may have seen several TV broadcasts coming directly from our hospitals, delivering important messages to our local community.

Here's just a few highlights from recent months...

Behind the scenes with Good Morning Britain

Back in December, none other than ITV's flagship breakfast show, Good Morning Britain, went behind the scenes to find out what it's really like at a busy acute hospital, when they broadcast live from Whiston Hospital.

Presenters, Richard Madeley and Kate Garraway swapped the warmth of their London studio for a wintry Whiston hospital to learn more about the challenges facing the NHS during some of the busiest months in its history, and how Team STHK are facing those challenges head on.

With attendances to our A&E department reaching unprecedented levels, the team followed staff during a busy Saturday night shift, visited Bevan Court our dedicated frailty unit and heard how the Trust is always looking for solutions to reduce pressures including the purchase of 30 local nursing home beds for those who no longer need acute hospital care.

One of the stand-out moments was when Kate Garraway spoke to one of our patients, Brian Dunn, who is receiving treatment for stomach cancer at our hospitals. He spoke glowingly about the care he has received and how much he appreciates every member of staff who has looked after him and his family during such a difficult time.

As you can imagine, getting the programme on air was a mammoth task. ITV brought a crew of over 40 people who arrived early on the Sunday morning to prepare for the Monday morning live show to start at 6am. Non-patient areas were turned into makeshift studios, executive offices were transformed into dressing rooms and the Boardroom became a TV gallery for sound engineers, producers, programme editors and directors to name just a few!

Feedback from those watching the programme was extraordinary, with messages of thanks pouring in for our staff, praising their obvious dedication to their patients. A photograph of Kate and Richard outside A&E reached an astounding 76,600 people on social media, gaining more than 2,500 likes.

Once the programme ended it was time for the presenters and crew to return to London, but not before they gave their heartfelt thanks to all those that had made the production such a powerful and ground-breaking success. Kate Garraway even chose her visit to Whiston as her highlight of her year, telling the Good Morning Britain audience she was honoured to see "first-hand the work of the staff, the clever solutions they were coming up with to find ways to help their patients. It was an incredible experience."



Carys joins Royal-Tea

Did you see our amazing Midwife, Carys Hammond, having tea with royalty on Christmas Eve?!

Carys was one of the main guests on ITV's 'Together at Christmas' special, after she was invited along to Windsor Castle to meet HRH The Princess of Wales.

Recognising the work of those who go above and beyond to serve their local community, Carys was one of three people who attended the meeting with the Princess.

Having worked as a midwife for 20 years, and delivering

hundreds of babies, Carys discussed her love of working in the NHS, her passion for helping to bring new life into the world and how she loves working over Christmas and helping families celebrate in the most special way.

Carys said: "It was such a shock to be invited to Windsor Castle to meet HRH the Princess of Wales. I was so honoured to be chosen and the Princess was so lovely. She took a great interest in my role, asking lots of questions about working on the Maternity Unit and I was thrilled to be able to share with her a photograph of my amazing team, who always do their utmost to make Christmas special for the women, babies, and families in our care. It is truly an experience I will never forget."

As well as attending Windsor Castle, Carys also got to join the rest of The Royal Family at Westminster Abbey for their annual Christmas carol service in honour of those who serve their local communities.



BBC North West Tonight

Pressures on the NHS and specifically how they affect A&E is always a popular topic for the media throughout the winter period.

Between December 2022 and January 2023, attendances to A&E departments across the country reached unprecedented levels, and it was no different here at Whiston Hospital's A&E. More than ever at times like these, it is important that we communicate with our local community about how our hospitals are coping and the extraordinary efforts of our staff to manage demand. It's also important that we take time to deliver important messages about local NHS services available and how A&E is not always the best place to receive care, depending on your condition.

With the help of BBC Northwest Tonight, in January we showed just how much pressure our A&E department was facing and the knock-on effects it has to wider services across the Trust.

Health Correspondent, Gill Dummigan, gained full access to talk to staff on the frontline about what they were experiencing. They spoke open and honestly about the challenges faced, and whilst difficult at times, it was also an opportunity for them to offer reassurance to patients that the NHS is always here and will always take care of those in need.



Thank you from Dr Peter Williams, Medical Director



"It can be extremely nerve-wracking being interviewed by the media, never mind appearing live on national television, but this winter many of our staff have agreed to go in front of the cameras to highlight the incredible work of Team STHK and to share some important messages with our local community.

I want to offer my sincere thanks to all those who featured in the news broadcasts and TV programmes, you did yourselves and the Trust proud. Everyone has truly pulled together this winter to care for our patients and for each other. I am honoured to work with such a fantastic team of colleagues."

Tea with the Upper Gastrointestinal Cancer Team...

The Upper Gastrointestinal Cancer Team have worked exceptionally hard throughout the last 18 months to further improve the experience for patients living with the disease.

Always going that extra mile, the team have set up 'Tea with the Team' - a support network for patients that connects them with people going through a similar experience.

Taking place at Willowbrook Hospice, it has helped patients to deal with the transition to palliative care, making it a less daunting experience, which often patients at end-of-life stage can be fearful of.

This support network has also benefitted the loved ones of patients as they have run dedicated groups with a safe space for carers to attend and speak with others in similar situations.

The team has also grown during this time, further enabling them to provide dedicated support from the patients' diagnosis, through treatment and beyond, whilst also offering welcomed support to carers.

Barbara Ashall, Lead Macmillan Upper GI Nurse Specialist, said "With more staff we can provide greater support to patients, and our work over the last 18 months has really helped to raise the profile of pancreatic cancer and other upper gastrointestinal cancers including oesophageal, stomach, gallbladder, bile duct and liver cancers, in the local community."

The team have even branched out into the world of Podcasts, with Cancer Support Worker, Jane Holt and Claire Bowman Cancer Nurse Specialist featuring on the Purple Rainbow Pancreatic Cancer Podcast to discuss the team's vital work.

Speaking about the benefits for both patients and carers, Jane said, "The first thing patients tend to worry about following a cancer diagnosis is the wellbeing of their loved ones, so being able to provide support to carers not only eases the worry of patients but also helps carers to come to terms with the diagnosis."

Barbara has continued to champion the work the team have undertaken at a national level by speaking at the National Conference for the Pancreatic Society of Great Britain and Ireland, and even lit up the Steve Prescott Bridge purple during Pancreatic Cancer Awareness Month.



The Upper GI Cancer Team light the Steve Prescott Bridge purple

Marshalls Cross rated 'Good' by the CQC

Following an inspection in October 2022, Marshalls Cross Medical Centre has been rated 'Good' by the CQC.

Based in St Helens Hospital, management of the GP practice was taken over by STHK in March 2018, when the centre was then rated as 'requires improvement'.

Following their most recent inspection, of the five key areas inspected; safe, effective, caring, responsive, and well-led, results rate the Medical Centre as 'Good' in all areas, a fantastic achievement by all involved.

The CQC report highlighted that:

- The practice is well organised and delivers services to meet patients' needs
- Staff were consistent and proactive in helping patients live healthier lives
- Feedback from patients was positive about the way staff treated people
- There was compassionate, inclusive and effective leadership
- Staff work together and with other organisations to deliver effective care and treatment
- Staff treated patients with kindness, respect and compassion

Speaking about the improved rating, Ann Marr OBE, Chief Executive, said, "Our staff have worked tirelessly to provide the highest standards of compassionate care to our patients and this inspection report is a positive reflection of that. I'd like to say a personal thank you to them all."



The team at Marshalls Cross Medical Centre

Introducing... Bert & Ernie

At the end of last year, it was time to replace our trusty Pharmacy robots that help to keep our wards replenished with essential medication. The old machines were well-used and had been a great help to the efficiency of the service, but it was time to trade them in for a newer model.

Introducing... Bert & Ernie!

You may have already guessed that our staff had a hand in choosing their names, and now these brand-new robots take pride of place in departments at both St Helens and Whiston hospitals.

Using innovative technology, the robots pick out the required medication by using a barcoded system and then place it into a box for each requested prescription. Refilling itself, the robots don't even have to replenish the stock – they really do it all themselves.



Not only do Bert and Ernie help to improve efficiency, but the machines further enhance safety across the Trust by reducing the possibility of human error when dispensing medication.

Bert's new home is at Whiston Hospital and a special naming ceremony was held to welcome him to the team. Ernie is based at St Helens Hospital and is due to be christened very shortly!

Whiston Hospital Pharmacy Team

New Decontamination Department at St Helens Hospital

Supporting Endoscopy, ENT, Theatres and Urology teams, the Decontamination Unit ensures we continue to provide a safe, high quality sanitisation service to all.

The current unit at St Helens Hospital has recently been given a new lease of life, with new state-of-the-art specialist equipment installed and a 'clean room suite' built in the now larger service area.

The new facility is designed to meet the planned growth in endoscopy activity over the next ten years and will help the Trust to retain its JAG accreditation, which is awarded to high-quality gastrointestinal endoscopy services.

A further project to build a new larger decontamination unit at Whiston Hospital is already underway.



Children's A&E update

Building work on our brand-new Children's A&E is almost complete!

Final touches are soon to be added after the extended department had its floors and ceilings recently installed. Next up are the fixtures and fittings and of course all the vital medical supplies that are essential to its opening.

The new brighter, more spacious department will see the welcomed introduction of a dedicated plaster room so that our littlest patients don't need to visit the adult department. There will also be a much bigger waiting area, additional observation rooms and our Children's Observational Ward (CHOBs) will also be relocated here.

With everything on track, the new department will open this spring!



National Acute Kidney Injury Study Day

The Trust was pleased to see the return of our National Acute Kidney Injury Study Day, following its absence due to the pandemic. Aimed at professionals involved in the management of patients who develop acute kidney injury, the event had a great turn out with some brilliant feedback. The training day educates professionals, who have historically found it difficult to receive specific training for their role.

More events will be announced in the near future.



The AKI Team during their study day

National Apprenticeship Week

In early February the Learning and Development Team celebrated our exceptional apprentices who have worked hard to achieve their formal qualification whilst working at STHK. We caught up with some of our apprentices to find out how their journey is going.

Meet Sanah Niazi who is studying a Physiotherapist Level 6 Apprenticeship.

My apprenticeship journey so far has been great, I am one year into the course and both the academic and clinical part of the course have been really enjoyable. My favourite part has been my placement in Trauma and Orthopaedic Therapy, where I have been able to gain invaluable experience.

The placement has made me want to continue my career at Whiston Hospital when I qualify as a physiotherapist to gain more experience and work my way through the carousel.

If I had to name one of my proudest achievements to date, it would be helping with the development of complex patient care plans and getting the opportunity to put my new skills and knowledge into action.



I think that apprenticeships are an amazing opportunity to gain qualifications and get hands on experience at the same time. I would say to anyone considering an apprenticeship to go for it.

Meet Eran Stocks, Phlebotomist Lead, who is studying a Level 6 Chartered Manager Health and Social Care Degree, with an integrated NHS Leadership Academy Mary Seacole Programme.

My apprenticeship has opened up doors to services I wouldn't have normally worked with, which has helped me to develop collaborative relationships across the Trust.

The opportunities to meet senior members of staff has meant that I have been able to develop excellent working relationships with the Acute Phlebotomy Team.

I have had many proud moments during my studies, but one that stands out for me is being able to take my learning back and help with the progression of my service – with the input of my team, systems and processes have been further improved and these have been much welcomed. I am excited to be able to help our team continue to grow with the help of my new skills and achieve targets.

When I have finished studying, I want to progress further within the service and throughout the community nursing sector, by building the training of Phlebotomy in Community Services and assisting staff to develop within their roles.

To anyone who may be considering an apprenticeship, I would encourage them – you're never too old to develop and learn new skills.



Dee Says ...



We've had a busy few months at Whiston and St Helens' Hospitals Charity, with lots of fundraisers helping us to bring a smile to our patients' faces.

Looking ahead to 2023, we have some exciting activities coming up in the first few months of the year and we would love you to take part! I am also considering hosting our own STHK 'It's a Knockout', I'd love to know your thoughts on whether you'd be up for some healthy competition. Get in touch with me at denise.littler2@sthk.nhs.uk.

You can check out our upcoming events by visiting whospitals.enthuse.com or scanning the QR code.

Dee Littler, Charity Fundraiser

STHK spread festive cheer



A massive Thank You to everyone who donated to our Christmas Presents for Patients appeal.

With the help of donations from former patients and families, local businesses, staff members and many fundraising events, we smashed our target and raised an amazing £8,500 so that every patient staying in hospital with us on Christmas Day received a gift, making their day just that little bit more special.



Step into January 2023

Karen Birchall, Directorate Manager raised £280 for Whiston and St Helens Hospitals' Charity by walking 10,000 steps throughout January. Speaking about her fundraising efforts Karen tells us what spurred her on, "Day in, day out, I see the excellent work that everyone does to deliver 5 star patient care. To be able to raise funds to help with those additional little things through the charity was an opportunity I couldn't miss, whilst getting some exercise into the bargain!"



We're excited to announce some very exciting plans for 2023.... We're launching our Playground SOS appeal to makeover our children's outdoor play area at Whiston Hospital.

Our aim is to raise £20,000 to transform the current outdoor area so that our younger patients have some much-needed fun (and welcome relief) from their treatment. We know how worrying coming to hospital can be for both them and their families, and having the play area gives an opportunity for both children who are staying in hospital and those visiting for the day the chance to safely play in the fresh air and take their minds off things.



Janet Bentham, Paediatric Matron, said; "Our current play area has been in action for over 10 years now, it has been very well-used so it's pretty worn and in need of a makeover. We hope that with the help of our local community, parents, families and friends, that we can provide a safe and secure environment for our young patients that helps them forget their troubles, at least for a little while."

Over the coming months you will see our Playground SOS campaign, in and around the St Helens and Knowsley area. If you and your own little ones would like to raise money towards the campaign, please get in touch with: denise.littler2@sthk.nhs.uk.

Liverpool Abseil

Would you like a bird's eye view of the city region?

Whiston and St Helens Hospitals' Charity will be holding its first abseil down Liverpool Cathedral on Saturday 29 July.

Whether you're a thrill seeker or want to set yourself a new challenge, enjoy the adventure of abseiling off one of the UK's most amazing buildings, descending 150ft from above the great West Door of the iconic building!



We are looking for 10 people to get involved, costing £20 to register with a minimum sponsorship of £150. Taking part in this spectacular experience you will also be raising vital funds for our Trust.

To sign up please scan the QR code



Please remember, if you are looking for a challenge or a charity to support, we are your local hospitals' charity and we need you. You can call me on 0151 478 7568 or email: Denise.Littler2@sthk.nhs.uk I'm always here to support with advice and suggestions on the best way to go about your fundraiser.

/WSHospCharity
 @WSHospCharity
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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.

My lovely Dad passed away in hospital yesterday @sthknhs after being in hospital for 10 weeks. We saw the pressure the hospital was under, however, the care he received from Ward 3C was amazing.

Great event last night listening to the Telehealth innovation at St Helens & Knowsley NHS with @sthknhs and @referohq - Truly encompassing collaborative working in the NHS and beyond.

Ending the week with a message for Medical Care Group clinical staff and colleagues that have worked tirelessly to provide care in unprecedented situations - Thank You @sthknhs.

My dad was in Whiston Hospital today for a minor operation. Staff were fantastic @sthknhs Thank you to all your staff.

It's so different when it's one of your own. Thank you everyone @sthknhs and @LHCHFT - you have given my dad back to me, and I will be eternally grateful. You are the best of us.

As much pain as I was in today, all the staff at the Urgent Treatment Centre were incredibly kind, in good spirits and made me feel comfortable. As minor as my injury was, I'm indebted to them for their care, humour and knowledge. Thank you.



#TeamSTHK

We love seeing your photos on our new Staff Facebook page – check out some of the top posts.

Jessica Barrett - Congratulations to Emma in Cancer Services on completing her Non-Medical Prescribing qualification. This will further improve the care for Haematological Cancer Patients in the Trust.



Group Member - Congratulations to Jennifer, Acute Pain Sister on completing her Non-Medical prescribing qualification. For further information about NMP please email us at: non-medicalprescribingqueries@sthk.nhs.uk

Bernadette Fenney Jackson - Fancy a Step Challenge anyone?

As the NHS turns 75 this year, NHS North West Games are challenging each team member to cover the distance of 75 miles in 4 weeks by adding up their daily step count - in work and outside of work. Swap the lift for the stairs and get off the bus one stop earlier - every step counts!



FREE to join and open to people of all ages, all abilities and all levels of fitness. You can enter as part of a team (max 10 colleagues) and do the 4 week challenge anytime between January and the end of March. Find out more and sign up at www.merseysidesport.com/nhsgames

Sign up to our staff Facebook page to connect with colleagues and share your good news stories, thank your team and more. Search #TeamSTHK and fill in the group questions – don't forget to agree to the group rules to gain access to the page.

Staff News 'n' Views

Next Issue: Summer 2023

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 9th April 2023

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