

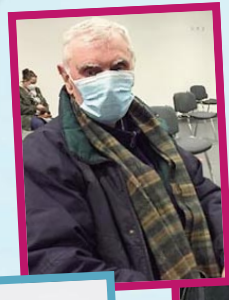
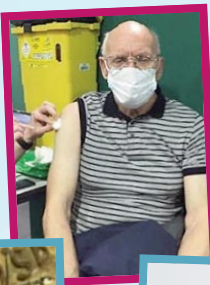
Staff News 'n' Views

NHS

St Helens and Knowsley
Teaching Hospitals
NHS Trust



FIGHTING BACK, ONE JAB AT A TIME!



COMING SOON...

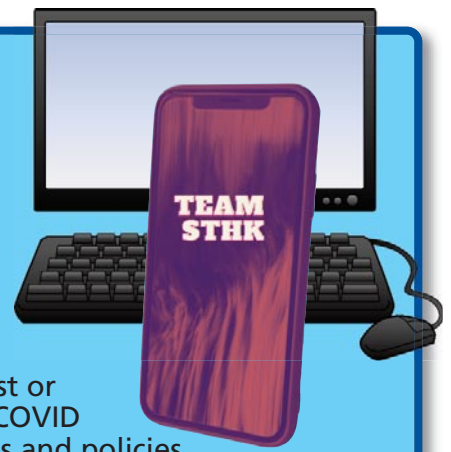
We're excited to announce that the Trust is developing its digital communications for both patients and staff with a new Trust website and staff extranet to be launched this Spring!

A new staff extranet will replace the current Intranet site iTrust, meaning staff will be able to access the platform from home on any Trust or home device and on their smart phone. Working much like the current COVID site, staff will be able to view all the latest Trust news, review documents and policies, or easily access systems that allow you to view your payslip, book annual leave, receive IT help or update your training records, on any internet enabled device.

The Trust website is also being revamped to ensure that our public platform reflects the outstanding STHK brand that our patients and public are looking for. The site will be the one stop shop for all the latest Trust news and developments, sharing service information and giving access to all the latest STHK vacancies. So, whether you're a patient or a prospective employee, you can learn about all things STHK at the click of a button.

James MacLachan has joined the Trust at an exciting time, and alongside Project Officer Carl Walsh, will be working with the Communications Team and the Informatics Department to launch the new digital channels.

James and the project team will be reaching out to staff right across the Trust to get their views on what they want from the new website and staff extranet, so look out for more information about getting involved.



Say hello to our new Digital Communications Officer!

Mavis turns 100 years old!

Everyone at the Trust would like to wish our former employee Mavis Smith a very Happy 100th Birthday!



At the tender age of 19, Mavis began her working life as a nurse at St Helens Hospital and later became a district nurse in the St Helens area. She is very proud of her career and says she would do it all again tomorrow if she could. She's simply a inspiration to us all!

Although Mavis celebrated her 100th birthday on the 15th January in the middle of

lockdown, as you can see, she received many well wishes from friends and family, including flowers that were sent to her home on behalf of everyone here at STHK.

Thank you for your dedication to our patients throughout your career Mavis, you will always be a special part of the STHK family!

MARIE IS OUR HEALTH HERO

Marie Smith, Ward Clerk, has been shortlisted as Operational Services Support Worker of the Year in the national Skills for Health 2021 Our Health Heroes Awards. The award celebrates operational services support workers and the significant contribution they make to the health sector.

Marie has been a valued member of the Trust since 2013 and plays a crucial role within the Intermediate Care Unit team at Whiston Hospital, co-ordinating discharges and acting as a vital link in bringing many services together.

Marie, who was nominated for the award by her team on Ward 1A, said: "It's an honour to have been nominated for this award by the team. The Trust has such an amazing Intermediate Care team and it's an absolute pleasure and privilege to work with them and the patients and families we care for."

Marie has been selected from over 600 nominations and will find out if she has won at the virtual Awards ceremony in March.



MBE RECOGNITION FOR TRUST PHARMACIST

Specialist Pharmacist in Critical Care and Burns, Greg Barton, has been awarded an MBE for services to pharmacy, in the prestigious Queen's New Year Honours List.



Greg, who has worked at the Trust for more than 20 years, has been a Specialist Pharmacist for 16 years and performs the role of Critical Care Group Chair for the United Kingdom Clinical Pharmacy Association.

During the pandemic, Greg has played a crucial role in a range of national pharmacy initiatives, from the initial drive to support pharmacists new to critical care, through to supporting NHS England and the wider critical care community with advice around the use of medicines within intensive care units.

Greg says, "The pandemic has thrown enormous challenges at the NHS this year, so it feels especially meaningful for the important work of pharmacists to be recognised with an award of this status.

When I received the news of the MBE, I was initially shocked. As it began to sink in, the emotion changed to a mixture of pride and "why me?". I enjoy what I do and find the work really stimulating, but this year has felt like a tremendous team effort and I'm hugely grateful to my colleagues for all their hard work and support as I accept this award.

I get great satisfaction out of helping others, not just the patients in front of me, but also being able to support doctors, nurses and other pharmacists, both locally and around the UK, with patient safety advice and the efficient use of medicines. I feel incredibly proud, yet humbled, to receive this honour."

Trust Chief Executive, Ann Marr OBE said "I am absolutely delighted that Greg has been awarded an MBE in the 2021 Queen's New Year Honours List. We are extremely proud of Greg and this achievement is deserved recognition of his dedication and commitment to his profession and to the care of patients. I would like to extend my sincere congratulations to Greg on receiving such a prestigious honour for exemplary work shown not only during the pandemic, but throughout his entire time at the Trust."

Prestigious award win for Sarah



Congratulations to Sarah Robinson from the Finance Team who was recently awarded the prestigious Sue Rosson Award, by the Healthcare Financial Management Association North West branch.

The award is presented annually to a finance student working in the NHS who has made a significant contribution to their employing organisation.

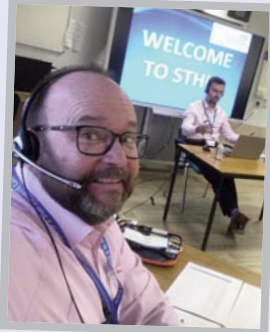
Sarah was presented the award virtually at the branch's AGM and was commended for her work with procurement during COVID-19 whilst maintaining her studies, her work with the Trust and North West finance teams supporting student groups, Sarah has been praised for her helpful, friendly and can do attitude.

Nik Khashu, Director of Finance said: "Sarah is a credit to our team, and we are incredibly privileged to have her working here at the Trust. Her professional attitude, compassion for colleagues and willingness to learn and get stuck in makes her very popular with all at the STHK family.

Sarah has a wonderful career ahead of her in the NHS and we are all so pleased that she won this prestigious award. Well done Sarah from all your colleagues in the department and Trust, keep up the outstanding work!"

A big virtual STHK welcome!

Starting a new job can be daunting at the best of times but starting a new job in the NHS in the middle of a pandemic – well, that is bound to be a worry. At STHK, we don't want anyone to feel daunted joining our family, that's why our Learning and Organisational Development Team are changing the way staff have their induction to the Trust to keep new starters as safe as possible.



Keeping up with the latest technology, new members of the Trust were given a very warm welcome by STHK's very own 'Ant and Dec' duo Vlad Somesan and David Brewster, in our first ever virtual induction event in January 2021.

Attending via Zoom means new staff can still find out the most important information they'll need to know about the Trust while reducing the risk of spreading Covid-19.

Learning and Organisational Development Manager, David said, "Planning and creating the virtual induction event has been one of our biggest challenges to ensure that all our new colleagues receive a warm and informative welcome to the Trust.

Over the last 6 months or so, we have been working to ensure that the information provided is as informative and accessible to all who attend. The new virtual event will still offer all the key necessary information needed for our new colleagues and runs alongside the Local Induction process. I'm really pleased that we have been able to embrace a new way of delivery in this ever changing climate and continue to offer a safe and informative event."



"You're the one that I want..."



Apprenticeships

So, you know you want to start an apprenticeship?
But where do you find one that's just your type?

Whether you're a clinical or non-clinical worker (and as long as you have a permanent contract with the Trust) **STHK Apprenticeships** have made it easier than ever to find your perfect match.

Visit the **STHK Apprenticeship Search** on the intranet, look through the hundreds of apprenticeships to suit your role and start achieving your goals in an instant. You can search by keywords, type of apprenticeship or area you currently work, and find results tailored exactly to what you're looking for. Once you have narrowed your search, click on the qualification to find out what you need to get you started.

Once you've made your mind up, complete your application and get ready to start your hands-on training to build your skills or finally go for the career of your dreams.



Meet Emma

Name, role and department: Emma Cuerden, Health Improvement Practitioner, Sexual Health

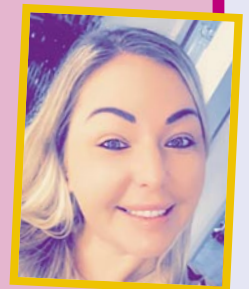
Currently studying: Level 3 Digital Marketing

Emma says: "I have a long way to go in my apprenticeship journey but am finding it really interesting and it has really helped me within my role. Joining was straight forward and I have been given time within my role to complete assignments and attend training days."

Meet Nika

Name, role and department: Veronika Klemova, Healthcare Assistant, Rheumatology Dept
Studied: Customer Service Level 2, Health and Social Care Level 2 and 3

Nika says, "I am forever grateful for the opportunities I have been given by the Trust to learn and extend my skills. I have worked for STHK for 12 years. I started as a Domestic Assistant and now I have a band 3 role in Rheumatology where I am very happy. I am originally from Slovakia, so the language barrier at the beginning was tough, but without my Apprenticeships I wouldn't be where I am today. I am lucky and forever thankful to the Trust for giving me a chance to progress in my career "



Want to know more?

Check out the Apprenticeships section of the Trust intranet or ask a member of the Learning and Organisational Development Team today via email: STHKApprenticeships@sthk.nhs.uk or telephone 0151 290 4643

SPOTLIGHT ON



COMMUNITY HEART FAILURE TEAM



OUTSTANDING CARE IN THE HEART OF THE COMMUNITY

Even before the COVID-19 pandemic, our community teams were working hard, developing innovative ways to deliver services that would have traditionally been carried out in hospital. This not only helps to prevent admissions, but also improves the quality of life for many patients with chronic conditions.

In the face of the most challenging times during the pandemic, this way of providing care has been invaluable. Our community-based staff have demonstrated their commitment to keeping people safe and well in their own homes, sometimes being the only contact that high-risk patients have during the day, they have become a lifeline to their patients.

One team continuing to make a significant difference to the lives of local people is the Community Heart Failure Team based at Fingerpost Medical Centre in St Helens.

The team work to improve life expectancy and quality of life for patients with a confirmed diagnosis of heart failure and provide vital care in people's homes to prevent high risk patients from needing to attend hospital.

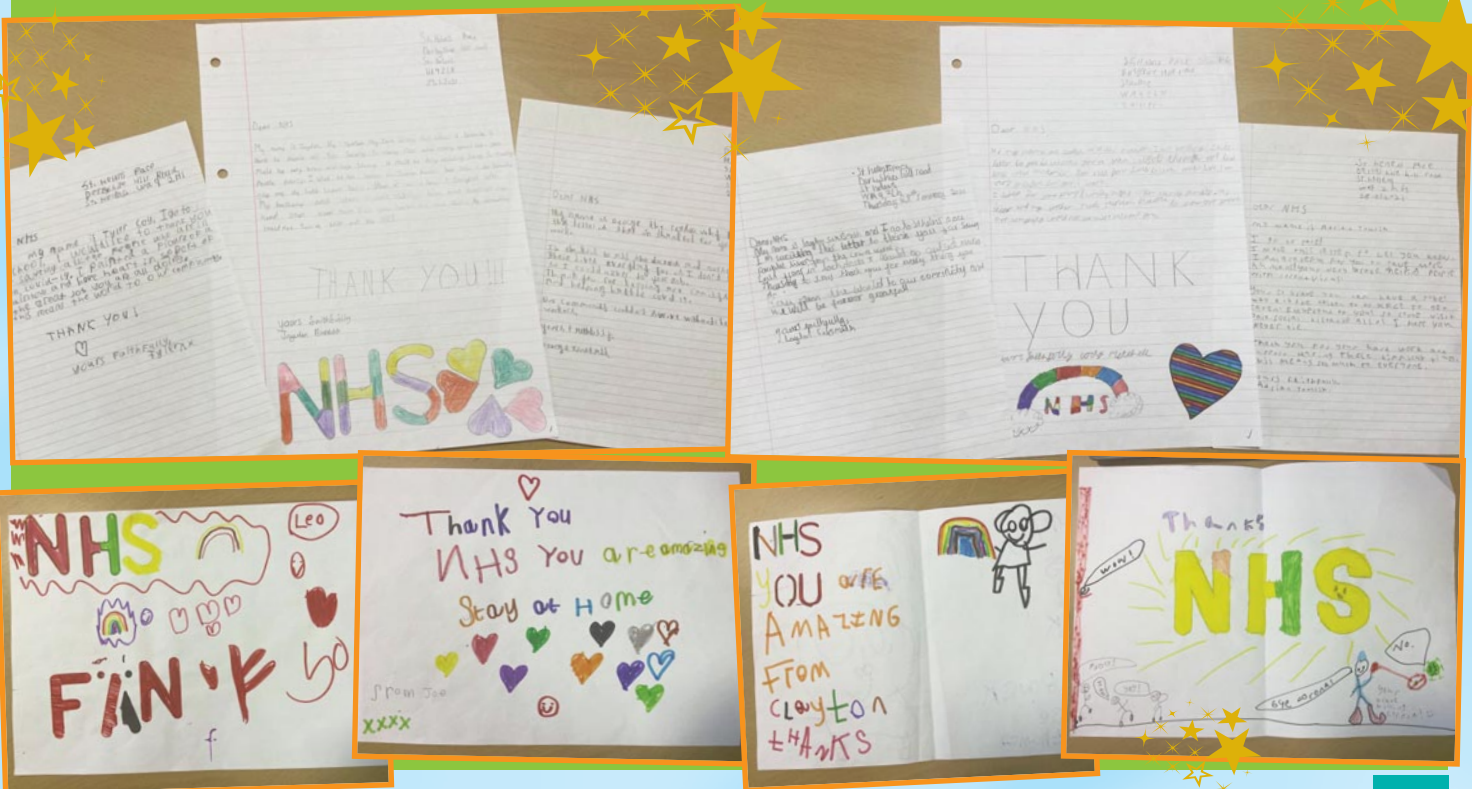
Karen Ashton, Heart Failure Nurse Specialist said: "Until recently, certain heart failure treatments have only been administered in hospital, but we are now able to provide these medications out in the community.

This not only means that our most vulnerable patients won't need to attend hospital during the pandemic, but also that the waiting time for this treatment has reduced from six months to just a few weeks.

The pandemic has brought extra challenges, and we have needed to work in alternative ways in order to ensure we protect this vulnerable group of patients, but we have embraced this as a team and our patients are getting real benefits."

OUR HEARTFELT THANKS

A massive thank you from everyone here at STHK to the children of St Helens PACE who sent these lovely letters to our staff. We are so very grateful for your thoughtful words and beautifully coloured drawings. Each of the children has received a personal letter of thanks from our Chief Executive Ann Marr.



TRUST LEADS THE FIGHT BACK AGAINST COVID-19



Over the past 12 months our lives have changed completely, both in work and at home. None of us could have imagined that nearly a year on from admitting our first COVID positive patient, we would still be fighting to save lives against this terrible virus.

At the beginning of February 2021, the number of COVID positive patients being treated in our hospitals was almost 300, that's double the amount reached at the peak of wave one in April 2020. Thousands of patients have been treated for the effects of this deadly virus in our hospitals, and sadly COVID-19 has taken the lives of far too many across the world, but there is light at the end of the tunnel.

Fighting back one jab at a time

Tuesday 29th December was a milestone day at STHK as the Trust launched its COVID-19 staff vaccination programme based at Nightingale House, Whiston Hospital.

The staff programme has been an incredible success with over 6,500 staff receiving their first dose of the vaccine in less than 5 weeks, second jabs will be given in line with the Government's timescale.

The first staff members at Whiston Hospital to receive the vaccine included staff from the Intensive Care Unit, Theatres, Community COPD Team and the Trust's specialist rehabilitation unit.



"Because we're giving the vaccine to people, we needed to get vaccinated too. Just like everyone else, we want all of this to be over, and getting the vaccine will make the biggest difference."

ELIZABETH ROWLANDS & MELISSA BOWYER
HEALTHCARE ASSISTANTS

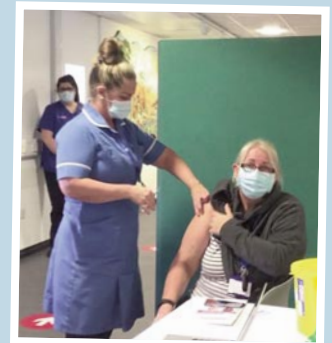


Amylia Cathcart, 30, a Healthcare Assistant from St Helens, was the first staff member to receive the vaccination. Amylia has worked at the Trust since the age of 15 after having work experience with the Pathology Team. She now works at Seddon Rehabilitation Unit, St Helens Hospital, caring for those who have suffered brain illness or injury.

Amylia said: "I woke up this morning so excited, it was like Christmas morning all over again! I called my friends and was shouting 'I'm getting the vaccine today!'. The past 10 months have been hard for everyone in the NHS, but everyone at the Trust has really stepped up for each other and our patients. I'm so proud to work for the NHS."

Dianne Green has worked for the NHS for over 30 years and is the Lead COPD Nurse for the Trust. Her team have been working hard at the hospitals and in the community to help protect and support their patients throughout the pandemic, as they are classed as some of the most vulnerable to the serious effects of the virus.

She said: "Speaking to those most vulnerable over the past 10 months, they have been terrified of catching the virus. But now there is hope that the vaccine will protect them, and the more people who get vaccinated, the better it is for the protection of the wider community. Getting the vaccine myself today, I was anxious and excited all at the same time, I'm so relieved to have had it."



"I got my Covid vaccine because it's the responsible thing to do. Getting vaccinated will help to make a difference in the community."
SAMANTHA WOODS
PAEDIATRIC STAFF NURSE



"I see the COVID vaccine as a real injection of hope in the fight against this awful virus. As healthcare workers we are privileged to be amongst the first in the country to receive the vaccine, and as a member of the BAME community I would encourage all of my colleagues to have their vaccine as soon as possible to protect themselves. I look forward to the day that we can all get back to our normal routines, for me I am looking forward to socialising with my family and friends."

ANIL KAUL
CONSULTANT, GENERAL SURGERY





"I got my Covid vaccine to protect not just myself but my patients too."

My husband also has a respiratory illness, so it's been really important to me to get the vaccine and do my bit to keep him as safe as I can."

SHARON WEBSTER
HEALTHCARE ASSISTANT,
CCU

"I've had the vaccine because it's the best chance we have to get back to normal. I want to be able to safely share time with friends and family and to know that my patients and work family are also protected. By protecting myself, I'll protect my loved ones and my work family ... we will beat this together!"



PAUL STOCKTON
CONSULTANT
RESPIRATORY
PHYSICIAN

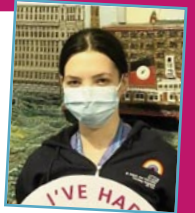
"Getting my Covid vaccine didn't hurt at all. It was something I needed to do to help my patients and everyone around me."

LORETA PALAS
ACUTE KIDNEY INJURY NURSE SPECIALIST



"Getting vaccinated against Covid will help me to do my job more safely. It feels like the first step towards getting things back to normal again."

OTILIA MIRELA ALEXANDRIA
HEALTHCARE ASSISTANT



Taking care of our community

As the numbers of patients increased dramatically in our hospitals, and with infection rates in our local boroughs of Knowsley, St Helens and Halton amongst the worst in the country, it was time for Team STHK to take the fight against COVID into our local community.

The Trust launched the first COVID-19 mass vaccination centre in Cheshire and Merseyside at the Totally Wicked Stadium, St Helens on Monday 18th January.

With the capacity to vaccinate up to 7000 people each week, staff at the mass vaccination centre are helping to protect the most vulnerable against the virus.

Using the Oxford AstraZeneca vaccine, the team began vaccinating those in the over 80s category and health and social care workers who live within a 45-minute drive of the centre. They have now moved onto vaccinate the over 60s, those classed as clinically extremely vulnerable and will continue to work through the Government's priority list until the entire community has received two jabs.



After leading on the opening of the mass vaccination centre, Pat Keeley, Assistant Director of Operations, said: "It's been great to open the centre and be one of the first community vaccination sites in the entire country. Particularly seeing the older population coming through, some of them have not been out the house for months so they come suited and booted and they're really grateful.

"It's been an absolutely wonderful experience to see some positivity come out of COVID. I work at the hospital and have seen the sadder side of the pandemic but this is really positive in terms of people can now see the light at the end of the tunnel in getting the vaccine."

"Getting the mass vaccination centre up and running smoothly has been a team effort from not only the front line, but people in the background including IT, HR, Finance, Pharmacy and the Communications Team and many more.



Groups currently eligible for the vaccine:

- Elderly care home residents and their carers
- Those aged 60 and over
- Frontline health and social care workers
- Clinically extremely vulnerable individuals
- Adult carers
- All individuals with underlying health conditions

* correct as of 01/03/21



Members of the public in the above groups can book their COVID vaccination direct, call the

St Helens COVID Vaccination Appointment Line
Monday-Friday, 9am-5pm: 01744 64 74 84

to have your vaccination at the St Helens Mass Vaccination Centre.

Staff members who still require their FIRST vaccination can also use this telephone number. Staff members with enquires about their SECOND vaccination should email: STHKcovid.vaccinationinvite@sthk.nhs.uk



"It's absolutely brilliant. It means loads to me. It means I can see my kids, my grandkids, my friends again, eventually. My husband has also been shielding, and has been worried out of his mind, so I'm so happy to have the vaccine too today"

CHRISTINE CHURTON

ST HELENS MASS VACCINATION CENTRE



"That didn't bother me at all. I'm glad to get it done"

ROY GOODALL
ST HELENS MASS

VACCINATION CENTRE

"A grumpy relative of mine, who rarely has anything good to say is full of praise for you all after his 1st injection this morning. In his words you are all fantastic, well done, that's a compliment indeed, congratulations."

"Just took my 86yr old mother in law for her COVID vaccination at Saints. Absolutely first class service, thanks to everyone involved from stewards on car park to all vaccinators. No queues, felt really safe turned Blue Monday to Happy Monday for us, excellent"

"I feel fine after my job and I'm absolutely made up to get it. It feels like it's been such a long time since all of this started, and now we'll be able start to get on with things again. It's really important for me, because I care for others. I got my jab to protect me, but also for them too"



CORIN TYSON
ST HELENS MASS
VACCINATION CENTRE



"We've been following all the rules. I've been shielding because of a medical condition, and this just feels like an added bonus. It's not over yet, but it feels like there's light at the end of the tunnel now"

GEORGE & KATHLEEN HUXLEY
ST HELENS MASS VACCINATION CENTRE



"I can't thank every one enough for how smooth it was run, well done"

MARION GRAVENER
ST HELENS MASS
VACCINATION CENTRE



"It means a lot to me to get my jab. I work with people with learning disabilities and the extremely vulnerable, so there was no question about it. I just had to get the jab."

NORMA MASSEY
ST HELENS MASS VACCINATION CENTRE



Even if you have had the vaccine, it is still vital that you continue to follow all infection prevention guidance to protect you, our patients and your loved ones.

Here are the top 5 things you need to remember to Stay Safe



1. MASKS

Wear a surgical face mask at all times in all public areas and when moving around our buildings and office areas.



2: SOCIAL DISTANCING

Maintain 2 metres social distance wherever possible including in offices, all break/rest areas and when walking to and from work. Remember to wear a surgical mask at all times.



3. BE VIGILANT

Walk around in single file, keep to the left and follow the arrows.



4. SAFE ENVIRONMENTS

Make sure your office, staff room or handover room has been risk assessed and the maximum covid-secure occupancy is displayed on the door. You can find information about this here: <https://covid.sthk.nhs.uk/covid-secure-workplace>



5. CLEANLINESS

Wipe your workspace and PCs down regularly throughout the day and keep work areas well ventilated eg. opening windows.



During February and March, the Trust’s ‘Time for You’ online wellbeing festival aims to help staff focus on their mental and physical wellbeing.

With helpful tools and great advice, the festival brings an exciting mix of external speakers and internal experts who know what it takes to overcome obstacles in high pressure situations.

Festival Calendar

The festival calendar features amazing headline speakers and motivational coaches including;

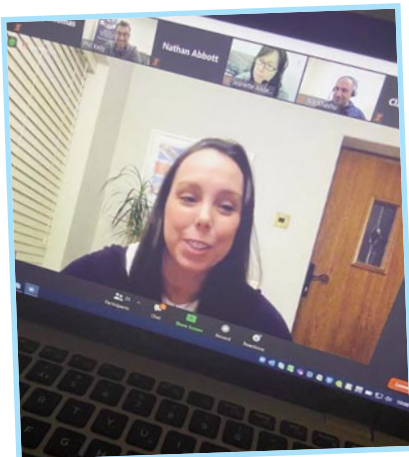
Greg Whyte – the Olympian and physical activity expert explores the role of teamwork and effective leadership in keeping each other going. He also talks about how to stay motivated, even when faced with the biggest of obstacles.

Beth Tweddle – the Olympic Gymnast and mum talks about the best ways to juggle career and family, whilst looking after your mental health and wellbeing.

Andy Grant – the ex-Marine discusses overcoming challenges from his own personal experiences, but how those challenges need not determine you as a person – it’s how you react to these challenges that matters.

Roy Lilley – our favourite NHS commentator takes a look at how the NHS has earned the support and respect of the nation and proved its worth time and time again in spite of a global pandemic.

Locksmith – the world-renowned DJ talks Anxiety, Mental Health & Resilience. He shares his personal experience with mental health issues and gives a look into his illustrious music career.



**Beth Tweddle,
Olympic Gymnast**

There are also fantastic sessions by local experts covering all areas including mental health in the workplace, resilience, stress and physical health.

With something for everyone, there are tips and ideas for everything from relaxation and mindfulness, to cooking and even eyebrow grooming tricks to help you through lockdown!

Accessed by the Trust’s Covid website and YouTube page, the live and pre-recorded sessions can be accessed at any time day and night via a Trust or home computer or mobile device. Visit:

<https://covid.sthk.nhs.uk/time-for-you-virtual-wellbeing-festival/> or www.youtube.com/user/sthknhs1/playlists

All sessions are available on the site for anyone who can’t attend the live event.

Simmo Says...



Hi there! Well love is certainly in the air for this edition as we celebrate our amazing Virtual Valentine's Bingo that took place on Friday 12th February. Loads of fun was had as usual, and we raised a fantastic £600 that will help further improve the experience of patients being cared for at the Trust.

I want to send lots of love to all of our superstar supporters too, even in lockdown you continue to inspire us with your fundraising activities and all of us here at STHK are really thankful for all that you are doing for our Charity.

Looking to the year ahead, it is hard to know when we will be able to organise any events or get together, but as soon as COVID restrictions allow, I hope that we can organise another of our much loved



abseil events at Whiston and St Helens hospitals, and we also have our long awaited celebrity football match to look forward to.

If you have any ideas or would like any support with fundraising – please drop me an email and I will be only too happy to help.

For now, stay safe and see you soon.

Claire Simmo, Community Fundraiser



GO JOEL!!!

Joel Lysons is just 6 years old and has taken inspiration from Captain Sir Tom Moore and successfully completed 100 laps of Taylor Park pond to raise money for our hospitals.

Joel fell off his scooter when he was only 4 by this very same pond and in his words "hurt his head", so he wanted to give something back to our staff for helping him.

So far, Joel has raised over £1,400 and you can sponsor him for his amazing efforts via JustGiving: <http://www.justgiving.com/JoelDL>





Marathon Man

A pandemic didn't stop Stephen Hislop running a virtual New York Marathon to raise money for the Lilac Centre, where his mum was receiving treatment! He ran 36.2 miles and raised over £1000 and we can't wait for pics with his well-deserved medal!

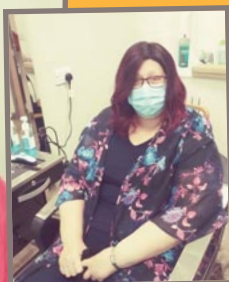
Bringing Hope to others

Sadly, Charlotte and Gary Higgins lost their daughter Hope when she was born prematurely at 22 weeks and 5 days.

After being admitted as an emergency, they didn't have any personal items or toiletries with them for during their hospital stay. Now, with the support of our Charity, they have created 'Hope Bags' to help others going through a similar experience.

The bags contain essential items for mums who arrive at Whiston Hospital unexpectedly, by removing the extra worry of finding things like personal care and hygiene products.

We are so thankful to you both and proud to help keep Hope's memory alive.



Fantastic fundraising for the Lilac Centre

Carol O'Mara is currently undergoing treatment at the Lilac Centre and decided to give something back by having her head shaved to raise funds. So far, she has raised over £2300 and you can sponsor her through Just Giving:

<https://www.justgiving.com/fundraising/carol-o-mara>

Antony Burchall has become a champion charity supporter, not only has he personally raised over £2,500 by braving the cold waters of Lake Windermere to swim 11 miles, but he then nominated the Lilac Centre to become the charity of choice for the company he works for MGF Excavation Support Systems.

Antony chose to raise funds for the Lilac Centre after his wife Annette was diagnosed with breast cancer in 2016, she sadly lost her battle in February 2018. During her treatment, Annette was able to use the Cold Cap machines at the Centre that help prevent hair loss during chemotherapy, and that is why Antony chose to brave the cold in his own fundraising challenge in the Lake District. What a fantastic tribute to Annette!



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.

★★★★★ Mum's Palliative care

I cannot praise the staff at this hospital enough. From A&E to Ward 4B, consultants, doctors, nurses, cleaners, administrators, clergy and car park attendants. My elderly mum was admitted with a very bad infection, which was inoperable. We were consulted from the beginning of her treatment and kept updated all the way through her time at the hospital. Her condition meant that she was not going to improve and was therefore handed over to the palliative care team. The care my lovely mum was given was exemplary. They treated and cared for her with respect, dignity and compassion. Mum was made comfortable and her needs were catered for throughout. After a long battle mum passed peacefully on the 17th December. Thank you Whiston Hospital - thank you our amazing NHS.

★★★★★ Excellent Service

I don't usually leave reviews but the experience and treatment I received from this hospital was outstanding! Not only the excellent professionalism of the surgeons but the staff overall were considerate and very hospitable. Thank you to ALL the staff at the Holbrook Centre

★★★★★ great staff

I am a registered manager of a care home and brought a lady in for a operation, the lady has additional needs with her dementia. She was admitted to Ward 3A and we were given a side room. The staff were very pleasant and patient with the lady, they talked us through every step of the way. They offered refreshments and even allowed us to walk down to theatre whilst they put her canular in. This really helped our lady that we were there and that the staff were so lovely. I would like my feedback to be passed on to the Ward 3A and also to theatre, and tell a big thank you from the managers at Prospect House.

★★★★★ result

When I visited Whiston Hospital today I was very nervous as I was getting the result of the biopsy of my lungs. As soon I was with the Dr she informed me of the good news that the biopsy proved no cancer, there is a foreign body in my right lung but they are going to remove it soon. What a great place, the care, the staff, so understanding. Thank you all.

★★★★★ Sanderson Suite staff brilliant

Breast operation in Sanderson Suite. All staff were so lovely on the ward and theatre, explained everything fully at each stage during the day. Lifted my spirits too. Kept checking if I was ok and had some good laughs too!!! After my operation they were again brilliant. Making sure I was still ok. I saw firsthand how hard every one of them works, always on the go, never stopping even sometimes missing meals!!! It's so hard for them during this pandemic time but they get on with the job they do and continue to make the patients comfortable and as relaxed as possible. One last thing the toast/cup of tea was amazing and well needed ha. Huge hugs to every one of you. Keep safe all and thank you again

★★★★★ Fabulous care

Attended the Gastro Dept for a procedure and I would like to thank the staff for all their care. I was treated with the upmost care, dignity, and respect. I would especially like to thank the staff involved during my recovery time, thank you for making me feel safe.

★★★★★ Excellence in Cardiology Care, Ward IE, Whiston Hospital

I was unexpectedly admitted to Ward IE earlier this month, diagnosed with heart block and had a six day stay culminating in discharge after being fitted with a pacemaker. All the members of staff involved in my treatment, whether medical, domestic or administrators, were excellent and the overall ethos was very much focused on patient care. The period I was in was during the COVID 19 lockdown period when no visitors were allowed to even enter the ward. All staff made a terrific effort to make everyone feel personally cared for. The operation went very well and all staff involved in it came to see me afterwards to check out my situation. I loved the role of 'Horse Whisperer' as a member of staff talked to me quietly during the potentially tricky and uncomfortable parts of the operation which was under local anaesthetic. Over the period of the stay, attention to detail was evident and it was always clear what the next step was. In addition, the domestic arrangements were first class with very good food, extremely clean environment and a friendly, professional team approach by all staff. I wish to thank the whole team for their efforts which were first class. In addition, as no visitors were able to come in, TV, radio and telephone services were made available to patients at no cost. This was invaluable in keeping spirits up. There were a number of very ill patients who were shown great respect and personal care, whilst those of us more mobile were given opportunities to socialise amongst themselves and talk in a friendly manner with staff without disturbing the most ill. This ensured that all patients were given the most appropriate care avoiding stress and worry. I am very grateful to the whole team and wanted this to be recognised. The professionalism and kindness blended with great skill and a sense of humour made my stay as good as possible in a ward dealing with life threatening conditions. Thank you from the bottom of my newly-mended heart!

★★★★★ Broken wrist

I broke my wrist and was referred to the fracture clinic. The consultant unsuccessfully tried to manipulate it back into position and decided surgery was the best option. This was arranged for the following day (a Saturday)! Surgery carried out successfully and I was home by 7pm. Couldn't fault the surgical staff and staff on Ward 3B. Thank you.

★★★★★ Very Good Experience

I would like to offer my sincere thanks for the way I was looked after in Whiston Hospital. From the Surgical Team, nurses, staff, and cleaners all were excellent and nothing was too much trouble and the place was spotless. The food was also very good, excellent choice and quality.

★★★★★ Excellent service

Thank you to the endoscopy unit. I found the staff at the unit to be efficient, professional and friendly. They put a nervous patient at ease for which I was grateful.

★★★★★ Outstanding staff

I recently brought my son aged 8 for a pre clinic COVID swab. The set up outside the hospital was well signposted and the procedure easy to follow. My child, having ASD, was apprehensive and quite unwilling to have the swab. We were greeted by an amazing lady who was empathetic and so caring with my son. She instantly recognised his ASD as he was anxiously chewing. She spent time and effort to talk and calm my son before and during the swab. She was a kind and caring member of the NHS and more importantly, a very special person- Thank you

Staff News 'n' Views

Next Issue: Summer 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 May 2021

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