



goingbeyond



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@WestMidHospital



Meet the team...
West Mid TB team

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Cycling for
bowel cancer

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Perfect Days

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Members of the project team in one of the hospital's converted operating theatres with plans for the new cardiac catheter laboratory—(l-r) Rob Hodgkiss (Chief Operating Officer), Lesley Watts (Chief Executive), Chris Kelly (Cath Lab Project Manager), Stuart Williams (Construction Lead), Dr Julian Collinson (Consultant Cardiologist and Clinical Director), Miss Zoë Penn (Medical Director) and Charlotte Travill (Cath Lab Project Team)

New cardiology service to benefit local community

A brand new service for people with heart conditions is set to bring a range of benefits to the local community.

West Middlesex University Hospital is expanding its existing cardiology service so that patients, as well as their family and friends, will no longer need to travel to other hospitals for diagnosis and treatment of common heart conditions.

Consultant Cardiologist and Clinical Director Dr Julian Collinson said: "This investment in cardiac services helps meet a key health need within the local population and will provide better outcomes and experience for our patients."

The first phase of the new service will open later this month and will provide cardiac diagnostic tests including

angiography, a type of X-ray used to examine blood vessels.

The second phase will be up and running by early 2017 and will bring a full cardiac treatment service including angioplasty (a procedure used to widen blocked or narrowed coronary arteries) and pacemakers.

Commenting on how this new service enhancement will improve patients' experience, Consultant Cardiologist and Service Director Dr Sadia Khan said: "Currently it is necessary to refer some of our patients to neighbouring hospitals for specialist diagnosis and treatment.

"With these exciting new developments we will be able to offer a full diagnosis, treatment and rehabilitation service at West Middlesex University Hospital."



OPEN DAY



SATURDAY 24 SEPTEMBER, 11AM-3PM

WEST MIDDLESEX UNIVERSITY HOSPITAL
TWICKENHAM ROAD, ISLEWORTH, TW7 6AF

The countdown is on for West Mid's 4th annual open day, with lots of fun and entertainment for the whole family. Join us to see a variety of stands showcasing the brilliant work which takes place at West Mid, along with the important work of our hospital charities. Don't miss out on the usual fun, including behind-the-scenes tours, health checks, and music and entertainment for all ages.

A particular focus this year is on recruitment and the day will centre on activities to help attract people to come and work in our friendly and supportive organisation. Opportunities include the chance to become one of the hospital's valued clinical staff, join as a volunteer or sign up as a member of the Trust and have a say in the way services develop across both West Mid and Chelsea and Westminster hospitals.

There will be careers advice, on-the-spot recruitment opportunities and talks on what it is like working for the NHS. Trust governors will be on hand throughout the day to give information on the work they do representing staff, patients and our local community.

Chief Executive Lesley Watts said: "Our open days are always popular events and allow us to give everyone an interesting insight into our work caring for patients, as well as encouraging people to join the Trust.

"The open day takes place just after the first anniversary of our new combined organisation, so do join us to find out what we've been doing during the past year, our plans for the future and how you can get involved. I hope to see you there."

WWW.CHELWEST.NHS.UK/OPENDAY

SUPPORTED BY OUR COUNCIL OF GOVERNORS

Staff Awards

Thank you to everyone who nominated a member of staff or colleague for our first joint awards.

We received 700 nominations and have invited those shortlisted to a ceremony at the end of this month, sponsored by hospital charity CW+.

See the next edition of *Going Beyond* to find out the winners.

Statutory mandatory training and appraisals

As of 31 July 2016, the overall Trust compliance for the 10 monitored statutory and mandatory topics is 86%—a 7% improvement from April 2015.

A contributory factor to this recent improvement has been the significant level of activity undertaken during June targeting Safeguarding Children Level 1, resulting in an improvement of 10% for this topic alone.

The focussed attention has also resulted in increased compliance across all topics.

Managers are reminded of the need to ensure that they and their staff complete the necessary training in good time, either by attending scheduled sessions, or completing the appropriate e-learning modules.

Marjory Warren gets a makeover at West Mid

The Marjory Warren unit at the West Mid site was named in honour of the pioneer of geriatric medicine Dr Marjory Warren who worked at the hospital in the 1920s, 30s and 40s.

It is now one of our older parts of the hospital and its five wards are currently undergoing a comprehensive £330,000 refurbishment programme to ensure they match the same high standards for patient care as the main hospital building.

Crane, Lampton and Marble Hill 2 are the first wards to be completed with the remaining wards—Kew and Marble Hill 1—due to be completed by the autumn.

As part of the work there is a particular focus on ensuring that the wards are dementia-friendly with bright colour schemes and clear graphical signage.

All the best, John!



St Mary Abbots ward staff at Chelsea and Westminster would like to wish John all the best for the future.

Lesley's view

by Lesley Watts, Chief Executive



This edition marks our first anniversary as one organisation. During the past year I have been so impressed and proud at how tremendously hard you have all worked to make our Trust a success.

You have worked closely with colleagues from across sites to develop services

that will improve health and wellbeing for our patients. These achievements include our soon to be opened cardiac catheter lab at the West Middlesex, Surgical Assessment Units at both hospitals, our continued redevelopment of the Emergency Department at Chelsea and the opening of 10 Hammersmith Broadway.

To mark this milestone I wanted to announce the shortlist for the staff awards 2016, our very first staff awards ceremony as one organisation.

This year we received 700 nominations for individuals and teams across all our sites, double the number of nominations from the 2015 awards.

The winners will be announced at an awards ceremony at Chelsea Football Club at the end of September.

These awards are made possible thanks to the generous support of our charity CW+.

Over the coming months, colleagues from CW+ will work closely with all our sites in order to provide unique opportunities that will improve care and experience for our patients.

Well done to all our staff, particularly well done to those who received a nomination and a special tribute to those on our shortlist.

Let's make 2017 even more successful for you and your patients.

Staff awards nominees

To see who has been nominated for a Staff Award please visit our website at www.chelwest.nhs.uk/staffawards.

Coffee morning raises stroke awareness

On Friday 27 May, in support of national stroke awareness month, West Middlesex University Hospital held its annual stroke coffee morning, hosted by stroke specialist nurse Ahlam Wynne.

As well as raising awareness of the stroke services available at the hospital and in the local community, attendees shared their experiences and feedback on how to further enhance patient experience.

The Mayor of Hounslow, Councillor Ajmer Grewal, joined patients, relatives, staff, and community groups and was given a tour of the hospital's stroke ward and outpatient facilities.

Cllr Grewal said: "I enjoyed the coffee morning, whilst getting an insight to the suffering of stroke victims and learning about the after care and the effects it has on the family. There were some great recovery stories which were an inspiration to others."

"The dedication and hard work of the staff is exemplary, I found the



Councillor Ajmer Grewal (Mayor of Hounslow—centre) joins staff and patients at the West Mid annual stroke coffee morning

atmosphere on the ward warm and friendly."

Stroke specialist nurse Ahlam Wynne said: "Holding this coffee morning allows us to gather some really useful feedback from our patients, their carers and others about our stroke services. It is also an opportunity to share

experiences and keep in touch with others who have been through similar situations which can be beneficial to recovery.

I would like to thank everyone who participated and we will be looking at what improvements we can make based on the feedback we received."

What our patients say



Alex Moss
@AlexanderJMoss

Double visit to @ChelwestFT today. Testament to everything the @NHSEngland does well. Clean facilities, friendly and helpful staff.
6:27pm · 26 Jul 2016



Anonymous

via NHS Choices, WMUH, 6 Aug 2016

Very good treatment received at accident and emergency department at west middlesex hospital when I was admitted at 3am last Friday. Cannot fault treatment received at this hospital. Thank you, keep up the good work.



Patricia Cameron

via NHS Choices, C&W, 8 Aug 2016

Thank you to all the staff on A&E, X-ray, the treatment centre, hand clinic and physiotherapy department. I had a nasty fracture to my wrist that needed surgery and right from the start the staff were fantastic, I received brilliant care and kindness and can not thank everyone enough. I feel I am extremely fortunate to have this hospital as my local hospital. A huge thank you.



B
@MummyGourmand

Feeling grateful for my son's treatment on sunshine and starlight wards @WestMidHospital—fantastic pre-op team put my toddler at ease
1:22pm · 12 Aug 2016



Anthony Flower
@AnthonyFlower

Travelled up to @WestMidHospital yesterday to visit Mum. Everyone is so nice and patient with her. Thank you!
8:25am · 5 Aug 2016



Shalu Chantal Kanal
@BreadnBattersea

Reassured y'day by the competent paediatric A&E team @ChelwestFT. We are so lucky to have our #NHS.
3:50pm · 25 Jul 2016

Meet the team West Mid Tuberculosis team

We are taking a closer look at the work of our tuberculosis (TB) staff at West Middlesex University Hospital and introduce you to the team working hard to combat TB.

Being located in Hounslow, West Middlesex University Hospital has long been at the centre of TB, with the London borough consistently having one of the highest rates in the capital.

However, in recent years the rate has slowly been coming down thanks to better screening practices, new immigrant screening and latent TB being treated sooner, preventing it from becoming active TB.

The nurses make up the largest part of the team at West Mid. They are the main point of contact for patients being treated for TB and are the first healthcare professionals to see patients after their diagnosis.

As well as explaining to patients the medication, treatment and possible side effects, and running clinics five days a week, the nurses also tackle problems relating to a patient's overall wellbeing.

These problems could be related to homelessness, for which staff work with Hounslow Council to find housing, or alcoholism and drug abuse, for which patients are referred to the iHEAR Partnership (Integrated Hounslow Engagement Access & Recovery Service).

The nurses also dedicate time to raising TB awareness amongst student nurses and Healthcare Assistants, delivering teaching sessions as part of their induction training to ensure they know the signs and symptoms to look out for.

Sometimes their work more closely resembles that of a detective, as TB Specialist Nurse Faustina Annan-Addae explains: "A male patient, who was already a TB inpatient at West Mid, had been admitted through A&E after collapsing.

"We tried to visit him on the ward the next day to explain the details of his treatment, but he had already been discharged. We phoned the contact number we had for him and his sister answered to explain he was out of the area.

"We got hold of him and found out he hadn't been taking his medication properly so we booked him an appointment but he didn't turn up. We kept calling, eventually speaking to his son who promised to bring him in but again he didn't turn up.

"Our outreach workers set to work—their role is to go out in to the community, visit patient's homes and chase patients who do not attend their appointments. They visited his home address numerous times, left letters, found a different address for him and visited that too.

"We managed to screen his closest relatives to see if they had also become infected with TB and through this discovered his place of work.

"We then tried discretely contacting him there.

For two months we kept trying many different ways but we still couldn't trace him until he collapsed again and was taken to Ealing Hospital. From there his brother phoned us and asked us to contact Ealing's A&E department.

"I phoned to ask them to keep him in hospital until we had seen him and our outreach worker visited the next day. The patient actually ended up having a cardiac arrest and thankfully survived, but might not have done if we hadn't eventually tracked him down and informed the hospital staff of his condition and treatment.

"He was in hospital for a month and has since been fully discharged from his TB treatment too, which is great news."

A key feature of the TB team is the multi-agency approach to treating patients and working collaboratively with GPs, Public Health England, the local authority, Age Concern, local community and faith groups, and different teams within the hospital.

Together they work hard to ensure the best possible treatment and experience for West Mid TB patients.

TB is curable!

TB is an infectious illness caused by the airborne bacteria *Mycobacterium tuberculosis*.

It can be spread when someone with TB in their lungs or throat coughs or sneezes and sends droplets into the air that contain the TB bacteria.

If these bacteria are breathed in over a long period of time, you may become ill with TB.

Symptoms to look out for are:

- A cough for 3 weeks
- No appetite
- Night sweats
- Fever
- Weight loss
- Tiredness

With treatment, TB can usually be cured. If you are concerned that you may have TB, please visit your family doctor (GP) for advice in the first instance.



60
second
interview



Mark Titcomb

Hospital Director (C&W site) and Divisional Director of Operations, Emergency and Integrated Care

What is your role at C&W?

I wear two hats—Hospital Director for the C&W site and the Divisional Director of Ops for the Emergency and Integrated Care Division.

Why did you choose to work at the Trust?

I wanted to work alongside some talented, professional and fun loving people—all while doing something really worthwhile.

If you could have chosen a different career what would you have done?

I did choose a different career. Before working in the NHS, I worked all over the world, albeit mostly under the sea, as a submariner in the UK Navy.

How long have you worked here?

Just coming up for four months—previously I worked at the Royal Bournemouth and Christchurch Hospital on the south coast.

How do you relax?

Playing football on Tooting Common with a group of mates, or a cycle ride with my 11-year-old son.

Where did you go on your last holiday?

Ireland—it included an Irish family wedding. My wife is half-Irish and we have some amazing relatives and friends over there.

Which talent do you wish you had?

Speaking fluent French—I'd love to be able to hold a proper conversation in French but sadly I never will. I'm hopeless at languages and failed French twice at school!

Best piece of advice you've been given?

Be bold, be yourself.

What motto do you live by?

If you don't ask—you don't get.

Our latest award-winning teams

Personal Fair Diverse Award

Chelsea and Westminster has been awarded two NHS Personal Fair Diverse Awards by the NHS Employers organisation.

Lead Nurse for Learning Disabilities and Transition, Kathryn Mangold has won the award for *Inclusive Leader of the Year* and CiniQ, the holistic sexual health and wellbeing service for all trans people, partners and friends was highly commended for the *Inclusive Team of the Year* award.



Director of Employment Relations and Reward Paul Wallace presents Kathryn Mangold with her award

The judges said: "Kathryn Mangold and CiniQ are both excellent examples of an ongoing commitment to personalised care and improving patient outcomes."

Since Kathryn has been in her role she has introduced initiatives such as the 'Safe place scheme' working with local Community Support Officers from the Metropolitan Police to help vulnerable people who have some form of independent living.

She also led securing the opening of a new Changing Places facility in December 2015, a first of its kind in an acute trust in London.

It is different to a standard or 'disabled' toilet as it includes an extra wide changing bench, a hoist system and more space for the disabled person and their carers.



Aedan Wolton and Jenna Thomas (Clinic Q), Paul Wallace, Michelle Ross (Clinic Q founder) and Prii Bhatt (E&D Manager)

CliniQ provides a safe, confidential space for those who may not feel comfortable accessing more traditional sexual health and wellbeing services.

The clinic has been recognised for its unique approach to this valuable service.

North West London Awards 2016

The Maternity Practice Development team at Chelsea and Westminster has been highly commended for *Best Example of Interprofessional learning* at the Health Education England's North West London Awards 2016: Excellence in Education and Training (HEE NWL) for their Multidisciplinary Obstetric and Midwifery Simulation (MOMS) course.

These awards highlight the innovative and inspiring work which is taking place in North West London and celebrate both individuals and teams achieving excellence in education and training.

Pippa Nightingale, Director of Nursing at Chelsea and Westminster Hospital NHS Foundation Trust said: "The MOMS course is excellent example of multi-disciplinary simulation training which focuses on skills, communication and teamwork within a multidisciplinary team.

"Receiving this commendation is important because it recognises the valuable work that our Maternity Practice Development team does in providing hands-on training for our staff, which ensures the Trust can deliver the best possible care and expertise to its patients."



Specialist Trainee Pippa Letchworth and Midwife Jenny Evans receive their award from Recovery College Manager Syena Skinner

The Trust is committed to delivering high quality care which is demonstrated by its continued development of the MOMS course, particularly its adaptation for international training.

The Trust's Maternity Practice Development team has successfully delivered the course in Uganda, Ethiopia and South Africa—running 31 international courses to over 351 medical professionals—reaching an estimated 10,000 maternity patients.

Macmillan Professionals Excellence Awards

The Acute Diagnostic Oncology Clinic Service (ADOC) at Chelsea and Westminster Hospital has been selected as one of the eight shortlisted for the award in Innovation Excellence.

The Macmillan Professionals Excellence Awards recognise Macmillan professionals who, through their effort and leadership, have made a significant difference to the lives of people affected by cancer.

This ADOC team at Chelsea and Westminster hospital consists of Rachel Sharkey (Acute Oncology CNS and ADOC CNS), Dr Tom Newsom-Davis (Medical Oncologist), Professor Mark Bower (Medical Oncologist/Cancer Lead), Jo Simmons (Project Manager) and are supported by the wider Cancer and Palliative Care team, Radiology and Medical Unit.

The goals of the service are to speed up cancer diagnoses and treatment, improve the experience of a cancer patient and support primary care colleagues.

Rachel said: "This has been a fantastic opportunity to improve patient experience, we have been hugely supported by the trust and especially recognise the help and support from the staff in the Medical Day Unit and Radiology and our Primary care colleagues".

The winner will be announced at the Excellence Awards ceremony in Birmingham in November 2016.

Review of trauma units

Both our hospital are designated trauma units—able to provide specialist treatment for patients with severe injuries and linked to four major trauma centres across the capital. In May both trauma units underwent a rigorous annual peer review arranged by the North West London Trauma Network.

Initial feedback indicates that there are were no immediate risks and several areas of good practice noted around our trauma teaching and training, provision of a trauma nurse in the A&E department 24/7, and extremely clear prioritisation of access to theatres set against an increase in trauma calls since the previous review.

Two areas of improvement were identified at Chelsea and Westminster Hospital—relating to administrative processes—which we have plans to address including the appointment of a dedicated trauma coordinator.

At West Middlesex there were three areas noted for improvement. Our action plan for these includes the recruitment of a trauma coordinator and additional clinical staff as well as allocating dedicated operating theatre time for any trauma patients requiring emergency surgery at weekends.

Emergency redevelopment continues

Our £12m redevelopment of emergency services at Chelsea and Westminster Hospital has seen more key milestones with the opening of a new and expanded resuscitation room. These developments follow on from the adult majors area moving into new and expanded facilities with state of the art imaging equipment.

The Emergency Department is one of the busiest in London and one of the highest performing against the national standard of seeing and treating all patients within four hours of arrival.

Hilary Donnellan, A&E nurse and project lead for the redevelopment, said: "Staff are impressed by the new emergency department environment and, with over 400 people using the service every day, we believe that these major investments will provide patients with a positive experience whilst being cared for in an emergency situation."

Our hospital charity CW+ is also funding art and design in order to make it a calmer and better environment for patients, families and staff. The new space aims to minimise anxiety and therefore improve clinical outcomes.

The charity has already installed bespoke art and design including London landmark wallpaper, nature-



One of the new A&E resuscitation bays

inspired window transfers and ceiling light-boxes, digital moving images and music as well as screens within the ceiling tiles above every bed in the new resuscitation unit to help relax and distract patients.

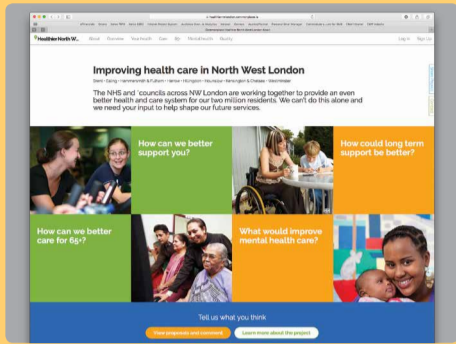
The next phases of the redevelopment will be the redevelopment of the new and expanded urgent care centre, the new and expanded children's emergency department and the creation of a new emergency department reception area including separate adult and children's waiting rooms. We expect

that the entire development will be fully open to patients at the end of 2016.

During the redevelopment, all services are accessible as normal, 24 hours a day seven days a week. While we complete the final building works there may be some disruption in the public areas which we will be making every effort to keep to a minimum.

Our sister emergency department at the West Middlesex will also be redeveloped. Look out for news on this exciting investment in the next edition.

Tell us your thoughts about priorities for health and social care in north west London



tell us your thoughts on five key areas that we are looking to improve across NW London over the next five years:

- Preventing ill health
- Long term care
- Care for over 65s
- Mental health
- Quality of care

You can tell us your thoughts on all of these areas or just pick the topics that are important to you.

You will be asked to register so we can see which issues matter where across NW London, and your comments on the site will be anonymous.

We have made a start on our draft plan, which is also available on the website and your feedback will help make sure we shape the plan further, so we can provide the best possible health and social care services.

The NHS and councils across North West London are working together to provide an even better health and care system for our two million residents.

To do this, a sustainability and transformation plan is being developed—and we need your help to shape the plan and our future services.

We want to know what you think—visit healthiernwlondon.commonplace.is to

New partnership to improve care for people living in Hammersmith and Fulham

Four NHS organisations have set up a joint initiative to develop a radically better way of providing care for the nearly 200,000 people living in Hammersmith and Fulham.

The Hammersmith and Fulham Integrated Care Programme has been established by the Hammersmith and Fulham GP Federation, Imperial College Healthcare NHS Trust, Chelsea and Westminster Hospital NHS Foundation Trust, and West London Mental Health NHS Trust.

Through the programme, and working in partnership with patients and local residents, the partners have three broad goals:

- To design a practical ‘accountable care’ approach—collectively looking after the holistic care needs of local people and helping them stay as healthy as possible, from the beginning to the end of life, rather than providing separate aspects of treatment when they are sick.

- To identify and implement immediate improvements to ‘join-up’ care, primarily through two pilot projects—one focusing on patients who are frequent users of A&E services and the other looking at ways of boosting child health.

- To build strong foundations for potentially forming or becoming part of a formal accountable care partnership.

Dominic Conlin (Director of Strategy) said: “To meet changing needs, we have to make the shift from care being reactive and crisis-driven to being proactive and health-focused. It’s also essential that, regardless of provider, patients feel their care is joined-up, consistent and tailored to their individual needs.

“If we collaborate and look at the whole care needs of our patients and local residents, we can help individuals to stay as healthy as possible and get faster access to the right care when they need it.”

Hospital husband and wife team take on 100 mile cycling challenge for bowel cancer

Consultant General and Colorectal Surgeon, Peter Dawson, and Colorectal Nurse Endoscopist, Charlotte Dawson from Chelsea and Westminster Hospital NHS Foundation Trust cycled the Prudential Ride London-Surrey 100 mile challenge on Sunday 31 July to raise awareness and fundraise for the charity Beating Bowel.

Bowel cancer is one of the most common types of cancer in the UK with about 1 in 20 people developing the disease in their lifetime.

According to Beating Bowel Cancer, every year around 41,000 people in the UK are diagnosed with bowel cancer, but if caught early, more than 90% of cases can be treated successfully.

This charity is very important to the husband and wife team as they both deal with the effects of the disease on a daily basis at the Trust.

Charlotte is also the Senior Nurse Advisor on Beating Bowel Cancer’s Nurse Helpline and Peter is President of the Association of Coloproctology of Great Britain and Ireland.

Peter said: “Bowel cancer is the second biggest cancer killer in the UK, often because patients are not aware of the symptoms, and therefore they are diagnosed too late to be treated successfully.

“However, with early intervention most cases can be treated successfully which is why we want to raise awareness of the disease.”



Charlotte Dawson (Colorectal Nurse Endoscopist) and Peter Dawson (Consultant General and Colorectal Surgeon) at West Middlesex University Hospital

The three main symptoms of bowel cancer are blood in the stools (faeces), changes in bowel habit—such as more frequent, looser stools, and abdominal pain.

Charlotte said: “We see and hear on a daily basis the effect that a diagnosis of bowel cancer has on both the patient and their loved ones.

“We want to do as much as we can to help to raise funds for the charity Beating Bowel Cancer, who do so much for those affected by the disease.”

Beating Bowel Cancer provides awareness, support and information for everyone affected by bowel cancer, both patients and their loved ones.

The charity also runs a vital nurse advisory service—the only one in the country—specifically for people affected by bowel cancer.

You can still donate to Charlotte and Peter’s fundraising efforts by going to www.justgiving.com/thetwodawsons or to donate by text message—to donate £10 text PDCD61 £10 to 70070.

Changes to Ealing Hospital’s children’s services

To improve children’s care across North West London, there have been changes to some children’s services at Ealing Hospital.

Since 30 June Ealing Hospital no longer provides children’s inpatient facilities and ambulances have stopped taking children to the Ealing A&E.

They continue to have an urgent care service for children but if children require A&E or overnight facilities they will be transferred to another hospital which includes West Middlesex University Hospital and Chelsea and Westminster Hospital.

What to do if your child needs urgent care in Ealing

For both physical and mental health needs:

- In a life-threatening emergency call 999
- If it’s not a life-threatening situation, you can go to Ealing Hospital’s urgent care centre, call or visit your GP, or call NHS 111

All other children’s services, including day clinics and outpatient appointments, will stay at Ealing Hospital and you should use them as normal.

New qualification enables overseas nurses to gain UK nursing registration



For the first time at West Middlesex University Hospital, staff with overseas nursing qualifications are benefitting from an exciting partnership between Middlesex University London and Health Education North West London (HENWL), which enables them to achieve registration with the UK's Nursing and Midwifery Council (NMC).

They commence this with a six month module called 'transition to nursing in the UK and graduate study' before joining the third year of the BSc (Hons) Adult Nursing course.

These members of staff have been working as Healthcare Assistants or Healthcare Support Workers but are keen to achieve their full potential as a Registered Nurse in this country, which this new programme supports.

In March, five students who had previously worked at the hospital as Health Care Assistants, started the course which, provided successful completion, will see them achieve their NMC registration in September 2017.

Middlesex University London is now actively recruiting for March 2017 intake—any interested overseas registered nurses working as Healthcare Assistants or Support Workers at the Trust are encouraged to apply.

The route recognises their previous qualifications and experience and allows them to achieve their NMC registration within an eighteen month timeframe.

Email andrea.wheeler@chelwest.nhs.uk or edwin.delacruz@chelwest.nhs.uk for more information.

Successful recruitment at C&W Open Day

More than 1,600 members of the public joined our staff in celebrating what's great about Chelsea and Westminster Hospital at Open Day on 25 June. The theme for our Open Day this year was 'Recruitment' and we managed to employ 18 new nurses on the day.

Vanessa Sloane (Director of Nursing) said: "We want our patients to have continuity of care by always being treated by a permanent member of our team.

"As such, we continue to invest in our nursing establishment, and I'm delighted that so many future stars of

the NHS came for interviews on the day. Appointing 18 nurses means that patients will receive an excellent service while in hospital, without us having to spend money on filling expensive agency shifts."

Recruitment will also be the theme at the West Mid Open Day on Saturday 24 September from 11am–3pm—if you know of nurses that are looking for a long and fulfilling career within the NHS encourage them to attend.

Thanks to all staff, volunteers and our charities for their efforts in making this year's event such a great success.



FlexiStaff+

Calling all junior doctors

The Trust has launched FlexiStaff+, our new temporary staffing community for junior doctors across both hospital sites, which will allow us to avoid expensive agency rates by creating an internal bank offer that is easy and convenient for this vital staffing group.

For junior doctors wanting to do extra shifts between placements, the benefits of joining FlexiStaff+ include:

- Competitive shift rates
- Free DBS check and update
- Long term and flexible work
- Free mandatory training and after 1,000 hours on bank £500 towards other training
- £250 incentive if you refer another doctor to FlexiStaff+ who works more than 250 hours

Anas Nadar (Clinical Innovation and Improvement Fellow) said: "As a junior doctor myself I wanted to provide colleagues with an opportunity to get rid of the complications of an external agency and instead join an internal bank.

"This will provide continuity of care to patients, is cost effective to the organisation, but, most importantly, meets their needs, standards and expectations.

"As such, we've developed a simple online sign up process, an opportunity to manage your own shifts online and guaranteed payment 72 hours after a shift to make joining FlexiStaff+ an easy decision."

Email flexistaff.plus@chelwest.nhs.uk if you'd like to find out more.



Mayor opens new indoor garden CW+ Greenhaven



The Mayor of The Royal Borough of Kensington and Chelsea Councillor Mrs Elizabeth Rutherford recently unveiled a new indoor garden within Chelsea and Westminster Hospital. Hospital charity CW+ appointed the award winning landscape designer Jinny Blom to design this new relaxing space.

The new garden, which hospital staff chose to name 'CW+ Greenhaven', is designed to be a restorative and calming area of the hospital for patients, their families and hospital staff. The project has been kindly supported by The Royal Borough of Kensington and Chelsea (RBKC).

Trystan Hawkins, Director of Patient Environment at CW+ says: "We are thrilled with the garden which Jinny has so carefully designed. There is a wealth of research which demonstrates how natural environments have a real impact on patient's wellbeing, recovery and mood. Many of our patients are unable to leave the hospital, often for prolonged lengths of time, so having this space of tranquillity and nature will be a great addition".

Chief Executive Lesley Watts says: "It's really important that we develop our hospital space in a way that helps people remain resilient, calm and supported when in our hospital.

"We are very grateful for the ongoing support of the Royal Borough and the generous donations from patients and our supporters for funding this indoor garden, which will really benefit the patients we care for."

CW+ currently run therapeutic gardening workshops for older patients, many with dementia, at the hospital. This new garden will deliver an additional area for these workshops that are specifically designed to help with the physical, social, emotional and psychological needs of patients.



New CW+ Chief Executive



Children's Charity where he held the post of Deputy Director, Major Gift Fundraising.

Chris commented: "I am delighted to be joining CW+ at such an exciting time for the Charity. The chance to expand the already significant impact CW+ has on the lives of patients and staff at Chelsea and Westminster Hospital NHS Foundation Trust represents a unique opportunity.

"I am looking forward to getting started and to helping the Trust and its outstanding clinical teams realise their ambitious plans to deliver world-class care in a world-class environment to more people than ever before."

Chris takes over from Mark Norbury, who has moved from the charity after four years to become Chief Executive of UnLtd, the Foundation for Social Entrepreneurs.

Hospital charity CW+ is delighted to announce the appointment of Chris Chaney as its new Chief Executive.

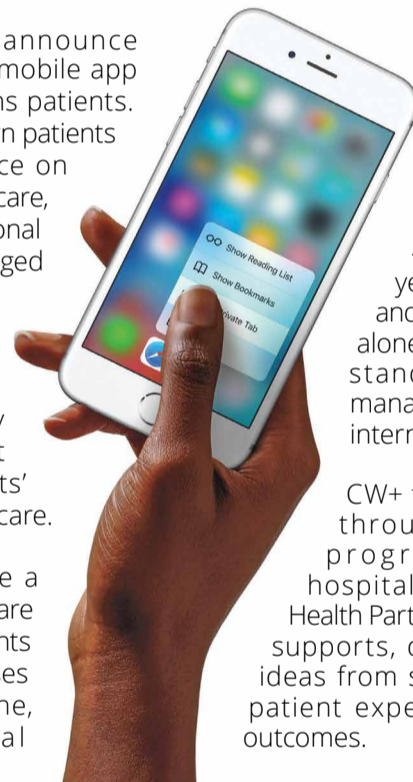
Chris has joined the charity from the University of Cambridge, where he was Head of Major Gifts in the Development and Alumni Relations team. Before Cambridge, Chris spent more than 10 years at Great Ormond Street Hospital

Innovative new app for burns patients

CW+ is delighted to announce the funding of a new mobile app designed to support burns patients. The app will offer minor burn patients clear guidance and advice on self-managing their wound care, rehabilitation and a nutritional routine after being discharged from hospital.

The app will contain more than 80 videos and is expected to significantly lower the need for unit nurses to travel to patients' homes for post-discharge care.

The app will also include a particularly innovative telecare function that will allow patients to consult Burns Unit nurses through their smartphone, enabling audio-visual



consultation from the comfort of their home.

The app is estimated to benefit more than 4,000 burns patients a year treated at Chelsea and Westminster Hospital alone, and could set a new standard in burns self-management and telecare internationally.

CW+ funded this new app through its innovation programme with the hospital—the Enterprising Health Partnership—which funds, supports, develops innovative ideas from staff which improve patient experience and clinical outcomes.

Chelsea Children's Hospital Charity celebrates 5th party at Courtfield Gardens

Chelsea Children's Hospital Charity organised a fundraising event this summer at Courtfield Gardens, a private garden in Chelsea.

The Mayor of The Royal Borough of Kensington and Chelsea Councillor Mrs Elizabeth Rutherford attended the event along with celebrities such as actress and writer Susan Hampshire and more than 400 local Chelsea residents who enjoyed a great and successful party.

As last year, Knight Frank's South Kensington office—an independent real estate consultancy—generously supported Chelsea Children's Hospital Charity by sponsoring the event.

Courtfield Garden's event included all the ingredients for a wonderful

party—live music from Ellie Rose, Rival Karma and DJ Lachambre, plus foot stalls, champagne and a live auction run by the auctioneer Nick Carter.

This is a very important fund-raising event for the charity that has raised more than £40,000 to purchase equipment that wouldn't otherwise be available at Chelsea Children's Hospital based in Chelsea and Westminster Hospital.

The £14,000 raised at the party will help the charity to buy urgently needed surgical and medical equipment for Chelsea Children's Hospital such as an ambulatory EEG recorder system to be used in a child's home to assist in the diagnosis of epilepsy, as well as other equipment.



Saving money is everyone's business

As you will know as a Trust we need to deliver a cost improvement programme every year. Cost improvement programmes are the way we deliver the national efficiency requirement which sees our real terms income reduced. They also pay for local cost pressures and quality investments.

If we do not deliver our cost improvement programme, we will continue to spend more than we earn. The longer this continues, the less able the Trust will be to make significant investments. We are currently investing in services such as the Emergency Departments on each main hospital site and a new Cardiac Catheterisation Suite at West Middlesex. We want to be able to continue to support other services in the future.

There are a couple of things all staff can do to help us deliver the savings required. We have newly agreed processes in place for the booking of agency staff (medical, nursing or admin and clerical). All staff responsible for booking temporary staff should familiarise themselves with the policy and ensure they follow the correct procedure.

As well as this, there are clinical areas of practice in which we can work smarter. By being more efficient in our processes, we will provide patients and colleagues alike with a smoother service, as well as reducing unnecessary spend.

We ask all clinical staff to focus on:

- Better control on how we order diagnostic tests to reduce duplication and in some cases unnecessary investigation and intervention
- Improving how we use our theatres to their full capacity, making sure each theatre list is used productively in order to prevent patients from waiting for operations
- Improving how we use our outpatient service—both with the use of technology and the number of patients each clinic will see—which will reduce waiting times
- Getting patients home for lunch by making sure that all planned discharges from hospital are completed by 11am—this planning will prevent some patients from unnecessary readmissions

Roger Chinn (Deputy Medical Director) said: "As a consultant radiologist, I know that there are a range of processes we could all do better in order to improve the service we provide to patients, as well as reducing spend that isn't needed.

"Simple things like double checking whether all the tests we've listed as required are in fact necessary can add up to big savings.

"These savings will allow us to invest in new treatments, staff and equipment that will improve the care we provide."

By working together to improve efficiency we can all make a difference—if you've got an idea about how we can make savings now, send an email to efficiency@chelwest.nhs.uk.

Last year the total provider deficit was £2.45bn with over two thirds of all NHS Provider trusts reporting a deficit.

There are many reasons behind the deterioration in hospital finances with rising demand and increasing staff costs being two key drivers.

Administration improvement programme

Our review of administration services continues with staff having given their feedback on proposed models of working to suit a modern day NHS.

The review, which looked at clinical, corporate and operational administration, aims to:

- Improve the experience for patients, staff and GPs across all of their contacts with our administrative functions
- Provide an efficient service delivered within a reduced financial envelope
- Provide equity of pay, clarity of job roles and responsibilities, and greater opportunities for progression with investment in training and development
- Provide better and more consistent use of technology

Karl Munslow-Ong (Deputy Chief Executive) said: "All of our services need to be able to adapt to changing need and a greater use of technology in society.

"We believe that the changes we proposed to how we operate these key functions will make it easier for patients to speak directly with the hospital about their appointment, provide our consultants with a pool of administrative experts all year round and give our GPs with named contacts for services in case they have a follow up query about their patient.

"I'd like to thank staff who gave their feedback to the proposed operating models.

"We have considered all feedback and took on board many changes in the final operating model, which will be put in place in the autumn."

What will be different for patients?

Currently, a patient at C&W will receive numerous patient appointment letters asking them to call the appointment line to confirm their appointment.

They may have difficulty getting through to the appointments line which causes frustration, particularly when they are passed onto another person.

As a result of this programme, the patient will receive one notification advising them of their appointment details.

If they need to change their appointment they will be given the contact details for the member of staff that can help them first time.

Electronic patient records a step closer

Chelsea and Westminster will soon implement a new clinical information system known as electronic patient record (EPR) following Board approval at the end of this month.

EPR is a solution that holds all demographic and clinical information about the patients we provide care for.

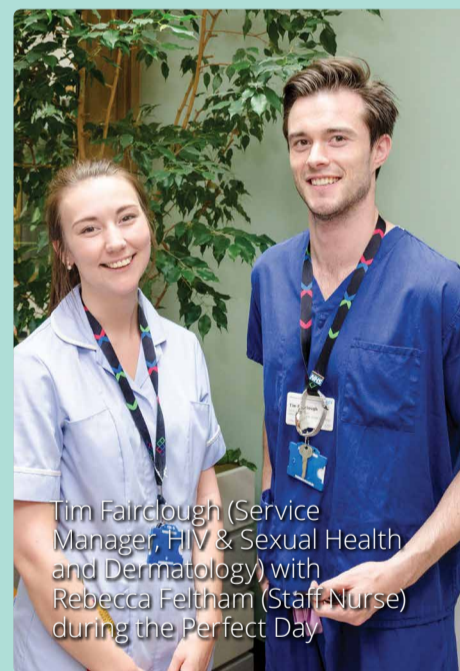
An EPR has a number of benefits including the ability for clinicians to view a patient's medical record when and where they need it without delay.

Other benefits include improved accuracy of data and legibility of key clinical information.

The system can also be used to securely share information with other clinicians involved in a patient's care.

Patient confidentiality is safeguarded through the strongest national and international security measures for handling information.

'Perfect Days' help improve patient experience



Tim Fairclough (Service Manager, HIV & Sexual Health and Dermatology) with Rebecca Feltham (Staff Nurse) during the Perfect Day

We have been running 'Perfect Days' each month in order for our own staff to care for our patients improving the quality of care and providing continuity of care while at the same time reducing the use of costly agency staffing.

Staff who have taken part in the initiative have found the experience rewarding and enlightening. Patients have also been positive in their feedback and interested in the work being undertaken.

All staff are expected to get involved on the day. If you're clinically trained you can fill an agency shift where appropriate—put your name forward to your divisional nurse.

If you're not clinically trained help us in other ways by working as a Healthcare Assistant in areas (we will provide some training), providing administrative support to areas or be allocated either a ward or department.

You can help with the little things that will make a big difference to our patients and staff, such as feeding assistance, reading to patients, or fixing the things that irk your colleagues most!

Get involved and support our hospitals—find out more by emailing Anna at perfect.days@chelwest.nhs.uk.



goingbeyond

If you have a story idea, article or letter to the editor for the next issue of *Going Beyond*, please contact the Communications Department by Friday 14 October.

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