

Grapevine

Lister, QEII, Hertford County hospitals and Mount Vernon Cancer Centre

June 2011



Leaders of the future...
See page 4 for full details.

Why ARC matters to everyone in the Trust

ARC stands for Accelerate, Refocus and Consolidate. It's a Trust-wide programme to:

- Accelerate quality, staff training and communication
- Refocus on patients, staff, values and partners
- Consolidate our services, patient pathways, our hospitals and our teams

Why are we doing it?

We have faced huge changes in recent years as we reconfigure our hospitals and consolidate our services. But these changes are about more than bricks and mortar - they're about making sure the services we provide live up to the needs and expectations of our patients and driving ourselves to work in the best ways possible by putting patients at the heart of everything we do.



Evidence shows that an engaged workforce delivers a better quality of care for patients. While our staff survey shows pockets of excellence and some areas for development, we're largely performing averagely compared to the wider NHS. Average is good considering where we've come from, but it's not yet great and we owe it to ourselves and our patients to demonstrate that we are a truly high-performing organisation.

Who is involved?

Everyone - we want to make sure that every single person who works for the Trust understands what their role is and how they can make a difference to our ultimate vision of *delivering quality healthcare that is trusted and valued.*

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We're just a tweet away...

We have launched a new Twitter channel @enherts

- Find out about events taking place, membership and our charity
- Ask us a question about our hospitals
- Or just keep in touch

So please join us to get the very latest news about our hospitals @enherts



People news



Senior sister **Joanna Chugg** (far left), who has retired from the Trust, would like to thank everyone who gave her such a wonderful farewell party. In particular, she expresses her appreciation to all her staff on Lister's ward 10BS and MDU who, as she puts it, have 'never let her down'.

Another recent retirement notified to *Grapevine* is that of **Janet Anderson**, who worked in the main theatres at the Lister as an anaesthetic/recovery nurse until 2003, when she transferred to the day surgery unit. Janet will be missed by all her colleagues for her great sense of humour and reliability.



Liz Davin (centre) recently retired from the QEII as a clinical support worker after 36 years. Liz started at the hospital in June 1974, where she worked on Knebworth and Ashwell (now Stanborough) wards. She will be missed, say her colleagues, for her overwhelming love of her job, as well as her free spirit and cheerfulness.

Two valued members of the radiology staff retired in March 2011. **Margaret Wolton**, deputy superintendent radiographer at Hertford County hospital, and **Angela Wheeler**, lead clinical RDA, were based at Hertford but both had also worked at the QEII and Lister hospitals over the last 20 years. Over 40 friends and colleagues gathered at a joint reception to celebrate their retirement and wish them the very best for the future.



Another retirement to record is that of **Dr Hari Maiti**, who joined the Trust in 1989. He worked hard to establish and extend the sexual health services and will be much-missed by his colleagues, who all wish him well for the future.

LJMC success

Staff at the **Lynda Jackson Macmillan Centre (LJMC)** at the **Mount Vernon Cancer Centre** are celebrating successful certification to the **Information Standard**.

To achieve the standard, organisations have to show that they produce information that is accurate, impartial, balanced, evidence-based, accessible and well-written.

LJMC can now place a quality mark on its materials, giving patients the confidence to make informed decisions.

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Why ARC matters

How long will it take?

We're starting now, but will be working over the coming months - and even years - to engage staff in making sure that we work together to deliver the best patient care and service we can.

What will the programme include?

We're planning work on the following topics, and it's likely that more will follow:

- Embedding our values
- Staff recognition schemes
- Staff survey action plans
- Management and leadership development
- Well-being at work
- Promises to staff and patients
- Widening access to e-learning



Simply the best!

Lynda Jackson Macmillan Centre's Teresa Young was judged to have made the best presentation at the 2010 annual conference of the **British Psychosocial Oncology Society**.

The theme for the conference was *Cancer and relationships with others*, highlighting the impact of cancer on patients and their partners in their daily lives, relationships and key roles.

Teresa's presentation provided an insight into the development of a *Quality of life* questionnaire which is now in its final phase of testing. The conference committee presented her with the Walker Trophy, making her the latest in a long line of prestigious winners.



Hayley's close shave for cancer

Committed fund-raiser **Hayley Dalton** (right of picture) submitted herself to a really close shave - all in aid of a very good cause.

Hayley raised £620 to help establish a support group for patients with secondary breast cancer. A further £100 was donated to cancer hair care. Also pictured is patient **Elizabeth Leroux**.



Focus on Clinical Photography

What is the clinical photography department?

We provide a photographic service for clinical and non-clinical needs across the Trust's four hospital sites. It includes going into theatres to take photographs of operations for teaching purposes, and taking photographs of patients in our studio to help monitor treatment and response to medication.

Can you please tell us about your department's recent successful accreditation?

In January, our department was inspected by auditors of the Institute of Medical Illustration. Their report said we offer an extensive range of services and that our communication and teamwork are excellent. Out of 34 quality measures, we achieved passes on all counts and with three distinctions.

Do you just take clinical photographs?

No – we take publicity/building works progress photos for the Trust, as well as producing posters and videos. We are currently working on an education DVD for patients to help them understand how their chemotherapy treatment will affect them.

What happens to the photographs once you've taken them?

We use a secure, Trust-wide database called WABA, which conforms to all data protection/Caldicott requirements. Access to our database of clinical photographs is via a secure user password that limits access to a 'need-to-view' basis. Non-clinical images can be viewed and used by the wider hospital team. Staff wishing to have a WABA account should email christine.peachment@nhs.net

Who's in the department?

Our team includes: Christine Peachment, clerical officer; Kevin Harbottle, senior clinical photographer; Megan Cope, trainee clinical photographer and myself, Melvin Bond, manager – clinical photography and illustration.

What are you proud of?

I'm proud of the team and the work we do in the department – we all worked hard on the



recent audit and it's rewarding to receive such positive feedback.

Grapevine interviewed Melvin Bond.

Taking the Trust a step closer to 24/7 heart attack service

Work has begun on building the Lister's second permanent cardiac catheter laboratory.

When ready in October 2011, the £4.54 million investment will ensure that, through a combination of expanding both the capacity and range of cardiac services available through the Lister, far fewer people need to travel in future to hospitals like Harefield for such specialist cardiology treatment.

The new laboratory will also support the Trust's plan to expand this important life-saving service to provide full 24/7 cover over time – currently our heart attack service is limited to 8.30am to 5.00pm, Monday to Friday. Outside these hours, people are taken to heart attack centres in Harefield and Cambridge.

Dr Diana Gorog, the clinical director for the Trust's cardiology team, said: "The Lister's second cardiac laboratory will enable us to fulfil a growing demand for

invasive cardiac procedures, including angiography, angioplasty and pacing.

"It also represents a vital step as we seek to expand our heart attack service to become a full 24/7 centre for primary percutaneous coronary intervention (PCI) – which today is considered the treatment of choice for anyone having a heart attack as it gives them the best chance of not just surviving, but making a good recovery too."

Nick Carver, our chief executive, added: "Since opening our first cardiac laboratory in 2004, we have always recognised that the service would need to be expanded – which is why we are delighted that this will happen before the end of the year. It is also an example of the improvements in the quality of care that our staff can provide to their patients when such specialist services are brought together on to a single site."

From Lord Sugar's Apprentice to Snow White and the Seven Dwarfs

37 of the Trust's managers and supervisors have recently celebrated completing courses aimed at helping them be as effective as possible in their roles.

Effective leaders: 'You're hired!'

To show what they're made of, two teams put on their own special version of Lord Sugar's *Apprentice* - this time, their challenge was to develop and promote the concept of *Amstrad Patient Pods*. The winners were the team representing a group who had taken the effective leaders programme (see photo on front page).

Effective managers: 'Fairytale ending'



Not to be outdone, this group went all showbizzy by putting on *Snow White and the Seven Dwarfs* - in full costume. Snow White was a newly qualified Band 6 nurse reporting on her first day to the 'wicked queen', who simply delegated a number of management tasks without guidance or feedback.

Each dwarf was on hand to offer advice on appraisals, return to work meetings, coaching and time management - perfectly demonstrating what they had learned on the programme. Needless to say, the wicked queen got quite a telling off from the charming prince, who concluded the session by reiterating the key principles of effective management for all to follow.

Effective supervisors: 'Walk the talk'



This group demonstrated perfectly their understanding of communication styles, team working and the Trust's

attendance management procedures by delivering some interactive presentations and a role play - revealing some hidden acting talent in the process.

How has all of this improved patient care?

Here are some examples of the change management projects the delegates from the effective leader programme have completed this year, clearly demonstrating the real improvements to patient care that they have achieved.

Alison Wells, senior theatre sister - re-organising storage facilities in QEII theatres to prevent delays to treatment due to damaged surgical packs.

Ken Troup, moving and handling adviser - Trust-wide standardisation of patient slings, with a potential cost saving to the Trust of over £52,000.

Maria Ferguson, specialty lead for anaesthetics - introduction of a new handover tool in theatres.

Karen Hutchinson, biomedical scientist - introduction of cross training in blood services.

Fredah Temba, ward manager - improved training around pain management on ward 7B.

Lin Barten, cancer manager - proposed changes of work patterns for admin staff in cancer management services.

Carol Mumford, matron renal - developing coaching primarily for Band 6 staff in renal dialysis unit.

Natalie Sweet, A&E senior sister - improving waiting area in A&E at QEII.

Rachel Morgan, bed manager - supporting 'Hospital at Night' implementation across the organisation.

Miky Whittaker, quality control pharmacist - establishing new training pathways for pharmacy students.

Alka Mistry, pharmacist - improved vaccine cold storage facilities across the Trust.

Karen Wheatland, biomedical scientist - implementing findings of clinical pathway accreditation scheme inspection and improving workflow through the blood transfusion department.

For more details on the *Effective Series* of management programmes, please refer to the Trust's intranet (Knowledge Centre home page/Education & Training/HR Training/Courses).

THE BIG CHALLENGE

Prize winner

The Big Challenge was launched on 10 January, asking everyone working for the Trust for ideas on how we can spend less, waste less and be more efficient.

We've had over 200 suggestions and The Big Challenge team would like to say a huge thank you to everyone who's had a good idea and taken a minute to send it in. We've run road shows at the Lister and QEII, reaching around 200 people, and sent postcards to all Trust departments including Mount Vernon and Hertford County.

The winners

Alka Mistry, principal pharmacist procurement, who works across the QEII and the Lister sites, sent in news about a pilot scheme being run where the medicines management technicians have started to process returned medicines on admissions wards, short stay units and Ayot ward.

Because the technicians are familiar with patient histories, they are able to guarantee the quality of the medicines being returned as they have remained in pharmacy control - which means that fewer need to be discarded.

The pharmacy team will let the wards know how much they have saved through the better management of



medicines process and, by doing so, raise awareness of the benefits of working more closely together as a team. This means we can spend less, waste less and be more efficient.

Chief executive Nick Carver said: "It's fantastic to see a department taking the initiative to try to do things differently."

On receiving her £25 M&S voucher prize, Alka said: "Thank you very much for choosing pharmacy and believing in our efforts to reduce waste."

More Big Challenge prizes to be won

We'd like to thank everyone who has written in to The Big Challenge so far. We've seen some great ideas. But we're sure there are more ideas out there. Please keep them coming to thebigchallenge.enh-tr@nhs.net

Staff survey highlights

According to staff surveys conducted in NHS hospitals between October and December 2010, our Trust is now rated as one of the best, above average or average in three out of every four measures of employment performance.

Results from the survey show that in around a quarter of the 39 measures used to assess how well we are doing, we are ranked in the top 20% of acute hospital Trusts in the country.

In relation to other local acute hospital trusts, we performed very well, with only Addenbrookes in Cambridge having achieved more ratings in the top 20%.

Importantly, one of our best scores was the percentage of staff (93%) who believe that their role makes a difference to patients, whilst 75% said they are satisfied with the quality of patient care they are able to deliver.

Some major improvements were made between 2009 and 2010. For example, as many as 84% of our staff reported having been appraised during 2010, compared with just 73% in the previous year.

This reflects the time and effort invested in monitoring staff appraisals and ensuring that, wherever possible,

they are linked to personal development plans for the individuals concerned.

Progress was made in health and safety training, with 75% of our employees having completed relevant courses in 2010 compared with 67% in 2009, although we still need to improve on this.

Very few of our staff experience violence from patients, relatives or the public - just 3% compared with 8% across acute hospitals nationally. However, more needs to be done to improve staff perception of the effectiveness of our procedures for dealing with those few incidents that do occur.

Whilst we came out slightly better than average as far as staff perceptions of their work-life balance is concerned, 73% of staff say they work longer hours than those for which they are contracted, compared with 66% nationally in acute hospital trusts.

Nick Carver, chief executive, said: "The survey shows we are moving in the right direction in a number of key areas. Equally, it has highlighted action we need to take to improve the experience staff have of their work in the Trust."

Six miles of steel in the new Lister car park



The Lister's new multi-storey car park, which is on schedule to be ready by the late summer of 2011, is racking up some pretty impressive statistics already.

When finished, it will have around six miles of steel making up the building's frame - that's the equivalent of 25 times around an Olympic-sized running track.

In terms of the concrete used, the building will have enough to cover nearly two Wembley football pitches. By the end of January 2011, approximately a quarter of the building's framework was in place.

Work on the new £7.9 million car park, which is being built and will be run by the Trust's specialist independent sector partner, Vinci Park, began in September 2010.

It has been designed to end many of the persistent parking issues that have caused frustration to patients and their visitors over the years.

Once opened, the Lister will have some 1,650 parking spaces overall - up from around 1,230 before the project commenced. The new car park will have 667 of those spaces on its own, with dedicated blue badge parking on nearly every floor.

In developing its plans for the hospital's new car park, the Trust has looked to resolve many of the longer-standing issues that people raise when bringing their cars to the Lister.

When it opens at the end of the summer, the car park's design will all but end difficulties in finding parking at the hospital - resulting in people no longer needing to circle car parks trying to find a space. It will also allow people to pay on exit, thus only paying for the time they use.

Trust chief executive Nick Carver said: "When completed, the Lister's new car park will allow us to address the vast majority of the parking issues that our patients and their visitors have been telling me about."

Our best ever performance

Despite the increasingly challenging economic environment, 2010/11 saw the Trust's staff deliver virtually every national clinical, operational and financial standard that it was expected to achieve during the year.

This is our best ever performance since we were founded over a decade ago. At the same time, national survey results from the Care Quality Commission point to improving patient experience and staff satisfaction.

Reflecting on this year's results, chief executive Nick Carver said: "Patients coming to our hospitals today now have a shorter wait for their treatment than in previous years, are unlikely to have their procedure cancelled at the last minute and will be discharged as planned. The chances of their becoming infected with something like

MRSA or *Clostridium difficile* have plummeted, and the quality and range of clinical services provided through our hospitals has improved considerably."

He added: "Our objective now is to join the ranks of the best performing organisations in the NHS. This will not happen overnight, which is why we are launching a long-term organisational development programme this month to help our staff make the changes needed that will allow them to improve the range, quality and efficiency of services we provide to our patients. Part of this work will be to continue to listen to our patients, especially when things do not go as well for them as we would want. Learning lessons through responding to people's concerns form an on-going component of the Trust's development."

Nationally set standard	Achieved in 2010/11
18 weeks standard - admitted	✓
18 weeks standard - non-admitted	✓
A&E four-hour wait	✓
Two-week rapid access chest pain clinic wait	✓
PPCI heart attack service - 150 min call to balloon time	✓
Three month maximum wait for revascularisation	✓
Patients spending 90% hospital stay on specialist stroke unit	✓
Patients with high-risk TIA seen and scanned/treated within 24 hours	✓
Delayed transfers of care (inpatients)	✓
Cancelled operations	✓
MRSA infections - no more than 3 cases in the year*	✗
C difficile infections - no more than 63 cases in the year	✓
Finance - end of year surplus of £3.3 million	✓

*Although the Trust missed narrowly its MRSA blood infections target for 2010/11, it still reduced the number of such infections by nearly a third compared to 2009/10.

Maternity moves

Big moves have been afoot in maternity, with services moving into the brand new extension at the Lister and work starting on improvements to the existing facilities. It's been a busy and hectic time for all concerned. *Grapevine* interviewed assistant project manager Mandy Shoben to find out how it all went.

Q. What's been happening in maternity?

Our first baby was born before 7.00pm on the day of the move into the new Lister unit. Both the neonatal unit and delivery suite are providing a safe and suitable surrounding for the whole family. Since then, the delivery suite has been operating well, often to full capacity.

Q. How did the move into the new building go?

The move went well overall. Special thanks are due to the staff from main theatres (Helen Brittain and her team), who were very supportive both prior to and during



the move. Also worthy of a special mention are the team from G4S (supervised by Katie Sparrow), who worked over and above their brief to ensure that not only was the building clinically clean, but also gleaming!

Q. What feedback have you had from mothers and staff?

All indications are that the unit (even though it is not in its final configuration yet) is operating well, with mothers, families and staff enjoying their new, specifically designed environment. Positive feedback has been received from mothers.

Q. What's happening next?

The commissioning process for the main move has begun and is being informed by the lessons learned in the first phase.

Staff 'champions' are taking responsibility for different areas - for example, IT, stock control and infection control.



A&E staff practise decontamination process in training exercise involving chemical spill

On 30 March 2011, around 40 people from the Lister hospital took part in a training exercise to deal with the aftermath of a scenario where a vehicle containing chemicals had collided with a coach on the A1(M).

The exercise was organised by the strategic health authority, and similar scenarios were acted out at 17 NHS trusts across the East of England to train staff and expose them - as far as possible - to the pressures they would be working under in a real emergency scenario.

Kevin Boyle, acting matron for A&E who organised the event for the Trust, said: "The teams worked really well together and can be proud of what they achieved. We learned some valuable lessons, which we will take forward."



Ambulatory care at the QEII - the story a year on



The ambulatory care unit at the QEII has now been open a little more than a year. Situated on level 4 in the old Datchworth ward, it has been hugely successful in improving patients' experience.

In a nutshell, ambulatory care is all about preventing admission and facilitating early discharge. It happens in various ways - for example, by enabling patients to go home whilst still on intravenous medication. After all, there is nothing like sleeping in your own bed, is there? Almost 1,400 bed days have been saved through this alone.

Ambulatory care patients are mainly medical, although the unit is increasingly seeing more patients from other specialties. Since May 2010, some 2,700 patients have used the service.

Most importantly, patients are reporting their positive experience of ambulatory care. Feedback has been tremendously encouraging.

Patients taking part in a rolling satisfaction survey have made comments such as: 5-star treatment; truly

professional; spotlessly clean; very friendly staff; a true bonus for the NHS; I was greeted with my name every time; I was told what to expect and how long I will wait; curtains were drawn and I had quick service; polite, helpful and willing to provide information; I am 60 and have been in hospital several times, but never been treated so well; well done QEII - this unit is a brilliant innovation.

Ambulatory care physicians, Dr Oonagh McGuinness and Dr Raelene Groom, actively foster an environment where patient choice and involvement is encouraged.

Senior sister Dagmar Louw said: "What makes ambulatory care work is the fact that every patient who comes through the door matters to us. We have learned that a smile is the best value for money resource we have. Managing a positive nursing team is easy and very rewarding."

To find out more about what the unit does, please contact Dagmar on email dagmar.louw@nhs.net or ring 01707 224245.

A message in bottle could make all the difference...

The Trust is now leading a new multi-agency *Message in a Bottle* campaign aimed at helping people nearing the end of their lives to die at home if that is their wish.

When facing a life-limiting illness, it can be hard for the person involved, or their families, to talk openly about the realities of death. This is where the Trust's campaign can make a real difference.

Carolyn Fowler, the Mount Vernon Cancer Network education lead based at the QEII, said: "It's often when only out-of-hours and emergency services are available that things can go wrong where a patient's wishes are concerned.

"Our job is to help our patients and their families understand the issues involved and what they can do. If they wish to die at home, we can help ensure that the necessary documentation is completed and stored safely, ready for any eventuality.

"The patient keeps a summary sheet in a special plastic container, explaining about the documentation and where it is kept. These containers, which are normally

found in a person's fridge, are already very familiar to healthcare professionals as they have been in use for some years to support people with a wide range of medical conditions.

"Our campaign should help support patients who choose to be cared for and die at home to spend precious time with loved ones at the end of their lives, rather than end up in hospital."

At any one time, the number of people facing a life-limiting illness can be significant. The Trust's palliative care team, which covers east and north Hertfordshire, as well as parts of Bedfordshire, will see an average of 210 new patients every month - that's some 2,500 people every year. This does not include those who are in the care of their GPs and/or district nurses, as well as people with non-malignant illnesses such as multiple sclerosis, Parkinson's, motor neurone disease and dementia.



We need volunteers!

Yes, we do, we really do. The East and North Hertfordshire NHS Charitable Trust is looking for volunteers to help organise and run new fundraising events.

From what our existing volunteers tell us, it's great fun and very rewarding. So if you've got some spare time - however little - and would like to get involved with your local hospital's very own charity, please contact Rebecca at the Lister hospital on 01438 781682 or, if phoning internally, on extension 5541.



A £2,500 thank you

Nola Hills, an inspirational fundraiser from Baldock, visited Lister's Forster suite with her daughter Christine Lewis in March to hand over a cheque for £2,500 to help cancer patients cared for by the hospital, where her late husband Richard had been treated.

Nola rallied friends, neighbours and family members by bringing them all together to organise garden fetes, clothes swapping parties and other events to raise money to purchase special 'treatment chairs' for chemotherapy patients.

Pictured above are senior nurse JJ Hills-Johnson, Christine Lewis, Nola Hills and senior charge nurse Mark Jones.

New charity pin badge and trolley coins launched

Fancy a blue, heart-shaped pin badge or a trolley coin key ring for just £1 each?

Well, we've got just the thing for you. The East and North Hertfordshire NHS Charitable Trust has just launched its own products, with the badge based on the shape of its own logo.

If you'd like to see a sample or need some to display and sell on your ward, please contact Giselle Smith on Lister ext. 5541 or email her at gisele.smith@nhs.net

Tough guys' gift to Lister's little ones

Three of our charity's local supporters - Drew McLean, Ross Braine and Mark Gibson - endured an extreme physical challenge to raise £1,365 for the Trust's special care baby unit.

They came along to the unit on 15 March to hand over the cheque. Their efforts will help to buy a special ventilator for sick babies. Drew, Ross and Mark raised

the money by taking part in the gruelling *Tough Guy Challenge* on 30 January 2011 in Wolverhampton.

In Drew's own words the men had to zig zag up and down steep hills, jump in and climb out of icy cold dirty muddy water (after breaking the ice first) about twenty times, throw themselves into water tunnels, ascend and descend 20ft ropewalks, dodge jumping fire and electric shocks, walk the plank, crawl under barbed wire, climb over walls, and wade through chest deep water. And it all took about 3 hours. Back home in time for tea, then!

The cause is especially close to home for Drew, who comments: "In June 2008 my nephew was born premature at 28 weeks gestation, weighing just 2lb 14oz. He spent 8 weeks in the special care baby unit at Lister hospital. We truly believe it was the care and attention he received from the skilled doctors and nurses at the hospital that have helped make him the healthy 2-year old he is today; and for this we are eternally grateful."



Foundation Trust update...

Find out more about the role of Trust governor

The Trust is applying to become an NHS foundation trust. This will give us more control over our finances and greater accountability to our community. When we become an NHS foundation trust, we will be holding elections to our first Council of Governors.

How many governors will be on the Council of Governors?

- 20 public governors elected by our public members
- 6 staff governors elected by our staff members
- 12 appointed governors from a variety of our partnership organisations

What does being a governor involve?

- You will be the voice of the people you represent
- You will attend quarterly Council of Governor meetings
- You will have the chance to sit on a number of committees which have different ways of influencing the future direction and continuous improvement of the Trust

Do I need any qualifications to become a governor?

You don't need any special skills or qualifications to become a governor. The most important requirement is enthusiasm and the willingness to represent not just your own views, but also the views of the people you will serve.

How many members have expressed their interest in becoming a governor?

So far, 300 public and staff members have expressed their interest.

I would like to become a governor. What should I do?

Come along to find out more at our Governor Awareness Event, Monday 4 July, 6pm to 8pm in the Terrace Suite, Campus West, Welwyn Garden City. All members who have expressed an interest in becoming a governor will receive a letter giving more information about this event. Please contact the membership team on 01438 781846, or by emailing ftmembership.enh-tr@nhs.net

Find out more about the Trust by taking part in our popular guided tour

Our public and staff members can find out more about the exciting new developments happening at the Lister hospital by taking part in one of our guided tours. This is a great opportunity to see and hear more about our services from our well-informed guides. To book your place, please ring the membership team on 01438 781846 or send an email to ftmembership.enh-tr@nhs.net

**Friday
17th June:**
Public: 12pm
Staff: 11am

**Thursday
21st July:**
Public: 1pm
Staff: 2pm

**Wednesday
17th August:**
Public: 10am
Staff: 11am

**Thursday
22nd
September:**
Public: 1pm
Staff: 2pm

Support to kick the habit offered on No Smoking Day

We joined forces with stop smoking advisors from Stevenage Borough Council (SBC) and Hertfordshire Tobacco Control Alliance to promote ways to kick the habit via stands at the QEII and Lister this year.



Staff and visitors to our hospitals were informed of ways to access smoking cessation advice and support through the Trust's occupational health team and SBC's Smokebusters scheme on the day.

If you did not get the chance to visit the stalls and would like information on the Smokebusters scheme and where to get help locally for you or your loved ones, please visit Hertfordshire Stop Smoking Service's website: www.smokefreehertfordshire.nhs.uk or call them free on 0800 389 3 998.

Patients' Panel contribution acknowledged

At its last meeting, Trust chairman Richard Beazley formally thanked the 20-strong committee of dedicated residents who have formed the Trust's Patients' Panel over the last eight years.

During this time the panel, made up of patients, carers and relatives, have shared their views and those of the groups they represent in the local community to help us to continuously improve our services with input from those who use it.

The panel has contributed its experience to shape our plans through feedback on our key consultations, as well as service improvements in relation to hospital cleanliness, infection control and catering.

As we move towards becoming a foundation trust and involve all our members in opportunities to contribute to how our services are run, we are sure that panel members will continue to support us as public members. They may even stand to represent the residents of their constituency as publicly elected governors.

Highlighting the winds of change in Climate Week



To highlight the steps the Trust is taking towards

becoming a greener organisation, staff and visitors had the chance to find out more and enter our sustainability quiz during Climate Week.

Information stations at the QEII and Lister raised awareness of more environmentally-friendly travel options for staff to get to and from work, promoting the Trust's car sharing and Cycle2work schemes.

New undercover storage facilities for motorcycles and bikes together and changing facilities, wind turbines, photovoltaic solar panels and electric car recharging points as part of the multi-storey car park were all highlighted as key benefits of green developments for the Trust.

Midwives and nurses deliver a successful event for the public

Over 30 public members, community representatives from women's and children's related organisations and charities came to hear about the future of maternity and neonatal services in March.

Chief executive Nick Carver opened the event, which gave expectant mothers and their loved ones the chance to talk directly to our midwives and nurses about the choices available to them at the Lister hospital, as well as services available closer at home.



Alcohol awareness month in Herts

June is alcohol awareness month in Hertfordshire. The campaign is being jointly mounted by the county council, district councils, police, fire and rescue service and NHS. Together, they aim to ensure that people know the facts about alcohol and that they take steps to keep their consumption within sensible limits.

Here, in *Grapevine*, we are giving a few basic tips on how to drink 'sensibly'. For more information, please visit:

www.hertsdirect.org/caresupport
www.nhs.uk/livewell/alcohol
www.drinkaware.co.uk



- Men should not exceed 3 to 4 units of alcohol a day,
- Women should not exceed 2 to 3 units a day.
 - One pint of beer contains over two units.
 - A large glass of wine contains over three units.
 - Get out of the habit of drinking because you are stressed or have nothing else to do. Look for other ways to relax.
 - Alternate alcoholic and soft drinks to prevent you becoming dehydrated and drinking even more alcohol.

So what's volunteering all about?

Grapevine takes a close look at the work of volunteers across our four hospitals. Here are the answers to the questions we put to the Trust's voluntary services team...

Who are you and what do you do?

The two voluntary services teams include Janis Hall, Jill Rix, Linda Mylrea and Louise Gourlay. Our role is to recruit and support volunteers and volunteer activity throughout the Trust.



Janice Hall



Jill Rix



Linda Mylrea



Louise Gourlay

What are volunteers?

Volunteers are members of our local communities who want to support our work by doing something practical. They come in all shapes and sizes and from all walks of life, bringing with them a variety of skills which we put to good use. The most important qualifications for volunteering are enthusiasm and reliability.

What our volunteers say:
"All the staff are friendly. It's like being part of a family."

How many are there across the Trust?

At present we have approximately 700 Trust volunteers working across our four sites. Together, they represent an additional 13% of our total staffing. On average they work about four hours each a week, which gives us an amazing 2,800 hours per week - the equivalent to 74 full-time staff.

What our volunteers say:
"I love to feel that I am helping."

A small percentage of our volunteers are students who are looking for a career in the NHS. In addition to our own volunteers, we have many people who volunteer with other organisations that support the Trust.

What do they do?

We have drivers who take patients to their healthcare appointments; welcomers who greet people when they arrive and help them find their ward or clinic; ward assistants who spend time helping nurses with some of the more routine tasks and talking to patients; survey volunteers who find out what patients think of the Trust; volunteers who look after the gardens and the fish tanks; volunteers with admin skills who support the secretarial staff; fundraising volunteers; and complementary therapists who treat both patients and carers ...the list is endless. We are open to good ideas – if we can use it to benefit our patients, we will.

What our staff say:
"The volunteers are appreciated enormously."

If a hospital department needs a volunteer, what activities are suitable and how do they ask for help?

It's easy. Simply fill in a request form or talk to us. We will always be pleased to tell people where they can help.

Of course, staff need to remember two important things: the role of the volunteer is to support them, not replace them or plug a gap; secondly, the way to keep a good volunteer is to get to know them, recognise their worth and say thank you. Make the volunteer part of your team.

What our staff say:
"Techno genius Tom helped us to record a relaxation CD."

There are lots opportunities to support the Trust - almost any activity that is not taking the job of a paid employee or a trained member of staff can be considered.

If a member of the public wants to become one, what should they do?

In the first instance, contact the hospital where you want to volunteer and speak to any of the voluntary services team. We will talk to you about your interests and tell you what opportunities we have for you.

Celebrating excellence

Our Trust is full of people doing extraordinary things, every single day. Whether you work with patients on a daily basis, or are part of the team that keeps our hospitals running smoothly, we all play a part in making sure our patients receive the

care they need. Work is under way to launch a new set of awards at a ceremony in the autumn to recognise and celebrate the outstanding work that members of our team deliver. So watch this space!



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Ideas

Do you have an article for *Grapevine*? The closing date for information to go into the next issue is 11th July.
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