What’s all this?

You may have noticed that there’s something a bit different about this edition of Grapevine. If not, then just turn your copy over and have a look... You should find a copy of the Trust’s members’ magazine, The FT, surgically attached (by staples) to your lovely Grapevine! While this may seem slightly odd, we can assure you that there is method in our madness.

As we move towards becoming a foundation trust next year, we have been letting our new public members know about what is going on in the organisation via The FT and we think it’s only right that all of our members - more than 10,000 of you including staff and public - have access to all information being published.

So we’re ensuring that you are able to see the latest edition of the six-monthly newsletter in hard copy and online via the intranet. What more we think that in the longer term we can make both publications better by combining them into one member publication.

However, we don’t want to make such a drastic move without asking all of you for input and before we are authorised as a foundation trust. This is because we want the magazine to be by members of staff, for members as staff, as it has always been. But also because we want to improve it and turn it into the best publication possible for all of our members.

In the next few months we will be organising surveys and focus groups to ask which elements of each magazine you like and dislike or feel is useful or relevant to you as a member. So sit back, have a slurp of tea and a bite out of that mince-pie, enjoy reading both and tell us what you think.

Edna’s birth pool means new mums will feel right at home

‘Homely’ might not be a word that people would usually associate with hospitals.

But this is exactly the sort of atmosphere midwife Edna Chitondo and the midwifery team were aiming for when they set out to create a midwife-led birth pool room at the QEII.

And judging by the results, which were on display at the official opening last month, they have definitely succeeded. There were even yellow plastic ducks in the pool.

Edna said: “Pregnant women aren’t ill, so we really wanted something that looked like home for them. It’s just so much nicer for women who are predicted to have low risk births to be able to have their babies in a comfortable, homely, midwife-led environment like this.”

Edna was tasked with getting the project up and running about a year ago when she started training as a supervisor of midwives at the University of Hertfordshire. And she’s the first to admit that she knew she had her work cut out.

“Having heard about the amount of work involved, I was a little apprehensive,” she said. “But I got a lot of support from consultants and management as well as from the midwives and health care support workers. Everyone has worked very hard as a team and I’m very thankful to them all.”

She added: “We’re very lucky now that we have two rooms with birthing pools. A lot of our midwives are learning how to deliver babies in water. It’s been a lot of hard work but, to see the results, it’s definitely been worth it.”
Christmas meals for staff

Traditional festive grub will be available from the Lister restaurant on Tuesday 15 and Wednesday 16 December. Staff at the QEII will be able to tuck into their turkey and stuffing on Thursday 17. There will be a wide range of other dishes on offer too, including vegetarian options.

Neonate support group

The NNU team are delighted that an ex-mum, Camilla Hamilton, is helping to restart a support group and is arranging meetings for those who have had a baby in the Special Care Baby Unit (or NNU). Neonatal staff will be involved and will be there to help and support as well as helping the parents to support each other. They started in Stevenage and, if it takes off, will expand north of Stevenage and into Welwyn Garden City, perhaps linking in to groups in other areas.

Beating swine flu

With swine flu on the rise, senior clinical staff at the Trust are trying to encourage as many people as possible to get a jab to protect themselves, their patients and their colleagues.

And a trio of brave volunteers even offered to have their photos taken to help get the message across and prove there’s nothing to worry about.

Dr Lorane Fitch, consultant microbiologist, Dr Carolyn Meredith, A&E consultant and Sheelagh Molloy, lead nurse/matron, all rolled up their sleeves for the pics you have hopefully seen on the screensaver over the last month.

For those who haven’t yet had the jab, you can get it in the following places:

**Lister:** Old School of Nursing, 1st Floor
- Monday to W ednesday
  - Mornings: 9am to 12.30pm
  - Afternoons: 1pm to 3.30pm

**QEII:** Harmer House, Room 3
- Monday to W ednesday
  - Mornings: 9am to 12.30pm
  - Afternoons: 1pm to 3.30pm

Night staff will be seen in O H departments at QEII and Lister, Monday to Friday, 8am to 9am.

Doctors from all over the UK flocked to the QEII recently to take part in the first Basic Practical (Surgical) course approved by the Royal College of Obstetricians and Gynaecologists.

During the three-day course - from September 26 to 28 - they were able to learn the principles of gynaecology surgical skills and obstetrics practical skills, ranging from general surgery and laparoscopic (keyhole) surgery to fetal blood sampling and instrumental delivery.

Mr Raj Saha, course convenor and consultant in obstetrics and gynaecology, said the course was a real success, which has been reflected in the feedback from the delegates.

He said: “I feel strongly that doctors’ training should not only be educational and instructive but should also be fun and enjoyable. W e should all encourage high calibre doctors to choose our specialty to provide the best possible care to our women in future generations.”

He added: “I am grateful to my medical, nursing and midwifery colleagues for their contributions to this course.”

Mr Saha also organises the popular interview skills course for the doctors who apply for specialist training. Doctors from other Trusts attend this course as well.

New members join chaplaincy team

Jane Hatton writes.... The Reverend Sandie Beck was licensed by the Bishop of Hertford as an Anglican chaplain on 10 September in the Lister Chapel.

Sandie will only be working one session a week, but the extra boost to our small, busy team is invaluable.

On 20 October, Mrs Margaret McNulty was commissioned by Bishop George Stack at the QEII as a part-time Roman Catholic chaplain. Margaret will primarily be based at the QEII, and provides much-needed on-call cover for Bernadette Cassidy, our whole-time Roman Catholic chaplain.

Christmas carol services for staff

**Mount Vernon:** Monday, 7 December at 8pm for a Christmas service of carols and readings in the postgraduate centre, followed by mulled wine and mince pies.

**QEII:** W ednesday, 23 December at 1pm for staff and patient carol service

**Lister:** Thursday, 24 December at 1 pm for staff and patient carol service

**Christmas Eve carol singing around the wards:** Meet in the chapel at 4.30pm for QEII; 6.30pm for Lister; 7pm for Mount Vernon

**Christmas Day:** Services will be held in the Lister and QEII chapels at 11.15am.
A day in the life of....

....a diabetes specialist nurse

By Steve Creswell

“The problem is that people generally know very little about it - even the best educated, best informed people in the world. But the reality is that diabetes can affect people from the cradle to the grave and it’s our job to get people to understand, from the doctors and nurses to the patients themselves. It can be tough and I can’t see when our work will ever be done.”

Serious stuff. But watching and listening to Debbie Stanisstreet and Kate Mahaffey as they talk, you get the impression that they’re not daunted by what many might consider an uphill struggle.

Indeed, it seems they’re absolutely determined to get their message out there and help staff provide the best possible care to patients with diabetes.

And judging by the list of successes they’ve enjoyed recently, it seems that they’re making a pretty fine job of it.

Just this year alone they have:

- Launched the Trust hypoglycaemia treatment guideline and introduced special orange boxes called hypoboxes to resuscitation trolleys to help staff spot and treat patients with hypoglycaemia (low blood sugar levels)
- Launched the Think Glucose campaign across the Trust, which is a toolkit to help improve outcomes for patients admitted into acute care with a secondary diagnosis of diabetes
- Been granted the funding to run Warwick University’s fully-accredited Certificate of Management of Diabetes in Hospital course - the only one of its kind in the country

This, they tell me, has all been undertaken alongside a hectic daily routine and their ongoing involvement in research and developing local and national guidelines on diabetes care. I’m seriously impressed and I want to know more.

So what prompts a fully qualified nurse to go into an area that few people know much about? “When I was ward manager on Knebeworth ward at QEII about six years ago, I knew there was a big gap and that we needed some kind of inpatient service,” says Kate.

“I’ve always been aware of diabetes. My aunt died of type 1 diabetes as a child, so it was always one of those horrible stories my granny told me that stayed with me.”

Debbie, too, had a similar personal experience which steered her medical career towards diabetes.

“I was a nurse on Codicote ward, and I realised I knew very little about diabetes,” she says. “At the same time, my daughter was diagnosed with type 1, so that’s when I decided to go in this direction.

Kate Mahaffey (left) and Debbie Stanisstreet with a diabetes patient

“Then, the more I got into it the more I learnt and realised there was a huge gap in this area. I applied for and got a position on Knebeworth ward (which was then the diabetes and endocrine ward).”

She added: “That was 10 years ago. Since then, I carried out an audit which confirmed what we knew - that we desperately needed an inpatient service. Following my move to the Lister and Kate joining the team at the QEll, we re-configured the DSN service to incorporate this and launched the service five years ago.”

The pair are now members of a five-person team, which itself forms part of a wider multi-disciplinary team that includes dietitians and podiatrists.

They see themselves largely as a specialist resource and spend a lot of their time responding to bleeps and calls from doctors and nurses on wards who need support and advice in dealing with specific diabetes patients. They also try to spend as much time as possible educating and training staff in the hospitals, as well as liaising with the community diabetes team.

In this way, they believe they can also reduce the amount of admissions as well as cutting down length of stay.

Debbie says: “For patients with diabetes it’s a huge impact to be admitted into hospital with an acute condition which will have an impact on their diabetes. So it’s really important that, when they are in hospital, all the staff know the implications that their procedure, condition or medication can have on their diabetes.

“These patients have come from home, where they’ve been comfortable and know their routine. But in hospital their diabetes can suddenly get out of control. It can be a very scary time for them.”

Kate adds: “It’s about making a difference to patients’ lives. It’s about supporting them, allaying their fears and making sure they know we understand them. It’s about making their experience a better one and empowering people.

“W hen you deal with a patient who is really scared and you manage to turn it around, that’s great. When they see that we know what they are talking about, they just look so relieved and we often leave them laughing!”

Both admit that they can get frustrated by some aspects of their job. Getting people to attend training sessions can sometimes prove tricky and people making the same mistakes over and over - for example, with insulin prescribing - can be demoralising.

But they also both agree that the pros of the job far outweigh the cons.

“It’s when people get it, that’s when I love my job the most,” says Debbie.

“If you can’t get a patient’s diabetes under total control, when you feel that you are actively working with ward nurses, doctors and patients and you have that coherence, that’s when we feel we have those eureka moments. It’s at that moment when everything falls into place and we know we’ve done our job.”
Have you ever had the urge to jump out of a plane for charity?
Then why not take the plunge for enhance herts and sign up for the next enhance herts Tandem Skydive, planned for September 2010?
Jo Fallows, one of enhance herts’ supporters, took to the skies in September. This is her exhilarating account of her adventure.

She writes: A spectacular sunrise over the Cambridgeshire countryside made the early start to the day worthwhile. I’m not a naturally brave person, but I didn’t feel nervous - just overwhelmed with excitement and anticipation, especially once I was at the airfield watching the first skydivers drift slowly down across the clear blue sky.

All those jumping before me had landed safely with wide grins on their faces, which just made me even more eager to get airborne myself. At 1 pm it was finally time to go.

Once my kit was on and checked, I climbed aboard the plane with my instructor and four other tandem pairs. I caught a brief glimpse of the patchwork of fields far below as we climbed to our jump height of 10,000 feet.

Shortly after, the aircraft door was opened and the first pair of skydivers was away. Then it was my turn.

I had no time to think or panic until, a split second later, realisation dawned that I was hurtling towards the ground head first at 125+mph. What a feeling!
The exhilarating freefall lasted about a minute - not nearly long enough. Then my harness pulled taut as the parachute opened and everything slowed and became suddenly quiet. A chance to get my breath back, chat to my instructor and admire the amazing views of Cambridgeshire and Norfolk as we descended the final 5,000 feet to land safely (if rather inelegantly) back at the airfield.

W hat an achievement!
W hat an experience!
And what a fabulous day! enhance herts organised everything, so we had nothing to worry about, either beforehand or on the day.
There were nine others skydiving for enhance herts with me. We all sat together chatting, laughing and relaxing in the sunshine, and offering support and advice to one another before and after our respective jumps.
The camaraderie was great, helping to keep any pre-jump nervousness in check. The parachute centre staff, including my instructor (a four times world record-holding skydive and base jumper), were also reassuring and helpful.
Thanks to everyone who made the day so memorable and such huge fun. I’ll never forget it. And yes, I would do it again.”

Please contact Rebecca Cheesman in fundraising on ext. 5541 or email rebecca.cheesman@nhs.net for information on next year’s skydive.

Fancy a bit of whitewater rafting - just for a change? If you do, it could be your lucky day

Raging rapids, cascading waterfalls and nail-biting competition - enhance herts would like to introduce a new fundraising challenge event for next year. Raise your pulse and raise money for enhance herts by joining us on a unique whitewater rafting adventure at Nene Whitewater Rafting Centre in Northampton, on Saturday, 19 June 2010.
Simply raise a minimum of £125 to go whitewater rafting for free. This amount also includes an enhance herts t-shirt commemorating your achievement. You can raise money for your chosen enhance herts fund.
Why not get a team together from your department?
For more information please contact Rebecca Cheesman in Fundraising on ext. 5541 or rebecca.cheesman@nhs.net
1. The Shrine of the Three Kings, a reliquary said to contain the bones of the Three Wise Men, can be visited in the cathedral in (a) Canterbury (b) Cologne (c) Vienna or (d) Rome?
2. Which of Santa's other 8 reindeer was the father of Rudolph the red-nosed one?
3. Kwanzaa, a cultural holiday celebrated from 26th December till 1st January, originated from (a) Sudan (b) Indonesia (c) USA or (d) Kenya?
4. Which city is believed to be the birthplace of Jesus of Nazareth? (a) Nazareth (b) Bethlehem (c) Damascus
5. Children in Sweden try to please the Swedish Santa, Tomte, by leaving out (a) a bowl of rice pudding (b) a glass of vodka (c) a plate of dried herrings or (d) a bottle of glogg (mulled wine)?
6. In which country was the city of Natal (“Christmas”) founded on 25th December 1599? (a) Portugal (b) Brazil (c) France
7. In what century AD was Saint Nicholas of Myra born? (a) 1st (b) 2nd (c) 3rd
8. George Frederick Handel's Christmas oratorio, The Messiah, was first performed in 1742 in (a) London (b) Dublin (c) Vienna or (d) Jerusalem?
9. The music to “Silent Night” was originally written for a (a) guitar (b) piano (c) harpsichord or (d) pipe organ?
10. In Dickens’ “Christmas Carol”, how many children does Bob Cratchit have? (a) 4 (b) 6 (c) 8
11. In what year did John Calcott Horsley invent and design the first Christmas card? (a) 1821 (b) 1834 (c) 1843
12. Which artist was famous for his many paintings of the Madonna with Baby Jesus: (a) Raphael (b) Michelangelo (c) Leonardo da Vinci or (d) Marc Chagall?
13. The mistletoe grows (a) only on conifers (b) only on deciduous trees or (c) on both?
14. True or False: only male reindeer have antlers?
15. In which ocean is Christmas Island? (a) Atlantic (b) Pacific (c) Indian
16. In the familiar song “The 12 Days of Christmas”, what is the gift on the fourth day? (a) Rings (b) Partridge (c) Geese (d) Calling Birds
17. How long after the birth of Christ did the Three Wise Men arrive? (a) 10 days (b) 12 days (c) 21 days (d) 28 days
18. Who wrote the Bing Crosby hit “White Christmas”? (a) Irving Berlin (b) Cole Porter (c) Dean Martin
19. What was the first thing Scrooge bought after his change of heart? (a) Turkey (b) Cake (c) Brandy?
20. Where did St Nicholas come from? (a) Bohemia (b) Greece (c) Turkey (d) Switzerland?

Answers: 1. (a) 2. Donner 3. USA 4. (a) 5. (a) 6. (a) 7. True 8. (b) 9. (a) 10. Raphael 11. 1834 12. (c) 13. (c) 14. False 15. (c) 16. (d) 17. (b) 18. (a) 19. (b) 20. (a)
By Tracey Radnall
Staff from the Trust’s sterile services department (SSD) are celebrating the outcome of the latest audit carried out by an external certification body that checks standards achieved in the disinfection and sterilisation of theatre trays, procedure packs and surgical instruments.

The audits, which take place at six monthly intervals and last from one to three days, seek to establish whether trusts are meeting the relevant international and European standards. If the auditor is not satisfied that all certification requirements are being met, the failings in the system are highlighted through the issue of non-conformances. These must be addressed before certification can be renewed or granted.

Our SSD has been issued with renewal of certification without any non-conformances, which means that it has all the necessary systems in place. For the SSD staff, this means that all of the work and training they have undertaken in the last two years has allowed them to achieve success to a recognised standard.

While the instruments are used by medical and nursing staff, the SSD staff never forget that the real customer is the patient, whose health and well-being are protected by all their hard work.
Hand-held electronic questionnaires have been introduced at the Trust to allow patients to give on-the-spot feedback about their experiences in hospital.

Thirty of the high-tech devices - called patient experience trackers - are now in use across inpatient wards, outpatient clinics, A&E, urgent care centres and maternity units at the Lister, QEII and Hertford County hospitals, and the Mount Vernon Cancer Centre.

The Trust's nursing team hopes this will allow staff to iron out any existing problems and help ensure that every patient coming into hospital has the very best experience possible.

Ella van Raders, assistant director of nursing and project lead, said: “This initiative underlines how serious we are about listening to what our patients say. We already have an annual inpatient survey and we also use postal surveys. But this will fill a gap because it lets people tell us what they’re feeling right there and then”.

She added: “We often find that people say different things, depending on when they’re asked. So someone filling in a postal survey from home might have forgotten about a particularly good or unsatisfactory part of their experience with us.”

At least five patients will use each device every day. It means, according to Ella, that the team will receive a minimum of 35 sets of patient experience information every week.

There are just five questions, which are tailored to each area and are designed to extract as much information as possible while taking up very little of a patient’s time.

Ella added: “Each ward and area that the trackers are used in will have a wall chart showing their results on a weekly basis, so staff and patients can see what is done well and what needs to be improved.

“We hope to be able to start spotting trends after just a few weeks and then we can set about smoothing out any of the creases we find, from organising extra training to making slight improvements to the way staff communicate with patients, for example.”

Blood transport service launched

Volunteer motorcyclists are now being used to deliver night-time emergency blood supplies to both the Lister and QEII hospitals.

Service by Emergency Rider Volunteers (SERV) transport the blood from the National Blood Service in London between 7pm and 6am, 365 nights a year.

The Trust uses between 800 and 1,200 bags of blood per month and receives a daily delivery from the National Blood Service.

However, if there is a medical or surgical emergency and additional supplies are needed, vans or taxis then have to be used, costing both time and money.

The service was officially launched at the Lister at the end of September.

Karen Wheatland, blood transfusion manager at the Trust, said: “The Trust is very lucky to have the opportunity to access the valuable service that SERV provides. The transportation of blood products is a vital role in patients’ clinical care, particularly in emergency situations.

“SERV riders provide an efficient link between the hospitals within this Trust and the National Blood Service at Colindale. They are a dedicated, highly professional group of people who have undergone a significant period of training in order to provide this service.”

Got any stories for Grapevine? Send your information or ideas to Grapevine editorial board, postal location code L69 or contact Steve Creswell in public affairs on ext. 5940 (L), e-mail steve.creswell@nhs.net
The hard work and dedication of the Trust’s nursing, midwifery and healthcare staff were honoured last month at a special awards ceremony.

The general secretary of the Royal College of Nursing, Dr Peter Carter, and chief nurse for the East of England, Ruth May, were among the guests at Knebworth Barns.

Eight employees walked away with the highest accolade they could receive within the organisation – an award based on the judgement not only of the expert panel of judges, but also of their own colleagues.

Celebrating the contribution

David Sully, Kate Mahaffey, Jane Boxall, Julia W Inter, Sheila T Roy, Sheelah Molloy, Alisa N ash and Edna Chitondo were all presented with winners’ trophies.

But, according to the Trust’s director of nursing, Sue Greenslade, all 24 nominees deserved a special mention for the outstanding contribution they had made to patient care.

She said: “Each year we celebrate the contribution of nursing and midwifery staff to excellence in patient care and all of the nominees shortlisted have proved they are among the very best our profession has to offer.

“Leading by example, implementing innovation in practice, showing strong leadership, demonstrating delivery of care and compassion, striving for excellence - these are all qualities we want to further develop in our hospitals and they are the qualities found in the award winners and all the nominees.

“Making the final selection is always difficult and the judges were unanimous in their comment that everyone was nominated deserved recognition. It makes me enormously proud, not just of these individuals but of the contribution our nurses and midwives make every single day.”

Members of staff were asked to nominate their colleagues for a range of awards that recognise the range of practices that exist. From here a shortlist was drawn up and the winners selected by a panel of judges comprising Sue Greenslade, director of nursing; Nick Carver, chief executive; Janet Lynch, director of human resources; Richard Beazley, Trust Board chairman; and Alison Murray, vice chairman.

Sue added: “In order to make the public and patients aware of the commitment and excellence of our staff, a display cabinet at the main entrance at the Lister will exhibit the trophies won. Year on year, winners will have their names engraved on the trophies to raise the profile of, and pride in, our staff even further.”

The award winners and those highly commended in each category were:

**Innovation Award Winner:** David Sully, Clinical Support Worker

David joined the endoscopy team in September 2005 and brought some unique attributes to the team. He has designed and implemented a number of computer programmes, resulting in the team being able to manage maintenance of all equipment within the unit quickly and efficiently. This process ensures that preventive maintenance is carried out in a timely fashion, which leads to a more streamlined service and nursing time being utilised more effectively.

**Highly commended:** Sharon Ramanaiken, Senior Midwife, Complaints and Debriefing.

**Special Achievement Award Winner:** Kate Mahaffey, Diabetes Specialist Nurse

Kate has been an inpatient diabetes nurse for five years. Within her current role she is taking the lead on the Think Glucose campaign at the Trust.

Kate is really enthusiastic and is using the campaign to make further improvements in patient care, experience and outcomes, particularly in patients with diabetes who are admitted to hospital. Kate is positive, determined and an excellent role model.

**Highly commended:** Nicola Timms, Senior Sister

**Florence Nightingale Award Winner:** Jane Boxall, Senior Research Nurse

Jane has been a research sister at the cancer centre for over 13 years, providing specialist support and expertise for patients receiving investigational drugs. She also gives tumour site-specific advice.

Jane provides the highest possible quality of care and will not rest until she has done everything she possibly can for...
our nurses and awards ceremony

each patient. She regularly goes beyond the call of duty and her work is recognised and acknowledged daily by both her patients and her colleagues.

Highly commended: Debbie Whittaker, Senior Nurse/ Matron; Faye Beard, Sister, Capsule Endoscopy; Angela Blundell, Staff Nurse

Patient Experience Award Winner - Julia Winter, Nurse Team Leader

Julia runs a light treatment clinic for patients with skin problems. The comfort, reassurance and encouragement patients receive from Julia makes their treatment much more successful. They leave their sessions feeling that the burden of their illness has been lifted and with a sense of physical and mental well-being, Julia more than amply demonstrates delivery of care and compassion in her work.

Mary Seacole Award Winner - Sheila Troy, Senior Sister

Sheila is an exceptional leader and has risen to the challenges of a ward manager – motivating, developing and leading her team. Sheila is extremely professional, gentle and supportive and also works extremely well with her consultant colleagues.

Highly commended: Nicola Timms, Senior Sister

Director of Nursing Award Winner - Sheelagh Molloy, Lead Nurse/ Matron

Sheelagh epitomises leadership through advocacy. She has demonstrated an overarching capability to achieve change, define standards and strive for excellence in patient experience and quality of care.

Sheelagh has a strong awareness of the whole health economy, which informs the decisions she makes. She talks passionately about her vision and expectations, is dedicated and will always go that extra mile to help and support staff.

Clinical Support Worker Winner - Ailsa Nash, Health Care Assistant

Ailsa consistently shows empathy towards her patients. She takes time to talk to them, giving both information and reassurance. She is a well-respected team member who has shown a common sense approach to working within the vibrant AAU.

Highly commended - the late Gerry Knopp, Clinical Support Worker

Gerry worked on Codicote ward for seven years – he was a diligent, hard-working and highly regarded member of the team.

Despite his illness and health problems, Gerry insisted that he be given the opportunity to continue working and was never happier than when he was delivering high quality care.

After a very short period of illness Gerry died in March 2009. He was nominated for his ability to love and to give, and for his dedication and professionalism. He is, and will continue to be, missed by everyone who knew him.

Louise Bourgeois Award Winner – Edna Chitondo, Specialist Midwife

Edna is responsible for developing a service for infectious diseases in pregnancy, including HIV, hepatitis, syphilis and rubella.

Since 2005, Edna has been available to support, educate, liaise with and counsel mothers during very difficult times. Edna is compassionate, non-judgemental and will always put herself forward to help anyone in need.
Julie named ‘Nurse of the Year’ in Comet Community Awards

Just before she went on holiday this summer, senior chemotherapy nurse Julie Johnson had left strict instructions that she should only be contacted in an emergency.

So it came as something of a shock when, whilst indulging in a game of crazy golf, she received a call from her colleague Mark saying she had been selected as a finalist in the prestigious Comet Community Awards.

But that was nothing compared to the surprise she got two months later when the spotlight fell on her and David Croft, awards host and Radio 5 presenter, read her name out as the winner of the Nurse/Care Worker of the Year Award 2009.

“I really didn’t believe Mark when he called, so he got a stern talking to for interrupting my holiday…and then a reporter from the Comet rang,” said Julie, known as JJ to her friends and colleagues. “I was a nervous wreck on the night. I felt like I was on Pride of Britain or something. The light followed me all the way up on to the stage and I knew I had to make a speech but by that point my mouth was completely dry.”

Julie said that she had no idea she was in line for an award, right up until the point she received that fateful call on the crazy golf course. It turns out that her colleague Jasmin Gupta, a volunteer on the Lister’s Forster Suite where Julie works, had nominated her to the Comet newspaper.

The glitzy ceremony took place on 23 October at the Ramada Cromwell Hotel in Stevenage.

Julie, who has worked in oncology for more than 10 years now, added: “It was really embarrassing at the time but I’m actually very proud of this and everyone I work with. We come as a package and I definitely wouldn’t have got this award if it wasn’t for them.

Congratulations also go to Sheelagh Molloy, lead nurse/matron at the Trust, and Julia Winter, nurse team leader, who were also shortlisted as finalists for the award but were pipped at the post by Julie.
The Trust is calling for proposals from budding local sculptors out in the community to turn a four-ton oak tree trunk into a work of art.

Until recently, the tree was in the hospital's main public car but was taken down to make way for the new multi-storey car park, on which work is expected to begin next spring (see story on page 5).

As part of the multi-million pound redevelopment of the Lister, a green plaza will be created next to the hospital's main entrance and will be planted with trees, shrubs and grassed areas for the use of patients, visitors and staff.

It is here that the sculpture will take pride of place.

We want budding LOCAL SCULPTORS to turn oak tree trunk into WORK OF ART

Send designs, along with an estimated cost, to: Tree trunk sculpture competition, Lister Hospital (L69), Coreys Mill Lane, Stevenage, Herts, SG1 4AB. The deadline for proposals is 31 December 2009. Visits to see the tree trunk can be organised by calling the facilities team on 01438 781051.

New URGENT CARE CENTRE opens at Hertford County Hospital

If you need treatment for a bad cut or scald, suspected broken arm or leg or other minor accidents you could be treated at the new Hertford Urgent Care Centre (UCC).

Based at Hertford County Hospital, the UCC is a treatment centre for patients who have serious but not life-threatening injuries or illnesses, so is not designed to replace either a GP surgery or an A&E department.

It is a walk-in centre open from 8am to 8pm seven days a week for quicker treatment, closer to home. Existing UCCs have found that the average waiting time is under 30 minutes.

For more information about your local Urgent Care Centre, visit www.hertfordurgentcarecentre.nhs.uk or contact NHS Direct on 0845 4647.
Our survey said: 9 out of 10 patients would recommend our hospitals

The latest results of the Trust’s inpatient postal survey show that, so far this year, patients have been more satisfied with their overall experience in hospital than last year. They also clearly demonstrate that we are on track to beat the year-end target for each category, as the table on this page shows.

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<td>Ward cleanliness</td>
<td>85%</td>
<td>92.9%</td>
<td>81.0%</td>
</tr>
<tr>
<td>Respect and dignity</td>
<td>85%</td>
<td>91.0%</td>
<td>85.0%</td>
</tr>
<tr>
<td>Food</td>
<td>85%</td>
<td>86.4%</td>
<td>50.0%</td>
</tr>
<tr>
<td>Recommend Trust?</td>
<td>85%</td>
<td>90.3%</td>
<td>N/A</td>
</tr>
</tbody>
</table>

You say, we do

In issue one of The FT we asked you what you want from events: the theme, the format, best times to attend and what is most likely to stop you from attending. You can see the results in the pie charts on the right.

You showed interest in all the types of events suggested but most of you said you want to hear directly from our clinical professionals about innovations and developments at your local hospitals. The majority of you are best able to attend evening events. Of those who responded, work commitments were the main reason for not being able to participate in membership activities.

As a result of this feedback we will concentrate on organising events which focus on the developments in our Trust delivered by our clinical staff as much as possible and we’ll try to vary the times we hold events to accommodate as many of our members’ personal and work commitments as possible.

Use this issue’s survey on Talk and Tour topics to help us prioritise which issues to build into future member activities plans.

Talk and Tour topic survey

From our last survey, we know that you want to hear from our clinical professionals as much as possible. Next year we aim to hold at least one members’ event at each of our hospitals starting with Hertford County in January.

We will use the events to update you on some of the developments at the different hospitals but we’d also like to know which topics in general are of most interest to you.

We’ll use the feedback we receive to inform the events we organise in future. Simply state your preferences for the topics (see list to right of page) and return by email or freepost.

Select the topics you would like to hear about in order by placing a number next to each (1=first choice 10=last choice)

- Cancer Care
- Chronic conditions
- Elderly care
- Emergency medicine
- Finance
- Fundraising
- Heart services
- Renal
- Radiology
- Surgery
- Volunteering
- Women’s & Children’s services
- Workforce

Please state below any other topics you would be particularly interested in hearing about:

Please return your completed form to: Freepost RRBA-KEKX-BLHH, East and North Hertfordshire NHS Trust, Lister Hospital (L70), Coreys Mill Lane, Stevenage SG1 4AB
Alternatively, you can email your response to ftmembership.enh-tr@nhs.net
Work is now well and truly under way on the new £16.4 million maternity services expansion at Lister.

The diggers rolled in shortly after the NHS East of England (also known as East of England Strategic Health Authority) approved the business case for the plans.

The project comprises a two-storey expansion of the Lister’s current maternity and neonatal unit, which when completed will enable it to support over 5,500 births every year when it opens fully in late 2011.

And according to Nick Carver, the Trust’s chief executive, it means that in just two years’ time Hertfordshire will have one of the best maternity services in the country.

He said: “This project will transform the service we can offer pregnant women, providing them with more choices of how they have their baby. “For example, those women with uncomplicated pregnancies who have not opted for a home birth may wish to be cared for in the new midwife-led unit at the Lister. Unless complications arise, this makes it possible for them to have a birth that never involves a doctor. For those who need or wish to have a doctor looking after their pregnancy or birth of their baby, then these women will have access to the Trust's consultant-led service - which will be located close by the midwife-led unit.

“Critical to these important changes is that throughout their pregnancy and after they have left hospital, all women will receive their support from midwives in their local hospital or health centre. This is especially true for the QEII, where women and their babies will continue to attend ante and postnatal services, as is the case today.

“When it is completed, we will have a maternity unit that will rival the facilities of the best in the country.”
Anyone worried about the future of car parking at the Lister can breathe a sigh of relief.

For The FT can reveal that work should begin in just a few months’ time on the new eco-friendly multi-storey car park.

Plans for the multi-million pound building are expected to be given the thumbs up by NHS East of England at the end of November.

It is hoped that the new car park will put an end to parking problems at the Lister once and for all.

And it will be a vital addition to the hospital site as it is gradually transformed into the main acute hospital for everyone in east and north Herts as well as south Bedfordshire.

Nick Carver, the Trust’s chief executive, said: “Perhaps the one issue that has dominated my postbag over the years has been problems around parking at our hospitals.

“Through the creation of the Lister’s new multi-storey car park, we are confident that this will resolve many of the issues that people have - especially in resolving the angst that many experience in trying to park their cars in time for them to make their hospital appointment.”

The Trust is now looking for a specialist partner to build and run the car park.

Construction work is expected to take around 12 months with the car park ready to take its first visitors in the spring of 2011, according to Mr Carver.

It will be situated on the site of the current main public car park by the Lister’s main entrance and will be linked directly to the hospital’s new main entrance to keep people out of the wind and rain.

A ‘pay-on-exit’ system will be used, meaning people parking their cars will only be charged for the time they use.

The car park will also be far more eco-friendly than the current car parking arrangements.

A green plaza will be developed next to the car park and one of its walls will be turned into a living façade of plants that will be sustained using recycled rain water.

The car park will also boast small wind turbines and photovoltaic cells to support the car park’s energy usage.

From spring 2010, while the car park is being built, the Trust will be introducing a park and ride scheme for many of its non-clinical staff to ensure that public parking levels are kept to the same as they are now.

**CAR PARK PLANS for Lister**

Our application to become a foundation trust was received well when it was presented by our board to the East of England Strategic Health Authority’s (SHA) board in August.

We must now wait for formal approval of our phase four plans to transfer all emergency services to the Lister Hospital at the SHA’s board meeting in January 2010. This endorsement will mean we can seek approval from the Secretary of State to be assessed by Monitor, the body which authorises foundation trusts.

In preparation for authorisation, which could be as soon as summer 2010, we will begin to send out information about public and staff governor elections to the 700+ members who have previously stated an interest early in 2010.

Watch out for emails and mail outs in the New Year for your opportunities to find out more about becoming a governor.

**Our journey to FT status: stand-by for elections**

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**Enhancing A&E**

Plans to spend £85 million on developing A&E and emergency services at Lister are now ready to be given the final go-ahead.

The outline business case for the fourth and final phase in transforming the Lister hospital in Stevenage into the main acute hospital for the area are expected to be approved in January.

The work, expected to be finished by 2013, will include: a new ward block containing 68 beds and a 22-bedded ward made up of 100% single rooms; a new operating theatre and endoscopy block with two day surgery theatres, two inpatient laminar flow theatres and four endoscopy rooms; refurbishment of the current Lister tower block to include an extra 91 beds; a second cardiac catheter laboratory, allowing the Trust to provide a 24/7 heart attack service.
For the first time this year, the Trust has had to hold its Annual General Meeting twice. Mainly due to the keenness of our new public members to attend, demand outstripped capacity and we were unable to host everyone at the hospital’s Lister Education Centre. In an effort to allow as many staff and public members to hear about the year’s progress as possible a repeat of the event was held on 26 November.

Although no formal minutes of the meeting were taken, presentations given and feedback received will be available on the members’ pages of our website www.enherts-tr.nhs.uk

The Trust will be assessing venue options to try to ensure all members can be accommodated at future meetings.

AGM ... take 2!

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Do we have your email address?

In October you may have received a letter from us asking you for your email address. With the threat of the postal strikes fresh in our minds, emails are a much faster and more cost efficient method of contacting our members so we can give you opportunities to attend events or participate in surveys as soon as we know about them.

If you have not already let us know your email address, please email your details, enclosing your full name, to ftmembership.enh-tr@nhs.net

The first target the Trust set to gain the support of 4,000 public members by the Autumn of 2009 has been exceeded. Thanks to a number of successful recruitment campaigns over the summer, including talking to people at the Race for Life events in Stevenage and Welwyn Garden City and the Kaleidoscope Festival in Welwyn Garden City, we now have over 6,700 members supporting us in our bid to become a foundation trust and keen to get involved in the work of the Trust in a variety of different ways.

A big thank you for your interest and support so far but we are aiming to double the number of public members we have from our seven constituency areas by this time next year. So there is more you can do - you can help by spreading the word to friends, family and colleagues who have not yet joined up.

As you know, there’s no cost involved and lots of opportunities to find out what’s going on at our hospital from the people who work here. Membership forms can be found online at www.enherts-tr.org or you can phone 01438 781846.

Members making a DIFFERENCE

In the last six months members have been making a difference in a number of ways either by taking part in surveys and workshops or by finding out more about local services so that they can share new knowledge with friends and family:

Trauma and Orthopaedics workshop
Feedback from members has been incorporated into a report for consideration when proposals are developed to consolidate planned trauma and orthopaedic surgery at the QEII and emergency surgery at the Lister.

Pathology open evening
25 members were part of the tour party which explored our microbiology, clinical biochemistry and haematology laboratories as part of National Pathology Week in November.

Website
88 members took part in an online survey about the Trust’s newly launched website and two web workshops have been held. Contributions received will be used to inform how it evolves in future.

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If you want more information about our efforts to become a Foundation Trust, you can contact us in the membership office:
email ftmembership.enh-tr@nhs.net
phone 01438 781846
visit www.enherts-tr.nhs.uk