

Grapevine

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

November 2010



Sir Terry Wogan opens our new chemotherapy unit

Sir Terry Wogan was guest of honour at a ceremony to mark the official opening of the new chemotherapy unit at the Mount Vernon Cancer Centre.

As he cut the ribbon, Sir Terry said he was proud to play even a small part in something of such medical significance that would do so much good.

Professor Gordon Rustin, director of medical oncology at Mount Vernon, who spearheaded the plans to develop its chemotherapy trial facilities, said: "I am so grateful to all those who have helped us raise the money - over £1.5 million - so we can

offer clinical trials to more of our patients."

Money to fund the project was raised through a partnership between the Cancer Treatment and Research Trust, which set up an appeals committee, and the East and North Hertfordshire Trust Charitable Fund.

The success of their combined efforts has resulted in the cancer centre's existing chemotherapy suite being renovated and expanded.

Welcome to the new Grapevine

Welcome to our new look members' magazine. Around 10,000 staff and public members will receive it, and it's packed with stories from around the Trust.

To help reduce our environmental impact, it's printed on recycled paper and will be distributed online across the Trust with paper copies going to each department and public members without email access.

We've made it brighter, fresher and easier to read, and tried to fit in even more stories about our people and developments at the Trust.

We hope you enjoy it - please let us know what you think. Contact details for our editors are on the back page.



Lewis Hamilton's Lister grand prix

It's not every day of the week that you get a Formula 1 world champion dropping in for a chat. But that's just what happened when Stevenage-born Lewis Hamilton came along to spend time at the Lister last month.

Lewis wanted to speak to as many children as possible while he was in the hospital - and they were thrilled to spend time with the brilliant young racing driver.

Lewis handed out goodie bags to the children on the paediatric ward.

Jacinta Dunlea, senior nurse for children's services, said: "The visit went really well and the effect on the children was overwhelming. Everyone in the team enjoyed seeing him - it really made our day. He was very relaxed and absolutely wonderful with the children."



Mount Vernon leads the way on patient information

'Beacon status' has been awarded to the Mount Vernon Cancer Centre for the way in which it provides personalised information to patients about their condition.

The Mount Vernon information team, based at the Lynda Jackson Macmillan Centre, will now be helping to develop a national online tool to help health professionals identify their cancer patients' information needs at each stage of diagnosis, treatment and recovery.

Members of the LJMC team are being trained to train others in the use of the new tool, which they will pioneer with staff and patients at Mount Vernon before sharing their experience with other teams elsewhere.

Mount Vernon's application for beacon status is reported to have 'blown away' the assessment panel with the passion and enthusiasm it demonstrated.

Edwina Currie praises big drop in infections



Former MP, novelist and broadcaster Edwina Currie was guest of honour at the Trust's recent annual nurses' infection prevention and control study day.

Rates of MRSA and Clostridium difficile infections across the Trust's hospitals have plummeted since 2005. Then the Trust recorded 58 cases of MRSA blood infections and 563 C. difficile cases. For the first five months of 2010/11, the Trust has had just two MRSA blood infections and 42 C. difficile cases.

Edwina Currie, in her role as patron of the charity MRSA Action UK, said: "It's great to hear about the progress you've made - though we're still aiming for zero infections. Well done for what you have achieved."

On location around the Trust ...

Where's this? See page 10 to find out more.



Listening to you

Patient information...

You said: I did not receive any information.
We did: We have begun a Trust-wide review of more than 400 patient information leaflets.

Respect and dignity...

You said: Staff need to treat patients with dementia with dignity.

We did: We introduced a new dementia toolkit, called the *Tiptree box*, to help staff care for patients with dementia.

Catering...

You said: My father was left with no one to feed him.

We did: Patients who need assistance at meal times are now served with red trays and red water jugs, as a visual prompt to staff to see immediately who needs help to eat.

People news

Volunteer **Doreen Stonnard** has clocked up an impressive 25 years' service, having worked initially on Lister's ward 8 and since 1994 in the hospital's waiting list office. Doreen, now aged 85, still turns up every Friday morning.

Clinical support worker **Sharon Long**, her mum and her daughter **Terri Banks**, who works on Lister ward 5A, recently completed a parachute jump to raise funds for a ward refurbishment. Congratulations to them all for their courage and achievement. Lister colleagues are full of admiration for their efforts.

Chief pharmacist **Rosie Lapsley** has retired. Having worked at the Trust for 27 years, she led the way in a number of important new initiatives, including robotic dispensing systems on both Lister and QEII sites. Rosie was given a grand send off by pharmacy colleagues - after a "This is your Life" presentation.

Two other recent retirees are healthcare assistants **Linda McMillen**, who worked in the plastic surgery department for 22 years, and **Bev Hughes**, who had also worked there for 12 years. Both will be greatly missed by all their colleagues.

Finally, congratulations to **Kate Burgoyne-Richards**, **Agata McIver** and **Paul Clayton** for achieving their BSc (Hons) in Biomedical Science, **Angela Hodgkin** for her MSc in Cellular Pathology and **Priscilla Kape** who has become a fully registered BMS.

Foundation Trust update...

Your opportunity to become a staff governor

We will soon reach the final stage of our application to become a foundation trust, and are now looking for staff members who are interested in becoming the first to sit on our Council of Governors.

They will be elected by fellow staff members, and will sit alongside governors from our local communities, partner and stakeholder groups.

This will make us more accountable to all our members, including our staff, and will help ensure that our patients and staff are at the core of everything we do.

To ensure that our staff governors are representative, you will have the opportunity to elect two 'consultants and doctors class' governors, two 'nurses and midwives class' governors, one 'other clinical class' governor and one 'non-clinical class' governor.

We are keen to hear from you if you think that you, or a fellow staff member, have the enthusiasm to become a governor.

If you would like to find out more about what being a governor entails, please contact the FT Membership Office on 01438 781846, or email them on ftmembership.enh-tr@nhs.net

Members on tour

Staff and public members are invited to attend walking tours of the Lister hospital site to get a better understanding of what the changes mean - we still have a few spaces on the tours running on Thursday 9th December and Wednesday 22nd December.

Feedback on the tours so far has included:

- Excellent tour - very informative and useful
 - I look forward to another tour next year to see the progress of the enormous project
- Find out more at www.enherts-tr.nhs.uk/events

Going green

If you are a public member and would prefer to receive Grapevine by email, please let us know at ftmembership.enh-tr@nhs.net

Annual General Meeting

The AGM was well attended by both staff and public members. Feedback showed that 97% of attendees were satisfied with the meeting. To read our Annual Review, staff can view it on the Knowledge Centre and public members should have found a copy with this magazine.

Finding members

At a recent recruitment event at the University of Hertfordshire's Freshers Fair on 1st October, the membership team signed up over 100 new public members.

Our new membership administrator, Sunita Kandola, chose to take up the challenge to recruit new members for the Trust by offering membership forms to her family, friends and neighbours - achieving an amazing 50 new members in just one week!

We need 8,000

We need 8,000 public members by March 2011 to meet our membership targets as part our application to become a Foundation Trust. Currently we have around 7000 - so need your help to find another 1000.

If you could help to increase membership, please give us a ring on 01438 781846 or email ftmembership.enh-tr@nhs.net and we'll send you some membership forms.

Getting involved

There are plenty of ways to get involved as a member including:

Volunteering - Help to improve patient experience by volunteering with the Trust. We use volunteers on all our sites undertaking a variety of tasks from clerical to ward based duties.

For a complete list of our volunteering opportunities contact: Mount Vernon Cancer Centre and Michael Sobell House, Northwood: Louise Gourlay on 01923 844569; Queen Elizabeth II hospital, Welwyn Garden City and Hertford County hospital: Linda Mylrea on 01438 284760; Lister hospital, Stevenage: Jill Rix on 01438 284285.

Raising funds - Our charitable trust is always on the look out for new supporters to take part in activities to raise money for our hospitals.

To get involved, please contact Rebecca Cheesman on 01438 781682.

Preparing for governor elections - look out...

The Trust hopes to have its readiness to become an FT assessed by Monitor next summer. Part of being ready to become an FT means preparing to form our Council of Governors.

The council will be made up of:

- 20 public governors
- 6 staff governors
- 12 appointed governors

We have nine of our 12 appointed governors in place in shadow and have been involving them in the work of the Trust already. The next step is to hold our inaugural staff and public elections.

So far, over 300 public members have stated an interest in finding out more about becoming a governor and we will be contacting you with details on the role soon.

A series of prospective governor workshops will also be held for staff and public members as we near the elections next year to explain time commitments, roles and opportunities as a governor.

For more details on the Council of Governors or how to state your interest in becoming a governor, please visit www.enherts-tr.nhs.uk/member-area/council-of-governors/

Get connected... @

Visit the members' area of our website for more news on the Trust including:

- Frequently asked questions
- Videos
- Events calendar
- Latest membership news

Visit www.enherts-nhs.uk/member-area/ to find out more!

Nursing and midwifery awards 2010

Above and beyond the call...

The hard work and dedication of the Trust's nursing, midwifery and clinical support staff was honoured at a special awards ceremony where nurses, midwives and clinical support workers from the Lister, QEII and Hertford County hospitals, along with their colleagues from the Mount Vernon Cancer Centre, came together to celebrate their outstanding contribution to patient care.

The chief nursing officer for England, Dame Christine Beasley, was joined by Margaret Berry, acting chief nurse for NHS East of England, the Trust's chief executive, Nick Carver and 300 members of the Trust's nursing and midwifery teams at Tewin Bury Farm Hotel in Welwyn, Hertfordshire.

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

According to the Trust's director of nursing, Sue Greenslade, all 28 nominees deserved a special mention for the outstanding contribution they had made to patient care. She said: "All of them have proved they are among the very best our profession has to offer. As a team, nurses, midwives and support workers have delivered outstanding care to patients in the last twelve months - time and time again."

The award winners in each category were:

Florence Nightingale Award: Salli Lovett (night bed manager, Lister hospital)

Mary Seacole Award: Sharon Lerpiniere (rheumatology nurse specialist, Lister)

Louyse Bourgeois Midwifery Award: Mary Pollen (midwife clinical governance co-ordinator - a Trust-wide role)

Clinical Support Worker Award: Pauline Bailey (clinical support worker, Lister)

Innovation Award: Tracey Radnall (modern matron for day surgery and lead manager for sterile services - a Trust-wide role)

Special Achievement Award: Jan Coker (Endoscopy staff nurse)

Leadership through Advocacy Award: Karen Cameron (lead nurse/modern matron for theatres and critical care, Lister)

Patient Experience Award: Julia Willis (registered nurse)

Director of Nursing Award: Lesley Jarman (lead nurse/modern matron for radiology - a Trust-wide role) and Mary Emson (Trust's named child protection nurse - a Trust-wide role)



Lesley Jarman and Mary Emson - Director of Nursing Award



Karen Cameron - Leadership through Advocacy Award



Jan Coker - Special Achievement Award



Sharon Lerpiniere - Mary Seacole Award



Pauline Bailey - Clinical Support Worker Award



Salli Lovett - Florence Nightingale Award



Tracey Radnall - Innovation Award



Mary Pollen - Louyse Bourgeois Midwifery Award



Julia Willis - Patient Experience Award

Pictured with the winner of each award are Sue Greenslade, director of nursing and Dame Christine Beasley, chief nursing officer for England.

Family scale the Three Peaks for baby unit

Martin Gray joined forces with seven family members and friends in September to conquer Ben Nevis in Scotland, Scafell Pike in England and Mount Snowdon in Wales. They scaled the final peak just 25 hours after they set off.

Caroline and Martin's son, Anthony Jonathan Gray, died at the Lister hospital in January 2008, aged just 8 days old. His parents set up the *Anthony Jonathan Gray Nightingale Fund* in his memory and money raised will go to the Special Care Baby Unit (SCBU), who cared for him and family so well during his short life.

The Grays expect to raise around £5,000 from their challenge, which they will add to the £8,500 they have already raised.

Caroline Gray said: "It is so touching to know that over two years after Anthony's short life began and ended, he can still have such a positive impact by being able to inspire people to raise so much money to help the hospital. I can't thank the team and all the generous sponsors enough."

Donations to this cause can still be given online on www.justgiving.com/3peakslistner



“ I am so proud of how well they have done, as it really was a tough challenge. ”
Caroline Gray

Left to right: Rob Melhuish, Alec Muir, Martin Gray, Chris Wilkinson, Harry Robert, John Lawrence, Andrew Gray, John Spavins

Local artist raises over £9,000 for cancer care

Local artist Maureen Bonfield, and joint event organisers from The Rotary Club of Hitchin and Tim's Art Supplies, have presented the Lister hospital's urology team with a cheque for a fantastic £9,190 to help patients diagnosed with prostate cancer.

The money was raised at a special art

auction of 70 lots held at the British Schools Museum in Hitchin.

Maureen started fund-raising after her husband, John, was treated by the Lister's Da Vinci surgical robot. After this technique had saved John's life, Maureen resolved to do what she could to help others diagnosed with prostate cancer.



Sophie's thanks to Bluebell staff for their care

Sophie Washington, 14, and her friends have refurbished the Bluebell staff room to thank the whole team for their care, kindness and dedication in keeping her safe over the years.

Funds raised by Sophie not only paid for the refurbishment but were also enough to purchase constant glucose monitoring systems for the diabetes unit and outdoor toys for the Bluebell Garden.

Sophie was diagnosed with Type 1 diabetes in August 2005 and has raised over £12,000 since then.

After spending nine months in the Lister and UCLH, she now lives at home with night cover provided by what she describes as the 'magnificent team' from continuing care.

With the help of many Trust staff members, Sophie continues to keep to her motto: live every moment, laugh every day and love beyond words.

She would like to acknowledge everyone who has donated to her fund and also offer special thanks for the generous help with this project from Clifdon Building Services, Howden Joinery, John Lewis and Regal Sterling Blinds.

Find out more about sharing a car and other travel benefits



As a staff member, do you want to benefit from the Trust's car share scheme, reducing your own travel costs and helping the environment at the same time? Do you want to find out more about how you can get to and from work without using a car at all?

Answers to these and other travel questions can be found on the Trust's Knowledge Centre. Alternatively, you can get directly in touch with our travel plan co-ordinator, Mark Sexton (either by phoning him on 01438 286598 or by email at mark.sexton@nhs.net).

Better print at lower cost

Did you know that the Trust has over 1,500 printing devices of varying specifications across its four sites? The plethora of machines can cause a few challenges - from inconsistent quality to problems in controlling costs.

Well, all this is about to change. We have taken on a new printing services provider, Danwood, whose mission in the months ahead will be to rationalise and improve the equipment we use. Multi-function devices (MFDs) incorporating the latest technology will be installed to drive up standards, save energy and reduce costs.

Florence Nightingale award for Karen

Karen Harrold, a member of the Mount Vernon nursing team, has won a Florence Nightingale scholarship to develop best practice in preventing the leakage of cancer drugs into patients' surrounding tissues when being administered intravenously.

Leakage can cause irritation, pain and, in more extreme cases, serious damage to tissue. Preventing it from happening in the first place, and taking appropriate action where it has happened, is therefore very important.

Green lights to plans for change

In September, the Trust heard that the final planning stages of the fourth phase of the Lister's redevelopment can go ahead. The green light was also given to the local primary care trust to develop its plans to build the new QEII hospital. Between them, all the developments at the Lister and the new QEII hospital will result in over £175 million being invested in our hospitals - which, in times of economic hardship for the country as a whole, is a real achievement for Hertfordshire's health service and - of course - the communities it serves.

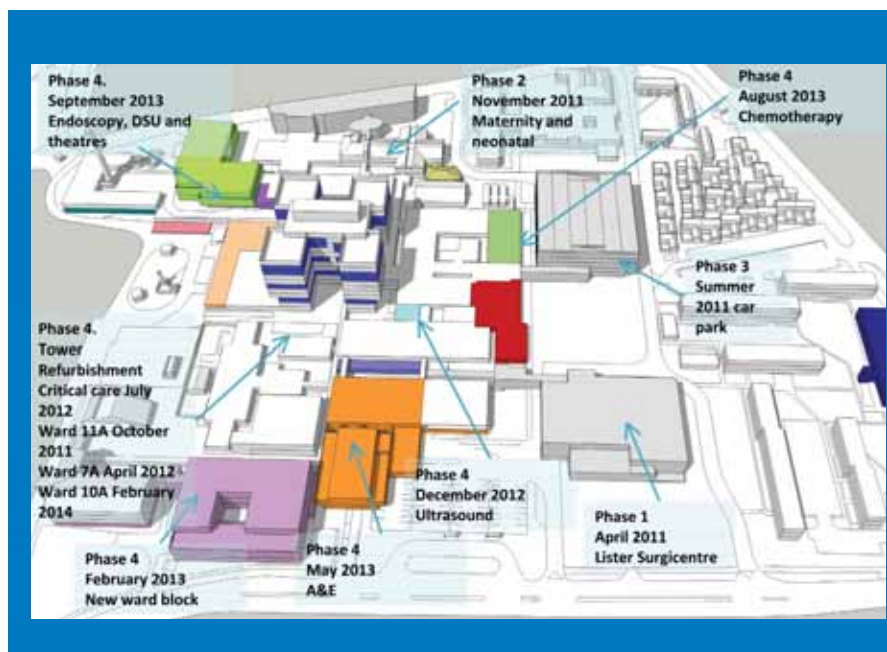
Changes at the Lister

The decision that the business case for the fourth phase of the Lister's transformation can go ahead for approval was a big step forward. Work has started already on developing the final detailed plans for 11 inter-connected projects at the hospital.

These should be implemented from as early as April 2011 (expanding the Lister's mortuary) through to February 2014 (refurbishing ward 10A). In between, a new ward block, additional theatres and emergency unit will be created at the hospital.

Opening at the Lister site

- Surgicentre:** April 2011
- Multi-storey car park:** Summer 2011
- Maternity unit:** December 2010 with existing Lister service only
- Maternity unit:** Autumn 2011 with full new Trust-wide service, including midwife-led and consultant-led birthing units



Plans for the QEII

The PCT is working on its business case for the new QEII hospital and it's expected to be ready for approval early next year. The aim is to build a brand new hospital with a wide range of outpatient, diagnostic and ante/post natal services. It will also have a local A&E capable of seeing the majority of those attending a full emergency unit at the moment (most patients except life-saving emergencies/blue light cases).

The PCT is also looking into the possibility of the new hospital having intermediate care beds and a review is being commissioned on the clinical viability of a midwife-led birthing unit in the new QEII.



GMC chair at meeting of Anaesthesia Society

The keynote speaker at the 13th Stevenage Anaesthesia Society meeting held on 14th October was Professor Peter Rubin, chair of the General Medical Council. Attended by over 90 delegates, the session is reported to have been a great success. Pictured below are (from left to right): Dr Anil Kambli, consultant anaesthetist; Claire Smith, network manager, Herts and Beds Critical Care Network (HBCCN); Emer Corbett, service improvement and project lead, HBCCN; Professor Sir Peter Rubin, chair of the General Medical Council; Dr Maurizio Cecconi, consultant and honorary senior lecturer, St George's Hospital and Medical School; Sheila Willatts; and Dr Thiagarajan, consultant in anaesthesia and critical care.



Hertford birthday



Hertford County hospital's Urgent Care Centre has just celebrated its first birthday. Over the past year it has been treating patients with a range of minor injuries and other health problems, relieving pressure on accident and emergency departments and allowing them to focus on potentially life-saving cases.

Carol services

Carol services will be held this year as follows:

Mount Vernon: Tuesday 14th December, 8pm, Post Graduate Centre

Lister: Tuesday 14th December, 12.30 in Chapel, 4th floor

QEII: Sunday 19th December, 11.15am in Chapel, 1st floor

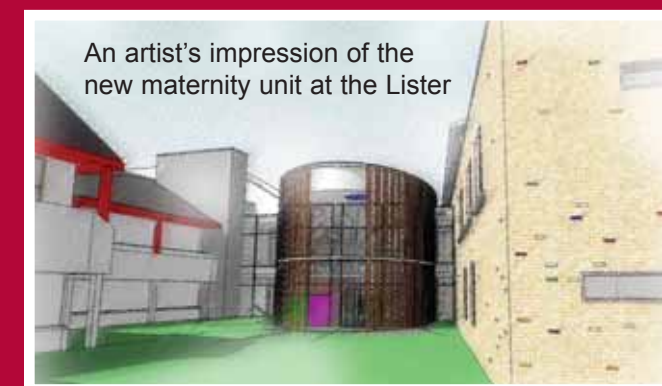
Carol singing round the wards on Christmas Eve:
QEII: 4pm; Lister 6.30pm; Mount Vernon 7pm



On location around the Trust ...

Answer to the quiz question on page 3

The "On location" photo on page 3 shows a detail of the new maternity entrance building at the Lister. Here, you can see a wider view. Designed in the shape of an egg, this will be the gateway to both the new unit, where around 5,000 babies will be born each year, and the existing building. The first delivery is expected in December 2010 with the full service up and running late 2011. Below is an artist's impression of what it will all look like when completed.



Sterile services and cytology's double success

Our sterile services and cytology departments have just scored a double success for the quality of service they provide.

The latest independent audit of sterile supplies took place over three days. To gain re-certification, the department had to demonstrate compliance with the relevant international and European standards in the disinfection and sterilisation of theatre trays.

Grapevine is delighted to report that it passed with flying colours. Needless to say, the team is delighted to have achieved the same high standards as in its previous two audits.

Recently, the QEII's cytology department underwent a peer review from the East of England Quality Assurance Group. The chair of the inspection team described what he saw as 'outstanding'.

Cancer centre installs first NHS CyberKnife radiotherapy system

Called a CyberKnife, the system delivers high-dose radiation to tumours with pin-point accuracy - including those that move every time a patient breathes.

Consultant clinical oncologist and the Trust's clinical chair for cancer services, Dr Peter Ostler, said: "The Mount Vernon Cancer Centre is the first NHS hospital to purchase a CyberKnife system, which has only been made possible through the generosity of the cancer centre's benefactors. We are already treating our first patients."

He added: "We have been at the forefront of cancer care for many years and this development does much to ensure that this remains the case for a long time to come."



Vital signs...

300... We have 300 members on our Facebook page

150... We recruited a staggering 150 public members in just one week

£150 million... We expect to be investing over £150 million in the Lister site

12,250... We had 12,250 visitors to our website in September 2010

137,339... A&E attendances in 2009/10

107,963... number of first hospital outpatient appointments in 2009/10

46,482... emergency admissions to our hospitals in 2009/10

*Have you got a fast fact or interesting number to share?
Please email sue.thaw@nhs.net*

Sign up for 10k London Run

Sunday, 10th July 2011

The Trust's fundraising team have just 12 places up for grabs on this popular summer 10k road race that weaves around London's world-famous landmarks, including Trafalgar Square, The London Eye and Buckingham Palace.

To book a place today and get fit whilst raising money for your local hospital, please contact Rebecca Cheesman on 01438 781682 or email her at rebecca.cheesman@nhs.net

If you would like to know more, take a look at www.thebritish10klondon.co.uk

