

# Grapevine

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

February 2011

## Pride in their work with special needs youngsters

*Lisa Flynn and her nurse colleagues are very proud of the work they do to support children with complex special needs at school. See page 3 for story.*



## THE BIG CHALLENGE

**T**he *Big Challenge* is asking all staff across the Trust for ideas on how to spend less, waste less and be more efficient.

We'd like to thank everyone for sending in their ideas. In January we had around 200 suggestions. Prize winners have been shortlisted and will be reported in the next edition.

Here are the answers to a couple of the most frequently asked questions we've had:

**Q. Can you turn the heating down?**

A. The heating is set to be sure that patients in bed are comfortable. If your area is too hot, you are welcome to turn a radiator off or down. If this is hard to do, please contact the estates

team and they'll come and turn it down for you.

**Q. Too many lights and computers are being left on - what can you do about it?**

A. Our new buildings have automatic lighting systems in all appropriate areas, and in the older buildings we're planning energy awareness activities in the next few months, plus investigating software that might allow us to pre-set computers to turn off if left idle for a period of time.

**Finally, have you got a great idea?**

Please email it to [thebigchallenge.enh-tr@nhs.net](mailto:thebigchallenge.enh-tr@nhs.net) - we're looking into all the ideas submitted and you could win a prize!

## FT application now submitted

As *Grapevine* went to press we received the exciting news that the Trust has been approved to move to the next stage in becoming a foundation trust (FT).

After a successful meeting with our Board, the East of England Strategic Health Authority gave its support to our application to become an FT, which was submitted on 1st February.

We now await approval from the Department of Health to enter into an assessment period with Monitor, the independent regulator for FTs, later in the spring. Once we have the go-ahead for formal Monitor assessment, the Trust will embark on its first elections to its Council of Governors.

Watch this space....



# The right skills for modern healthcare



John Saetta

**R**ecruiting, training and retaining professional staff with the right skills for the future is vital to the NHS.

These are the key roles of the Trust's new directorate of workforce and corporate education strategy that came into being at the start of the year.

Headed up by John Saetta, an emergency physician by training, the directorate is responsible for medical staffing, nurse education and training, and management of the Education Centre.

John is supported two highly experienced people - a newly appointed associate director, Alison Dalby (formerly acting medical personnel manager), and deputy director for nursing (education), Freda Kelly.

As John explained to *Grapevine*, the directorate has been established to help the Trust:

- continue developing the right skill-mix of health workers to meet the demands of increasingly fast-changing healthcare;
- keep pace with, and where possible predict and influence, changes in the way we provide healthcare;
- recruit and retain the skilled workers needed to deliver modern services of a consistently high standard;
- ensure that staff are aware of new and emerging trends in the way services are provided.

## Exam success

### MA in Medical Ethics and Law:

Sandra Hibbert - Gynaecology QE11

### Foundation Degree:

Margaret Clements - Renal Dialysis Unit Luton

Kirsty Kenroy - Critical Care QE11

Lorna Hickman - Children's Continuing Care

### Level 3 Apprenticeship in Health:

Roderick Melo - RDU; Esther Olayemi - Continuing Care;

Marjorie Samiano - Maternity; Jorge Inot - Princes Wing;

Jocelyn Sanchez - Neonatal Unit; Amanda Campbell -

Princes; Susan Allen - Lemsford; Rizaldy Tibio -

Stanborough

### Level 2 Apprenticeship in Health and Social Care; Business and Administration; or Perioperative

**Care:** Dana Kretikova - 10BS; Karen Essai, Sheila

Simmonds - 11B; Heather McAndrew, Laura Turner-Smith,

Teri Banks - 5A; Adelle Adaway, Natalie Walker - 6AS;

Carole Swales - 7B; Cheryl Greenacre - 8A; Anne Webster,

Gina Creasey - 8B; Emily Stears, Kerry Duggan - 9A; Amy

Millard - 9B; Craig Ball - Barley; Catherine Davis, Rebecca

Taylor, Russell Blunt - Codicote; Corina Saville - Contact

Centre; Julie Faulkner - Critical Care; Laura Barrow, Nicky

Kelly - Cuffley; Victoria Campbell - Digswell; Tracy Balaz -

DSU; Karen Richardson, Kerry Leyton, Matthew Carey -

EAU; Amber Stone, Kai Wood-Davis - Main Theatres;

Emma Scott Cascarino, Hannah Kemp, Natalie Hoseason,

Stacey Stow - Maternity; Jodie Graham, Susan Smith, Zoe

Cree - MAU; Stacey Clinton - NHS Proff; Amy Rankin -

Nurse Education; Gillian Gates, Melissa Willis - OPD;

Sophie Brown - PAU; Nkhensani Adade-Aninakway -

Pirton; Christine Salter, Kirsty Gibbons - Prince's Wing;

Amanda Perrin, Andrew Scarlina - RDU; Carol Clarke,

Jackie Wickens, Karen Wharton, Taran Jacob, Wayne

McGarry - Renal; Fe Docena - Renal L & D, Catherine

Hellyer - Sandridge; Jade Mead, Kathleen Parker - SSU;

Kate Burgess, Liezl Sevillano - Stanborough; Paula Dowds,

Rosemary Lovelock, Sean Riley - Theatres; Emma Smith -

TSO

## Boost for cancer care safety

**A new system that helps oncologists, pharmacists and nurses deliver consistently excellent cancer care is being introduced in the Trust. Called *ChemoCare*, it ensures the highest possible accuracy in calculating drug dosages. It also schedules treatment slots that will keep patients' waiting times to an absolute minimum.**

The system went live at the Lister site in early December, when a patient was prescribed chemotherapy by Dr Polychronis and, just over two weeks later, attended for treatment in the Forster Suite. In between, the hospital pharmacy used the system to make up the drugs, whilst nursing staff benefited from it to make an electronic record of how, when and where the chemotherapy was administered.

## Path labs excite local students

**Students from ten local schools and colleges visited the path labs at the Lister and the QE11 during *National Pathology Week* to see for themselves how the things they are learning in science lessons get applied in real life medical science.**

After the event, their teachers said students had been 'enthralled by what they had seen'. In particular, they had welcomed the chance to try out equipment for themselves and put questions to the staff who currently do the job.

Focus on.....

# Special schools nursing team

### What is your name and job title?

Lisa Flynn - nurse team manager of the special schools nursing team in Hertfordshire.

### Where are team members based?

At four schools in North and East Hertfordshire: Lakeside in Welwyn, Lonsdale and Greenside in Stevenage, and Amwell View in Ware. Overall, we are a team of 11 nurses and one administrator caring for 372 pupils with complex needs.

### On an average day, what does the team do?

We strive to ensure that all the children's medical and health needs are met so that they can benefit as much as possible from school. We administer their medications and feeds, and deal with any first aid issues and emergencies. We provide training for school staff to deal with conditions such as epilepsy, diabetes, asthma and other pupil-specific conditions. We support a local consultant paediatrician in holding a weekly clinic and providing an annual medical review for all pupils at the school.

### Who do you help?

We support children aged 2½ to 19 years old with complex needs.

### How does what you do make a difference?

Having nurses at based at each school means that children with complex medical needs can attend school, as there are healthcare professionals on site to ensure all their medical needs are met. If no members of our team were present, many of these pupils would not be able to attend.



### What makes you proud of what your team does?

To see the children progressing through school, completing their school work and enjoying school.

# Bluebell's shed



Bluebell ward has got a brand-new, sturdy shed to store toys for the children it cares for, and it's all thanks to SFB, a group of 14 men who meet up regularly to play badminton and organise charity events. Thanks also to Stevenage Hire Services and James Howe Landscapes.

# Tax-free bikes for NHS staff

**How do I get my tax free bike?** You can register for the Trust's *cycle2work* scheme at [www.cycle2work.info](http://www.cycle2work.info) or by completing the coupon below and sending it to the Trust's travel plan co-ordinator.

**Once I've got my bike, are there facilities to support my journey cycling to work?** All of the Trust's sites have cycle parking available for staff to use. See the *Green Travel Plan* pages on the Knowledge Centre.

**Can I claim travel costs for using my bike for work purposes?** The Trust pays expenses of 10p per mile for using your cycle for work purposes - e.g. travelling between Trust sites.

**To find out more or to register for the scheme, complete the coupon and return to:**  
Travel Plan Co-ordinator, LC353.

## Great benefits when you sign up to the Trust's Cycle2work Scheme, run in conjunction with Halfords

- Up to 52% off a new bike and safety accessories\*
- 30 top bike brands in store, to suit all budgets.
- Free build and safety check on all bikes to ensure your cycle is ready to ride.
- Free service after 6 weeks to ensure all necessary adjustments are made.



Name.....

Department.....

Location code..... Tel.....

\*Savings based on higher and basic rate tax payer are estimated and not actual. Actual saving will depend on your personal circumstances.

# Focus on fundraising



Supporting East and North  
Hertfordshire Hospitals

## Fancy the London 10k or New York marathon?



**T**he Trust's very own dedicated charity has secured a number of places in both the *Asics British London 10k* on 10th July 2011, and the *ING New York City Marathon* on 6th November 2011.

If you would like to set yourself a new and exciting challenge, and help a fabulous cause, this could be just the thing for you. Contact us now on Lister ext. 5541 or 01438 781682 to find out more.



## Fantastic spring offer for gardeners

The Trust's charity has teamed up with **Suttons Seeds** for spring 2011 to offer green-fingered staff a wonderful opportunity! For every order Suttons receives from staff members, they'll give 20% of the order total to *The East and North Hertfordshire NHS Charitable Fund*. To request a brochure, contact Gisele in fundraising on Lister ext. 5541 or email [gisele.smith@nhs.net](mailto:gisele.smith@nhs.net)



## An Apple iPad could be yours

The **Tesco Charity Trust** in Cheshunt has donated the fantastic prize of an **Apple iPad** to our charity. It will be up for grabs as our grand prize in *The Big Easter Raffle* in aid of the children's ward. To register your interest in buying raffle tickets when they become available, contact Gisele in fundraising on Lister ext. 5541 or email [gisele.smith@nhs.net](mailto:gisele.smith@nhs.net)



## Anthony's legacy



A local mum from Trent Close in Stevenage has now raised over £15,000, with help of family and friends, to help sick babies cared for by the Lister's special care baby unit (SCBU).

Caroline Gray (pictured above with her son Samuel) and her husband Martin were determined to pay tribute to their little son Anthony Jonathan Gray, who was born on 23rd January 2008 but died eight days later. Caroline set up *The Anthony Jonathan Gray Nightingale Fund* in his name in 2008, which raises money to support the care of newborn babies in the SCBU.

£8,000 of the £15,000 raised so far has already enabled the team to buy a new cerebral function monitor, helping doctors to quickly diagnose and treat serious conditions such as brain injury in new babies.

## Thanks for the big raffle

In the run up to Christmas, dedicated volunteers including Lisa and Sophie Washington, Stacey Slattery, Kelly Males and Lesley Dustagheer did a marvellous job in selling Christmas raffle tickets in aid of the children's ward. Local businesses such as John Lewis, Willows Farm and Redcoats restaurant provided great support by donating prizes. Jarvis Group Ltd donated the grand prize of £250, which was won by Mrs Mercier from Letchworth. She very kindly chose to give her prize back to the children's ward!

## We need fundraisers!

The East and North Hertfordshire NHS Charitable Trust is looking for volunteers to help with new fundraising events such as the Big Easter Raffle. Fundraising is great fun and very rewarding. If you have some spare time and you would like to get involved with your hospital's very own charity, please contact Rebecca on Lister ext. 5541.

# Sheila's 40th anniversary

In 2011, Sheila Marwood (pictured right handing over a £6,000 corneal topographer in 2007) celebrates 40 years as a volunteer with the Friends of the QEII.

Although not the only member to reach this 'ruby anniversary', Sheila is remarkable for the wide range of posts she has held. After joining as a shop helper in 1971, she then became a team leader (organising the rotas of volunteers who run the shop and trolley service 364 days a year), a cashier, a trustee of



the Friends and its chairman since 2005.

Under Sheila's leadership, the Friends reached the milestone of £1million raised for the QEII. They continue to buy medical and other equipment to the value of around £50,000 every year.

The Friends is a remarkable organisation of volunteers, working day in and day out for the benefit of the hospital. We are delighted to recognise Sheila's contribution to its success, and wish her many more happy years with the Friends.

## Grapevine's Christmas round up...

### Santa's little helpers



Thanks to Robert Clark and the Shephall Residents Group in Stevenage for organising the delivery of Christmas presents to elderly care and the children's ward - much to the delight of patients and staff.

### Salvation Army gift

Having raised over £1,100 at its civic carol concert, Letchworth Salvation Army donated the proceeds to the Trust's children's unit, for which we are very grateful.

### Girl guides in song

Grapevine would like to say a big thank you to Great Ashby Girl Guides for their wonderful carol singing at the Lister in December. The children of Bluebell ward and the patients on Pirton and Barley wards very much enjoyed it.

### Nativity sleeping bag

Our eagle-eyed chaplains spotted something very interesting - you might say 'unusual' - over Christmas. They noticed that the baby Jesus lying in the crib under the altar of the Lister hospital chapel had been knitted a sleeping bag, complete with pillow.

### What a panto it was!



This year's panto for staff and their children was *Little Red Riding Hood*. All the children met Father Christmas and received presents.

### Your photo quiz



What and where is this? See page 8 for answer.

# Foundation Trust update...

## Guided tours prove such a hit that we've organised some more

**Friday  
18th March:**  
Tours at 1pm,  
2pm and 3pm

**Tuesday  
19th April:**  
Tours at  
10am, 11am  
and 12 noon

**Tuesday  
24th May:**  
Tours at 1pm,  
2pm and 3pm

**Friday  
17th June:**  
Tours at  
10am, 11am  
and 12 noon

**Thursday  
21st July:**  
Tours at 1pm,  
2pm and 3pm

**Wednesday  
17th August:**  
Tours at 10am,  
11am and  
12 noon

**Thursday  
22nd  
September:**  
Tours at 1pm,  
2pm and 3pm

**Tuesday  
18th October:**  
Tours at 10am,  
11am and  
12 noon

**Thursday  
24th  
November:**  
Tours at 1pm,  
2pm and 3pm

**Tuesday  
13th  
December:**  
Tours at 10am,  
11am and  
12 noon

**O**ne of the many ways our public and staff members can find out more about the Trust is to take part in one of our guided tours. So far they've proved extremely popular - so much so, in fact, that we've decided to organise some more. Not only can you see for yourself how our services are organised, but you can hear about it from your well-informed guides. Red circles indicate the morning tours we have lined up from mid-March through to mid-December. Blue circles indicate the afternoon tours. Just ring or email us to book your place.

### Schools and community groups

We are also keen to organise dedicated tours for school and community groups interested in finding out more about changes to our hospitals. Students from Presdales in Ware are the first to take us up on our offer. You can too...

### Maternity services

Finally, for those with a special interest in maternity services, please register your interest in an opportunity to hear about the future of maternity services from our doctors and nurses [23rd March 2-4 pm at Campus West, Welwyn Garden City](#). Just email [ftmembership.enh-tr@nhs.net](mailto:ftmembership.enh-tr@nhs.net) or call 01438 781846.

## Help us improve patient safety and outcomes:

Sit on our patient safety committee as a lay representative. If you're interested in giving your time to share your experience on this or other Trust committees, get in touch.

## Help us to help you organise and attend community events on health:

To help staff in planning events to promote their services, and to inform our public members about health-related events and activities in their locality, we are developing a calendar of community events as well as national days, weeks and months. So please tell us about community events you know about and make the calendar a really useful tool for everyone. Email your ideas to: [ftmembership.enh-tr@nhs.net](mailto:ftmembership.enh-tr@nhs.net)

## Date for the diary:

21-27 March is *Climate Week*. We want to shout about our efforts across the Trust to reduce our environmental impact. Tell us how your department is going greener by getting involved with the promotional stands that will be organised at the Lister and QEII sites during *Climate Week*.

# How you can find out more about the role of Trust governor

**T**he Trust will soon be holding elections to its Council of Governors. We're applying to become an NHS foundation trust, which will give us more control over our finances and greater accountability to our community. That's where you come in.

With spaces for 20 public governors and 6 staff governors, we expect a lot of competition for governor places on our inaugural council when we are authorised to proceed. So far, we've had expressions of interest from over 300 public members and staff from across the four staff classes.

## So what does being a governor involve?

As an elected representative, you'll use your voice to speak on behalf of the people you serve - either public or staff - so you'll be doing lots of talking to your members. You'll attend quarterly Council of Governors meetings and you'll have the chance to put yourself forward to sit

on a number of other committees which have different ways of influencing the future direction and continuous improvement of the Trust for the benefit of our staff and patients.

## Important things to note:

- The role of governor is unpaid.
- You will need to commit at least 4 or 5 days per year to your work as a governor.
- Governors sit for periods of either 18 months or 3 years. So think carefully before you choose to stand.
- You'll need at least one member/colleague to support your nomination.

To find out more, we'd like you to come to one of our governor awareness events being arranged throughout April. Staff members can hear more at the next round of staff briefings. Information events will also be held at our four hospital sites for public members to attend. See the members' pages on our website for the dates.

## Who represents you?

**A**bove, we've told you what being a governor involves. If you're interested, we hope you'll stand for election. Here, we explain how the board of governors is made up, with a combination of public governors, those nominated by local organisations, and those elected by Trust staff.

## Public and appointed governors by geography

### Welwyn Hatfield:

Appointed governor in shadow - Cllr Andrew Canter  
4 public governors

### Stevenage

Appointed governor in shadow - Cllr Sherma Batson  
4 public governors

### North Hertfordshire and South Cambridgeshire

Appointed governor in shadow - Cllr Alan Bardett  
4 public governors

### Mount Vernon Cancer Centre Catchment area

3 public governors

### Central Bedfordshire and Luton

Appointed governor in shadow - Cllr John Street  
2 public governors

### East Hertfordshire

Appointed governor in shadow - Cllr Linda Haysey  
2 public governors

### Broxbourne

1 public governor

## Governors nominated by partner organisations

**Ann Jansz** - Chief executive of Stevenage CVS represents local voluntary organisations

**Kate Belinis** - Chair of the Stevenage World Forum represents the interests of Black and Ethnic Minority organisations

**Beverley Flowers** - NHS Hertfordshire, represents local commissioners

**NHS Bedfordshire** - representative still to be nominated

**Hertfordshire Chamber of Commerce** - representative still to be nominated.

## Staff

**Consultants and doctors:** 2 governors

**Nurses and midwives:** 2 governors

**Other clinical staff:** 1 governor

**Non-clinical staff:** 1 governor

## Vital signs...

### 6 electric car points

The Trust was successful in securing a share of the East of England's *Plugged in* money to support initiatives to encourage the electric vehicles market.

### 8,000 public members

The Trust has smashed its target to gain the support of 8,000 public members by end of March 2011. We are now setting our sights on 10,000.

### 9 March 2011

The date of this year's *National No Smoking Day*. We'll have people on hand at the Lister and Q&E to help you quit.

# Surgicentre news

From mid-April the newly completed Surgicentre at the Lister will begin to treat the majority of our day case and short-stay orthopaedic patients. If you have any comments or queries about how the changes will affect you, contact [ftmembership.enh-tr@nhs.net](mailto:ftmembership.enh-tr@nhs.net)



The Lister and QEII hospitals will continue to provide outpatient and pre-assessment services, critical care cover and planned inpatient surgery. Both will retain emergency surgery capability and A&E departments until the Lister's reconfiguration is complete in early 2014. We are also re-arranging the rest of the Trust's surgical work until the final changes are in place.

# Bob's song

Radiotherapy patient and musician Bob Arthy from Chorleywood was so impressed by the treatment he received at Mount Vernon Cancer Centre that he



wrote and recorded a song - *Vernon Girls - just for the staff*. Bob performed it live for the first time in front of an audience in the staff restaurant.

Photo courtesy of Watford Observer

# Quiz solver

Just in case you didn't solve the photo quiz on page 5, the answer is that the featured object is a bell.

Where can you find it? The answer is Hertford County hospital - it's the old chapel bell.



# Wall brighteners

Students at the Barclay School in Stevenage (inset below) have produced some eye-catching works of art to brighten up the walls of the pre-operative assessment ward waiting room at the Lister. The 15-year olds took on the task as part of their BTEC Art and Design coursework, when they were asked to interpret 'sunflowers' on canvas.



# Mount Vernon team wins national award



Dr Rob Glynn Jones (above left) and his team at the Mount Vernon Cancer Centre have scooped a *Pfizer Excellence in Oncology Award* for the best educational initiative of 2010. Their winning entry was a 50-minute interactive video, entitled *The Clinic*, that aims to make the whole clinical team - including receptionists, secretaries, porters, nurses and consultants - aware of the importance of good communication with patients at all times.

# Hair-raising efforts for prostate cancer



Around 25 members of QEII staff took part in the national 'Movember' month-long moustache-growing campaign to raise money for the *Prostate Cancer Charity* by growing and sporting a moustache for the month. Although all involved had great fun taking part in the 30-day bonding exercise, they were itching, quite literally, to get back to their clean-shaven selves.



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