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# StaffRoom

Take me home!

January 2017

# Are you CQC ready?



WITH just a few weeks to go, now is the time to make sure you and your team are ready for the Care Quality Commission (CQC) inspection, starting on 20 March.

All managers and supervisors are encouraged to make use of the **toolkit for team leaders**, available on the intranet, which includes everything you and your team need to know ahead of the routine inspection.

### Who are the CQC?

The CQC monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety.

They then publish their findings, including performance ratings, to help people choose care. They take action if services need to be improved.

Like all NHS trusts, we are inspected at least once a year. We were last inspected in autumn 2015 and received an overall rating of 'Requires improvement'.

Our upcoming inspection is an opportunity to show the improvements we've made and change our rating to 'Good'.

The rating is very important as it says a lot to local people about the quality of care they can expect.

### What does the inspection involve?

From 20 March, for up to two weeks, an inspection team will visit any of our services unannounced at any time of day or night, or at weekends.

It is likely the CQC will be interested in our services at the Great Western Hospital, as well as the community healthcare services we're now providing in Swindon.

It is important that all staff understand the inspection process and feel comfortable speaking with the inspection team. They will want to hear about the challenges you face, things that work well and the great care you provide to patients.

### Resources to help you prepare

The **toolkit for team leaders** is designed to be useful for all staff and can be worked through in small groups. It includes:

- Frequently asked questions
- Top tips and things to think about
- Advice from an inspector
- Guidance for speaking with inspectors
- Exercises and checklists to work through as a team.

There are other resources on the intranet including some useful **videos**. (Please note: Videos may not work on all Trust computers.)



### Are you sharing information with everyone in your team?

Remember, the majority of staff are not computer based, so rely on their manager and supervisor for information about what's happening across the Trust. Please be sure to share information with everyone in your team.



If you have any questions or concerns contact Sharon Keene, Regulatory and Compliance Manager on 01793 605851 or [sharon.keene@gwh.nhs.uk](mailto:sharon.keene@gwh.nhs.uk).

## How to answer the inspectors' questions

- PUT the patient at the centre of everything you talk about. Talk about the patient journey and how you work with other services or organisations.
- Remember all the different patients you care for i.e. patients with dementia, disabilities, learning difficulties, non-English speaking, adults and children. Talk about how you adapt the care you provide for the individual needs of each.
- Answer the question assuming the inspector knows nothing about your service. Use descriptions and examples to clearly explain what you mean. The inspectors will write down and report what they hear. So make your answers clear.
- Talk about how you communicate with your team, share ideas and raise concerns, how you communicate with non-clinical support services and other healthcare professionals and work as one big multidisciplinary team.
- If you don't know the answer to a question, say you will get a colleague who can help.
- If you don't understand the question ask the inspector to repeat it or ask it in a different way.
- Talk about any training you have had recently.
- Mention any policies, procedures or best practice in relation to the question you are asked.
- Discuss audits, learning, and significant events and how you have learnt and changed what you do or how you do things as a result.
- Be proud, open and honest. This is your chance to show the excellent care you provide and talk about the rewards and challenges you face every day.



See the **toolkit for team leaders** for more tips and advice.

## Welcome!



HELLO and welcome to the January edition of **StaffRoom**.

I know from speaking to many of you that the first few weeks of 2017 have been among the most challenging of all our careers.

Nearly 7,000 people visited the Emergency Department in December, which is 2.58% more than we saw in December 2015.

Nationally, the NHS has been in the headlines over the last few weeks and I know when I've read some of the coverage it's made me feel quite depressed. It is important that we don't take some of those headlines to heart and remember what a huge difference each one of you makes to individuals and families every day. I'd like to say a big thank you to each and every one of you – you've gone that extra mile this year because it's been tougher than ever.

It's been a very challenging time – and when I bump into people in the corridor or catch up in meetings I can see how tired everyone is looking. It is very important that you don't forget about yourself in these challenging times. Please take some time out when you can and take advantage of the free support available to you. I'd encourage you to do so.

All the information about Staff Support services, Occupational Health and how you can boost your health and wellbeing is available on the intranet.

Once again, my heartfelt thanks for all you're doing for our patients.

**Nerissa Vaughan**  
Chief Executive

# Don't forget to take some time for yourself

WE all know that working in the NHS can be physically and emotionally demanding but there is a lot we can do to keep our teams healthy.

We've recently signed up to the Charter for Mindful Employers which represents our commitment to supporting the mental health and wellbeing of our staff.

Making time to care for and invest in yourself is fundamental, not only to your own health and wellbeing, but also to being able to provide great patient care.



## Free support available to keep your team healthy

### Mental health and emotional support

We all know that mental health is just as important as physical health, but we often neglect how we're feeling.

Up to six free sessions of counselling, stress management and a range of talking therapies are available to all staff.

You can talk confidentially about any work or personal issues that may be causing distress. All sessions take place in a neutral environment and appointments are flexible.

Staff Support services also have two mental health practitioners as part of the team. They are in Occupational Health on a Monday and Friday and appointments for these clinics can be booked on 01793 604480. On a Tuesday, Wednesday and Thursday they are with Staff Support at Belgrave House in Wroughton.

The team held a Break and Beverage Day on 2 February to encourage staff to talk more openly about mental health, in honour of Time to Talk Day. Look out for more events like this in the coming months.

Find out more about Staff Support Services on the intranet. To access the service, ring 01793 815279.

### Health Assessments

Take stock of your health and wellbeing with a personal assessment by one of our experts.

They will check your blood pressure, cholesterol, body mass index and more.

They also offer advice on giving up smoking, diet, exercise, alcohol, stress and mental health.

If you don't want to go alone, why not arrange a team assessment and they will come to you.

### Occupational Health Physiotherapy Service

If you suffer from aches or pains, which are affecting your work, physiotherapy might be what you need.

You will receive an expert assessment, as well as treatment and advice to help you manage the problem.

### Kick-start a healthier lifestyle

CHECK out the Weigh to Wellbeing Slimming Club which runs monthly at GWH.

Get your weight and body composition measured, along with information on exercise and activity and diet and nutrition.

Sessions run once a month, with each one having a different theme. And it's all free!

For more information, contact Sarah Cooper, Dietitian on 01793 605149 or [sarah.cooper@gwh.nhs.uk](mailto:sarah.cooper@gwh.nhs.uk) or Sam Walklett, Health and Wellbeing Advisor on 01793 605539 or [samantha.walklett@gwh.nhs.uk](mailto:samantha.walklett@gwh.nhs.uk)

If you're looking to take the first steps to a healthier lifestyle, then there's lots happening locally and advice and support online to get you started. Go to [www.nhs.uk/livewell](http://www.nhs.uk/livewell) for ideas and inspiration.



Visit the Health and Wellbeing and Occupational Health pages on the intranet for more information.

## Don't forget about your career development

### Mentoring and coaching

Working with a coach or mentor is a way of developing learning relationships which help you take charge of your own development, release your potential and achieve results which are meaningful to you.

### Team development

Would your team benefit from a facilitated away day? This can help you focus on your relationships, your priorities and new ways of working.

### Mediation

A structured mediation session can help to resolve challenging interpersonal issues within a team.



For further information about any of these development opportunities please speak to Rachel Cross, Learning and Development Specialist on 01793 604439 or [rachel.cross@gwh.nhs.uk](mailto:rachel.cross@gwh.nhs.uk)

## Share your stories with us

STAFF Room is very much your newspaper and we are always keen to hear your news and success stories so we can share them with colleagues across the Trust.

We'd particularly like to hear from our new colleagues in the Swindon Community. We're keen to find out more about what you do, how your work is helping patients closer to home and what makes you proud to work in the NHS!

We'd also be delighted to hear your feedback and your ideas for how we can make **StaffRoom** even better.

If you or your team would like to be featured in a future edition of **StaffRoom** or you think there's something we should be telling colleagues about, then please let us know.

Email us at [StaffRoom@gwh.nhs.uk](mailto:StaffRoom@gwh.nhs.uk) or call 01793 604431.

## Contact us

Please email us at [StaffRoom@gwh.nhs.uk](mailto:StaffRoom@gwh.nhs.uk) or call 01793 604431



# Local people asked to support patients ready to leave hospital

WE'VE launched a new leaving hospital campaign to remind families, friends and carers what they can do to help patients leave hospital as soon as they are well enough. Please help to spread the word!

We do everything we can to ensure patients can leave hospital in a timely, well planned and supported way when they no longer need this level of care, however there are also lots of things local people can do to help.

At any one time up to around 30 patients at GWH are well enough to leave. Discharges can be delayed for a number of complex reasons, often in relation to ongoing care the patient will need after they leave hospital.

For people aged 80 and over, 10 days spent in a hospital bed equates to 10 years of muscle wasting, according to NHS England.

Julie Marshman, Deputy Chief Nurse for Community, said: "Delays in leaving hospital reduces the number of beds available to other patients who need them, as well as causing unnecessarily long stays in hospital for patients.

"No one wants to be in hospital for longer than they need to be and evidence suggests that people's physical and mental ability and independence can decline if they are spending time in a hospital bed unnecessarily. They are also more at risk of infections and falls.

"We are now starting discussions about care the patient will need after leaving hospital much earlier in the patient's stay. This could be anything from making adaptations to the home, to arranging regular help around the home or a move to a nursing home.

"These are often big decisions which rely on the family and health and social care organisations working together, so that arrangements can be made in time for the patient to leave hospital."

## Support for ward staff

All ward staff are encouraged to use the new information leaflet to prompt discussions with relatives, friends and carers, earlier on in the patient's stay. It lists things to think about and what they can do to help.

Julie added: "The most important thing is that people start talking about longer term care needs early on. Ongoing care often takes a long time to arrange so the earlier plans can be agreed the sooner we can transfer the patient into a better environment."

There is lots of support available for patients returning home, including the Royal Voluntary Service's Home from Hospital Service which offers home visits for up to six weeks. Age UK and Swindon Borough Council are also useful contacts offering a range of advice, support and benefits.

Information on local support is available on the Trust website.

✚ If you'd like hard copies of the leaflet or poster contact Alison Koster, Associate Director of Patient Flow on 07887 702503 or [Alison.Koster@gwh.nhs.uk](mailto:Alison.Koster@gwh.nhs.uk)

For more information visit the Leaving hospital section on the Trust website.

Great Western Hospitals NHS

## Leaving hospital

We're doing all we can so you can leave as soon as you no longer need our care

**What family, friends and carers can do**

- Plan to be available for when you need to leave hospital
- Make your home comfortable for your return
- Arrange transport, clothes and shoes to leave hospital in
- Arrange help around the home
- Put the heating on if needed
- Stock your home with food and medicine
- Make sure you have keys to get in.

[www.gwh.nhs.uk](http://www.gwh.nhs.uk)

## What family, friends and carers can do to help

- Be involved in discussions around the patient's recovery and on-going care needs, so that arrangements can be made early on
- Arrange any help around the home
- Arrange any adaptations needed to the home
- Collect medicine or equipment the patient might need
- Arrange transport and ensure the patient has a key to get in
- Bring clothes and shoes for a patient to leave hospital in
- Make the home comfortable for the patient's return by putting the heating on and stocking the fridge.

## NEWS IN BRIEF

### Flu jab protects against strain found in town

ONE of the most common reasons people give for not having the flu jab is that it only offers protection against the flu strain from the year before.

While there may have been some truth to that in previous years, it's definitely not the case in 2017.

Tests from the labs at GWH have revealed that Influenza A H3 is circulating in Swindon, which means the odds of it being brought into hospital have dramatically increased.

The good news is that this year's flu vaccine protects against this particular strain, which experts estimate is responsible for 36,000 deaths in the US each year.

Despite popular belief, flu is a lot more than a heavy cold and can keep even the healthiest of people tucked up in bed for the best part of a week or more.

All doctors, nurses, healthcare assistants, midwives, ward clerks, pharmacists, receptionists and anyone else whose role involves patient contact are encouraged to take up the offer of the free vaccine.

### How to get the flu jab

- Visit the Occupational Health Department**  
Flu jabs can be given without appointment at any time between 8am and 4pm on weekdays.
- Make a group booking**  
The Occupational Health team will vaccinate a group of 10 or more staff at a place and time to suit. Contact 01793 604480 to arrange.
- Swindon community healthcare staff**  
Staff working in the Swindon community will be offered the jab from IMASS Occupational Health Solutions. Contact IMASS directly for answers to any questions or queries.

✚ More information is on the intranet.

# Working to ease the pressure

THE Ambulatory Care service has now been relocated from Kingfisher to within the Urgent Care Centre.

The service, open 8am-6pm Monday-Friday, aims to assess, diagnose, treat and discharge patients the same day, so they don't need to be admitted to a ward.

Most patients seen by Ambulatory Care staff will have arrived via the Emergency Department or will have been referred by their GP for urgent care.

Evidence shows that this approach helps to reduce pressure on ED and improves the patient experience by reducing delays in decision-making.

The new location of Ambulatory Care will also help us to move patients out of ED more quickly.

Kingfisher will now become a short stay medical unit.

A new Discharge to Assess Service has been launched to help more patients be assessed at home rather than in their hospital bed before being officially discharged.



Please also make the most of the Discharge Lounge for patients who are waiting to leave.

It's open until 6pm and is a safe environment for people to wait for their journey home or to another care environment.

Our colleagues at Swindon Clinical Commissioning Group have supported us in recent weeks too with a new campaign that highlights the ways patients can get healthcare without an appointment, which we hope will reduce unnecessary attendances to ED.

Healthcare without an appointment NHS

**SWINDON**

- Call NHS 111**  
When you need advice. Or you're not sure which service you need.
- Ask a pharmacist**  
Get advice if you start to feel unwell. The earlier the better.
- Walk in to Carfax NHS Medical Centre**  
When: 7am to 8pm, weekdays, 8am to 8pm weekends and bank holidays.  
Where: Carfax NHS Medical Centre, SN1 1ED.  
Call: 01793 541655.
- For children and young people**  
From three months to 18 years.  
Call: 01793 646466 for your nearest clinic.
- Visit the Urgent Care Centre**  
When: 24/7, 365 days a year.  
Where: Great Western Hospital, SN3 6BB.  
Call: 01793 646466 to see a GP out of hours.
- Visit Cirencester Minor Injury Unit**  
When: 7am to 11pm, 365 days a year.  
Where: Cirencester Hospital, GL7 1UY.  
Call: 0300 421 6351.
- Visit Chippenham Minor Injury Unit**  
When: 7am to 11pm, 365 days a year.  
Where: Chippenham Community Hospital, SN15 2AJ.  
Call: 01249 456403.

! If someone is seriously ill or injured or you think their life may be at risk, call 999 or visit the Emergency Department at the Great Western Hospital.

[www.nhs.uk](http://www.nhs.uk)



## NEWS IN BRIEF

### It's official! Nurses are amost trusted

NURSES are officially the most trusted professionals in the country and we're pleased to see that this news has been shared around the world.

The Ipsos Mori 2016 Veracity Index annually assesses which roles are most trusted by the public.

The index asks the public to rate the trustworthiness of a selection of professionals – asking whether “you would generally trust them to tell the truth”.

Included in the index for the first time, nurses are the new champions, trusted even more than doctors, the police and teachers.

The 93% rating was warmly welcomed by Janet Davies, Chief Executive and General Secretary of the Royal College of Nurses.

She said: “Nurses are some of the most caring, hardworking staff in the UK and it is very encouraging to see their efforts reflected in the eyes of the public.

“A trusting relationship is absolutely essential in healthcare.

“As pressures on the health service rise, it's particularly positive that the public have maintained their faith in the frontline staff working tirelessly for them throughout these difficult times.

“These results highlight the critical role nurses play in the lives of people in the UK.”



You can find the results online [www.mumsnet.com/news/which-profession-is-the-most-trusted-in-the-uk](http://www.mumsnet.com/news/which-profession-is-the-most-trusted-in-the-uk)

### Sharesuccess

Tell us about your achievements so we can share them with staff

# Kerry nominated for RCM award

MATERNITY support worker Kerry Wheeler has been nominated for a national Royal College of Midwives (RCM) Award.

Kerry, who has worked on the Delivery Suite for the last 12 years, has been shortlisted for the Pregnacare Award for maternity support worker of the Year. She is one of 10 maternity support workers employed by the Trust.

The award recognises the importance of the maternity support worker role in providing holistic care to women and their families and supporting midwives to help free up their time caring for new mums.

Kerry was nominated for the award by Tanya Miles, a midwife on the Delivery Suite.

Tanya said: “Kerry is passionate about providing personal care to each and every mum and baby.

“Everyone's experience of birth is different and each baby is unique, and Kerry works hard to ensure each family is made to feel special.

“The Delivery Suite is a very busy place, so maternity support workers like Kerry are really valuable in giving our midwives more one-to-one time with mums.”

Kerry said: “I absolutely love my job, it is so rewarding. I support mums who are coming in for a caesarean and help them before, during and after childbirth with things like breastfeeding.

“I was inspired to become a maternity support worker after my own positive experience of maternity care. The role has come such a long way and is now recognised as a career in itself.”

The winners will be announced at the RCM awards ceremony in London on 7 March.



## A brave new world

A LOT has changed over the last five years, but one thing has remained virtually the same: the Trust intranet needs to be brought up-to-date.

The Communications team is beginning a huge project which isn't just a makeover, or even a redevelopment, but a complete overhaul of the appearance, structure and content, which will result in an all-new internal communications channel.

Behind the scenes, there will be a much-needed upgrade to a more resilient and modern system; and processes will be introduced to manage the information published, and to ensure it is kept up to date.

A lot of the information in the current intranet (both in actual pages and in separate documents), is outdated, incorrect or contradictory, and this includes clinical guidance, which is a risk to patient safety and so needs to be addressed.

As we know from previous inspections by the Care Quality Commission (CQC), the quality, accuracy and governance of information is incredibly important, and we need to apply the same strict governance processes we use to manage paper documentation to the intranet.

Therefore a new structured approach to managing the intranet, including a strict policy for editors and governance

processes, will be introduced. This is to ensure the intranet remains useful, accessible, up-to-date, consistent in style and an efficient communications tool.

Brian Carter, Web Editor, said: “We've asked all Intranet editors to review their sections in preparation for a major cleansing operation before we begin the huge task of transferring the content into the new system.

“We are now contacting teams to arrange meetings where we will explain the plans for the new management approach and policy.”

➔ If you have any questions, please contact Brian on 01793 604418 or [brian.carter@gwh.nhs.uk](mailto:brian.carter@gwh.nhs.uk)

## Stem cell service achieves essential accreditation

THE Autologous Stem Cell Transplantation Service at GWH has been awarded an important accreditation in the field of haematopoietic stem cell transplantation.

Based against established international standards, the accreditation gives us the approval needed to provide a stem cell transplant service.

Without the accreditation patients would need to travel to Bristol or Oxford for treatment.

The achievement follows an inspection by the Joint Accreditation Committee-ISCT and EBMT (JACIE). The internationally recognised system of accreditation provides assurance of high quality patient care and laboratory performance in haematopoietic stem cell collection.

Up to 20 patients a year, with blood cancers such as lymphoma and multiple myeloma, receive stem cell transplants at GWH.

This is the second time the Trust has received the accreditation which must be renewed every four years, with standards getting tougher each time.



We are the 10<sup>th</sup> centre in the UK to be accredited under the new 6<sup>th</sup> Edition Standards, which are extremely high.



# Critical Care Outreach Team goes 24/7

THE Critical Care Outreach Team has now expanded to a seven day, 24/7 service.

This specialist nurse service offers advice, support and critical care interventions to ward based teams caring for patients who are critically ill or showing signs of acute deterioration.

The team, made up of eight specialist nurses, all experts in caring for critically ill patients, are an extension of the Intensive Care Team.

They often help ward staff with assessing patients who have been identified as deteriorating through the National Early Warning Score System (NEWS). They also respond to calls made to the Medical Emergency Team via

2222 and support staff with the care of tracheostomies and central lines.

The team provide training on recognising deteriorating patients and offer hands on support to wards who are struggling with resources to care for critically ill patients.

The team are also closely involved in planning care and monitoring patients who have been discharged from the Intensive Care Unit.

Their work aims to help staff provide high quality care to sicker patients, prevent further deterioration and reduce admissions to the intensive care unit.

On 29 December, the team spent the day visiting wards



to share information on how to access the service, the support they can offer and the things they can help with. They also sold a variety of sweet treats for the Radiotherapy Appeal.



To access the service simply bleep 1778 seven days a week, 24/7.

If you have any questions about the service or want to find out more, call 01793 607111 to talk to a member of the team.

## We're moving to a new email system

A NEW email system called **NHSmial 2** will be introduced across the Trust from February 2017.

This means that by next April all staff with a **@gwh.nhs.uk** email address will instead have an NHSmial address.

As you will be using a different system to manage your emails in the near future, this is a good chance to start de-cluttering your inbox to help make your move go smoothly.

### What if I already have an NHSmial email address?

You will have received an email asking you to verify your **@nhs.net** address.

If you have successfully verified your **@nhs.net** address, you will be able to continue to use this email, rather than receiving a new one.

### How will I access my emails?

If you usually access your emails via the same computer or laptop you will continue to access your emails via Outlook.

If you have more mobile access and use Thin Client you will access your emails via Outlook Web Access.

If you use a smartphone provided by the Trust, you will no longer need to use the Good for Enterprise app once you have been moved to NHSmial.

### Why NHSmial 2?

More than half a million NHS staff across the country already use NHSmial and it makes sense for us to also benefit from using a more secure national system.

- Because it's secure, it can be used to replace more expensive paper or telephone-based communication processes, saving money that can be better used for patient care.
- You can share calendars and folders with any other users on NHSmial, even if they are in different organisations.
- Users are protected by sophisticated and up-to-date anti-virus and anti-spam software, which checks every email passing through.



To read more about the benefits of NHSmial visit <https://digital.nhs.uk/nhsmial>



The IT Team will share more information and training guides in the IT Services section of the intranet.

You will receive specific instructions from IT at least three weeks before your mailbox is moved directly.

As everyone's email inboxes are set up slightly differently the IT Team will be in contact with certain staff over the coming months to advise of anything you need to do.

If you have any questions or would like to find out more please contact the IT Team on [nhsmial2.project@gwh.nhs.uk](mailto:nhsmial2.project@gwh.nhs.uk)

## NEWS IN BRIEF

### Changes to annual leave policy

FROM the end of this financial year, the Trust will no longer be offering staff the opportunity to buy back unused annual leave.

Having time to rest and recharge is an important element of a healthy work-life balance and all staff are strongly encouraged to take all remaining annual leave before 31 March 2017.

Up to five days of annual leave may still be carried over into the next financial year, dependent on line manager discretion.

For more information, please

view the Annual Leave policy in the Trust-wide documents folder on the shared T Drive or speak to a member of the HR team on 01793 605911.

### Expecting a baby?

FACILITIES are available at GWH to help new mothers continue breastfeeding when they return to work.

A room next to the antenatal scanning department in Women's Outpatients on the 2<sup>nd</sup> floor offers a quiet space to express and feed, with a comfy chair and a lockable fridge.

For more information, contact Cathy Gale, Infant Feeding Specialist Midwife, on 01793 604726 or [cathy.gale@gwh.nhs.uk](mailto:cathy.gale@gwh.nhs.uk)

A number of breastfeeding peer supporters are also available to help staff return to work and continue breastfeeding. Contact Cathy Gale for details.

### Book now for revalidation training

TRAINING sessions to help all nurses and midwives who are revalidating this year are now available.

Since April 2016, the Nursing Midwifery Council (NMC) requires all nurses and midwives to revalidate every three years to maintain their registration with the NMC.

Full details are on the intranet.

Any questions, contact Rosemary Pike, Academy Learning and Development Lead for Safety and Quality on 01793 605940 or [rosemary.pike@gwh.nhs.uk](mailto:rosemary.pike@gwh.nhs.uk)

## Staff Lottery's Christmas boost to staff

IN the run-up to Christmas, 89 bids were made to the Staff Lottery by staff hoping to fund their festive get-togethers. A total of 89 cheques were written by the Staff Lottery Committee, handing out more than £13,500 and benefitting 1,460 staff.

Bids ranged from just £20 to more than £500, with the money going towards dinner dances, meals out, a coach trip to London to see a West End show, a comedy club visit and even a private house party with professional caterers!

While the Staff Lottery funds up to £10 per head, some staff made their own

contributions towards their Christmas do, the maximum spend this year standing at £52.50 per head.

The Christmas Staff Lottery draw also brought an early Christmas present to 24 lucky staff, with one winner scooping the top £1,000 prize, a second winning £500 and the rest receiving prizes of between £50 and £250.

### Join the Staff Lottery

By joining the Staff Lottery, you could be in with the chance of winning £50-£1,000 every month. You can buy up to ten chances to win every month, with each chance costing £1. All you need to do is

complete the application form on the intranet.

### Apply for funding

Anyone employed by the Trust can make a bid for Staff Lottery funding. Typical bids include team dinners, retirement celebrations, team building days and replacement electrical items.

Simply complete the form on the intranet to make your bid.



For more information, contact Janine Sullivan on the Staff Lottery Committee on 01793 605671 or [janine.sullivan@gwh.nhs.uk](mailto:janine.sullivan@gwh.nhs.uk)



## Start the day the healthy way

by Sam Walklett,  
Lifestyle Advisor



BREAKFAST is the most important meal of the day. Not only does it give you energy to start the day, but it's linked to many health benefits, including weight management and improved performance.

Studies show that eating a healthy breakfast can help give you:

- A more nutritionally complete diet, higher nutrients, vitamins and minerals.
- Improved concentration and performance throughout your day.
- More strength and endurance to keep you going for longer.

To make your breakfast healthy try to include the following:

- A portion of fruit or a small glass of pure fruit juice.
- Some wholegrain carbohydrates ie, cereals or bread.
- A portion of low fat dairy or calcium fortified alternative (ie, soya/almond milk).
- Protein ie, eggs/yoghurt/milk/nuts.

Try this recipe for a grab and go breakfast.

### Blueberry and Banana Breakfast Muffins

#### Ingredients

- 2 large very ripe bananas, mashed
- 1 egg, beaten
- 125mls fortified unsweetened almond milk (or milk of your choice)
- 125mls fat free plain yoghurt
- 125g wholemeal flour
- 125g oats
- 1 tsp bicarbonate of soda
- 1 ½ tps baking powder
- 150g fresh or frozen berries

#### Method

- Pre-heat oven to 180°C or 350°F.
- Mix the milk, egg, yoghurt and mashed banana in a large bowl.
- Stir together flour, oats, bicarb and baking powder, then add to wet ingredients along with the berries and stir.
- Spoon into muffin cases.
- Bake for 15 mins or until firm to touch.
- Delicious served warm with a dollop of yoghurt and some fresh fruit.

If you have a recipe to share or a healthy tip please get in touch at [samantha.walklett@gwh.nhs.uk](mailto:samantha.walklett@gwh.nhs.uk)

# How to save a life

ELAINE Phipps (pictured), a Specialist Nurse in the Pain Management Team, had a kidney transplant last year and, as new member of the Trust's Organ Donation Committee, is encouraging everyone to think about signing up for the Organ Donor Register.

The Organ Donation Committee is a group of clinical professionals and volunteers who work to

maximise the number of organs donated through better support for potential donors and their families.

The group are also raising awareness about the life saving gift one person can give to another through events and informal presentations. Elaine provides a unique perspective to the group, as both a Pain Nurse and a patient.

The Organ Donation Service at GWH offers support to

bereaved families to help them make informed choices about organ donation. By choosing to join the NHS Organ Donation Register you could help to make sure life goes on for others. But it's worth remembering that you are much more likely to need an organ transplant yourself.

Allison Salmon, Specialist Nurse for Organ Donation, said: "More than 10,000

people in the UK currently need a transplant. Of these, three a day will die waiting as there are not enough organs available. With your help, by raising awareness about the importance of organ donation and about the register, we can make a difference."

For more information, speak to Allison on 01793 604511 or email [Allison.salmon@gwh.nhs.uk](mailto:Allison.salmon@gwh.nhs.uk)

## 'Now my life is full of freedom'

I HAVE been on the Organ Donor Register since I was 18. While most of us sign up because we want to help someone after we're gone, you don't ever think you'll be that person who needs that organ. I never thought it would happen to me.

"I developed kidney failure quite unexpectedly. It was an auto-immune disease that attacked my kidneys and caused them to stop working.

"I was on dialysis for two years and put on a waiting list for a transplant at the end of 2015. Just seven months later I got the call. The 14<sup>th</sup> of July 2016 was a big day for me – I got the call at 9am from Southmead Hospital to say they'd found a perfect match and I had to go in that day.

"I was stunned. Then the adrenaline started flowing. They always say it could happen at any time but the whole thing was so surreal. Even being

a nurse can't quite prepare you for it. By 9pm I was having the operation and five days later I was coming home.

"When I left hospital, the first thing my husband said to me was 'What would you like to eat?' and I said, 'I want pizza!'

"Having a new kidney has changed my life. Before, I was on dialysis three times a week for four hours at a time, I was stuck in a routine that had to fit around my treatment. I was on a very restrictive diet, with low salt, low potassium and low phosphates, so even eating fruit and veg was dangerous. I could only drink a small amount too.

"Now my life is full of freedom and spontaneity, suddenly I have so much time back with my family – and I can eat what I want!

"On the first anniversary of my operation, I am planning to write to



the donor's family to thank them for my amazing gift. All I know is that she was a lady in her 60s, but I want her relatives to know what it's meant to me and my family.

# New faces on the wards at GWH



STUDENT nurses fresh out of Oxford Brookes University have taken the first steps in their new career.

Nearly 100 of the up and coming nurses have joined the teams working across all wards and departments at GWH since November.

They are the first group of health professionals to have learned their skills

at Oxford Brookes' brand new adult nursing campus in West Swindon.

## Do you know someone interested in nursing?

Existing staff at GWH who may know someone interested in becoming a nurse are encouraged to let them know that course places at Oxford Brookes are still

available for 2017.

The new campus means that potential nurses in Swindon can train close to a home in a state-of-the-art facility.

For details speak to Liz Dabner, Student Placement Support Officer, on 01793 604168 or [elizabeth.dabner@gwh.nhs.uk](mailto:elizabeth.dabner@gwh.nhs.uk).



# New Year, new challenge?

If you fancy taking on a new challenge for 2017, or just want to do your bit for charity, then why not sign up now to help the Brighter Futures Radiotherapy Appeal reach its £2.9m target!

There is a whole host of activities and events you can get involved in, offering something for everyone. For more

information about the appeal and a full list of events, go to

[www.brighterfuturesgwh.nhs.uk](http://www.brighterfuturesgwh.nhs.uk)

You can also stay up to date with the latest Brighter Futures news by following the charity on Facebook and Twitter.

Contact the team on 01793 605631 or email [fundraising@gwh.nhs.uk](mailto:fundraising@gwh.nhs.uk)

**Brighter  
Futures®**

## Dates for your diary



### Superhero Run – Saturday 6 May

Join hundreds of caped crusaders for a run, jog or walk around Coate Water.



### Summer Tea Party – Friday 30 June

If you're a keen baker or tea maker then why not host your own Summer Tea Party? Party packs can be provided, just contact the Brighter Futures team.



### London to Paris – July or August

Cycle from London to Paris and finish in style beneath the Eiffel Tower! If you go in July you'll even catch the end of the Tour de France!



### Ride for Radiotherapy – Saturday 16 September

Choose a 25, 40 or 70-mile route around Wiltshire. Now in its third year!



### London to Amsterdam – Friday 22 September

Cycle a scenic coastal route to Amsterdam in this three-day bike challenge.



### London Marathon Walk – Saturday 23 September

Fancy completing a marathon but don't think you can run one? Then give this a go.



### Black and White Ball – Saturday 7 October

Glam up for an evening of live music, three-course meal, silent auction and raffle.



### Reindeer Run – Sunday 3 December

Don a pair of antlers and chase a giant carrot around Coate Water!

## More shining examples



EVERY month the Trust celebrates individuals or teams who demonstrate our STAR values of Service, Teamwork, Ambition and Respect in everything they do.

**October's STAR of the Month** winners are **Ellen Starling and Marcus Brown** of the PICC Service (Peripherally Inserted Central Catheter). They were nominated by Tony Pickworth, Consultant in Intensive Care Management and Anaesthesia. Tony said: "They have demonstrated Service by developing a team that is responsive to patient needs, and clearly take pride in delivering effective and efficient care."

"I am frequently impressed at their technical skill of achieving venous access in difficult circumstances, and they have developed this skill over a period of time which makes them indispensable."

"They show Teamwork by responding to our needs and recognising when we need them to respond quickly. They do this with a friendly and supportive manner."

"They have shown Ambition to develop their service well beyond what I thought could be achievable and they treat staff and patients with dignity and Respect. It's always a pleasure to work with them."

**November's** winner is **Tracey Smith**, Healthcare Assistant in the Sexual Health department. She was nominated by Sharon Keene, Regulatory and Compliance Manager.



Ellen Starling and Marcus Brown  
of the PICC Service

Sharon said: "We visited the Sexual Health Department as part of the Key Line of Enquiry mini inspections. During this inspection, we were approached by Tracey who really is an advocate for the GWH with an exceptional attitude."

"We found her to be so friendly with such a positive approach to her work; she exceeded our expectations and went the extra mile to ensure we recognised all the hard work undertaken in the department. Frequently dealing with sensitive cases, she ensured patients were cared for with respect, privacy and dignity."



Tracey Smith

"Tracey was observed supporting an apprentice in the department to strive for quality. She clearly is a role model to those around her."

"Tracey welcomed the feedback we gave, including some findings for improvement. This didn't deter her positive outlook and instead she took it as a task to complete and understood why this improvement was needed."

If you know someone who deserves to have their achievements printed in the next Staff Room, nominate them for a STAR award. Full details are on the intranet.

## NEWS IN BRIEF

### Out of sight and away from prying eyes

WE all know not to discuss patient care in public or in areas where conversations are likely to be overheard, such as in lifts, corridors and cafes.

But it's not just talk that can jeopardise a patient's right to confidentiality, leaving notes and other private documents unattended or in clear view of others can be just as harmful.

Although easily preventable, this kind of incidents have become increasingly common in recent weeks.

Life on a ward is rarely routine and we're often called away from what we're doing without warning, but we all need to make a real effort to ensure that information about our patients is not left for the world to see.

We should all feel comfortable enough to move any unattended documents, such as those left in printing trays, on ward receptions or at a bedside, to a secure place.

It's better to spend a minute or two asking colleagues where something has been moved to than potentially causing a serious breach of patient confidentiality.

Not only is it our moral and ethical duty, we are also legally bound to uphold our duty of confidence by the Data Protection Act 1998.

It's important for all of us, not just those who have a clinical role, to take full responsibility for confidentiality, either before, during or after a patient's time with us.

For any issues relating to patient confidentiality which you may be unsure of, please speak to the Trust's Caldicott Guardian, Medical Director Guy Rooney.

More details can be found on the intranet.



# The Office

Meet the Swindon Perinatal Team, who have joined together from a variety of fields to care for mother and baby before, during and after birth.

Your team can be stars of The Office – email [StaffRoom@gwh.nhs.uk](mailto:StaffRoom@gwh.nhs.uk)

FRIDAY 13 January saw the launch of a new Neonatal Quality Improvement Project to implement a package of care for babies born prematurely.

The project brings together midwives, obstetricians, neonatologists, neonatal nurses and pharmacists from across the Trust to make up the Swindon Perinatal Team, with the emphasis on care around the time of birth for both mum and baby.

Dr Sarah Bates, Consultant Neonatologist, said: "Looking at the evidence, we asked ourselves, what can we do to provide vulnerable preterm babies with the best start in life?"

"We have produced a package of 10 interventions to improve the care and long-term outcome for infants born before 32 weeks' gestation.

"Each intervention has its own champion team and there's a story behind each one. For example, when a pre-term baby is born, it needs to be placed in a plastic bag to keep it warm and to protect its skin. We have managed to source a special sterile wrap from the US which can be used during a C-section, using a new technique we have developed and piloted here at GWH. We produced a video to demonstrate this technique which we showed at the launch event.

"Other interventions include giving babies magnesium sulphate during labour to reduce the risk of cerebral palsy, and delayed cord clamping, where we wait a minute after birth before clamping the cord, which reduces the risk of bleeding on the



Just a small part of the Swindon Perinatal Team: Dr Connie Yu, Clinical Fellow in Paediatrics; Catherine Neate, Nursery Nurse, SCBU; Sophie Brooks-Moizer, Staff Nurse, SCBU; Dr Sarah Bates, Consultant Neonatologist; Dr Charlotte Sullivan, Consultant Obstetrician and Pippa Moorish, Midwife

brain and necrotizing enterocolitis, which affects the intestine.

"Our work has been all about finding simple solutions to problems and working together as one big team to overcome barriers."

A poster detailing the 10 interventions received the top prize at a recent South West Neonatal Network Meeting in Taunton.

Sarah said: "We were delighted that there has been interest in rolling this project out to other units in the Network."

The team are also involved in Multi-disciplinary Neonatal Simulation

Training, simulating various neonatal emergencies in different locations across the hospital. The Neonatal Simulation Team staged their first joint SIM training day with South Western Ambulance Service in December, involving ED trainees, midwives, students, SCBU nurses, and the neonatal team.

For more information on the Neonatal SIM programme, contact [Rebecca.palmer@gwh.nhs.uk](mailto:Rebecca.palmer@gwh.nhs.uk) and for more on the Neonatal QI project, contact Dr Bates or Dr Charlotte Sullivan.

## Bargain corner

Don't forget to check out the Benefits, discounts and offers page in the Staff Area of the intranet for all current offers.

Don't forget that Refresh, the main restaurant at GWH, offers discounts for staff on a wide range of hot and cold food. Just show your ID badge at the till.

## Recycling your toner cartridges

TO recycle your printer toner cartridges, please take them to one of the following recycling boxes around GWH:

- Reprographics – Lower Ground Floor
- IM&T department – Second Floor
- Dorcan offices – Ground Floor
- Back of the Clover Unit/ Urgent Care Centre – Ground Floor
- Finance department – Commonhead offices

These areas will then arrange for the cartridges to be collected.

Please note that only the toner cartridges should be placed in the recycling boxes. No cardboard, polystyrene or packaging should be included.

Please do not try to dispose of empty toner cartridges in waste cupboards or Clinical Waste boxes.

For more information, contact Amanda Saward, IT Service Operations Manager on 01793 605858 or [amanda.saward@gwh.nhs.uk](mailto:amanda.saward@gwh.nhs.uk)

## Coffee break quiz

WE all could do with a bit of magic right now, so why not spend five minutes on this quiz?

Please fill in (or photocopy) the form and send to:

**StaffRoom** competition, Communications team, Trust HQ, Great Western Hospital, Marlborough Road, Swindon SN3 6BB, or send via internal mail to Communications if you're at GWH. You can also email your entries to [StaffRoom@gwh.nhs.uk](mailto:StaffRoom@gwh.nhs.uk)

The closing date for entries is **Friday 24 February**.

Answers to the last issue's quiz are on the intranet.

- Congratulations to **Karen Huxtable**, Patient Co-ordinator on the Children's Unit, whose correct entry was last out of the hat this time.

## Entry form

## StaffRoom

- |   |   |
|---|---|
| 1) According to De La Soul in 1989, which is the magic number?<br>.....                         | 8) Name the worldwide society for magicians.<br>.....   |
| 2) Which American illusionist was famed for his escape acts?<br>.....                           | 9) Which British magician is best known for performing close-up magic on the street?<br>.....                   |
| 3) Which British magician's catchphrase was "You'll like this, not a lot..."<br>.....           | 10) Which flamboyant magician met his untimely death while performing at an Edinburgh theatre in 1911?<br>..... |
| 4) Which illusionist was suspended in a glass case above the River Thames for 44 days?<br>..... | 11) Which duo regularly use stomach-churning tricks in their magic act?<br>.....                                |
| 5) What is the name of the shop in Diagon Alley where Harry Potter buys his wand?<br>.....      | 12) Which illusionist is best known for his powers of mind control?<br>.....                                    |
| 6) Which band covered Barry Manilow's Could It Be Magic in 1992?<br>.....                       | Name .....  |
| 7) Which Burt Bacharach song was a hit for Perry Como in the 1950s?<br>.....                    | Dept/ward .....   |
|   | Contact number.....   |
|   | Closing date is <b>Friday 24 February</b> .   |

## Social circle

CHECK out our Facebook page and Twitter feed to find out what's happening across the Trust and get involved too!

Go to [www.facebook.com/GWHNHS](http://www.facebook.com/GWHNHS) for the latest news, information, photos and videos.

Follow us at [www.twitter.com/GWH\\_NHS](http://www.twitter.com/GWH_NHS) for up-to-the-minute news and updates.

If you have any comments about our social media channels, please contact the Communications team at [comms@gwh.nhs.uk](mailto:comms@gwh.nhs.uk).