

Kung flu fighting

Don't forget to
get your jab

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looking after your
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StaffRoom

Take me home!

November 2016

New services to help patients leave hospital sooner

AS anyone who works in the NHS will know, we are extremely busy all year. But with winter now upon us, demand for our services is only set to increase further.

With the colder weather comes viruses such as flu and other respiratory conditions, which tend to result in more elderly and frail people needing to be admitted into hospital.

Of the average 225 people who attend the Emergency Department each day, around a third need to be admitted into hospital.

Experience shows the need for admission increases dramatically with age, the vast majority (74 per cent) of those aged 80 or over need to be admitted.

We are not in a position to add more beds, so we are introducing services we know will help us provide high quality care, in the right place and ensure patients can leave hospital in a well-planned and timely way.

Our focus now is planning ahead so everything is ready when the patient is well enough to leave hospital and working with local care partners so that arrangements for further care and support can be made early on.

Discharge to Assess Service

A new multi-disciplinary team in the community now assess patients in their own Swindon homes within 72 hours of leaving hospital.

This means that patients don't have to wait in a hospital bed for decisions to be made about further care they might need in the community.

Mental health nurses in the Emergency Department

A team of mental health nurses from Avon and Wiltshire Mental Health Partnership NHS Trust are now based in the Emergency Department Observation Unit.

This ensures we can meet the specific needs of patients with mental health conditions. Having this expert advice to hand also means decisions can be made more quickly.

Make use of the Discharge Lounge

The Discharge Lounge is open from 8am until 6pm, Monday to Friday for patients to wait for transport home.

Ward staff are encouraged to make use of this waiting area to help free up beds, so other patients can begin treatment sooner.

It sometimes stays open until 8pm so please always check if you're unsure whether or not to send a patient.

Just call **01793 607286** to find out more about this great service.

Look out for the new Leaving Hospital leaflets and posters that will be available on wards soon. They are designed to prompt more discussions

Great Western Hospitals **NHS**
NHS Foundation Trust

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

with families, friends and carers about what they can do to help, so please use them!

For more information about leaving hospital which can support your conversations with patients, please visit the Leaving hospital section of the Trust website.

CQC to inspect us again in March



THE Care Quality Commission (CQC) have told us that they plan to visit the Great Western Hospital again as part of a routine inspection next March.

This is an opportunity to show the improvements we've made since our inspection last autumn and change our overall rating from 'Requires Improvement' to 'Good'.

It is likely the CQC will be interested in all 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 next year. They will want to hear about the challenges you face, things that work well and the care you provide to patients.

All managers and supervisors are asked to take a lead on preparing their teams for the inspection, and a good place to start is the Toolkit for team leaders, which is available alongside a whole range of other resources on the intranet.

The safety video series on the intranet is also a great training resource and useful for prompting discussions. There are videos on the National Early Warning Score (NEWS), recognising and managing deteriorating patients, acute kidney injury, the surgical safety checklist and advice from Martin Bromiley, Chair of the Clinical Human Factors Group.

Welcome!



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

If you have been with us for more than a year, you will remember the Care Quality Commission's (CQC) routine inspection of our services last autumn.

Anyone who wasn't around can find out more about the CQC - which monitors, inspects and rates services, as well as taking action if improvements are needed - on the intranet.

I was proud that the inspection highlighted the kind and compassionate care we provide to patients and their loved ones.

However, as expected the CQC also made a number of recommendations, which resulted in a warning notice asking us to make improvements in our Emergency Department (ED).

This was tough for me to hear as I know colleagues in ED, like the rest of you, give their absolute all, in an environment where the pressure is often immense.

Over the last year, which has been a stressful time for everyone, an enormous amount of work has taken place in ED.

The team have worked incredibly hard to address concerns and I'm really inspired by what has been achieved.

I'm delighted to say that, following an unannounced visit in October, the CQC is now satisfied that sufficient improvements have been made to meet the requirements of the warning notice. You can read the CQC's report on their website.

Although there is still more to do, we have done enough to ensure our improvement work has become business as usual for all divisions.

We must now focus on maintaining momentum as I'm sure the inspectors will pay particular attention to areas which require improvement during their next visit.

Please take some time to share with your teams the final Improvement Journey (available on the intranet) which provides an overview of our progress from the last year, as we begin to prepare for our next routine inspection in March. With best wishes

Nerissa Vaughan
Chief Executive

None of us are immune to the flu virus



As winter sets in, we are reminded that even if you consider yourself the picture of good health, you are not immune to flu.

Flu is much worse than a heavy cold, it comes on suddenly and sometimes severely. It can wipe you out for weeks, cause serious complications and can be life-threatening.

Public Health England estimate that an average 8,000 people die from flu in England each year and it's not just the very sick or elderly. In 2009/10 and 2010/11, up to one third of deaths were in people considered healthy.

Despite popular belief, hand washing, a healthy diet and vitamin C supplements won't stop flu.

There's no such thing as natural immunity and you can still pass the virus to others if you don't show symptoms yourself.

The most effective form of protection is the flu jab as recommended by the General Medical Council and Nursing and Midwifery Council.

It can happen to anyone

Someone who knows all too well the dangers of flu is Dr Peter Hockey, a Consultant in Respiratory Medicine at Lymington New Forest Hospital in Hampshire.

Six years ago Dr Hockey bravely shared his story with media across the country, after he was left fighting for his life after not having the flu jab.

In 2010, the doctor, who was 45 at the time, spoke out in a bid to encourage other healthcare staff to have the flu jab. His words should still strike a chord with anyone who considers themselves fit and healthy.

"As a doctor and someone with asthma I was offered the vaccine more than once but didn't bother. I thought it was something for patients, not clinicians.

"I spent three weeks in hospital, feeling very scared as I watched news reports about young people dying of flu. I then spent five months at home, struggling to get out of bed let alone thinking about going back to work.

"I lost almost a year of my life to flu. I infected a pregnant colleague and put her unborn baby's life at risk.

"What makes me so cross is the fact that my illness was completely preventable.

"I never want to repeat the year I've been through and wouldn't wish it on anyone. Needless to say I was first in line for a flu jab this year."

We all have a responsibility to protect ourselves and others

Doctors, nurses, healthcare assistants, allied healthcare professionals, pharmacy staff, ward clerks and other staff who regularly come into contact with patients, are all encouraged to take up the offer of the free vaccine.

The Occupational Health Team is also offering the jab to all Wiltshire Health and Care staff, Carillion staff, students and volunteers.

How to get your flu jab

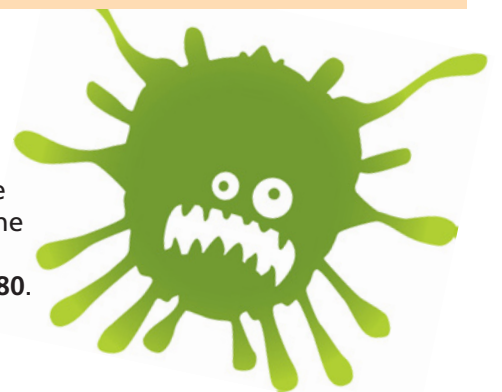
1. Drop-in to the Occupational Health Department
Monday to Friday between 9am and 3pm,
Commonhead Offices (opposite Co-Operative Nursery)
at GWH (no need to book!)

2. Make a group booking
The Occupational Health Team will vaccinate a group of 10 or more staff at a time to suit. Contact them on **01793 604480** to arrange.

3. Swindon community healthcare staff
Staff working in the Swindon community will be offered the jab from IMASS Occupational Health Solutions and should contact them directly with any questions.

Find out more

Find out more on the intranet or contact the Occupational Health Team on **01793 604480**.



The fight against antibiotic resistance goes on

ANTIBIOTICS are an essential part of modern medicine, which is why it's so important that their use is preserved for generations to come.

Every November, the Trust marks European Antibiotic Awareness Week by educating both staff and patients on how to prescribe and take the medicine in the most efficient and effective way.

In recent years, experts have found that a casual approach to antibiotics can lead to some types of bacteria becoming resistant, meaning the drugs become useless against previously treatable conditions.

Nick Haddington, Specialist Antibiotic Pharmacist, said: "Giving antibiotics to someone who doesn't need them is perhaps the biggest contributing factor to antibiotic resistance.

"Incorrectly prescribing antibiotics for conditions such as coughs and colds, which are already immune to their effects, causes other bacteria in the body to develop a stronger and more robust defence against the drugs.

"Patients can also make matters worse by missing doses or finishing treatment early when they begin to feel better.

"When this happens, they're not getting the right level of antibiotics needed to completely kill off the harmful bacteria, which means the infection has the potential to come back more resistant than before."

One of the major risks of living in an antibiotic resistant era is that hospital treatment, ranging from routine operations to providing lifesaving chemotherapy, will become increasingly dangerous.

Across GWH, teams in different departments are working to ensure that antibiotics remain an effective weapon in the Trust's infection-fighting arsenal.

Pharmacy technicians monitor how the drugs are used and prescribed while ward pharmacists ensure that antibiotics are only given to patients who need them.

The Trust also has established guidelines which give staff advice and information on when antibiotics should



Bartosz Ludwicki and Emma Wakefield of the Antimicrobials and Medicines Management team, with Outpatient Parenteral Antibiotic Therapy (OPAT) nurse Krista Grimley

be used, how often they should be given and the different types available.

For more information, visit the Pharmacy pages on the intranet.

Brighter Futures says thanks a million!

A BRIGHTER future for cancer patients in Swindon and Wiltshire is now firmly on the horizon after the appeal to bring radiotherapy to GWH reached the magic £1 million mark in October.

The all-important sixth zero appeared in the Radiotherapy Appeal bank account after donations totalling more than £100,000 were presented to Trust charity Brighter Futures.

Rotary Clubs from Swindon, Marlborough and Royal Wootton Bassett handed over £48,500, while the Dr Thomas Cranston Wilson Charitable Trust matched its previous donation with another cheque for £50,000.

Moved to act after seeing the effect cancer had on his immediate family, Rotarian Tony Long also made a personal donation of £20,000 to the cause that will save thousands of patients each year a gruelling journey to and from Oxford for the treatment they need to stay alive.

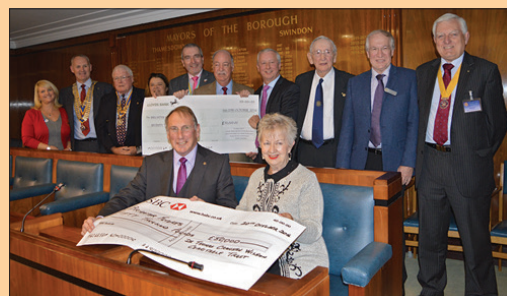
Jennifer Green, Head of Brighter Futures, said: "We're so thrilled to have reached the £1 million mark and we continue to be amazed and humbled by the efforts and generosity of local people to help us reach our goal."

"Every penny raised is another step towards bringing vital cancer treatment closer to home for families in Swindon and Wiltshire for generations to come."

"We'd like to say a huge thank you to everyone who has helped the appeal so far. However, we can't stop now and we are already focusing on how we reach the next milestone in our £2.9 million total."

The good news was celebrated with a formal gathering of donors and dignitaries at the Mayor of Swindon's council chambers.

Mayor Eric Shaw, who has chosen Brighter Futures as one of his charities of the year, said: "Travelling to Oxford



is not only stressful on the person receiving the treatment, but also on the person who accompanies them.

"The number of people who need to travel for treatment is frightening and it appears to be rising. The sooner we can reach that target the better."

It is hoped that £1.5 million will have been raised by Christmas.

Stay up-to-date with the latest Brighter Futures news by following the charity on Facebook and Twitter or by visiting www.brighterfuturesgwh.nhs.uk.

NEWS IN BRIEF

Free childcare prompts ministerial visit



STAFF who are making the most of 30 hours of free childcare every week told an MP on 28 November about the benefits of the scheme.

Caroline Dinenage, Minister for Early Years, paid a visit to GWH to speak with staff whose childcare arrangements have been supported by this near-exclusive offer.

Currently, all parents with either a three or four-year-old can receive 15 hours of free childcare from the government.

However, a new Department for Education initiative being piloted in Swindon means staff at GWH are among the first in the country to benefit from double the usual entitlement.

Oonagh Fitzgerald, Director of Human Resources, welcomed the minister to the Trust before introducing her to members of staff whose little ones are already signed up.

She said: "A career in healthcare is one that's not usually nine-to-five, which can make finding childcare difficult."

"To have been among the first employers in the country to offer 30 hours of free childcare was a real privilege and a fantastic reward for our staff who do such amazing work each and every day."

"We were delighted by Caroline's visit and hope that, by meeting the people benefiting from the scheme, she has been able to get a feel for the positive difference it has made to so many."

The minister was also given a tour of the Co-operative Nursery, located next to the Commonhead Offices, where she saw firsthand the childcare facilities available to parents within the Trust.

Spaces for the year-long scheme, which began in September, are still available. For more information, contact Ruth Scott, Assistant HR Business Partner, on 01793 604955 or ruth.scott@gwh.nhs.uk.

Groundwork begins on new radiotherapy unit

HISTORY was made on 14 November as construction teams began the groundwork for the new radiotherapy unit at GWH.

Diggers greeted staff arriving at the gravel car park as work officially started to prepare the land ahead of the full construction next year.

A formal celebratory event to mark the first spade in the ground is due to be held in the new year.

The work taking place will ensure that when builders arrive on site in 2017, the project can move forward without unnecessary delay.

Due to open in 2019, the centre will offer people from Swindon and Wiltshire lifesaving cancer treatment currently unavailable in the local area.

This new centre will be managed by Oxford University Hospitals NHS Foundation Trust.

More vehicles on site

During the groundwork phase, which is expected to be complete by next summer, staff will see an increase in vehicles and machinery moving in and out of the gravel car park, close to where the work is taking place.



It is hoped that the recent expansion to the car park will mean that any disruption to staff is kept to a minimum.

Further information on parking is available from Laura Coulson, Head of Facilities, on 01793 605922 or laura.coulson@gwh.nhs.uk.

Christmas cheer – from the heart!

THE Wiltshire Heart Throbs, led by Consultant Cardiologist Bill McCrea, are making a bid for the Christmas number one spot with their song, Yahweh Christmas Cheer.

Featuring Bill and his colleague, Heart Function Specialist Nurse Harriet McCullough, together with Wiltshire Cardiac Centre staff and their children, the single is raising money for the Radiotherapy Appeal and the British Heart Foundation.

Copies are available now in the Costa shop at GWH or by contacting the Brighter Futures team on 01793 605631 or fundraising@gwh.nhs.uk. For every £5 CD sold, £2.50 will go to the Radiotherapy Appeal.



Lead singers Harriet McCullough and Bill McCrea



The Wiltshire Heart Throbs have released a Christmas single

NEWS IN BRIEF

Taking the pressure off Swindon



THE Tissue Viability team celebrated National Stop Pressure Ulcer Day with health and social care teams from across Swindon on 17 November.

The team were on hand in the Swindon community office at the Orbital to raise awareness of the equipment and best practice used to help prevent pressure ulcers.

Pressure ulcers tend to affect people confined to lying in a bed or sitting for prolonged periods of time.

They can be painful and debilitating, but they're also largely preventable.

As a key measure of the quality of patient care, this is one of our Sign Up to Safety Priorities and something our Tissue Viability team work hard to prevent.

Making regular changes to position, nutrition and good hydration and checking regularly for signs, are just some of the things that can be done.

700,000 people are affected by pressure ulcers each year and treating them costs the NHS more than £3.8 million every day.

Find out more about our Sign Up to Safety Priorities on the intranet.

Sign up to
SAFETY
LISTEN LEARN ACT

Share success

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

Always report incidents and near misses

EARLIER this year, our Trust was ranked as one of the best in the country for being able to learn from its mistakes.

The Department of Health's Learning from Mistakes League, in which we were ranked 13th out of 260, was designed to highlight the NHS organisations that make a significant effort to uphold patient safety, by constantly learning and adapting after things have gone wrong.

One of our most valuable tools to help us is the Incident Notification process (formerly known as IR1). All Incident Notifications are reviewed by the Clinical Risk and Patient Safety Team on a daily basis.

Reporting incidents and near misses helps us to:

- Identify whether we need to change our processes to improve patient safety.
- Understand potential gaps in services.
- Identify where we need to focus resources such as equipment, training and education.

- Learn lessons when things go wrong and reduce the risk of harm in the future.
- Report our Patient Safety incidents to the National Reporting and Learning System (NRLS) so that information can be reviewed nationally for trends and shared across the NHS.
- Meet our statutory and legal requirements to record incidents.

If incidents are not reported then we could miss vital opportunities to improve patient safety across the Trust. Learning from incidents and improving patient safety supports 500 Lives, the Trust's safety and quality vision that will see an extra 500 lives saved by 2020.

You should receive feedback for any incident that you report, this will be sent directly to you via email from the incident notification system. If you do not receive feedback, or you have further questions about feedback you

500
lives

Patient
Safety
matters

Top tips for completing an Incident Report

- Complete an Incident Notification form (available on the intranet) as soon as possible after the incident occurs, as it will be easier to remember.
- Remember to include **who** was involved, **what** happened, **where** and **when** it happened. Write objectively, giving as much detail as you can.
- Don't assign blame, just state the facts.
- Avoid hearsay and assumptions.

have received, you should contact your line manager in the first instance.

For support on reporting incidents, contact the Clinical Risk and Patient Safety Team between 8am and 4.30pm on weekdays on Bleep 1322. More information is available on the intranet.

ED introduces step-by-step checklist

THE number of sick and injured people attending the Emergency Department is growing and it's important that at these times of increased pressure patient safety is never compromised.

Other hospitals have seen safety standards improve during busy times thanks to the introduction of a step-by-step checklist which prompts staff of the key actions to take from the very moment a patient arrives.

Designed to help staff remember the basics when caring for an unprecedented number of major patients, the checklist covers what should be done during each hour of the person's time in ED and is now being used at GWH.

Amanda Vittles, Senior Sister, said: "Patient safety is everyone's number one priority, which is why this checklist has been so useful to everyone in the Emergency Department.

"Not only does it spell out the vital steps that need to be taken for each major patient, but it's also a great go-to guide for any staff helping out in the department at really busy times.

"We've seen the positive effect this simple checklist has had on other emergency teams and we're certain it'll be beneficial to both staff and patients at GWH."

First introduced at the Bristol Royal Infirmary (BRI) in 2014, the checklist was designed to help teams deal with the problem of overcrowding, which can lead to significant delays in diagnosis, recognition of deterioration and beginning correct treatment.

And with emergency patients often presenting with conditions needing immediate clinical attention, such as stroke, sepsis and heart attacks, any delay can leave them particularly vulnerable.

The risk of human error can also increase during busy periods, which is another reason why the checklist is so useful to doctors and nurses caring for a high number of patients with a range of complex and serious conditions.

In the two years since its implementation, University Hospitals Bristol NHS Foundation Trust has noticed a dramatic improvement in all aspects of emergency care, including vital sign monitoring, pain scoring and medicine administration.

There have also been no serious incidents brought on by a failure to recognise a deteriorating patient at the BRI since the checklist became part of everyday working.

For more information, contact Amanda on 01793 604111 or amanda.vittles@gwh.nhs.uk.

Shining examples

STAR
Service, Teamwork, Ambition, Respect

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

August's STAR of the Month winner is the **Orthopaedic Outpatients department** (top right). They were nominated by Claire Thelwall, a Senior Sister in Orthopaedics.

Claire said: "Back in August this year, the Orthopaedic Outpatients department was flooded. This meant that the department could not be used and staff were unable to retrieve any specialist equipment.

"Makeshift plaster rooms were set up in the Cherwell Unit and Betjeman Centre and clinics were run from other departments in the hospital so that as few patients as possible had their appointments cancelled.

"Every member of staff demonstrated the STAR values by working together, supporting each other and communicating to ensure there was as little disruption to patient care as possible."

September's winner is **Helen Snook**, a Clinical Supervisor in the Academy. She was nominated by Rosemary Pike, Academy Learning and Development Lead for Safety and Quality.

Rosemary said: "Helen has made a significant contribution to the clinical supervision of newly qualified staff and overseas nurses entering the Trust during the past two years.

"She can always be relied upon to complete work to an exceptional standard.

"Her work with the overseas nurses has been challenging and she has ensured their learning experiences have been beneficial to both the staff and the Trust alike.

"I am honoured to have Helen on our team."



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

Tune in to Great Western Harmony

TRUST choir Great Western Harmony are getting into the festive spirit with a host of events in the run-up to Christmas.

The choir's packed diary for December even includes a TV appearance – look out for them on BBC Points West in the week before the 25th, singing Have Yourself a Merry Little Christmas. You may have heard them singing in the Atrium at GWH on 22 November while they were being filmed!

Dates for your diary

- **Thursday 15 December** – Carols in the Atrium at GWH, 5pm
- **Saturday 17 December** – Marlborough Fayre, 11am-4pm, with choir performances at 1pm and 2pm
- **Tuesday 20 December** – Singing at Longleat Festival of Lights
- **Thursday 22 December** – Singing around the wards at GWH.

Choir member Teresa Harding, who is Divisional Director for Women's, Children's and Sexual Health, said: "The highlights for me will be singing in St Michael's Church as that's a really big event with a number of choirs, a soloist and a flautist – the venue is stunning. We're also looking forward to the Marlborough Fayre, as we'll be raising money for Brighter Futures, and the Longleat lights should be fantastic!"



Fancy joining in?

- Great Western Harmony has been running for three years and includes a mix of GWH staff and retirees. The choir is always looking for new members, both male and female. You don't need to audition, just come along!
- The choir rehearses every Thursday evening from 5pm-6.30pm. Fees are £20 a month.
- The choir is headed up by experienced choirmaster, Jules Addison, who leads a number of choirs across Wiltshire and Gloucestershire.
- Most choir events raise funds for the Brighter Futures Radiotherapy Appeal.



If you'd like to join the choir, or would like more information, please email teresa.harding@gwh.nhs.uk or penny.keen@gwh.nhs.uk.

NEWS IN BRIEF

Breast centre celebrates 25 years

FAMILIAR faces were welcomed back to GWH in November as the team in the Breast Centre celebrated 25 years of screening women in Wiltshire.

Former members of staff joined the current team for a slice of something sweet to mark the silver anniversary of the first patient walking through the doors back in September 1991.

Since then, hundreds of thousands of women have been seen the highly skilled Breast Centre team, as well as their colleagues working in the mobile screening units across Wiltshire.

Suzie Ferrari, Breast Centre Manager, said: "A lot has changed in 25 years but breast cancer is just as prominent now as it was then, which is why it's such an important service to local women."

"Breast screening should be as routine as going to the dentist and, for most women, a visit to the Breast Centre is a reassuring experience which offers piece of mind."

Each year, around 25,000 women have a mammogram in the centre, following either a routine invitation or referral from their GP.

Additionally, the Trust is part of a trial which extends invitations to women before they are 50 and after they have turned 70.

Elsewhere in the country, only women between the ages of 50 and 70 regularly receive an invite to have a precautionary screening.

Dr Sarah Taylor, Clinical Lead, said: "Because the age range has been extended, we have seen up to 5,000 more women than usual."

Even with more patients on the books, the centre routinely meets its target of screening at least 93 per cent of patients within two weeks of a GP's referral.

For the year to date, more than 95 per cent of patients have a screening within 14 days of first visiting their GP surgery.

The tea party was also used to raise funds for Brighter Futures' Radiotherapy Appeal.

Good security is everyone's responsibility

NOBODY would knowingly allow a stranger to follow them into their homes, so why should it be any different at work?

All staff have a responsibility to ensure that when they are walking into a secure area, be it a ward, lab, office or any other area not routinely accessible by the public, the path is not left clear for others to follow unchallenged.

Often referred to as tailgating, the problem is common in places where there are often a lot of new faces, such as hospitals, airports and shopping centres.

It was something that the Care Quality Commission felt needed addressing across the Trust following its last visit in 2015, along with the issue of safely challenging unfamiliar visitors for a valid identification.

Inspectors were able to enter restricted parts of the hospital without being

challenged, meaning they had easy access to drugs, equipment, medical records and potentially vulnerable patients.

Mark Hemphill, Head of Health and Safety, Fire and Security, said all staff should be vigilant when at work for any person or people acting in a suspicious manner.

"Working in a hospital means we all see a lot of different faces every day. The vast majority of people at GWH will be here for a reason, whether it's visiting a patient or attending a meeting," he said.

"However, asking to see a person's ID or just asking if you can help them to find who or what they're looking for should be something we're all doing."

"Staff needn't worry about getting into trouble for politely challenging visitors. In fact, it's important to do so as it's a way of not only protecting ourselves and the Trust, but also our patients."

"Even if someone is wearing an ID badge, it's important that they are still

challenged as a badge alone does not give someone the permission to enter certain areas of our hospital."

With this in mind, staff should also wear their photographic ID badges at all times so they can be quickly and easily recognised as members of Trust staff by others.



Further information is available on the intranet and these tips should help any staff concerned about security issues:

- Be aware of people lurking near locked doors.
- If someone is waiting to be buzzed on to a ward, do not let them enter with you.
- Always ask to see the ID badge of someone you do not recognise.
- If someone does not have a badge, take them to the manager of that area.
- Make sure staff ID badges are visible at all times.

Looking sharp

MEET Spike and Stumpy, two prickly friends who live with the Medical Secretaries and Audiotypists in the Orthopaedics department. For the past few years, staff have made a point of decorating the cacti to mark a variety of occasions and they even have their own dressing up box!

Medical Secretary Lisa Merrett said: "We think that part of the reason Spike has grown so much (20 inches in just over 9 years) is that he is loved by the whole department, and one of the ways we show this love is by making him and Stumpy outfits."

"Some people might think we're all mad – they might be right! – but as long as people enjoy seeing them in their outfits we'll keep on going!"



Spike and Stumpy with their dressing up box and celebrating Easter, Halloween and Christmas.

NEWS IN BRIEF

Dedication to training earns national award



David Woods, right, receives his award from the British Orthopaedic Association's Immediate Past President, Tim Wilton

ORTHOPAEDIC Consultant, Mr David Woods, was named Trainer of the Year in October at the British Orthopaedic Association's national congress in Belfast.

The award was presented to Mr Woods by the body's Immediate Past President Tim Wilton for his exemplary commitment to providing junior colleagues with a consistently high standard of on-the-job training.

"I am absolutely thrilled to win this award. At a time when morale among junior doctors may be low, my role is to try to enthuse and train the next generation of surgeons," said David.

"To find that so many trainees have appreciated my efforts and have actively voted for me is extremely rewarding.

"I hope my work helps to keep the Great Western Hospital at the top of students' list of where to go for excellent training, as this will ensure a better future for all."

Over the years, David has become known among medical students at the hospital for his tailored and individualised approach to training.

One colleague said: "David has inspired, encouraged and motivated our trainees for more than 12 years and has been nominated as trainer of the year for the last five years, which is a testament to his tireless dedication to training.

"As well as his teaching, he has raised the profile of the unit at the Great Western Hospital, so that it is now one of the most sought-after training departments in the South West."

David holds a weekly theatre meeting with students to discuss the details of every patient having surgery that week, as well as holding journal clubs for students at his home and staying late to help with research projects.

Staff feel the effects of old age

STAFF got the chance to experience the effects of old age first hand by donning an Age Simulation Suit.

The special suit simulates age-related impairments, including:

- Opacity of the eye lens
- Narrowing of the visual field
- High-frequency hearing loss
- Head mobility restrictions
- Joint stiffness
- Loss of strength
- Reduced grip ability
- Reduced co-ordination skills.

Staff wearing the suit were challenged to do a number of movements, such as getting in and out of a wheelchair and getting up on to an examination couch.

Tracey Boyd, of the Health and Safety team, who organised the event on 6 October, said: "Staff said it gave them a real insight into the problems patients with mobility issues face, and the extra time and patience needed in order to care for them.

"Staff also got the chance to try out a bariatric suit and they said it gave them a realistic feel of being in that situation and the limitations it can put on people."



For more information, contact the Health and Safety team on 01793 605541/5538 or visit the intranet.

Healthy and delicious!

by Sam Walklett, Lifestyle Advisor

TRUST staff have proved that it is possible to have your cake and eat it. Or, rather, it is possible to eat delicious cake and stay healthy!

The challenge was thrown down in the form of the Great Healthy Bake Off, and staff responded with lots of their own delicious recipes.

The competition took place on 23 November in the Academy, with judges Oonagh Fitzgerald, Director of HR, Hospital Chaplain Steve Henderson, Brighter Futures Supporter Care Fundraiser Lisa Utting, and me of course, having the tricky job of picking the winner.

In first place was Carole Sheppard, from Information Governance, for her What's Up Doc? Carrot Cake, who won a smoothie maker. Lisa Hocking, Improvement Programme Manager, came second with her Chai Tea Loaf, winning a book and gym voucher. Third place went to Louise Batten, who works in Histopathology, for her Courgette Cake, winning a fruit and veg box.

Carole Sheppard's Carrot Cake ticked all the boxes, she made some changes to the original recipe to make it healthier by swapping the butter for sunflower oil, changing half the flour to wholemeal, cutting the sugar by over half and using less sugar and cream cheese in the icing, the result was a much healthier and delicious cake. Why not try it for yourself?

If you have a recipe to share or a healthy tip that you would like featured in this column please get in touch with me samantha.walklett@gwh.nhs.uk.

What's Up Doc? Carrot Cake

Ingredients (Serves 12)

- 110 ml sunflower oil
- 100g self-raising flour
- 85g wholemeal flour
- 50g caster sugar
- 25g muscovado sugar
- 1 peeled, pureed satsuma
- 1tsp baking powder
- 1tsp bicarbonate of soda
- 2tsp mixed spice
- 2 large eggs (beaten)
- 2tbs calvados, apple liqueur (you can use apple or orange juice instead)
- 75g sultanas
- 2 large grated carrots.

Icing

- 250g half fat cream cheese
- 1tbsp icing sugar
- Zest and juice of one small satsuma.

Method

- Grease and line a baking tray.
- Soak sultanas in calvados or fruit juice.
- Add all ingredients to a large mixing bowl and stir until fully mixed.
- Add to tray and level the top.
- Bake at 160°C (fan oven) for 45-50 minutes until mixture has risen and cake is firm to touch.
- Mix the cream cheese with the icing sugar and the zest and juice of one satsuma and spread on top of the cake when cooled.
- Enjoy!



Sam Walklett, right, presents winner Carole Sheppard with her prize.



Bake Off judges Sam Walklett, Oonagh Fitzgerald, Steve Henderson and Lisa Utting.

New bereavement suite offers quiet space for families

BEREAVED families who have experienced a stillbirth or neonatal death can now benefit from a new private space away from the busy maternity ward, thanks to the efforts of local fundraisers.

The new Forget Me Not Bereavement Suite was opened on 10 October in the Delivery Suite at GWH, with money raised by Swindon Sands (Stillborn and Neonatal Death Charity) and a grant from the NHS Improvement Fund.

Swindon Sands have been the driving force behind the campaign to bring a bereavement suite to GWH, raising £35,000 towards the overall £100,000 cost, which included moving a birthing pool to another part of the ward, building work and soundproofing, and new furniture.

The Forget Me Not suite now offers a dedicated quiet space, with

a kitchen area, soft furnishings, sofa beds and calming décor.

Chief Nurse Hilary Walker cut the ribbon on the new suite and the hospital's Midwifery team hosted an afternoon of tea and cake to thank Sands for their support and welcome back parents to show them around.

Laura Kirby Deacon, who is a Staff Nurse at GWH and co-chair of Swindon Sands, lost her daughter five years ago and has campaigned ever since for a bereavement suite at GWH.

She said: "It was my dream to see our very own bereavement suite open so that future parents will be able to create their lifetime of memories in a safe and protected environment to suit their needs."

Around 4,500 are born at GWH every year and it is thought the new room will be used by around 50 families a year.



Chief Nurse Hilary Walker cuts the ribbon on the Forget Me Not suite.

NEWS IN BRIEF

Know the signs of domestic abuse



ANY person, regardless of their gender, age, religion or race, can experience violence, torment or neglect at home.

Domestic abuse is defined as single, multiple or repeated incidents of controlling, coercive, degrading or threatening behaviour by a partner or other family member.

Knowing the signs of domestic abuse can ensure patients return home with the protection and support needed to live a happy and healthy life.

Tell-tale signs that a patient is a victim of domestic abuse include, but are not limited to:

- Having bruises or other injuries which look like they were caused by choking, punching or being thrown down.
- Attempting to hide, cover up or conceal injuries with make-up or clothing.
- Blaming serious injuries on everyday occurrences, such as tripping or being clumsy.
- Attending hospital alone
- Being reluctant to speak or interact with others.

Instances of family violence such as forced marriages, female genital mutilation and so-called honour crimes also fall under the heading of domestic abuse.

Debbie Smith is the Trust's Independent Domestic Violence Advisor and can offer help and guidance to anyone concerned about a patient's welfare.

Based in ED, Debbie's role has been created to support staff in recognising potential victims and making referrals, as well as being there for patients and making them aware of support services in the local area.

She said: "This will not only benefit victims of violence and abuse, but also the professionals involved in working with them."

Debbie can be contacted on Bleep 1178, by phone on 07984 455679 or by email at debbieE.smith@gwh.nhs.uk.

Make time to look after yourself

PURPLE balloons were sent floating over Swindon skies as staff marked World Mental Health Day on 10 October.

The event was organised to highlight awareness of the importance of recognising mental health needs.

Wendy Johnson, Interim Divisional Director of Nursing, Quality and Patient Experience, said: "We work closely with Avon and Wiltshire Mental Health Partnership NHS Trust and so when we recognise patients with mental health needs we can ensure they receive the support they need."

But it was also a chance to make the point that it's also important for staff to look after themselves.

Louise Jurkiewicz, one of the Trust's two Mental Health Practitioners for staff, said "Making time to care for yourself must be a priority, not only to your own health and wellbeing, but also to being able to provide great patient care."

"The most important message is: don't be afraid to talk and ask for help."

"If you notice someone acting differently, ask how they are."

"The health and wellbeing of our staff is so important and we do all we can to support a work-life balance."

"Our staff have access to free counselling, stress management and a whole range of therapies to support their mental wellbeing."



Find out more in the Health and Wellbeing pages on the intranet.

Time for a SNACK?

Next time you feel stressed out, overwhelmed or unsure, try reaching for a mindfulness SNACK.

S

STOP
Just stop whatever you're doing.

N

NOTICE
What is happening within and around you?

A

ACCEPT
Whatever you're struggling with, acknowledge it for what it is and accept it, without judgment.

C

CURIOUS
Ground yourself with questions about your experience and environment. What am I feeling? What do I need right now?

K

KINDNESS
Respond to yourself, and others, with kindness and observe how that helps things get back on track.

The Office

Meet the team behind the Patient Advice and Liaison Service at GWH

Your team can be stars of The Office – email StaffRoom@gwh.nhs.uk

MOST of us will work with the Patient Advice and Liaison (PALS) team, but not everyone knows what they actually do. While looking after patient complaints is a big part of their service, there is a whole lot more going on in their ground floor office at GWH.

PALS is headed up by Deborah Tapley, with Jenny Hill as PALS Team Leader. There are four PALS Officers who each support a different Division and two PALS Assistants, who mainly deal with phone calls. Each member of the team champions a different aspect of care, such as dementia, food and nutrition and cleaning standards. They also provide a PALS service for Wiltshire Health and Care and the Swindon community. Overall, they are part of Quality Governance, led by Lisa Hocking.

Deborah said: "First and foremost we deal with concerns, compliments and complaints. Our aim is to nip things in the bud at the concerns stage, so they don't turn into a complaint. We look at themes and trends and provide staff with the information they need to learn from patient feedback."

"We collect feedback from patients in a variety of ways, such as the Friends and Family Test and VoiceBook, where people can leave their comments on an answerphone."

"We produce regular patient stories, which are presented to the Trust Board, and show how a patient complaint has been handled and resolved and what we have learned from it. You can view some of our patient feedback videos on our intranet pages."

"We also offer customer services and complaints training to managers."

The team are looking at new ways to make it as easy as possible for people to leave feedback. They plan to introduce a text messaging service in the new year which will enable ED patients to give Friends and Family feedback via text and will be installing kiosks around the hospital where patients and visitors can leave their comments.

To ensure that everyone has a voice about the care they are receiving, the PALS team provides an interpreting and translation service, which helps those whose first language is not English and supports deaf patients who use British Sign Language.

Deborah said: "We need to be able to communicate with all of our patients and make sure they have a good experience when they come into hospital."

"Our role can be challenging, particularly when patients are angry or anxious, but for every difficult conversation, to know we have made a difference to someone is incredibly rewarding."

"We also manage all the Patient Information Leaflets (PILs) and have set up a built-in review process where



Back row: Jenny Hill, Deborah Tapley, Michelle Knowles.
Front row: Jane Harris, Gael Woodford, Glenys Jennings, Carol Calvert.

we'll contact teams before information needs to be renewed, making it easier for busy staff."

The team has strong links with other local PALS teams, Healthwatch, the police and the Health and Safety and Security team.

Deborah said: "We also work closely with Bereavement Services and meet with all families of deceased patients in a calm, quiet environment to help with documentation and any support they might need."

Visit the PALS pages on the intranet for info on learning from complaints, how to book an interpreter and patient information.

Bargain corner

If you know about a local staff discount or special offer, then don't keep it to yourself!

Share it with your colleagues by emailing details to staffroom@gwh.nhs.uk. Don't forget to check out the Benefits, discounts and offers page in the Staff Area of the intranet for all current offers.

There are loads of websites which offer discounts and benefits to NHS staff. A good one to start with is Health Service Discounts, where you'll find offers, deals, vouchers, cashback and more. Go to www.healthservicediscounts.com.

New Deputy Chief Nurse for the Community



JULIE Marshman has taken on the role of Deputy Chief Nurse (Community) to oversee nursing in the community across Swindon. She will work alongside Toni Lynch as Deputy Chief Nurse (Acute) to provide nursing leadership across the Trust.

Julie's role will be in addition to her duties leading on Quality Governance.

For more information, email julie.marshman@gwh.nhs.uk or contact Chief Nurse Hilary Walker on 01793 604183 or email hilary.walker@gwh.nhs.uk

Coffee break quiz

IT'S the most wonderful time of the year... can you guess the song title for these popular Christmas lyrics?

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

The closing date for entries is **Friday 6 January**.

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

• Congratulations to **Claire Smith**, who works in Accommodation, who had the winning entry last time!

Entry form

1) You will get a sentimental feeling.

2) Then one foggy Christmas Eve.

3) But the fire is so delightful.

4) Sleigh bells ring, are you listening?

5) The mood is right, the spirit's up.

6) The near and the dear ones.

7) And pray for the other ones.

8) Special night, beard that's white.

9) Wish I could be dancing now, in the arms of the girl I love.

10) From now on, our troubles will be out of sight.

11) May your days be merry and bright.

12) Should auld acquaintance be forgot.

Name

Dept/ward

Contact number

Closing date is **Friday 6 January**.

StaffRoom

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 for the latest news, information, photos and videos.



Follow us at 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.