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Take me home!

May 2017

Our new recruitment campaign... starring YOU!

OUR very own staff have become the stars of a striking multimedia campaign encouraging people to look towards the NHS for a rewarding career in a great location.

Real-life doctors and nurses, along with physiotherapists, midwives and admin staff, have lent their faces to a set of eight new posters that highlight the diverse range of career opportunities available at the Great Western Hospital and in the community teams across Swindon.

Each poster shows a different member of staff with either a patient or others from their team, with a slogan that captures what it is they love about their job.

It's hoped this new approach to recruitment will get the message out to the people of Swindon and the surrounding areas that their local NHS is the ideal place to start, or even kick-start, their career.

The new posters, currently on display in and around the Swindon hospital, are backed up by a series of radio adverts.

Oonagh Fitzgerald, Director of Human Resources, said: "We want people to know we're recruiting and that we'd love to hear from them."

"Our approach to this campaign has been to showcase our staff as the stars of our organisation and staff from across the Trust have been involved from day one."

"Last summer, a survey was sent to all staff asking for feedback on what it's like to work for the Trust, what keeps you here and what, if anything, would make you want to leave."

"More than 470 of you got in touch and it was this invaluable insight into your working life which helped shape the campaign."

"In fact, we used the two most popular reasons for working here as our strapline – a rewarding career, in a great location – and I think it sums up perfectly what we can offer local people."

"By using familiar faces, we not only give local jobseekers an immediate

feel for the sort of warm and friendly people we have here, but we're also able to shine a light on the work you do in a way that's never been done before."

"I'm immensely proud of the final products and I'd like to say thank you to everyone who took time out of their busy days to be a part of this exciting project."

The Trust website, which can be used as a one-stop-shop for anyone wanting to find out more about working at GWH or in the Swindon community, has also been rebranded to mark the campaign launch.

It features the unique stories of how each of the stars of the campaign came to work for the Trust – from what it was that first inspired them to look towards a career in healthcare to the route they took to land the job they always wanted.

Emergency Department Consultant, Dr Stephen Haig is just one of the faces of the new campaign.

He said: "When it was time to start thinking about what I wanted to be when I grew up, doctor was near the top of the list."

"I first came to the Great Western Hospital as a trainee registrar and, from day one, I knew there was something special about the place – both the staff and the patients helped to make each day memorable."

Dr Haig's full story, along with those of all other staff featured in the campaign, can be read online at www.gwh.nhs.uk/jobs.



gwh.nhs.uk/jobs

Look out for our poster stars

- Grace Brown, Student Nurse
- Ellie Spanton, Student Nurse
- Clare Compton, Occupational Therapist
- Matt Bull, Finance Graduate
- Dr Nick Ridley, Consultant Radiologist
- Sue Ellingham, Breast Care Nurse Specialist
- Sally Black, Clinical Nurse Specialist
- Aroon Masih, Community Intermediate Care Charge Nurse
- Emma Heron, Midwife
- Dr Stephen Haig, Consultant and Lead Clinician in the Emergency Department.

Welcome!



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

After the recent terror attack in Manchester, it's important to think about what actions you and your team would need to take if similar events occurred locally.

Like hospitals providing emergency and critical care to the Manchester victims, GWH would have a major role should an attack happen in Wiltshire.

Please familiarise yourself with your major incident plan and ensure everyone in your team is clear on what their role should be. In most areas you will find your major incident plan in a red booklet called 'iRespond quick reference handbook' or use the link to iRespond on your computer desktop.

This is also a timely opportunity to ensure that you have up-to-date contact details for all members of your team.

If you have any questions, please contact Giles de Burgh, Head of Resilience – giles.deburgh@gwh.nhs.uk.

It's important that all staff are super vigilant and report any unusual activity or behaviour immediately to Andy Wells, the Trust's Security Specialist on 07557 150308 or andrew.wells2@nhs.net and the Trust's Security Team on extension 2222.

You should report anything that seems out of place, unusual or just doesn't seem to fit in with everyday life.

We all have a responsibility to ensure others are not able to follow us into secure areas of the hospital unchallenged. You, as an individual, are responsible for access to a secure area until the door is closed behind you.

Whether a ward, lab, office or any other area, we should always challenge others politely, regardless of whether they appear to be staff, visitors, patients or inspectors from the Care Quality Commission.

Outside of work, if you see anything that causes you concern or raises your suspicions do not hesitate to call the Anti-Terrorist Hotline – 0800 789 321 – or in an emergency call 999.

Visit the intranet for more details.

Nerissa Vaughan
Chief Executive

Giving thanks on International Nurses Day

ON 12 May, staff came together to mark International Nurses Day, when people all over the world recognise the vital work of the men and women in uniform who go to great lengths for patients in need every day.

Held each year on the anniversary of Florence Nightingale's birthday, the day is a chance to celebrate all that's great about nursing and midwifery, as well as saying thank you to those people caring for others around the clock.

During the afternoon, senior leaders from the Trust went on a whistle-stop tour of wards and departments to visit nurses on duty.

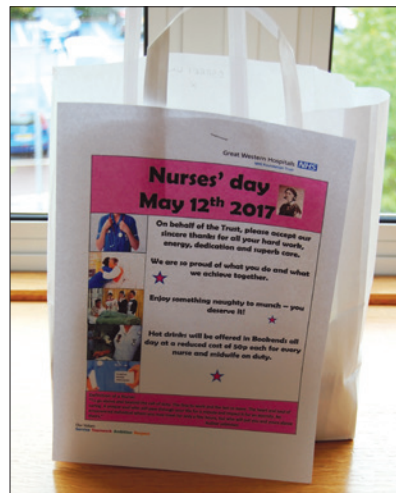
Armed with gifts, treats and goody bags, the team shared presents with staff as a small show of their appreciation and gratitude for all that nurses do.

Claire Barker, Training and Development Manager, who takes a lead on organising the events to mark the day, said: "Nurses play a pivotal role in so many key moments of our lives – right from when we are first born to, in many cases, when we pass away.

"We have more than 1,000 nursing and midwifery staff in the Trust and it's important we take time to recognise the difference that each and every one of them makes."



Chief Nurse Hilary Walker presents staff with a goody bag



Director of HR Oonagh Fitzgerald, far left, joined the walkaround to chat to staff

Youngsters get a taste of hospital life

THE Academy once again welcomed young relatives of staff for a unique behind-the-scenes event.

Around 50 youngsters were in the hospital on 20 April for Bring Your Child to Work Day.

Lots of activities were planned, and they visited various departments around GWH throughout the day, where they were able to watch experts at work, ask questions and even have a go at being a doctor, surgeon or nurse.



2017 Awards finalists announced

IT'S time to roll out the red carpet once again as the Staff Excellence Awards finalists are announced for 2017!

More than 230 nominations were submitted for this year's awards, giving the judging panel

a tough job to choose just a handful of finalists for each category.

The Oscars-themed event will be held at STEAM on 30 June – look out for more in the next **StaffRoom!**

This year's finalists

Outstanding Leader of the Year

- Rachel Palfreeman, Matron for Planned Care
- Teri Bellinger, Sister, Unscheduled Care
- Caroline Wretham, Divisional Director of Nursing for Unscheduled Care

Making a Difference Behind the Scenes

- Alison Aldcroft, Respiratory Secretary
- Trudi Carey, Pathology Quality and Customer Engagement Manager
- Steve Harris, Information Governance Officer
- Claire Martin, Ward Clerk, SCBU

Working Together Award

- Jane James, Highly Specialised Cardiac Physiologist
- Synergy Elson, Rehab Support Worker
- Midwives working in Africa (Tracy Reynolds, Tanya Miles, Debbie Hunt, Ursula O'Dowd, Vanessa Smith, Olivia Jeacock, Becky Miller, Fiona Chinneck)

Brighter Futures Award

- Bill McCrea, Consultant Cardiologist
- Robert Harper, Cleaning and Decontamination Team, Swindon Community
- Jake Henley, IT Clinical Applications Analyst
- Ruth Ayre, Radiographer

Innovation in Practice Award

- Sue Harmsworth, Matron for Planned Care
- Sarah Bates, Consultant Paediatrician and Neonatologist
- Charlotte Sullivan, Consultant Obstetrician

500 Lives Award for Outstanding Contribution to Quality and Safety

- Malcolm Watters, Consultant Anaesthetist
- Jo Prior, Community Stroke Coordinator
- Inpatient Ward Managers

Team of the Year

- Speech and Language Team
- Radiology Administration Team
- Meldon Ward

Patients' Choice

- Rachel Steven, Sister, Jupiter Ward
- Samantha Backway, Sleep Specialist Nurse
- Louise Wright, Diabetes Nurse Specialist
- Samantha Richards, Uro-Oncology Nurse Specialist

STAR of the Year

- Nominees for this award are made up of STAR of the Month winners since May 2016.



More details about the award categories are available on the intranet.

NEWS IN BRIEF

Trust introduces new senior nurse role

A UNIQUE senior nursing role has been introduced at the GWH to recognise and reward more experienced staff on wards.

The Senior Staff Nurse role is now being advertised on NHS Jobs, alongside all other vacancies within the Trust.

This enhanced role offers qualified nurses a unique career development opportunity prior to the traditional next step of becoming a junior sister.

Tania Currie, Divisional Director of Nursing, said: "This is a great opportunity for nurses who want to maintain lots of patient contact, while being recognised as a more senior staff nurse on the ward."

"Many nurses are very experienced and have exceptional clinical skills, so this role offers them the recognition they deserve."

"We hope to attract applications from our own nurses and also from external candidates."

As well as providing high quality compassionate care, senior staff nurses will take a lead on ensuring good communication with relatives and carers, coordinating the ward shift, arranging care for when the patient is ready to leave hospital and managing a team of more junior nurses.



More information is available in the Working for us section of the Trust website. All vacancies are advertised on the NHS Jobs website.

T drive access for community staff

STAFF working in the Swindon community should now be able to access their policies and procedures on the T Drive.

A new folder - Trust Swindon Community Services - has been created and contains all documents currently being used by community colleagues.

It means staff should no longer be using the outdated Seqol extranet to view policies and procedures.

Anyone unable to get on to the T Drive should contact IT Service Desk as soon as possible, as the old Seqol extranet will be shut down in the coming weeks.



IT can be contacted on 01793 605858 or at ITServiceDesk@gwh.nhs.uk.

Why it's Never OK to abuse our staff

EVERYONE reading this should be able to do their job without fear of being bullied, harassed or abused by patients, their families or any other members of the public.

Turning on the very people who spend their lives helping others is always wrong, completely unacceptable and never OK.

In September 2016, we launched our Never OK campaign to remind anyone who thinks it's acceptable to lash out, whether in the heat of the moment or not, that it's not and never will be.

The campaign followed the results of the 2016 NHS Staff Survey, which showed that one in three members of Trust staff had experienced some form of physical or verbal abuse from members of the public.

Between 1 April 2016 and 31 March 2017, staff at the Great Western Hospital reported 423 incidents of physical or verbal abuse from patients and visitors.

In the last year, five people have appeared in court after their behaviour warranted police intervention, and one injunction was served.

Patients and visitors displaying unacceptable behaviour will receive a letter explaining how their behaviour is unacceptable and warning them of further action. In some cases a behavioural contract may also be issued asking the individual to sign a contract regarding their behaviour.

We work closely with Wiltshire Police and visitors who continue to display unacceptable

behaviour will receive an injunction or exclusion order.

You can refuse to treat patients and refer them back to their GP, who will need to find them treatment elsewhere.

Andy Wells, the Local Security Management Specialist (LSMS) for the Trust, said: "The safety and security of all staff working at GWH and in the community is paramount and the Never OK campaign is instrumental in helping us get the message out there. Please make sure you continue to report any security, violence or aggression related incident so we can investigate and take further action if necessary."

"An assault on a male bank nurse in ED in January has resulted in a seven and a half month custodial sentence for the perpetrator, who also had to pay £120 compensation to the member of staff. I was with the nurse in court by way of support and you couldn't meet a more pleasant member of staff. He really didn't deserve what I witnessed on the CCTV footage so I was extremely pleased at this result."

"A joint injunction has also been issued by GWH and Swindon Borough Council to a woman, banning her from both the GWH and council sites due to her aggressive behaviour."



Andy Wells, Security Management Specialist; Mark Hemphill, Head of Health and Safety, Security and Fire; Steve Collins, Head of Onsite Security and GWH security staff Cliff Bastin and Richard Stallard

Keeping you safe

Measures in place to protect staff include body cameras being issued to vulnerable teams as part of their standard uniforms.

Other exposed teams, such as those working in the Emergency Department, now have access to personal panic alarms, while the Trust's 24 hour security team continue to patrol the hospital and provide help where and when it's needed.

All members of staff are eligible to take part in specialist conflict training, which is provided by the Trust's security management team. Details are available on the intranet.

All security related incidents should be reported via the Safeguard IR1 Reporting System. If you're concerned about security in your ward or area, or need advice on any security related matter, please contact:

- **Health and Safety team** – 01793 605538/4474
- **Andy Wells** – 07557 150308 or email: andrew.wells2@nhs.net
- **On-site security** – 2222



You will also find more information on the Security pages on the intranet, including advice on Lone Working, Personal Safety and what to do in the unlikely event of a firearms or terrorist attack.

NEWS IN BRIEF

New members of the Q initiative



GWH colleagues Deepak Gupta, Becky Watkins, Rachel Taylor, Bea Timbrell-Whittle, Nusrat Fazal, Malcolm Watters, Ester Williams-Delhoum and Zoe Ridgeway have been accepted onto the Q initiative, which is led by the Health Foundation and co-sponsored by NHS Improvement, to promote quality improvement across our healthcare system.

Launched at the end of March, the initiative offers people involved in making healthcare improvements the opportunity to connect, network and collaborate with like-minded people in order to help address some of the key challenges facing the NHS.

Our Quality Improvement projects include Telehealth, Sign up to Safety priorities such as sepsis and Acute Kidney Injury, Emergency Laparotomy, the Swindon Wound Care Improvement Project (SWIPE) and the Perioperative Quality Improvement Programme (PQIP), which is aimed at improving patient outcomes from major surgery.

These projects are part of the Trust's 500 Lives initiative, which aims to save 500 extra lives by 2020 through the provision of safe, high-quality care and treatment.

Visit q.health.org.uk to find out more.

GP phone number change

THE telephone number that patients use to make GP appointments when their surgery is closed has changed.

Patients must now call the **NHS 111** service instead of the old 01793 646466.

This number will, however, still be in use as the Health Professional Line for staff seeking information about out of hours services.

Staff should no longer share the 01793 646466 number with patients and encourage people to use 111 from now on.

What have you done today to make you feel proud?

In light of our recent CQC inspection, we asked what made you feel proud to work in the NHS. Here are just some of your good news stories. Share your success at StaffRoom@gwh.nhs.uk

Teams join forces to support heart failure patients

HEART failure patients have been the focus of a GWH project to improve their care as they approach the end of their lives.

Since early 2016, the End of Life Care team have been working with colleagues in Cardiology on a project called Supporting Failing Hearts.

Heart failure affects 900,000 people in the UK, but despite having a similar prognosis to most cancers, heart failure patients don't have access to the same amount of information or support for their condition.

Its unpredictable nature can also mean that clinicians find it difficult to talk to patients about this terminal condition.

A big part of the Supporting Failing Hearts project, funded by the Point of Care Foundation (POCF), has seen staff putting themselves into the shoes of patients, their families and carers, and giving them more opportunities to discuss their current health condition and make more informed decisions about their future care.

The project involved patient shadowing, talking to bereaved relatives and getting feedback from patients who have implantable cardioverter-defibrillators (ICDs).

Dr Kate Tredgett, Consultant in Palliative Medicine, said: "Seeing everything from the patients' perspective and learning from their experiences

has been the basis of this project and we realised very quickly how we needed to improve the way we explained the effects of heart failure.

"We also spoke to relatives of patients who had recently died of heart failure and were really grateful that they were happy to share their experiences and ideas for how our services can be improved for someone else.

"Unlike some incurable conditions, many heart failure patients aren't aware of the reality of their condition. We found that our clinicians weren't offering to have conversations with their patients about the future, and the impact that heart failure has on your life.

"For example, lots of patients are fitted with an ICD, which is designed to prevent a sudden cardiac arrest. Having an ICD affects your ability to drive, so after seeing a HGV driver who was forced to give up his livelihood, we realised that we needed to explain the impact of having an ICD much sooner.

"The project also revealed how we needed to do more to support patients with ICDs who are approaching the very end of their lives. There comes a point where the ICD becomes ineffective, and can cause distressing shocks to the patient.

"We have been working much more closely with patients and their families about when to consider



Karen Brown, Rachel Hurt, Bud Chandreskanan, Kayleigh Curtis, Harriet McCullough, Jane James, Deborah Price and Simon Brader from the End of Life and Cardiology teams, with a celebratory cake from the Point of Care Foundation.

switching off this treatment and are therefore able to provide much better palliative care tailored to individual needs."

The project has brought about a number of improvements including updates to patient literature, more clinic time for ICD patients to discuss their needs and concerns, and earlier referrals to the Palliative Care Team for information and support.

Highly Specialised Cardiac Physiologist Jane James presented the results of the project at both The Kings Fund and the Point of Care Foundation conferences in May and September last year.

The project won best poster presentation at the POCF celebration event, thanks to

the hard work of Rachel Hurt, Heart Function Nurse.

Jane said: "It's been fantastic working with the End of Life Care team on this project and has really helped us understand the needs of our heart failure patients. The work we have done has meant patients now have better access to information and support for their condition and they can receive the individualised care they need.

"It's great to get recognition from the Point of Care Foundation for our work, I'm really proud of how we've all worked together to make this happen for our patients."

More information on Supporting Failing Hearts is available from Kate Tredgett or Jane James.

New portable pump helps keep symptoms under control

PALLIATIVE patients now benefit from a portable syringe pump allowing them to continue their treatment in and out of hospital.

The T34 syringe pump is a portable device used to deliver continuous medications under the skin for patients who have complex palliative symptoms, while still allowing them to be mobile.

Before the T34 was introduced, patients were attached to a large syringe pump which meant they could not move around easily.

This was highlighted in the CQC report in September 2015, following a patient

comment that they felt the original pump was large and cumbersome.

Karen Brown, End of Life Nurse, said: "One of the main reasons for introducing the T34 was that the large syringe pumps we were using had to be removed when patients were discharged, and the community nurse would then come to their home to restart the medications.

"This break in their medication was not a positive experience for either patients or relatives and put pressure on the community nursing service to respond within a short time frame.

"The T34 has been used in many other trusts as well as in the community for many years, so it has been great to be able to implement this within GWH. Patients are now able to be discharged home or to the hospice or a care home with the syringe driver in place, thus ensuring that their symptoms remain well controlled even when they leave the hospital."

If you would like to be involved in an End of Life Care project or have an idea to support EOL care, please email karen.brown@gwh.nhs.uk

Endoscopy team earn coveted JAG Accreditation

THE Endoscopy team at GWH are celebrating after receiving national recognition for providing a patient centred service.

The Joint Advisory Group on Gastrointestinal Endoscopy Accreditation – or JAG – is awarded when an Endoscopy service meets national standards in clinical quality, patient safety and care, governance, workforce management and training.

The Accreditation comes after four months of refurbishment work to transform the Endoscopy Unit following JAG's recommendations, which include a new reception area, more consulting rooms, dedicated patient spaces and a new staff room.

The Endoscopy Unit sees up to 1,000 patients every month and performs around 10,000 procedures every year, including colonoscopy, gastroscopy and flexible sigmoidoscopy (flexi-sig).

Claire Adlam, Head of Service for Gastroenterology and Respiratory, explains: "The work on the Endoscopy Unit was completed in March and means we now meet all the standards required for a JAG accreditation. It has been a long road, but getting the acknowledgement for the work we are doing is a huge boost to the team.

"We now have two separate reception areas within Endoscopy, one for patients who are coming to a clinic, and the other for those who are having a procedure. This means that not only is it easier for us to see which patients are waiting for what, but it also gives patients more privacy when they speak to a receptionist.

"We now have Booking Centre staff seated within our reception area, so it's much easier for us to manage appointments. Patients receive booking cards while they are in the clinic so if they need to come back for a procedure they can book the appointment themselves within the recommended six-week timeframe."

The refurbishment has created five new clinic rooms, and the treatment areas have been reconfigured to separate patients who are pre- and post- procedure and those who ready to be discharged, creating a better flow of patients through the area.

There is also now a purpose built room for patients receiving an enema before their procedure.

Staff have also seen improvements to their facilities, with a new staff room, changing facilities and locker room installed.

Dr Ajeya Shetty, Consultant Gastroenterologist, said: "To get national recognition shows we are as good as any other Endoscopy service in the country. We deliver excellent quality and safety standards and our patient experience is the best it can be.

"Since the work has been completed, patient flow through the department is much better and privacy and dignity for patients has been improved.

"It's a great achievement and it's been a whole team effort. It's been a lot of extremely hard work but it's very satisfying."

But the hard work doesn't stop there, as Dr Shetty is now looking to develop a bowel scoping service to help detect bowel cancer earlier.

He said: "We currently offer bowel cancer screening to the over 60s where we send out a test kit and if it comes back positive then patients come in for a colonoscopy.

"We are working towards providing a bowel scoping service to the over 55s which is a one-off flexi-sig, or camera test, which finds and removes any small growths that could turn into cancer."

Before



After



Cancer waiting times exceed national targets

FOR almost a year now we have exceeded the national cancer target for starting treatment with patients referred to us with suspected cancer.

Since April 2016 over 12,900 patients have been urgently referred by their GPs with suspected cancer and of the 718 patients found to have cancer, over 85 per cent received their first treatment within 62 days of being referred.

Of the 2,955 patients diagnosed with either a primary or in-situ cancer over the last year, over 96 per cent started treatment within 31 days of diagnosis. The majority of these patients will have been referred to the Trust without a suspicion of cancer, which has then been detected due to the specialist knowledge of our surgical, medical and oncology teams.

This success is down to a dedicated team of multidisciplinary team coordinators in the Cancer Services Team who track and monitor each of our patients throughout their journey of care with us. At any one time the team are managing around 1,200 patients on their system.

"We've just launched a raft of measures that have been shown to improve outcomes in one of our patient groups. I just love this. It's research based and 100 per cent patient focussed, and it's exactly what patient care is meant to be like!"

Toni Starr, Sister, SCBU

"In maternity, we have seen increasing work pressures and staffing issues, yet every one strives to provide excellent care. We all pull together as a team and support each other."

Roseann Pailor, Midwife

NEWS IN BRIEF

Project manager to paperback writer



Karen, centre, with Laura Little from the Project Management Office, and Jenny Barnfield, Assistant Operational Lead for ENT and Oral Surgery, at the book signing.

MANY of us dream of getting our first book published but for Karen Gregory, that dream has become a reality, as she celebrated the launch of her debut novel, Countless, with a book signing at Waterstone's in Swindon on 4 May.

Karen, who is Project Manager for the new Allocate e-roster system currently being rolled out across the Trust, spent more than a year writing her first book, which is about a teenage girl's struggle with anorexia and pregnancy.

She said: "I inhaled books as a child and as I got older, I thought it would be good to do one of my own but didn't start writing until after my daughter was born.

"I had a vague aspiration to do it but finding the time to write was difficult until one day I decided to get the laptop out and start it.

"The book was partly inspired by my own experiences and by people I knew as a teenager."

You can buy a copy of Karen's book at Waterstones, or online at Amazon.co.uk.

Karen is also about to complete her second book, which will be out next year.

➤ We'd love to hear more about your hidden talents – email StaffRoom@gwh.nhs.uk

For more on e-rostering, visit the Electronic Rostering section on the intranet.

Living on the veg

by Sam Walklett,
Lifestyle Advisor



NATIONAL Vegetarian Week takes place in May each year so, to celebrate it and to encourage us all to try to achieve our five a day, I have a really versatile veggie recipe for you.

These fritters can be eaten in a variety of ways. Try varying the spices to get your favourite flavour or swapping the carrots and courgettes for some sliced leeks and grated sweet potatoes.

You can make them in advance and store them in the fridge for a couple of days and re-heat in the oven.

- Make large ones and have them in burger buns with lettuce, sliced tomato and relish
- Make medium sized ones and then serve two of them on a bed of salad leaves and top with a poached egg for a tasty lunch
- Make small ones and pop them in a pitta bread with some salad and a yogurt and mint sauce, pack them into your lunch box and eat cold.

Carrot and courgette fritters

Ingredients

- 2 carrots, grated
- 2 courgettes, grated
- 1 egg, beaten
- 2 tbsp flour
- ½ tsp baking powder
- ½ tsp cumin
- ½ tsp ground coriander
- Pinch of ground black pepper

Method

- Place the grated carrot and courgette in a clean tea towel or several layers of kitchen paper and squeeze out as much of the liquid as you can
- Place carrot and courgette in a large bowl and mix in all the other ingredients
- Take handfuls of the mixture and shape into rounds, place in the fridge for 20 mins to firm up
- Heat a non-stick pan and spray with oil, and fry the fritters on each side for 5 mins or until brown and cooked through
- Serve warm or they can be eaten cold the next day.

➤ 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

Leading a double life

AS a Senior Emergency Medicine Registrar, Rachel Oaten stands on the frontline of the NHS.

But when she's not working in the Emergency Department at GWH, Rachel spends her free time standing on the frontline of policing, as a Special Inspector with Wiltshire Police.

Policing runs in Rachel's family - a number of relatives were officers and her dad was a Wiltshire Police driving instructor - and it was while she was at university studying biochemistry and toxicology she decided to join Surrey Police as a Special Constable.

She said: "Becoming a police officer would have been a natural progression for me and I did consider joining as a regular.

"But on completing my degree I was offered a place to study graduate-entry medicine. Having already started as a Special, and thoroughly enjoying the role, I decided to continue while studying medicine and transferred to Warwickshire Police.

"I enjoyed working at Warwickshire and began to progress up the ranks. My particular focus was on rural crime and the night time economy.

"I liked that I knew the farmers by name and had the time to pop

in and have a cup of tea with them, something that the regulars didn't have time to do."

Rachel brought her experience to Wiltshire in September 2016 and is now the Special Constabulary lead on rural crime. After 14 years as a Special, she says there are lots of parallels between policing and her 'day job' in ED.

She said: "As both a doctor and a Special you have to be resilient, you need to be in a good head space and be able to go home and leave the job at the door.

"You assume both roles are quite stressful, but, for me, being a doctor is more demanding.

"As a Special I know that if I need extra support I can call for help at any time. As a doctor, I am the person others call for when they need help.

"In both roles it always helps to have a good team and a good sense of humour. It is really important to have downtime as each job can often bring some pretty traumatic and distressing incidents, so when I'm not working my passions are llamas, German shepherd dogs, and baking."

Rachel is now looking to see how she can use her medical training to help improve both police and NHS resources.



By day, Rachel Oaten is a Registrar in ED



Rachel as a Special Inspector, with Wiltshire Police and Crime Commissioner Angus Macpherson.

GWH welcomes RVS boss

DAVID McCullough, the Chief Executive of the Royal Voluntary Service (RVS), paid a visit to GWH on 2 May to meet some of the volunteers who offer a helping hand to our patients, both in and out of hospital.

David's first call was to the RVS escort service, which accompanies patients to their outpatient appointments in the hospital and he saw first-hand how volunteers, staff and transport services work together to get patients to and from clinics.

From there he chatted to RVS volunteers Jenny Wall and Barbara Hicks, who run the hospital trolley service, which carries supplies of snacks, drinks, newspapers and toiletries, providing an essential service for patients who are unable to leave the ward.

David also heard about the work of the RVS Home from Hospital service, which offers a helping hand to get patients back on their feet once they have left hospital.

Volunteers support patients as soon as they have been discharged, making a patient's home ready for their return, check they have a supply of basic groceries and make regular visits and phone calls



RVS Chief Executive David McCullough, with RVS volunteers Jenny Wall and Barbara Hicks; Emma Dowie, Home from Hospital Service Manager; Lisa Knight, Operations Manager for Hampshire, Dorset and Wiltshire RVS; Carol Orrow, Voluntary Services Manager and Emma Cavill, Senior Nurse for Discharge Planning and Integrated Discharge Lead.

over a number of weeks to check how they are getting on.

They can provide home visits for up to six weeks and also help the patient collect prescriptions, arrange any necessary telecare and help sort out unpaid bills.

David said: "Being a volunteer is all about a transaction that leads to a conversation. We're providing a service but we also have the time to chat.

"We're not there to compensate for health and

social care services, we're more about the tiny, sometimes critical things that can make all the difference, whether it's holding someone's hand, having a five-minute chat or making sure you've got some groceries in when you get home from hospital."

Emma Cavill, Senior Nurse for Discharge Planning, said: "Working with voluntary services is critical in helping us to look after our patients while they are with us and

making sure they leave hospital in a safe, timely and well supported way.

"The RVS also provides a point of contact at GWH, working with the British Red Cross and other voluntary agencies, who can provide support for people discharged from hospital wherever they live."

➤ More information about support services available to our patients is on our website.

Nurses raise £900 for Dove

WELL done to the nurses on Dove Unit who have raised more than £900 for their ward by doing a 60km walk.

Ward Manager Sharon Northwood, and staff Laura Mangini, Rita Sequeira, Julia Vicente, Macarena Tellez, Kim Fielding, Emma Pearce, Carlene Rutherford, Helena Simoes and Hilde De Strecker took part in a Just Walk event at Goodwood, Chichester on 13 May.

Sharon said: "At first we didn't plan to raise money but just do the walk for personal achievement. We did a few practice walks beforehand and our patients kept asking what we were doing it for so we thought we'd open up a JustGiving page and raise money for the ward."

"On the day, we started out at 8.30am and it took me and most of the team around 17 hours to complete the walk, finally finishing at 1am – although some of the fitter ones finished at 10.30pm!

We were so overwhelmed by the amount of support we had on the day from staff and patients and that kept us going, even when we were tired and it had got dark. We were shattered and aching the next day but it was worth it and we're planning to do it all again next year!"

The team are now deciding what to spend the money on.

Chloe Thomas, Brighter Futures Fundraising Manager, said: "We are really proud of the girls for completing such a challenge and for supporting their own ward. It will make a great impact to the patients and that is what Brighter Futures is all about, supporting an extra special level of care in order to make a real difference to patients."

✚ If you would like to raise money for your ward or area, contact the Brighter Futures team on 01793 605631 or email fundraising@gwh.nhs.uk

Brighter Futures®



Chance to win £3,000 in Radiotherapy Raffle

TICKETS for the Brighter Futures Radiotherapy Raffle are now being sold by the team from their office on the lower ground floor of the Brunel Treatment Centre and in the Pop Up Shop on selected dates.

With a top prize of £3,000 and runner-up prizes of £1,000 and £500, plus five other prizes of £100, the raffle is a great way to support the Radiotherapy Appeal and land some extra cash.

Tickets are £1 and the grand draw will take place on Friday 27 October in the main atrium at GWH.

✚ If you are able to sell tickets to your family and friends on behalf of Brighter Futures, contact Lisa Utting, Supporter Care Fundraiser, on 01793 605631 or lisa.utting@gwh.nhs.uk.



Calling all bakers and tea makers

BRIGHTER Futures are inviting all businesses, schools, community groups and supporters to host a summer tea party on Friday 30 June in aid of the Radiotherapy Appeal.

Bake cookies and cakes then ask your friends or colleagues for donations to enjoy them. There will be a luxury hamper prize for the summer tea party that raises the most amount of money and some runner up prizes for best pictures taken and sent to the Brighter Futures team.

✚ Email the team at fundraising@gwh.nhs.uk or call 01793 605631 to order your tea party pack which includes posters, invites, cake labels, quiz and judging sheets.

3D printing used for hip replacement

DOCTORS at GWH have used the latest 3D printing technology to help a patient with a rare hip deformity walk without pain.

The procedure, which took place earlier in the year, saw the orthopaedic team fit a bespoke hip joint for the patient who had suffered with mobility issues for many years.

It is the first time that such technology has been used in Wiltshire and makes the Great Western Hospital one of only a few NHS providers in the country to have treated patients in this pioneering fashion.

Three dimensional printing uses a digital image – in this case, a scan of the patient's pelvic area – to produce an artificial object that is an exact working replica of what appears on screen.

Dr Adam Brooks, Trauma and Orthopaedic Consultant,

led the team in the operating theatre.

He said: "Hip replacements are one of the most common surgical procedures in the NHS and are usually a fairly straightforward affair."

"Most people can be fitted with a regular off-the-shelf joint, but it's not as easy when the patient's entire hip socket is in completely the wrong place."

"I knew that if we were going to help this person, we would need to use a joint that had been specifically tailored for their individual needs and 3D printing gave us a way to do just that."

"It's fantastic to have been able to use this state-of-the-art technology in Swindon and I'm extremely pleased that it's been able to have such a positive impact on this person's everyday life."

The team worked closely with a 3D printing firm in

Belgium to create the made-to-measure hip joint, with the manufacturers using a detailed X-ray image of the patient's hip as a template.

Once the new joint had arrived from the continent, Dr Brooks' team completely removed the patient's damaged hip joint and replaced it with the 3D model using surgical screws and specialist bone cement.

Although more expensive than regular hip replacements, medics argue that 3D printing can be extremely beneficial to improving the quality of life for patients with extreme hip injuries and deformities.

Doctors at University Hospital Southampton NHS Foundation Trust first used 3D printing as part of a hip replacement operation in 2014.

Using the latest medical technology is just one way that the Trust is making



progress on achieving its safety and quality goal of saving an extra 500 patient lives between 2015 and 2020.

✚ More information on 500 Lives is on the intranet.

500 lives

NEWS IN BRIEF

Colleagues clock up quarter century

MONA Selman Abdullah, the Trust's Lead Clinician for Contraception, is retiring after 25 years with the Trust.

She started in gynaecology at the former Princess Margaret Hospital (PMH) in April 1992 and since then has worked in obstetrics, genito-urinary medicine and sexual health.

She is the only Primary Trainer for the Faculty of Sexual and Reproductive Healthcare in Swindon, training doctors and nurses in contraception and fitting intrauterine devices or implants.

She said: "I enjoy my work so much. I have worked with such wonderful colleagues - doctors, lovely midwives and brilliant nurses – and I treasure my memories with them. I wish everyone all the best in whatever they do, I definitely will miss you all."

Her colleagues in the Sexual Health team hosted an afternoon tea for her on 19 May.

Sophie Forsyth, Consultant in Sexual Health and HIV, said: "Mona is a wealth of knowledge and experience in contraception and has trained many of the doctors and nurses in Swindon over many years. She has been a wonderful colleague and great teacher and will be very much missed."



'The extra mile'

SANDRA Ganson, an Administrator and Receptionist on the Cherwell Unit, retired at the end of March after 25 years at the Trust. She has worked in a variety of departments over the years, at St Mary's, PMH and GWH.

Nikola Robinson, Cherwell Unit Manager, said: "I've known Sandra for 17 years and worked with her on Hannington Ward at PMH as well as Linnet and Cherwell here. As our 'front of house' she's always been willing to help patients and staff, and always going the extra mile for them. She was part of the furniture and we're still not quite used to her not being around."

On her last day, Sandra, a keen gardener, was given a magnolia tree adorned with good luck messages from the Cherwell team, before celebrating with a pub lunch. She was also presented with a Long Service certificate by Oonagh Fitzgerald, Director of HR.

The Office

Meet the Research and Innovation team, who are currently involved more than 150 clinical trials at GWH.

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

RESEARCH has always been an essential part of the NHS for finding new and better ways of preventing, diagnosing and treating illness.

The Trust's Research and Innovation Team enable clinicians and other healthcare professionals to research safely, ethically and efficiently, supporting them to conduct drug, device and observational studies.

Funded by the National Institute of Health Research (NIHR), the 14-strong team recruits GWH patients to clinical trials and research studies sponsored by pharmaceutical companies, universities and other hospitals.

There are currently 87 trials recruiting patients across the Trust, in areas such as Cardiology, Respiratory, Cancer, Rheumatology, Stroke, Emergency Department, Ophthalmology, Gynaecology, Maternity and Paediatrics.

Lead Practitioner for Research, Suzannah Pegler said: "Our clinical team supports patients through their journey in a clinical trial from start to finish and collect their clinical data along the way.

"Our Management and Governance team ensure everything is in place for a trial to start, processing the regulatory approvals to ensure the research is run safely and ethically. They make sure we have the right patients, staff and facilities in place so that the sponsor that wants us to conduct the trial can give us the go-ahead.

"We then identify suitable patients, get informed consent and deliver trial treatments or interventions. We monitor them and collect clinical data throughout the trial, which we submit to the sponsor for analysis.

"Thanks to the interest and enthusiasm of individual clinicians and the dedication of our team, we have grown considerably over the last few years,

running trials in a variety of different clinical areas across the Trust and this continues to gain momentum with new areas approaching us to run research."

Some examples of the team's current work is supporting a variety of cardiac device trials with cardiology patients and recruiting respiratory patients to a study that uses the Rocket chest drain for pleural effusions, while in maternity, they are comparing medicines used in labour to ascertain which is safer and more effective for mothers.

Most of the trials the team are involved with are Phase 3, which means that large numbers of patients receive a treatment or intervention that has already been shown to be safe and have some benefit in previous trials.

The team are also working closely with Dr Elizabeth Price, Research and Innovation Director and Consultant Rheumatologist, in Phase 2 clinical trials to develop a treatment for Sjogren's Syndrome. Phase 2 trials involve a smaller number of patients, where the intervention has only been trialled on healthy volunteers but not patients with the condition it is trying to treat.

Suzannah said: "Everyone in the team is interested by and enthusiastic about research and its outcomes. It's nice to be able to work across a variety of clinical areas and it is a great feeling to know you're making a difference to the care of our patients and influencing future treatment options.



The Research and Innovation Team

"A big benefit for the Trust in supporting commercial research is that we can get paid per patient for recruiting them into the trial. This generates an income for the department supporting the trial to use further research, training or resources. It also means we can save the Trust money as the treatments used in a trial are often provided free. Some of our interventional trials can also mean a reduction in bed stays so helping to free up beds in the hospital.

"When we conduct a trial, we don't know what is going to be the most beneficial treatment option –but we can reassure the patient that they will not get less than standard care. We have found that patients are often more than willing to give something a try, even if they know it won't necessarily benefit them but could help others in the future.

"We enjoy working closely with our patients - they have a very important role to play."

The team hosted a series of stands in the Academy for International Clinical Trials Day on 19 May, where staff could meet the team and find out more about what they do.

More information about the team is available on the intranet.

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.

Check out the national websites that offer offers, deals, vouchers and cashback for NHS staff and their families. See the intranet for more.

Share your stories with us

StaffRoom 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 or call 01793 604431.

Coffee break quiz

THE heady days of summer are on the horizon, so why not have a go at this quiz just for fun. Here are the lyrics but can you name these summery songs?.

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 **Friday 30 June**.

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

• Well done to **Sue Corbett**, Trust HQ receptionist, whose correct entry was first out of the hat last time.

Entry form

1) Met a girl crazy for me

2) On these hot summer nights

3) You can stretch right up and touch the sky

4) The tax man's taken all my dough

5) I was lying on the grass on Sunday morning of last week

6) Thank you for the sunshine bouquet

7) Little darling, it feels like years since it's been here

8) You make me happy when skies are grey

9) It's not warm when she's away

10) Fish are jumpin' and the cotton is high

11) Two miles an hour so everybody sees you

12) Or is this the way love's supposed to be?

Name

Dept/ward

Contact number

Closing date is **Friday 30 June**.

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