

360

NEWS FROM ALL ANGLES
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Armed for action on prostate cancer

A £189,000 investment in a new arm for the Trust's da Vinci robot and improved collaboration across sites will enable increasing amounts of life-saving robotic surgery.



» Emer Scott and Layla Hawkins

MORE MEN with prostate cancer are set to benefit from increased capacity at the Trust to perform radical prostatectomies robotically.

The purchase of a fourth arm for St Mary's world-famous da Vinci robot has increased the speed and accuracy with which the prostate gland can be removed robotically, potentially doubling the Trust's capacity to provide the service.

And the surgical team, which comprises David Hrouda from Charing Cross, Justin Vale from St Mary's and Omer Karim from Wexham Park Hospital in Slough, has now increased the frequency of its robotic urology list to at least once a fortnight.

Radical prostatectomy is a complex operation that can be performed as an open procedure or by keyhole surgery, either using a conventional laparoscopic approach or with the assistance of the robot. It has a high success

rate for cancer – 80 per cent of men are still alive 10 years later – but there can be side-effects such as erectile dysfunction and urinary incontinence.

Only a small percentage of radical prostatectomies are currently performed robotically in the UK and St Mary's is one of just four NHS sites providing the service. The procedure has yet to be approved by NICE so some primary care trusts (PCTs) are reluctant to commission it, but some evidence suggests that because the robot gives the surgeon such precision control and a 3-D view of the nerves at ten times magnification, it is less likely to result in side-effects.

The £189,000 investment in a fourth arm increases the da Vinci's flexibility by performing an 'assistant' role – for example, holding other organs out of the way to give the surgeon a better view of the nerves and enabling the robot's 'surgical' arms to perform the prostatectomy.

The urology teams at St Mary's and the former Hammersmith hospitals have been working closely together for three years to ensure patients benefit from their combined expertise, and the expansion of robotic prostatectomy is one of the first visible results.

Consultant urologist Justin Vale, who leads on robotic urological surgery at St Mary's, said: "There is a wealth of experience across the Trust's hospitals and we recognised the huge advantages of combining it. The fourth arm increases our capacity, enabling more men to have this procedure done robotically.

"The robotic procedure is less invasive than open prostatectomy, so patients recover more quickly, and the new arm will further improve the pinpoint accuracy with which it can be performed.

David Hrouda added: "Performing radical prostatectomies robotically is a completely different way of operating, requiring new skills to those used in conventional keyhole surgery. We have a strong, skilled pool of surgeons at the Trust which means that our patients will receive first-class treatment, either robotically or laparoscopically, from experts in their field."

The new arm will be of great use in other procedures, including cardiac artery bypass grafts (CABGs).

It has been funded by St Mary's Paddington Charitable Trust, whose chief executive, Jane Miles, said: "We spend our charitable funds on projects reflecting innovation and excellence – we are delighted that this robotic arm will bring such benefits to patients."

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The fourth arm increases our capacity and running a list once a fortnight, during which we will perform two prostatectomies, means a greater number of men will be able to have this procedure done robotically.



» Notes from the managing director

Mark Davies



NOTHING STANDS still. We are changing through merger and integration. We are pioneering a brand new relationship between healthcare delivery and research that has never been done before in this country. We are looking at our internal structures and arrangements and planning new ones that build on our past success but are fit for what we want to achieve in the future. It's also too easy for some of us to get absorbed by change whilst the here and now becomes unfocused. Equally, it's possible to become too parochial and lose track of what everyone else is up to.

I was reminded of this by two things. Firstly, when I was making sure I would be available to take part in the staff awards next month, and remembering the many different successes I had seen last time. Each of those achievements had come from a mixture of dedication, ambition, caring, skill and perseverance. I learnt from each of those successes and am really looking forward to what the next round shows up and I can learn from these too.

The second thing was the plans Hammersmith and Fulham PCT is making to improve primary care services to patients. This is about providing alternative ways of providing services to avoid the first port of call always being the local hospital. This is not to condemn the patients for doing what makes sense and is convenient to them, but to learn from and respond to it in a better way. They are looking to us to work closely with them to provide the best of both worlds to patients. We will do so keenly.

We have to constantly balance the here and now, delivering the targets and financial balance with a keen eye on the future making the most of our opportunities.

No waits for radiology diagnostics

» Layla Hawkins

PATIENTS IN West London are accessing better patient care in imaging thanks to a continued push to achieve no waits in all radiology diagnostics across our hospitals, over and above what hospitals are expected to achieve nationally.

As part of the general 18 week patient pathway target, which requires that all patients are diagnosed and given first treatments within that timescale, all diagnostics are expected to be turned around within six weeks. However our imaging teams have exceeded those expectations, achieving no waits in many radiology diagnostics already and aiming for the same standard in all other radiology diagnostics by Spring 2008.

Hammersmith and Charing Cross hospitals already have a no

waits service in DEXA, ultrasound and plain films. Nicky Jonas, general manager for imaging and outpatients, said: "GPs like the enhanced service we provide as it means that they can directly refer their patients for tests to the walk-in service and they get the results back very quickly, even faster if they are on ICHIS."

"The national NHS agenda wants more services to be provided in the community. By helping GPs refer directly they can get the results, based on data that assesses their patients' condition, and refer them to specialist hospitals like us if necessary."

The team at these hospitals have reduced waits for CT scans from a couple of months to a couple of days and hope to reduce waits for MRI scans to a week by the end of December 2007.

St Mary's and the Western Eye hospitals have a walk-in plain film x-ray service. Since April 2007, waiting times for other radiology tests have decreased from 13 weeks to an average wait of two weeks. The team is determined to bring down waits even further.

Rachel Barlow, general manager for clinical and diagnostics, said: "We are committed to a zero wait visit for radiology diagnostics, where clinically appropriate. Patients coming for their outpatient appointment will be able to have all their relevant scans done on that day, which will potentially mean quicker diagnoses as well as reducing the number of unnecessary follow-up outpatient appointments."

So how have both teams managed to bring down waits so

dramatically? At the former Hammersmith Hospitals trust it has been achieved by looking at all processes that make up the patient pathway, and making them more efficient so that patients are scanned quicker. Staff are also putting in extra hours in the evenings and Saturdays to make sure that a no waits service continues to be a reality.

At St Mary's the focus is also on efficiency through process mapping, which identifies where there are blockages in the patient pathway, and by reducing DNA rates through telephone reminders and updated patient information. Workforce changes include assistant practitioner roles, who free up clinicians to carry out the tests by taking on all non clinical radiology work.

Consulting the capital

Healthcare for London consultation set to start on November 30

» Megan Skinner

PRIMARY CARE TRUSTS will begin consulting the capital at the end of this month on the proposed models of care and delivery contained in A Framework for Action, a report produced in July 2007 responding to Lord Darzi's Case for Change.

A Joint Committee of Primary Care Trusts (JCPCT) has been established to oversee the work of the London Commissioning Group on consultation, to set the strategic direction of the consultation, and to take key decisions. This committee includes a mixture of PCT Board members – chairs and non-executives, chief executives, clinical directors and GPs.

The consultation will run for 14 weeks until March 7, 2008. For further details, visit www.healthcareforlondon.nhs.uk.

A Case for Change

Lord Darzi's first report, Case for Change, was published in March 2007. It proposed eight reasons why healthcare in London must change:

- the need to improve Londoners' health
- the NHS is not meeting Londoners' expectations
- one city, but big inequalities in health and healthcare
- the hospital is not always the answer
- the need for more specialised care
- London should be at the cutting edge of medicine
- not using our workforce and buildings effectively
- making the best use of taxpayers' money

Going electronic

» Judith Chencinski

IMPERIAL COLLEGE Healthcare NHS Trust is one of the first trusts in London to deploy Cerner Millennium as part of the NHS Care Records Service (CRS) – a fully integrated healthcare information system with an electronic care record for every patient.

The first area of the Trust to go live will be St Mary's Hospital in April 2008. The St Mary's CRS team has been at work for many months, analysing current working processes and how using the system might change the way we work.

CRS will be implemented at Hammersmith and Charing Cross hospitals by the end of 2008. Under the direction of Matthew Hopkins, the first CRS programme board was held on October 30. Ian Young, director of HR, Phil Jones, director of ICT, Tom Cairns, renal consultant, Hugh Millington, A&E consultant, James van Dellen, neurology consultant, Jenny Parr, deputy general manager, surgery and anaesthetics, Mark Collis, finance, Lance McCarthy, associate director of performance, and Carol Toogood, renal general manager are also on the board.

CRS is a key component in the work to merge all sites across the Trust, and is viewed as a top priority by Professor Stephen Smith, chief executive/principal and his executive team. The system will bring the Trust a single PMI and further enhance the quality of patient care across the Trust.

» News and updates from the CRS teams will be posted on the intranet and in 360°.



Editorial team

Editor Megan Skinner: 020 8383 3860

News editor Cymbeline Moore: 020 8383 3002

Features editor Emer Scott: 020 7886 1331

Contact us 360@imperial.nhs.uk

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360° reserves the right to edit all material submitted for publication.

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» **News in brief**» **National award nominations**

Both former trusts have been shortlisted for the national Health Service Journal (HSJ) awards.

Hammersmith Hospitals has been nominated in the 'Improving Patient Access' category for its zero waits in imaging, while St Mary's along with Imperial College are one of five organisations shortlisted in the 'Patient Safety' category for its P.I.N.K. patient safety video.

The awards ceremony will take place in The Grosvenor House hotel in Park Lane on November 19.

» **Report highlights benefits of staff counselling**

The latest annual report from the Hammersmith and Charing Cross counselling service and streets management service – CONTACT – has highlighted the benefits of counselling on staff productivity.

It found 92 per cent of the 240 members of staff that used the service felt they were better able to cope at work and 77 per cent said that their counselling improved their ability to deliver quality services to patients.

To view the full report and to access more information about CONTACT visit the site on the Hammersmith Intranet.

» **Joint nursing and midwifery conference**

The first Imperial College Healthcare NHS Trust Nursing and Midwifery Conference was held last Monday.

The event, at Charing Cross Hospital, was well attended and saw Graham Dixon win the best student of the year award in the St Mary's Student and Mentor Awards. Highlights of the day included a discussion led by Sally Heywood, deputy director of nursing services, around developing the AHSC, and a talk by Susan Osborne, director of nursing services, entitled, 'Putting the Patient at the Heart of the Service'.

Sleeping their way to success



» Cymbeline Moore

THE WEST London Sleep Centre in Charing Cross has been recognised as a national innovator after transforming itself into a one-stop centre of excellence.

The centre, based on the eighth floor of Charing Cross Hospital, beat off stiff competition to be awarded a special commendation in the country's leading respiratory medicine organisation – The British Thoracic Society's Silver Jubilee Awards.

The award centres on the sleep team's work to consolidate the service on one site, improve training for nurses, building capacity, and creating a one-stop approach which sees patients receiving treatment the morning after the sleep study. These initiatives have meant an 800 per cent increase in capacity, a slashing of waiting times from up to a year to a week and halving non-attendance rates, which are

now down to just 12.6 per cent.

Dr Andrew Cummin, consultant respiratory physician, heads the centre. He said: "I am delighted that the improvements that we have made have been recognised. Our team has worked extremely hard to improve the patient experience and we have been able to invest money in the service by capitalising on the payment by results system.

"Our patients, many who have suffered from debilitating sleep

conditions for many years are gob-smacked with the quality of service they are getting from the NHS."

The centre's work focuses on diagnosing patients with persistent sleep problems such as obstructive sleep apnoea, a common condition where a person's throat closes during their sleep which causes breathing to stop.

Staff from the sleep centre will be presented with the award at the Society's Winter meeting at the QEII Centre on December 6.

Sleep Centre success

- New one-site service with dedicated sleep study rooms and state-of-the-art equipment
- Waiting for sleep studies down from up to a year to one week
- 800 per cent increase in weekly inpatient capacity – now up to 16 patients as well as 45 outpatients
- Non-attendance rates halved from 27 per cent to 12.6 per cent
- More than 96 per cent of patients surveyed rated service as good or excellent.

Shared care cuts waiting times

A new initiative which shares the care of chemotherapy patients has cut waiting times and improved the patient experience.

» Cymbeline Moore

A NURSE-LED chemotherapy initiative, which shares out treatment and assessment responsibilities, has slashed patient waiting times.

The Shared Care Chemotherapy Project works by giving patients a tailor-made pathway of chemotherapy where they may be assessed and treated by nurses on some visits. Traditionally, all patients had to wait to see a doctor at each appointment before undergoing chemotherapy.

The project was initiated by Lucy Towler, Macmillan chemotherapy clinical nurse specialist, and Caroline Cook, senior sister, oncology day care, and piloted at Hammersmith Hospital with Professor Hani Gabra's ovarian cancer patients.

A recent audit has shown the new practice has slashed the

average patient wait time from their arrival in the department to the start of chemotherapy treatment from four hours to just over an hour, representing a three-hour reduction in wait time. Patient choice has also increased with patients now being offered a wider range of appointment times.

Lucy Towler said: "The main benefits of the new system are that it provides the patients with a greater choice of when they get treatment, cuts the time they are waiting in the department, and gives nurses greater autonomy in caring for their patients.

"The introduction of the new system has taken a lot of organisation as the old system has been embedded for years; but the whole team, including the doctors, have worked really hard and been tremendously supportive."



L-R: Susan Sabi, Lucy Towler, Kathryn Hughes and Caroline Cook

Following the project's success, the system is now being introduced at Charing Cross for patients with breast cancer.

Caroline Cook said: "We are thrilled that the project has now been rolled out as it has real benefits for patients. Our hope now is that we can work with other consultants to get as many patients with cancer as possible onto the pathway and reduce waiting times for everybody."

The new shared care model complements new nurse-led chemotherapy practices carried out at St Mary's. Last month patients at the hospital began to be formally screened at referral stage, followed by an assessment prior to receiving chemotherapy treatment.

The treatment is provided by either a member of the medical team or a senior chemotherapy nurse, depending on clinical need.



» Local news

» Hammersmith & Fulham Council

Grot spots across the borough have been earmarked for regular intensive cleaning in a concerted campaign to rid local streets of unsightly mess. Local residents are being invited to pinpoint any grot spots they would like added to the Council's hit list.

» To report graffiti, fly-tipping, abandoned cars phone the council hotline on 020 8753 1100.

» Westminster Council

Westminster City Council is one of a number of authorities taking part in an innovative project called the London Scores on the Doors scheme, which rates hygiene standards in London restaurants. It works by each business being awarded a star rating following a food hygiene inspection by the Council's food safety team. All star ratings are published on the London Scores on the Doors website which you can access at www.food.gov.uk/scores and following the link to London.

» Local papers

The Hammersmith and Shepherd's Bush Gazette leads with a swoop on a crack den in the Edwards Woods Estate.

The proposed Imperial Wharf Station planned for Townmead Road takes the front page of the Fulham and Hammersmith Chronicle, with the paper branding the scheme "a fiasco". The paper goes on to state that residents have waited since 2001 for the station, which was due to be built along with 1,880 homes by developers St George.

The Kensington and Chelsea News ran a special feature on the latest crime figures which show that gun crime has risen across Westminster, Kensington & Chelsea and Hammersmith & Fulham with a staggering 142 per cent increase in Westminster. There were blanket drops in the number of robberies and burglaries across the three areas.

Clinical ethics sets the debate across the new Trust



» Sarah Prestwood

A TRUST-WIDE joint Clinical Ethics Committee (CEC) is to be launched, offering a platform to resolve ethical scenarios that arise in hospital.

The committee, whose members include doctors, nurses, therapists, chaplains, lawyers and patient representatives, is currently run from St Mary's but is soon to be extended to cover Hammersmith, Charing Cross and Queen Charlotte's.

On November 29 a launch event will be held at the Hammersmith Conference Centre with speakers from both sites to increase

the profile and membership of the committee.

St Mary's was one of the first CECs to be set up more than ten years ago and has rapidly grown in size and profile. Current chair, consultant anaesthetist Andrew Hartle, said the committee has a vital role in the new organisation, offering a forum to potentially resolve conflict or offer advice.

He added: "It's not our role to tell people what to do, as we don't make judgements on people or cases. We provide a neutral forum to discuss challenging ethical problems such as end of life issues or patients

who no longer have the capacity to give consent. We also offer support and debate from a variety of sources, not just medical but also religious and legal experts."

The committee has regularly worked with the BBC Radio Four programme 'Inside Clinical Ethics' and is currently in negotiations with a TV production company to develop a documentary on the subject.

Guest speakers include Vassillios Papalois, vice-chair and transplant surgeon, Felicity Plaat, anaesthetist, and Vicky Hird, gynaecologist.

» The event runs between 12noon and 5.30pm.



It's not our role to tell people what to do, as we don't make judgements on people or cases. We provide a neutral forum to discuss challenging ethical problems

Trust pilots high tech video meetings in NHS first

» Pedro Rodriguez

IN AN NHS first, a state-of-the-art videoconferencing system that was recently installed at St Mary's, Charing Cross and Hammersmith hospitals, was tried out for the first time last week as part of the West London Cancer Network's (WLCN) service improvement programme.

The system simultaneously links 11 hospitals across west London

and makes it possible for cancer clinicians to attend multi-disciplinary team meetings online without the need for time-consuming travel across sites. It is the first of its kind to be used in an NHS environment and the WLCN project has just won the AV industry standard award for Project of the Year.

The new technology uses a high resolution system which allows

instant transmission of diagnostic images such as MRI and CT scans. This means that cancer specialists including doctors, nurses and radiologists are able to discuss and diagnose complicated cases with colleagues across the network. The software also links to specially designed microscopes so that blood samples can be viewed on the spot.

Alan Lowe, teleconferencing

project manager for the WLCN, said: "The system helps with cancer diagnoses and will improve cross-site attendance at MDT meetings. In the future, staff will be able to attend meetings via a webcam on their PC and it may also be possible to connect west London to other cancer networks across the country allowing for national case reviews."

Live music hits all the right notes



» Pedro Rodriguez

PATIENTS ON St Mary's children's ward, Great Western, received a double dose of musical fun recently at a specially arranged live concert.

Harpist Keziah Thomas joined DJs Margherita Taylor and Kat Shoob from London's Capital Radio station to entertain kids during their stay in hospital.

The concert, organised by the charity Music in Hospitals, formed part of the Inspiring Children through Music project which will see children at ten London hospitals entertained by a range of professional musicians. The project is funded by Capital Radio's Help a London Child.

Play specialist for Great Western, Francis Prideaux, said: "We are very grateful to both Music in Hospitals and Help a London Child for providing such wonderful entertainment. The event was much enjoyed by children and parents alike."

Music in Hospitals fundraising manager, Katie Timms, said: "Our musicians' visits provide a great deal of fun and enjoyment for children and their families during a difficult time. Research has proved that live music acts as an aid to recovery, helping to reduce levels of pain, anxiety, stress and depression and promote rehabilitation."

L-R: Harping on! Musician Keziah Thomas and DJs Margherita Taylor and Kat Shoob with the kids on Great Western

» IN BRIEF

News from Imperial

» Entrepreneurial surgeon is new pro rector

Professor Nagy Habib, a liver surgeon and academic entrepreneur, succeeds Dr Tidu Maini as pro rector for commercial affairs this month. Professor Habib's role is to develop opportunities for the commercialisation of research and raise the College's profile internationally. Professor Habib is currently head of the Department of Biosurgery and Surgical Technology in the Faculty of Medicine, and director of the liver, pancreatic and biliary clinical service in Imperial College Healthcare NHS Trust.

» Prestigious award for cardiovascular researcher

An Imperial heart sciences expert has won the Distinguished Achievement Award 2007 from the Council of Basic Cardiovascular Sciences. Professor Michael Schneider from the Faculty of Medicine collected his award this month at the American Heart Association Scientific Sessions in Orlando.

» Faculty celebrates teaching excellence

The 2007 Teaching Excellence awards, honouring ten NHS staff of any grade and profession, were celebrated last month at a special Faculty of Medicine event. The recipients were Dr Graham Ball, Dr Tim Heymann, Dr Richard Hooker, Dr Charles Kaplan, Ms Sharon Kitcatt, Dr Wing May Kong, Dr Steve Koury, Mr Martin Lupton, Dr Stephen Robinson, Dr Naila Siddiqui and (in posthumous recognition of contribution to teaching) Dr Oliver Smith.

» Honorary degree for autonomic nervous system expert

A leader in autonomic nervous system research was recognised last month with an honorary doctorate from the University of Lisbon, Portugal. Professor Christopher Mathias was one of three to receive an honorary degree at the University's graduation ceremony.

» Laura Gallagher

Treat all patients with rare lung disease to prevent stroke, say doctors



TREATMENT SHOULD be offered to all people with a particular rare lung condition, regardless of whether or not they show symptoms of it, say the researchers and doctors behind a new study published this month.

The research, published in *Thorax*, suggests that all patients with abnormal blood vessels in their lungs, known as pulmonary arteriovenous malformations ('pulmonary AVMs'), might benefit from treatment to block off the malformed blood vessels.

About 4,000 people in the UK are estimated to have pulmonary AVMs. As many as one in three will have a stroke or brain abscess by the age of 65, according to the new research.

Until now, treatment has only been available for small numbers of patients in the UK, because its effectiveness at reducing stroke was not proven and it was widely considered that only those already unwell could benefit from it.

The new study, by researchers from the Faculty of Medicine and the Trust, based at Hammersmith Hospital, is the first to show that treatment lowers the risk of stroke. It reveals that seemingly healthy patients, with one or two pulmonary AVMs, have essentially the same risk of stroke as patients who are obviously unwell and have a number of large pulmonary AVMs.

"Our statistical analysis has shown that it doesn't matter how sick someone is – a pulmonary AVM patient who is fit and well has the same stroke risk as someone who is on oxygen," said lead author Dr Claire Shovlin.



As many as people with pulmonary AVMs will have a stroke or brain abscess by the age of 65, according to the new research.

Students devise novel way to detect urinary catheter infections



A DEVICE which aims to detect painful urinary infections in elderly hospital patients has been developed by students and researchers from the Faculties of Engineering and Natural Sciences.

The biological sensor is Imperial's entry in this year's International Genetically Engineered Machines competition, held this month at MIT.

The genetically engineered device is suspended in a liquid which could be painted onto the end of a catheter, outside the patient's body. The liquid contains a protein which seeks out and latches onto a small molecule called AHL, found in these kinds of infections. This activates a second protein, causing the liquid on the catheter to glow green, indicating an early-stage infection.

Professor Richard Kitney, one of the project supervisors, said: "Normally, doctors and nurses only find out that a patient has a urinary infection from their catheter when the patient's temperature rises and they become ill. By the time these symptoms are displayed, the infection has travelled up the catheter into the body.

"Our device would provide a clear early warning sign – in the form of a fluorescing green signal – that an infection was present on the catheter. This would allow them to perform basic disinfection, removing the bacteria from the catheter, before it could take hold in the patient."



Our device would provide a clear early warning sign [...] that an infection was present on the catheter.

People



Putting dignity first



» Emer Scott

TRUST STAFF have been making personal pledges to improve respect for patients' privacy and dignity through small changes in their own work.

The pledge scheme has been launched ahead of the first anniversary (November 14) of Care Services Minister Ivan Lewis's national Dignity in Care campaign (also known as the Dignity

Challenge), which asks all NHS and social care professionals to be vigilant about dignity issues.

Around 70 staff have made pledges so far, including Vicky McGauley, practice development nurse in medicine for the elderly at Charing Cross. She promised to make a flowchart available to help colleagues identify and report suspected abuse of vulnerable adults. Meanwhile, TB nurse specialist from St Mary's, Jenny Marshall, pledged to reduce staff intrusions during consultations by designing a

notice that informs colleagues a patient is being seen and asks them not to enter the room.

The Trust has been hard at work over the past year promoting dignity issues. A dignity steering group, covering both former trusts and local PCTs, was set up in May to oversee this work and develop coherent practices across all sites.

Staff education on the issue includes dignity workshops – three at St Mary's so far, with more planned for Hammersmith and Charing Cross – and a training programme to help multi-

disciplinary teams provide better care for patients with dementia. And patient focus groups, set up by the PPI leads and patient and public involvement forum, are advising the Trust on what else can be done.

Director of nursing Susan Osborne, who chairs the dignity steering group, said: "Excellent care is not just about clinical expertise; it is also about the softer skills, including respect for patients' privacy and dignity. It is vital that we get this right and treat patients the way we would want to be treated ourselves."

» Movers and Shakers

WELCOME TO...

Tejas Oundhakar

Service manager for paediatrics, St Mary's

Tejas joins us from King's College Hospital NHS Foundation Trust, where she was a service development manager. Tejas will support the Trust's plans to develop specialist paediatrics on the St Mary's site, and will help implement the new Paediatric Short Stay Unit.



Hazel Brodie

Breast-screening service health promotion coordinator, Charing Cross

One of Hazel's key responsibilities over the next year will be a series of events celebrating the 20th anniversary of the NHS breast-screening programme. Hazel joins the Trust from the charity sector, where she worked in marketing and fundraising.

ON THE MOVE...

Alice Carter

Service manager for sexual health, St Mary's

Alice takes on this role after four years in St Mary's surgery, cardiovascular sciences and critical care directorate. She takes over from Claire Land, who is currently on maternity leave, and will continue modernising the service alongside a multi-disciplinary team.



Jenny Parr

Deputy general manager, directorate of surgery and anaesthetics, Hammersmith

Jenny joins the directorate on a 12-month secondment as deputy general manager having spent ten years at Hammersmith in a variety of roles. She will provide management support to all directorate services and act as immediate deputy to Louise Tomkins.

Rachel Williams

Service manager for medicine, St Mary's

Rachel moves to this new post working alongside Rachel Richards after an eight-month secondment as the Western Eye Hospital site manager. Previously, Rachel worked on developing a specialist surgical centre for West London's upper gastro-intestinal cancer services at St Mary's.



FAREWELL TO...



Claire Lynch

Internal communications manager

Claire has joined the Healthcare for London project team at NHS London on a six-month secondment. Pedro Rodriguez, communications officer, has moved into Claire's post for the duration of her secondment.

Charlotte Bartrum-Terrill

Associate director of customer care

Charlotte led on many initiatives to improve the patient experience at Charing Cross, Hammersmith and Queen Charlotte's hospitals, including new signage and way finding maps, customer service courses and a review of patient literature.

» CONGRATULATIONS



» 'Patient suggestion card' winner

Before leaving the Trust in October to start a travelling adventure, St Mary's-based junior physiotherapist, Brid Keane, became the latest staff member to be recognised following positive feedback from patients.

One patient commented: "Brid put me on a programme which I feel helped me overcome most, if not all, my back pain. She is very caring and obviously has a strong passion for what she does. I am very grateful for her help."

Deputy director of nursing services Sally Heywood and PPI assistant manager Nicholas Harris surprised Brid with champagne and a certificate, as her colleagues bid her farewell.

» IN REMEMBRANCE

Pearl Brown

We are sad to report the death of former Hammersmith Hospital clinical services manager, Pearl Brown, who led the outpatient team for over 14 years after joining the hospital back in 1975.

Colleagues described Pearl, who retired two years ago, as "a very important person in their lives who inspired them to progress and achieve at work while still managing to be gracious, supportive and kind". As well as paying tribute to Pearl at her funeral, colleagues also compiled a book of condolences which has now been given to her family.

Pearl passed away in October and is survived by her husband, son, daughter and two grandchildren.

Manny Webber

It is with great sadness that 360° announces the untimely death of Manny Webber, a friend to, and champion of, Hammersmith Hospital cancer services.

Manny was instrumental in the establishment of the hospital's Josephine Webber Information Centre, named in tribute to his wife.

Jo Studham, head nurse, said: "Manny was a tireless supporter of Hammersmith Hospital and will be greatly missed. The information centre gives important information about clinical trials to patients with serious illness."

Professor Hani Gabra said: "It was a privilege to have known him and his legacy is the care of the well-informed patient."

» **Inward view**

» **Simon Riley**
A&E charge nurse,
Charing Cross

What a busy last few weeks it's been down here in A&E. Recent sporting events have kept us very busy with – how shall I put it – some of our 'happier' patients!

Oh yes, recent night shifts have been quite eventful. Do you ever think about all the people that work at night? I certainly do. It's strange to pass the public in the street on their way home when I'm on my way to work. I do wonder if they ever think of all the thousands of people who don't work the typical nine-to-five.

Life still goes on at night. Ambulances bring patients, nurses and doctors diagnose and treat, and receptionists, porters and cleaners work effortlessly all through the night to provide a safe and efficient working environment.

There's also a great team spirit on nights. Sometimes on day shifts it's so hard just to stop for a moment and get to know your own colleagues – even the ones you work with daily – but on nights there tends to be a real team spirit. There has to be, especially when you do a 13-hour night shift like I did recently when the clocks went back.

At this time of year, things usually get busier, especially as lots of old and frail people feel the bite of the change of season. It's also a time for a lot more injuries, so I will just say: please be careful, because sitting in an A&E waiting room late at night really isn't that much fun!

Keep safe!
Simon

Case Notes

Ismail Hassan
General transport supervisor, St Mary's

Ismail is in charge of general transport (everything except patient transport) at St Mary's and manages six staff. The role can involve anything from arranging delivery of specimen samples to organising minibuses for staff working across sites.

» **As a child, what did you want to be when you grew up?**

A teacher. I've always felt teaching is a noble profession.

» **What is your earliest memory?**

When I was three, I nearly drowned in Dubai – I'll never forget that.

» **What is the best piece of advice you've ever been given?**

My father always used to tell me I should speak my mind and never lie – especially to girls!

» **What would your superpower be?**

I'd love to be able to foretell the future. That way I could relax and not worry about what's on the horizon.

» **What is your biggest regret?**

I should have got on the property ladder sooner. Flats in my area have rocketed from £60K to £250K.

» **Most embarrassing song you secretly like?**

Barbie Girl by Aqua. I can't believe I just said that – my colleagues are gonna crucify me!

Visit [360° Extra](#) on the intranet to read the full interview.

Top of the vox**Does Christmas start too early?**

Phyllis Joshua
Hospitality assistant, St Mary's

"It's never too soon! I look forward to it every year, especially watching the grandkids' faces when they open their presents. Christmas is a time for sharing with friends and family."

Luzviminda Lleit Ramos
Chemotherapy sister, Charing Cross

"No, I don't think so. In my native Philippines, we start preparing for Christmas as soon as the names of the months start ending in 'er' (September – December). I like getting ready for Christmas."



Tony Steedman
Conference manager, Hammersmith
Conference Centre

"I think that the shops start too early by putting their displays up in August, but I don't mind the Christmas parties starting early!"

Victor Alberto
Hostess supervisor, St Mary's

"I don't really mind how quickly it comes around and, as I'm going to Spain for Christmas this year, I'm really looking forward to it."



Views expressed in this column are those of the individual and do not necessarily reflect the opinions of 360°

**A day in the life**

» **Pedro Rodriguez**

Lyn McKenzie
Senior sister, 8W, Charing Cross

IT IS well documented that caring for patients is incredibly demanding, but caring for older people requires an additional set of skills altogether. "It's certainly hard work," says senior sister Lyn McKenzie, "but you can't treat working in elderly care like any other job. You have to want to work with older people and you have to have patience."

Officially, Lyn's day starts at 7.30am but she often arrives beforehand in order to "hit the ground running". The first task of the day is to quickly check the staff roster to make sure that the right skill mix is available on the ward. "The rota is decided four weeks in advance but occasionally – for example when someone is off sick – we have to contact the staff bank for a replacement."

Having received a handover from the night staff, Lyn visits each patient – 8W is a 20-bed ward (sometimes rising to 22) – and re-familiarises herself with the caseload. "Walking round the ward allows me to introduce myself to new patients but it's also an opportunity to remind others that I'm around if needed."

Once staff have been allocated roles for the day, Lyn gets on with the morning drugs round. "We split the ward in half; I take one side and one of my trained nurses will take the other. The drugs round takes about one-and-a-half to two hours, which is longer than on other wards, but we don't hurry our patients – we have to go at their pace. We also sit with each patient to ensure that they don't forget to take their medicine." During the drugs round, Lyn checks the ward is clean and that the oxygen is in working order.

The morning also gives Lyn the chance to focus on the more unwell patients before joining her staff to assist in washing and bathing. "We make sure that all patients receive a bath before midday."

Lunch is an important time of the day on 8W, but provides another challenge as patients often require help to feed themselves. "Feeding is staggered because there are only five nurses on the ward but those patients who can, feed themselves."

Having made sure that all patients have eaten and that her staff have taken their breaks, Lyn grabs a bite before heading back to the afternoon staff handover. "After handover, I slip away to the office and make sure that all my admin is up to date. Although I'm in the office, I'm still on hand if needed on the ward. I also use this time to speak to relatives about their loved one's care."

Before heading home, Lyn makes sure she does one final walk round to make sure that "the place has been left in good nick". She adds: "I like to run a tight ship but I hope this article isn't just about me. My team work their butts off and they deserve a lot of credit too."

» **A typical day for Lyn**

7.00am	Arrives at Charing Cross. Receives handover
8.00am	Allocates patients to staff then starts drugs round
10.00am	Patients' baths
12.00pm	Patients' mealtime begins
1.30pm	Handover for night staff
2.00pm	Catches up on emails and updates staff records
4.15pm	Off home



» Restaurant review: S&M cafe

» Megan Skinner



AS THE days get shorter and the nights get colder, the desire for comfort food is overwhelming. On these grey days, I like the S&M café (which stands for sausages and mash in case you were wondering).

The retro café prides itself on serving hearty portions of traditional British food. Although the menu includes favourites such as toad in the hole, pies and braised steak, I don't really think you can go past the namesake sausages and mash.

It's not any old bangers and mash either – there are more than ten sausages to choose from, four different flavours of mash and three different gravies. You can even mix and match your sausages if you can't decide on just one flavour.

If you're still craving a further intake of comfort food, there's always the huge selection of delicious puddings to choose from.

» To find your nearest S&M café, visit www.sandmcafe.co.uk

» Win a CD of your choice

When was the national Dignity in Care campaign launched?

To enter the competition, simply send an email to 360° (in your email address book) with your answer in the subject field. The competition is available to Imperial College Healthcare NHS Trust staff only, and closes on November 23, 2007.

» Sponsored by NHS discounts – www.nhsdiscounts.com

» Eco corner

» Emer Scott

It's sometimes hard to tell fact from fiction when it comes to being green, but that confusion could be costing you.

Take the myth that it's better to leave a light on when you leave the room – the fact is that in just 15 minutes a fluorescent tube uses more than 500 times the energy needed to restart it.

So if you're leaving a room for more than a few minutes, you'll save money (and help the environment) by switching off the lights.

» Discount corner

» Nicola Morgan

A new pair of shoes is nice, but you could get your old ones repaired for a fraction of the price thanks to Distinctive Shoe Repairs. Simply show your work ID to get your 20 per cent staff discount, which also applies to key cutting.

Distinctive Shoe Repairs: 9.30am – 6.00pm, Mon, Tue, Thu, Fri. 9.00am – 5.00pm, Wed. 10am – 2pm, Sat.

3 Norfolk Place, London, W2 1QN. Tel: 020 7460 6610

» Check out the intranet for a full list of discounts and more special offers.

Education, learning and development

» Nicola Morgan

Charing Cross ECDL training

Details: Instructor-led learning programme

When: November 13; 9.30am – 5.00pm

Where: 3W

Contact: Marilyn Seale on ecdll@hhnt.nhs.uk or 020 8383 7416

GCP training course

Details: For staff working on research projects or clinical trials

When: December 13; 9.00am – 5.00pm

Where: La Croix Meeting Room, 2nd Floor, Spice of Life restaurant

Contact: lucy.parker@imperial.ac.uk; jo.morgan@imperial.nhs.uk or 020 8383 4952

Management of stroke patients

Details: Two-day course for qualified staff nurses

When: November 27-28; 9.00am – 5.00pm

Where: 3W, Skills Centre

Contact: Camila Mujica on email

Hammersmith ECDL training

Details: Instructor-led learning programme

When: November 21; 11.30am – 1.30pm

Where: E-Learning Suite, Hammersmith Conference Centre

Contact: Marilyn Seale on ecdll@hhnt.nhs.uk or 020 8383 7416

GCP training course

Details: For staff working on research projects or clinical trials

When: December 14; 9.30am – 5.30pm

Where: Cedar Suite, Postgraduate Centre

Contact: lucy.parker@imperial.ac.uk; jo.morgan@imperial.nhs.uk or 020 8383 4952

Peer coaching facilitator training

Details: For managers, clinical leaders and other Band 5-plus staff

When: November 30 and December 3;

9.00am – 5.00pm (apply by November 27)

Where: Hammersmith Conference Centre

Contact: Yasmine Farjah on email or 020 8383 4889

St Mary's Managing absence training

Details: For managers

When: November 16; 9.30am – 1.00pm

Where: Education Centre, 2nd Floor, Mint Wing

Contact: Nicole Lancaster on email or 020 7886 1744

Research awareness session: publishing your findings

Details: For staff studying at degree, masters or doctorate level

When: November 19; 2.00pm – 3.00pm

Where: Wolfson Lecture Theatre, Education Centre,

2nd Floor, Mint Wing
Contact: Michael Smithwick on email or 020 7886 2272

Adult nursing staff update

Details: For nursing staff, healthcare assistants and medical students

When: November 27 and 30; 9.30am – 4.30pm

Where: Education Centre, 2nd Floor, Mint Wing

Contact: Nicole Lancaster on email or 020 7886 1744

Disability equality training

Details: Covers disability issues

When: November 27; 9.30am – 12.00pm or 1.30pm – 4.00pm

Where: Education Centre, 2nd Floor, Mint Wing

Contact: Nicole Lancaster on email or 020 7886 1744

Obstetrics and midwifery staff update

Details: For nursing and midwifery staff, healthcare assistants and medical students

When: November 28; 9.30am – 4.00pm

Where: Education Centre, 2nd Floor, Mint Wing

Contact: Nicole Lancaster on email or 020 7886 1744

Paediatric nursing update

Details: For nursing staff, healthcare assistants and medical students

When: November 28; 9.30am – 4.30pm

Where: Education Centre, 2nd Floor, Mint Wing

Contact: Nicole Lancaster on email or 020 7886 1744

Dates for your diary

November

11-17 Mouth cancer awareness week

Contact: British Dental Health Foundation, 0870 770 4000

Email: mail@dentalhealth.org.uk

Visit: www.mouthcancer.org

12 18 week patient pathway conference

Time: 11.45am – 2.00pm

Venue: Mary Cochrane lecture theatre, education centre, Charing Cross

Contact: Denise Braun on 020 8846 7445

13 Jewellery sale by Caroline Curtis Dolby

Time: 11.00am – 8.00pm

Venue: 33 Norfolk Crescent, W2 2YS (courtesy of Laura Royde)

Contact: The Friends of St Mary's office on 020 7886 6586

14 World Diabetes Day

Landmark sites around the world, including the London Eye, will be lit up in blue to highlight this year's theme of diabetes in children and adolescents

Visit: www.worlddiabetesday.org

19-24 Indoor Allergy Week

Contact: Allergy UK, 01322 619898

Email: info@allergyuk.org

Visit: www.allergyuk.org

20 Regent Street Christmas lights switch-on

Get in the festive spirit as a celebrity guest brings Christmas cheer to Regent Street

Visit: www.regentstreetonline.com

23 Black History Month: Black to the Future

Hammersmith & Fulham celebrates Black History Month 2007 with a special night of poetry, dance, song, comedy and drama

Time: 7.30pm – 9.45pm

Venue: Hammersmith Town Hall

Tickets: £4 (£2 for under-12s)

from Synthia on 07956 805977

29 Friends of St Mary's Christmas bazaar

Time: 10.30am – 2.00pm

Venue: Entrance hall and second floor of QEQM (by the restaurant)

Contact: The Friends of St Mary's office on 020 7886 6586