Well done and congratulations to all our staff!
It's official, care provided at St Helens and Whiston hospitals is OUTSTANDING!

Here at the Trust, we know that our amazingly talented staff go above and beyond to provide the very best care to our patients. Now we can shout it from the roof tops because the Trust’s latest Care Quality Commission (CQC) inspection has confirmed it.

England’s Chief Inspector of Hospitals awarded the Trust an overall rating of OUTSTANDING for the level of care it provides across ALL services.

And just when you think it can’t get any better ...

The report rated St Helens Hospital as ‘outstanding’ - one of only three acute hospitals nationally to be rated at this level AND Outpatient and Diagnostic Imaging Services at both hospitals were also awarded the highest possible rating ‘outstanding’ - the only outpatient and diagnostic service in the country to ever be awarded this rating.

"Our assessment of this trust indicates that it is one of the best performing trusts in the country. I congratulate the trust, but especially the staff, on this achievement."

- Professor Sir Mike Richards, Chief Inspector of Hospitals

Following the publication of the report The Chief Inspector of Hospitals, Professor Sir Mike Richards, said that St Helens and Knowsley Teaching Hospitals is one of the BEST performing Trusts in the country.

He added:

“Throughout our inspection we witnessed exemplary patient centred care. Patient safety and positive experiences were key priorities for the Trust and underpinned all aspects of service planning and delivery.”

Responding to the report, Ann Marr, Chief Executive, said: “We are very proud to have received such a positive inspection report from the CQC. This is recognition for all our staff who work so hard to provide such a high level of care and service to our patients.”

Richard Fraser, Chairman, said: “We are delighted the CQC has recognised the efforts of all our staff to deliver 5 Star Patient Care. The report is a reflection of the high standards that the Trust Board and all our staff aspire to provide for every patient, every time they have contact with any of our services.”
Dear Colleagues,

Following the CQC inspection in August and the publishing of the final reports I wanted to take this opportunity to tell you how proud the Trust Board and I are that all your achievements, continuous hard work and dedication to patients has been recognised by the CQC.

To have St Helens rated as an outstanding hospital and for Whiston to be recognised for providing outstanding care for patients is a wonderful achievement, which reflects the friendly, compassionate and truly individual care that we strive to provide for our patients and everyone who visits our hospitals.

I know a lot of work went into preparing for the inspection, and it is important that we use this work as a springboard to ensure that we continue to improve and develop the care that we offer.

The CQC inspection results are the pinnacle of an incredible year of achievements at the Trust. We have been acclaimed as delivering the ‘Best Patient Experience’ in the NHS as well as providing the ‘Best Patient Environment’ and these awards are national recognition for our hospitals and the excellent standard of service we provide.

Last August’s CQC inspection was a busy and challenging time for everyone at the Trust but we pulled together as one team with a shared vision, ‘5 Star Patient Care’. I am incredibly proud that the CQC inspection team have recognised the Trust and more importantly our staff in this way.

Kindest regards

Ann Marr
Chief Executive

This is just a short note to say well done with your CQC inspection. This sort of rating is really very rare and, given how tough this year had been, all the more remarkable.

Well done and please pass on my congratulations and thanks to your team.

Jim Mackey
NHS Improvement, Chief Executive

I’m hearing - celebrations at St Helens and Knowsley; just rated 1 of 3 outstanding Trusts. Well done everyone! As I have visited this excellent Trust I will claim all the credit!

Roy Lilley
Leading NHS Writer, Broadcaster and Commentator

Congratulations, the report details an excellent service throughout both hospitals – this is a wonderful achievement and one that all the staff at St Helens and Whiston hospitals should quite rightly be proud of.

Well done everyone!

Best Wishes

Rob Polhill
Leader of Halton Borough Council

I am delighted to hear the good news of your CQC report – congratulations.

This is very well deserved and is testament to the hard work and commitment of your staff.

Well done.

Lyn Simpson
Director of Delivery and Development (North)
NGS Trust Development Authority

I was delighted to read the CQC report, you must be really proud and our students should be proud to be placed there.

Julie Barrett
Lead for practice Learning, School of Nursing and Allied Health

Congratulations on your outstanding result following the CQC inspection. I listened to staff being interviewed on Radio Merseyside and they spoke about their pride in what they do, that the patient experience was central to their work and that they had senior leaders that they respected and how they embed the Trust values in new staff. You don’t get that kind of feedback by accident but by consistent leadership anchored to your values. This bodes well for the challenges that we will all face in the future and together we can become even better for our patients.

Geoffrey Appleton
Lay Chair, St Helens CCG

I would be very grateful if you could pass on my congratulations to all at St Helens and Knowsley teaching Hospitals NHS Trust. Well done to all involved.

Clifford Richards
Chair of Halton CCG

I just wanted to send my congratulations on the report – “one of the best performing Trusts in the country”!

Jonathan Heap
Partner, Health Litigation Team
Hill Dickinson LLP

This is wonderful news, I am so pleased for the Trust and all the staff at St Helens and Knowsley Teaching Hospitals. I am aware of all the amazing care provided and the hard work that takes place, right through the Trust and in all areas of the hospitals.

My congratulations go to all the staff and Trust Board for this really great achievement. This has been hard won by joint working, caring and dedication to patients. The CQC do not give accolades lightly this has come through sheer hard work.

Best Wishes

Ellen Cargill
Councillor Halton Castle Ward

A testament to you and your focus on people who use your services as well as to the people who deliver those services.

Regards

Simon Banks
NHS Halton CCG

I would like to congratulate the staff at St Helens and Whiston hospitals on their recent CQC rating. For both hospitals to be recognised as outstanding for the level of care provided across all services is a superb achievement and a testament to the dedication, drive and skills of all the staff.

Julie Abbott
Deputy Chief Executive, St Helens CCG
The Trust’s Facebook and Twitter pages are reaching nearly 3000 people every day. The sites are a great way to keep up with what’s going on. Follow us at facebook.com/sthknhs and @sthknhs on Twitter.
Hundreds of fundraisers took the plunge and helped to raise thousands of pounds at the launch of our very own Whiston and St Helens Hospitals’ Charity last month, by abseiling down the side of Whiston Hospital.

Crowds formed outside the hospital's main entrance to cheer on the intrepid bunch who descended in pairs – some quicker than others!

Amongst the fearless fundraisers was former Saints skipper Paul Sculthorpe who was ‘roped’ into celebrating the charity launch. Ahead of the abseil, Paul said: "I haven’t got a great head for heights but I’ve done a few abseils before so I know what I’m letting myself in for. It’s for a good cause - I personally know people who’ve been cared for here, and it’s already wonderful. This charity will only make things better for people who need hospital care."

Over 100 people signed up for the abseil, including many staff and patients. So far the abseil alone has raised over £12,000.

Claire Simmo, Radio City 2 Presenter, also came to ‘hang out’ at the launch, and for those less daring it was a chance to brighten their day and show support by wearing bright colours for the day!

Ann Marr, Chief Executive, said: "We are very excited about our hospitals' charity and it is wonderful to see how our staff, patients and local community have embraced it. There will be lots more fun ways for everyone to get involved in the coming months, today is just the start!"

WHAT WILL YOU DO?
There are many fantastic ways you can raise money for our charity:

• Sponsored walk / run / cycle / swim
• Cake sales
• Sponsored silence
• Team bake off!
• Bad tie day / odd clothes day
• Car wash
• Coffee mornings
• Raffles

HOW TO DONATE
Anyone wishing to make a donation to the charity can visit: www.justgiving.com/WSHospitalsCharity or donate by text: Text - WSHC11 followed by £5 or £10 to 70070
There are over 240 dedicated staff working across the Maternity and Gynaecology Department, each making a valuable difference to the many women and babies they care for.

Our maternity services are increasingly popular with more women than ever choosing Whiston Hospital to have their babies. The department offers excellent ante natal, intrapartum (delivery) and post natal care to women and their families and award winning services and staff.

**Maternity services include:**

- Early pregnancy booking
- Antenatal care hospital and community
- Medical/antenatal clinics
- Delivery, hospital and homebirths
- Post natal care hospital and community
- Post natal debrief service
- Parent education
- Infant Feeding Team/weekly drop-in clinic
- Special Care Baby Unit
- Community Midwifery Service
- Public Health Midwives
- Perinatal Mental Health Service
- Substance Misuse Service
- Safeguarding Midwives
- Research and Audit Midwives
- Risk Management Lead Obstetrician and Midwives
- Young Persons Service
- Smoking Cessation Service
- Bereavement Service
- IT Specialist Midwives
- Weekly Unit Tours
- Supervisors of Midwives

**The Maternity Service and staff are highly recognised for their exceptional care, with numerous national and regional accolades awarded in the last few years. Achievements since 2014:**

- Awarded the prestigious Baby Friendly Initiative Award by UNICEF, the first hospital in Merseyside to achieve this esteemed status
- Ranked amongst the highest for patient experience in the CQC Maternity Inpatient Survey 2015 for areas such as communication, patient involvement in their care, post natal experience and cleanliness
- Rated as providing the highest level of quality and safe care by the NHS Litigation Authority (NHSLA)
- Johnson’s Regional Midwife of the Year, awarded to Joanne Price after being nominated by a patient for her swift and vital intervention during a particularly difficult birth
- North West Nurse of the Year and Pride of St Helens, awarded to midwife Julie Sanderson for her work with bereaved families
- Patients consistently recommending the services for care in the National Friends and Family Test
- MBRRACE–UK Perinatal Mortality Surveillance Report published December 2015 commented that our stillbirth rate is up to 10% lower compared to local trusts and neonatal deaths are also 10% lower than local trusts

**Future Service Developments**

- Upgrade of Bereavement Suite on Delivery Suite
- Environment changes on Delivery Suite to offer more homely surroundings for women and their families and more birth pool facilities
- Hypnobirthing Service

**Members of the Infant Feeding Team with mums and babies at their weekly group**

**Joanne Price, Regional Midwife of the Year, with mum Lindsey Gaskell and baby Violet**

**Assistant Practitioner Jeanette McDowell with baby Esmail and mum Clare**

**Karen Rutter with baby Nyla, Mum Naomi and Dad Michael**
Our gynaecology colleagues see and treat thousands of women each year.

Ward 3E provides women with a high standard of health care offering individualised care to women including:
• day case surgery
• dedicated miscarriage service
• rapid rehydration day service
• enhanced recovery following major surgery

The designated day case surgery ward accommodates between 6-8 procedures each day. The ward operates a nurse-led discharge for all patients, helping increase efficiency and patient flow.

An enhanced recovery clinic offers ladies who are coming to the ward for surgery a chance to meet with the nursing staff, physiotherapist, dietician and a consultant anaesthetist. This gives staff the opportunity to answer any questions patients may have and hopefully alleviate any fears they have about their surgery. Patients are provided with written and verbal information which helps them during their time on the ward and also once they are discharged.

The team have received lots of very positive feedback about this service and it has shown a reduced length of stay and fewer hospital readmissions for patients. Following on from this, the services runs an enhanced recovery telephone clinic where nursing staff telephone patients who have been discharged the previous week to see how they are and offer further advice if required.

The dedicated miscarriage service is for all patients suffering with the tragic loss of a pregnancy. All of the ladies are given a side room and treated with upmost care and compassion whilst dealing with their pregnancy loss. This is very much a nurse led service once the ladies have initially been seen by doctor. The team also run a miscarriage telephone clinic once a week where nursing staff phone the ladies to offer follow up advice and support.

The Bleeding in Early Pregnancy (BEP) Clinic is helping to conduct a new research trial ‘PRISM’. Miscarriage is recognised as the most common complication of pregnancy and it has been suggested that low progesterone maybe a contributing factor, and this trial is looking at whether progesterone can help to reduce the numbers of miscarriages for women who present with bleeding. To date over 1,000 women have been identified as eligible for this trial.

Also on 3E, is the dedicated rapid rehydration bay. This is a day service offered to ladies who are suffering from hyperemesis (severe or prolonged vomiting) during early pregnancy. These ladies are seen by a doctor and are given fluids and medication for sickness in specially designed recliner chairs. This service works extremely well for ladies as they can go home and do not have to stay overnight in hospital, only returning if they require further treatment. The team have received a silver award following a Quality Care Assessment in recognition of high standards of quality and safe care provided to patients, relatives and carers.

Maternity and Gynaecology fact file:
• In total, there were 3,808 babies born at the hospital in 2014 and 3,854 in 2015
• Boys rule! –the number of boys born during 2014 and 2015 outweighed the number of girls, with 2,057 boys and 1,797 girls born in 2015
• Last year, the department cared for women during 2,855 vaginal births, 999 caesarean section births
• The Special Care Baby Unit cared for 332 babies and their families during 2014/15
• Double trouble – the number of twins born at the hospital slightly decreased in 2015, with 46 sets born in 2014, and 43 sets born in 2015
• Three’s a crowd – the first set of triplets to be born at the new Whiston Hospital were actually born to a member of staff!! Baby boys Reuben, Fraser and their sister Darcie were born to Informatics Systems Manager Laura Rose-Paterson in 2013
• The number of obstetric scans that took place during 2014/15 was over 14,200!
• The Gynaecology Department held over 23,500 appointments during 2014/15
• There were over 2,500 admissions to the Gynaecology Department during this time
• With over 1,800 women cared for after undergoing a gynaecology operation
The Trust is proud to have received a rating of ‘outstanding’ for the care provided to patients in the recent CQC inspection and will be using the conference as a springboard to ensure that we continue to improve and further develop the care that we offer.

The conference includes national speakers and practical learning from guest speakers and frontline staff to help everyone at the Trust provide care with compassion.

The event is free with refreshments and lunch provided.

To register your interest please contact: kelly.sutherland@sthk.nhs.uk or for further information: marie.honey@sthk.nhs.uk

Please note that as numbers are limited we ask staff who are fortunate to have attended last year’s Care and Compassion Conference NOT to apply for a place this year.

John's Campaign asks very simply that carers of people with dementia have the same rights as parents of sick children to remain with them in hospital.

People with dementia are not children. They are adults with a lifetime’s experience. Yet they, too, are vulnerable and they can be equally distressed and disoriented. The effect of a hospital stay can be catastrophic for a person with dementia - as it was for the man whose experience prompted this campaign.

The Trust is supporting this campaign, with Wards 1A, 1C and 5A, B, C, D allowing carers to remain with the person whom they care for, for as many hours as they are needed and as they are able to give. We are welcoming carers according to the patient’s needs, and not restricting them to visiting hours. We fully recognise that caring can be exhausting, we are simply allowing the carer the RIGHT to continue to care and not the DUTY.

The campaign has also been endorsed by our partners Medirest, who are recognising the main carer as an equal partner in care and offering staff concessions in the restaurant on production of a carer’s card which will be issued by the ward.

For any further information on John’s Campaign please contact: marie.honey@sthk.nhs.uk or lauren.hanson@sthk.nhs.uk
A dedicated paediatric suite at Whiston Hospital is helping to change the lives of children who need corrective surgery.

Prominent ears can be a major issue for children and their families, often because of problems at school which can sometimes result in bullying and lead to life-long confidence issues. Depending on the individual, surgery - ‘Otoplasty’ or ‘Pinnaplasty’ - is sometimes the only solution, after careful assessment with patient and family.

The dedicated team at the Mersey Regional Burns and Plastic Surgery Unit, Whiston Hospital, have run the service since its launch three years ago, and in that time, the service has flourished, seeing and treating over 200 patients.

The service was set up by Plastic Surgeon, Professor Kayvan Shokrollahi, who has developed and published a number of new techniques that benefit patients both during and after surgery. These strategies translate into real benefits for patients but also savings for the NHS, with less appointments needed.

The new surgical methods result in minimal bruising of the ear, minimal complications compared with traditional techniques that cut the cartilage, and provide natural results with hidden scars that are barely visible just a few weeks after surgery. Patients no longer need to wear troublesome head bandages after surgery and there are no sutures to be removed, this allows them to resume ‘normal’ activities such as showering and returning to school, usually after a day or two. For girls with long hair, they can hide any signs of surgery so nobody needs to know they have had anything done.

The dedicated suite provides a brand new, attractive and pleasant environment for assessment and treatment providing a one-stop clinic for children up to the age of 18. Not everyone needs to be put to sleep, and during surgery, suitable patients treated under local anaesthetic, are offered the opportunity to watch entertainment media, helping to reduce anxiety and distract children from the clinical setting where they are being treated.

The consultant-led service, which is the only dedicated prominent ear clinic in the UK, has received extremely positive feedback from patients and families. This range of techniques developed over the last 10 years have been widely published in journals and textbooks internationally. Along with the ear service, other specialist services hosted at Whiston Hospital are attracting referrals nationally, including from other burns and plastic surgery units, for instance, specialist scar management with lasers which has attracted over 20 national referrals in 18 months to the hospital.

‘A’ Star Stroke Services

Stroke services at the Trust have been rated amongst the best in the country.

The services have been defined as providing ‘world-class stroke care’ by the Stroke Sentinel National Audit, which confirms that the Trust is the top performing in Cheshire and Merseyside, 3rd overall in the United Kingdom.

Following the national audit on patient care across the whole stroke pathway, the Royal College of Physicians confirmed that stroke patients at Whiston and St Helens hospitals get some of the best care in the UK.

The stroke team at the Trust is quickly establishing a reputation for its multidisciplinary approach and high quality stroke care. The team offers a 24/7 service, providing rapid assessment and specialised stroke care on a combined acute/rehabilitation unit at Whiston Hospital.

Congratulations team!

Dedicated Cadets pledge their Dignity Promise

Our fantastic Skills for Health Cadets have pledged their Dignity Promise as part of the national Dignity Action Day. Making a commitment to treat every patient with respect. Well done guys!

Innovative Sexual Health Service

Congratulations to our fantastic Sexual Health Team whose innovative service has been published on the Royal College of Physicians website!

The new contraception service which is now in place makes access to care easier and reduces clinic waiting times – well done team!
Everyone at the Trust is dedicated to making sure that each and every patient is as safe as they can be when receiving care at our hospitals. This includes looking at patients’ mobility and their stability when moving around the hospital.

On the 1st February, the Trust launched its updated Falls Prevention Strategy. The launch provided an opportunity for the Trust’s Falls Nurse Prevention Specialists to engage staff in discussions about the updated strategy and learn more about the key elements to preventing falls and demonstrate the new falls risk assessment documentation.

The launch was also an opportunity for the Trust’s many partners who support falls prevention to showcase their products and talk to staff about their use and benefits.

Technologies on show included a bed-side alarm system that alerts staff when a patient at risk of falls is standing or moving about without calling for assistance. Also, anti-slip stockings and ‘slipper socks’ with in-built treads that grip the floor better than conventional surgical stockings for patients who do not, or cannot, wear footwear.

Drop-in sessions were held for staff in the Lecture Theatre, Nightingale House, and were attended by over 70 staff from a variety of clinical and non-clinical departments.

Neal Jones, Assistant Director of Safety and Governance, said: “Falls prevention is a key priority for the Trust and I must thank staff for their continued efforts to further improve patient safety in this area. Patients who fall in hospital often suffer both physical and psychological harm. We must continue to prioritise this strategy and the enhanced education of staff is a key element of this.”
Advertisements in News ‘n’ Views help to cover the cost of producing this newsletter.

Ableworld

When life starts to get difficult...

Out and about your daily routine

Adjustable beds for a perfect night’s sleep

A helping hand at home

Wheelchair & scooter accessories

Days out with friends & family

Little things to make life easier

STAIRLIFTS
FREE SURVEY
Straight & Curved Lifts

Sale & Rental Options

0800 470 4877

...the answer is Ableworld.

The UK’s leading mobility retailer.

Your one stop shop, for all your needs
NHS Community Equipment Deliveries

On-site engineers for stairlift call-outs, scooter & wheelchair repairs

Bedroom & Lounge Furniture : Mobility Aids : Continence Care : Tables

Slippers & Shoes : Dining Aids : Medication Aids : Lighting & Magnifying Aids

WIGAN A B L E W O R L D
17 Caroline St, Wigan, WA3 4EL
Tel: (01942) 233200
info@ableworldwigan.co.uk
Adjacent to Arrich
Pet Healthcare Centre

ST HELENS A B L E W O R L D
9 Eccleston St, St Helens, WA10 2PG
Tel: (01744) 453038
info@ableworldsthelens.co.uk
2 mins from ASDA

WAVERTREE A B L E W O R L D
140 Rathbone Rd, Liverpool, L13 4HH
Tel: (0151) 733 1118
info@ableworldwavertree.co.uk
Near Wavertree Railway Station

SALFORD A B L E W O R L D
Burrows House, Priestley Rd,
Wardley Ind. Est, Manchester, M38 2LY
Tel: (0161) 728 1880
info@ableworldsalford.co.uk
200 yards from BOC Gas

Further details on all our stores can be found at www.ableworld.co.uk
The Trust’s Annual Lottery Advent was once again a fantastic success, with one member of staff each day winning £200 throughout December, two lucky members of staff won a whopping £1,000 on Christmas Day and New Year’s Day. Congratulations to all!

Christmas & New Year Winners
Carol Hamouda, VTE Nurse Specialist
Amylia Cathcart, HCA
Catherine Langley, Critical Care Unit
Stephen Bradley, St Helens Theatres
Paul Lambert, Informatics
Kate Glennon, Anaesthetics
Christine Hartley, Radiology
Amie McDonald, Ward 5A
Julie Potter, Discharge Co-ordinator
Patricia Winstanley, Ward 3C
Rosemary Parker, Learning & Development
Gary Briscoe, Duffy Suite
Maria McAteer, Paediatrics Reception
Graham Barlow, Finance
Joanne Welsby, Assistant Contracts Manager
Elaine Ventre, Cardio-Respiratory
Philip Hamlett, Health Records
Chantal Condon, Maternity
Cheryl Cunningham, B&P Pre-op
Karen Harris, Rennie Eye Clinic
Valariyill John, Ward 1C
Myla Timbal, Ward 1C
Caroline Lyon, Critical Care Unit
Lyndsey Wakefield, Medical Secretary
Karen Blake, Stroke
Susan Atherton, Colposcopy

January Winners
Kelly Johnson, Ward 1E
Elaine Carran, Endoscopy Secretaries
Maria Rainford, Theatres
Brigid Walker, Maternity Department

To be in with a chance to win the cash each week, you can download and complete the Lottery application form on the staff intranet today:

Did you know?

- The date of Easter moves because it is based on the lunar calendar. It always falls on the first Sunday after the Full Moon after March 21st
- After Halloween, Easter is the second top-selling confectionery holiday followed by Christmas and Valentine’s Day.
- Hot cross buns were among the earliest Easter treats, made by European monks and given to the poor during Lent.
- The largest Easter Egg ever made was just over 25ft high, weighing up to 8,968lbs and was made of chocolate and marshmallow, entering the Guinness Book of World Records.

Can you spot the differences?
Find the 12 differences between the two Easter pictures.

Staff News ‘n’ Views

Next Issue: April 2016

Many thanks to everyone who has been involved in producing this edition, if you would like to contribute to future editions please contact:
newsnvviews@sthk.nhs.uk

The deadline for submissions for the next News ‘n’ Views is 12th March 2016.