



Our Master Chef winner!

Read about **Dr Saliha Mahmood-Ahmed's** TV triumph – on page 6

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Message from the chief executive



Katie Fisher,
chief executive

Hello, welcome to **Herts & minds**.

A lot has happened since the last edition. Following our Care Quality Commission (CQC) inspection last September, we received our result in February and our rating improved

from 'inadequate' to 'requires improvement' which I'm really proud of and so should you be. You can read more on how well we did on pages 9 - 12.

As we're on the topic of CQC, I promised that I would let you know the date of our next inspection and I can confirm that this will take place from Wednesday 30 August to Friday 1 September. This is your opportunity to show the inspectors that we are ready to

come out of special measures! I know that you will impress them again.

Our estates team and contractors have been very busy as we've recently expanded our endoscopy unit and increased the capacity of our emergency surgical assessment unit. We have given our cardiac centre a bigger space so we can provide a better experience for patients and staff.

I recently attended my first long service and annual staff awards ceremony and it was a pleasure to thank each member of staff for their outstanding commitment and dedication to the trust. You are without doubt our greatest asset and I would like to commend you for the continued hard work and the high quality of care you provide to our patients.

Best wishes,
Katie

Beads give children courage

An exciting programme has been launched on Starfish ward to

help children and teens cope with cancer and mark the milestones during their treatment.

A length of string with beads that spell out their first name is given to a child or young person diagnosed with cancer. Each time they have an operation, an overnight stay or a procedure such as an injection, blood test, x-ray, or chemotherapy, they receive a glass bead to add to the chain. As the colourful chain grows in length, it creates a visual record of all the treatments and procedures the child goes through.

The Beads of Courage programme is provided by the charity Be Child Cancer Aware which raises awareness of childhood cancer and supports families of children and young people with cancer.

Karen Raney-Marr, play specialist in Starfish ward, said: "I am so excited to be part of the process of bringing Beads of Courage to the ward. Our patients go through so much while undergoing their treatment.

The programme is not only fun but more importantly gives the child positive recognition of what they have achieved."

Becky Platt, matron for children's services, said: "We are delighted to have introduced Beads of Courage to our ward; it is a unique scheme to give every child the courage they need to undergo their treatment.

"Each bead represents something very personal and special to our patients and their families, which is known to help families develop positive coping strategies and make sense of their experience. They should be proud of every bead they collect and all of the inspiring achievements they represent."



Our vascular ultrasound team receiving their Purple Star award

West Herts wins its third Purple Star award

Congratulations to our vascular ultrasound team who have been awarded a Purple Star by Hertfordshire County Council for delivering a high quality, reasonably adjusted service to help people with learning disabilities.

This is our third team to receive recognition for its work to make its service accessible to all patients and visitors.

Hilary Gardener, our community strategic liaison nurse for learning disabilities, provided

Transforming our hospitals

Our plan to pursue a radical redevelopment of the Watford site rather than a completely new hospital on a greenfield site has hit headlines locally and even been the subject for a 10,000 signature petition.

We understand the passionate response our decision has stirred but it's important – especially when access to capital funding from the government is limited – to be realistic, whilst still being ambitious about getting the best we can.

Our rationale for keeping our emergency and specialised services at Watford is that we believe in the potential for the Watford site to deliver the benefits sooner, at less cost and with a far simpler planning process than starting from scratch on a site in the green belt.

Working with the local council provides some flexibility on how we use the land, and clever design and good architecture will help us transform the site and even make the slope less of a problem. Plus, plans for a new car park are already taking shape. Our favoured option is for a rebuild rather than a refurbishment wherever possible, the work will be phased which means that we can get going sooner than if we were starting afresh on a new site.

Alongside this, we will strengthen the role of St Albans as a site for planned care and will review the range of services that will be provided in Hemel Hempstead.

The information which informed our decision is in the 'Strategic Outline Case' February 2017 board paper on our website.

You can send any questions to communications@whht.nhs.uk

Social about our services

Letters of thanks

We're sharing some of the great feedback we've received from patients via email or a letter.

Letters from patients

"I am writing to express my sincere thanks to the colposcopy team. The colposcopy nurse was very informative, clear and confident and she immediately put me at ease. The nurses were lovely and held my hand throughout. Their kindness really made such a difference."

"I attended dermatology as a patient (under **Dr Blackwell**). On time to the minute, excellent, clean surroundings (Verulam Wing), timely surgery and a letter to confirm histology within a week. Excellent service, well done."

Letter from a GP

"**Mr Padwick** and team gave an exceptional service to one of my more emotionally and physically vulnerable female patients, who came for an operation which apparently was almost cancelled due to pressures, but Mr Padwick himself ensured she had the surgery. She says he "made her feel special" – the hospital stay was a very positive experience, which has made a difference to her emotional wellbeing too. Thank you."



Jo Fearn
Head of nursing for children's services

1 What gets you out of bed in the morning?
My team and I are passionate about making a difference and want to ensure that we continue to give everyone who needs us the best care and service possible.

2 What advice would you give someone starting out?

Enjoy all the varied experiences during training – be open to new ways of thinking. Ask questions – and continually challenge yourself!

3 What keeps you awake at night?

Tight deadlines!

4 What's the most satisfying part of your job?

The team around me – all striving to improve services for the children and families in our care.

5 What has been your proudest working moment?

Children's and young people's services being awarded an overall rating of 'good', with a rating of 'outstanding' in the area of caring in the 2015 CQC inspection.

6 How do you motivate your team?

Leading by example is vitally important – modelling a strong working culture and professional attitudes. I also encourage the team to acknowledge, congratulate and celebrate successes.

7 What would you have done if you hadn't become a nurse?

I started off as a secretary – but if I hadn't become a nurse I would have wanted to work in some kind of role that involves working with people.

8 What do you think makes a good nurse?

Genuine empathy. To see the whole picture. To be caring and compassionate. Have the ability to see things through. To cope with the unexpected. Oh – and definitely to have a sense of humour!

9 What would your ideal weekend involve?

Lots of sunshine. Friends and family together socialising – and a large gin & tonic!

60 second interview

Cardiac centre officially open!



Mayor of Watford Dorothy Thornhill, Nearchos Hadjiloizou and Reggie Resnick

"I have my husband back, who is strong and principled, fun, and the kindest of men," says **Susan Resnick**, wife of cardiac patient **Reggie Resnick** (pictured). Susan added: "We can hopefully have more happy times together thanks to the doctors and nurses at Watford, who I would like to say the biggest thank you to. You should all know that the man you saved was really worth it."

Susan was speaking after her husband cut the ribbon to officially open our

new cardiac centre in April alongside **Mayor Dorothy Thornhill** (pictured). Reggie, 74, said: "There was a time when I thought I couldn't see the light but thanks to the wonderful care I've received I'm here to tell the tale. At one stage I couldn't even walk up the stairs, now I feel like the six million dollar man."

The West Herts cardiac centre provides a dedicated clinical space for the trust's cardiology team who moved in at the end of 2016. It brings the majority of the service into one building and triples the amount of space for the team which has more than doubled the number of its specialist nurses and increased its consultants. Six hundred patients a week now walk through the doors to visit our diagnostic and outpatient clinics.

Clinical lead for cardiology **Nearchos Hadjiloizou** (pictured) said: "Not only are we improving how we deliver our service but our patients are benefitting from enhanced care on site thanks to the arrival of state-of-the-art cardiac scanning equipment."

Dermatology - it's not just skin deep



Carole Aston with the new phototherapy cabinet

The specialist nurses at the Hemel Hempstead dermatology department are delighted to have a new phototherapy cabinet. A new investment of £30,000 has been made by the department in this important equipment.

This is a walk in cabinet which surrounds the patient with light therapy allowing the whole body to be treated at once. Senior sister **Carole Aston** (pictured), said: "After creams and other forms of treatment have proved ineffective, phototherapy can deliver life changing results."

They provide phototherapy for patients with psoriasis and eczema. They also administer photodynamic therapy (PDT) for superficial basal cell carcinomas and Bowen's disease.

This is a nurse-led service which includes four specialist nurses who treat a wide range of skin conditions. Following considerable extra training the team has a great depth of knowledge on dermatology.

The specialist nurses are happy to share their expertise and they work closely with practice nurses. Practice nurses often shadow team members and get advice on treatments, particularly wound care.

If you are a practice nurse and are interested, please contact Carole Aston on 01442 287723 or carole.aston@whht.nhs.uk

MasterChef 2017 winner in the house!

It would have been difficult to miss hearing the news, so no need for a spoiler alert – junior doctor **Dr Saliha Mahmood-Ahmed** has triumphed in BBC's MasterChef 2017 competition!

She said: "The love and support, especially from the NHS and hospital, is absolutely fantastic."

Saliha fought her way from 64 amateur cooks through to the final week showing

the judges her skills, creative flair and perseverance. "The only reason I got through is because my husband, my mum and mother-in-law were really supportive and helped with childcare. I also had really supportive colleagues who did lots of swapping of shifts for me. It was a very hard period in my life, but it was so worth it in the end."



Congratulations Saliha, we are all very proud of you!

Coding is no enigma for Watford's star student



Daniel Flynn (pictured right) with his certificate

Congratulations to Daniel Flynn on achieving the top marks in the country in the National Clinical Coding Qualification (NCCQ) exam.

Daniel Flynn received the Monmouth Award – given to the top 10 candidates with the highest marks – and the NHS Digital Award at the Institute of Health Records and Information Management (IHRM) ceremony earlier this year.

The award was presented to Daniel as he completed a two-year course to become an accredited clinical coding officer *in just one year*. If that's not impressive enough, he exceeded the national pass mark in both the practical and theory exams, scoring 96% and 89% respectively.

Daniel said: "I was and still am absolutely amazed. It was one thing to pass both exams with distinction, but to achieve the highest marks nationally was something else. I actually thought I had failed one of the

exams, so the awards have taken me by complete surprise."

What is coding you ask? Codes are how different parts of the NHS reimburse each other. As well as serving a vital financial role, codes assigned from information clinicians write about patients' diagnosis and treatment, are turned into classification codes that are internationally recognised and used in data financial planning, hospital performance and global studies of diseases. Well done to the nation's best clinical coder.

We are in the top four for prevention of sharps injuries

This year got off to a good start as an inspection by the Health and Safety Executive (HSE) revealed that we are one of just four trusts out of 40 across the UK to fully comply with sharps regulations. As they were so impressed with our high performance in this area, the HSE has asked us to take part in its review of the regulations.

A sharps injury is an incident which causes a needle, blade (such as scalpel) or other medical instrument to penetrate the skin. The HSE inspection programme assessed how NHS organisations identify, manage and protect staff from the risks of exposure from



blood borne viruses caused by sharps injuries. Inspectors observed practices and questioned staff across the trust. The HSE reported that they didn't identify any common breaches with sharps legislation.

Health and safety breaches were identified in 90% of the organisations visited, which puts us in the top 10% of organisations that are fully compliant.

Kevin Howell, director of environment, said: "This remarkable achievement is a real testament to our staff across our three hospital sites. I regularly witness our fantastic staff demonstrating our values – commitment, care and quality – when caring not only for their patients but colleagues as well. I would like to congratulate them on their outstanding efforts."

Positive progress for cancer services



Alistair Lawrie and his wife Eileen

Following a review of cancer services in January 2015, several recommendations were made to help us improve the way we deliver services to our patients. The recommendations focused on improving the timeliness of patients being diagnosed and treated as well as improving their overall experience.

Progress against these recommendations is tracked and the benefits to patients are monitored through performance reviews against the national cancer waiting times standards. Responses by patients to the annual National Cancer Patient Experience Survey are also considered.

The latest survey results reflect how happy our patients are with the service they have received, which shows an overall rating of 8.5/10.

Changes to the service included a review and redesign of specialty cancer pathways, with an increase in the specialist cancer nursing team.

The team of cancer services multidisciplinary coordinators has improved data quality to ensure accuracy of reporting and monitoring against the cancer waiting times targets.

Stephanie Johnson, divisional manager and cancer programme lead, said: "We're delighted with the progress made and continue to work to ensure patients benefit from improvements in cancer referral pathways and patient experience initiatives."

Alistair Lawrie, 72, from Hemel Hempstead who has been a cancer patient for over 12 years, has experienced some of these changes. He said: "I have seen a huge improvement since my diagnosis and have helped the hospital by being involved in patient feedback to make further improvements. The cancer nurse specialists are an amazing team. They always go above and beyond their clinical duties. The trust should be proud of the service it now offers its cancer patients. This is the NHS at its best; I don't think it could perform any better."

Who's who

Your Guide to our Services, Specialties and Corporate and Divisional Leads

May 2017

Associate Medical Directors



Dr Howard Borkett-Jones
Education



Dr Emmanuel Quist-Therson
Appraisal & Revalidation



Dr Anna Wood
Clinical Standards & Audit

Medicine



Dr Arla Ogilvie
Divisional Director



Elaine Odum
Divisional Manager

- Cardiology and Cath Lab
- Clinical Haematology
- Dermatology
- Diabetes and Endocrinology
- Gastroenterology and Endoscopy
- Neurology
- Renal
- Respiratory
- Rheumatology
- ◆ Health Records & Library
- ◆ Outpatients

Unscheduled Care



Dr Tammy Angel
Divisional Director



Debbie Foster
Divisional Manager



Angela White
Head of Nursing



Phil Downing
Head of Nursing
(also oversees Medicine)

- ◆ A&E
- ◆ Urgent Care Centre
- ◆ Minor Injuries Unit
- ◆ Acute Admissions Unit
- ◆ Operational Services
- Ambulatory Care Unit
- Care of the Elderly Wards
- Hospital at Night
- Resuscitation Team
- Specialist Medical Wards
- Stroke Services
- Windsor Unit (Frailty Unit)

Surgery, Anaest



Mr Je Divisic



Step Divisic



Paula Head

- Anaesthetics
- Audiology
- Breast
- Cancer
- Colorectal
- Ear, Nose & Throat
- General Surgery
- Ophthalmology
- Oral
- Orthopaedics



Our hard work has been recognised by the Care Quality Commission (CQC) in our upgraded rating – we have moved from 'inadequate' to 'requires improvement'.

Their ratings, following the inspection last September, showed a leap in the number of services graded as 'good' and a dramatic drop in the number rated 'inadequate'.

The inspection involved around 50 inspectors who visited all our sites. As well as observing care up close, they interviewed frontline staff, the leadership team, spoke to patients and relatives, and took soundings from key stakeholders. Before, during and after the visit, the inspection team considered nearly 1,000 documents, policies, patient notes, medical records and additional information in relation to specific questions.



Trust chairman **Professor Steve Barnett**, said: "I am delighted with the overall results and even prouder of our staff who continue to drive up the quality of patient care with such great commitment.

"Nine months have passed and if the CQC visited us now, **I'm confident they would see many more improvements resulting in an even better set of ratings.**"



Chief executive **Katie Fisher**, said: "At the heart of great patient experience is compassion and so I was really pleased – but not surprised – to see that the 'caring' domain for the trust overall has **increased from 'requires improvement' to 'good'.**"

LOOK HOW WELL WE DID!



The CQC noted positive feedback for caring and key **successes in patient safety**. Our consistently **low mortality rates** put us in the top 20 per cent of the country. Our low infection rates are incredibly impressive as we have achieved our Clostridium difficile trajectory as we reported 20 cases against the trajectory of 23.



Nyarai Mukombe, assistant director for infection prevention and control, said: **"We are thrilled that our messages to staff about the importance of infection prevention and control are getting through.** Our results make us very proud and we'd like to say **thank you to our colleagues and let's keep up the good work."**

Inspectors commended our estates team for keeping the hospital's estate as safe and clean as possible and contributing to achieving low infection rates, particularly when considering how old some parts of it are.



The inspectors commended **our stroke care which has moved from an E to an A** in a national audit. **Dr Tolu Adesina**, consultant geriatrician and stroke physician, said: "Team work is at the heart of our success – we constantly check how we can improve and we support each other as we strive to provide the best care possible."

The massive reduction in the risk of death following surgery was also noted by inspectors.



Latha Thangaraj, the lead for hip fracture, said: **"We looked at every aspect of our service,** however small, and made changes to many parts of the patient pathway. It has had an amazing result and with more than 500 hip fracture operations every year, our work has had a great impact on patients."

Most of our inpatients are treated under the service area defined by the CQC as 'medical care' which includes stroke, care of the elderly and general medicine. **Medical care is one of six service areas where the overall rating moved from 'inadequate' to 'requires improvement'.**

End of life care at Watford General Hospital also improved their rating as they moved **from 'requires improvement' to 'good'**. Inspectors commended the support given to patients and families.



Michelle Sorley, Macmillan lead nurse for cancer and palliative care, said: "Caring for people nearing the end of life is one of the most important things we can do in hospital and is everyone's responsibility, so we are really proud of the improvements made which will make a difference to our patients and their families."

Outpatient and diagnostic services at Hemel Hempstead and St Albans moved from 'requires improvement' to 'good'.

And there were two areas (**maternity and gynaecology and critical care**) which jumped **two ratings from 'inadequate' to 'good'**.

Our children's emergency department was praised by inspectors, as was our progress with recruitment and the percentage of savings made in 2015/16.

However, there were areas where more work is required. Urgent and emergency care at Watford General Hospital was rated 'inadequate' for the second year running.

Katie Fisher said: "Whilst individual care is often very good in this area, we know that the experience of patients is not as we would like, particularly when we are busy. We are seeing increases in ambulance attendances of more than 10 per cent and often at a time when our bed capacity is severely limited."



Sally Tucker, chief operating officer, said: "The department is working on a transformation programme. There has been an increase in medical and nursing expertise, including using advanced nurse practitioners. Facilities for patients with severe mental health issues have been reviewed and there are plans for the estate to expand the capacity. **I'd like to thank the team for their determination to make improvements which is all the more impressive considering how busy they are.**"

At Hemel Hempstead, there was a mixed picture related to more services being reviewed in the latest inspection. The overall rating has moved from 'requires improvement' to 'inadequate', despite outpatients and diagnostic services improving one rating to 'good'.

LOOK HOW WELL WE DID!



Tracey Carter, chief nurse, explained: "The CQC rated Simpson ward 'inadequate' which affected our overall rating for this site. They had concerns about whether we had the sufficient leadership and level of experience and skills in place to meet the patients' needs.

We are working to address their concerns."

At St Albans, the overall rating had moved up from 'inadequate' to 'requires improvement' but for the minor injuries unit the rating was down from 'good' to 'requires improvement'. The inspectors had raised the issue of 'streaming' patients in 2015 and did not feel that the trust had made the necessary improvements by the time of the inspection in 2016. **The CQC has acknowledged that staff are now complying with best practice guidelines and national standards.**

No enforcement actions were issued during the inspection and the vast majority of issues raised by the CQC were addressed immediately or within a matter of weeks.

Re-inspection in August

Referring to whether or not the trust would move out of special measures, the CQC's view was that at the time of the inspection it was not possible to judge how sustained the improvements were. A re-inspection will be carried out at the end of August to determine whether the improvements are sufficiently sustained in order for the trust to move out of special measures.

Trust chairman Professor Steve Barnett, said: "There are yearly, monthly, weekly and even hourly metrics which provide myself and the Board with the assurance we need to show that West Herts is on the way up and maintaining our strong focus on providing the very best care for every patient, every day.

"We continue to see success in a range of clinical outcomes. This shows what a dedicated workforce we have."

Let's keep up the 'good' work and make an even better impression in August.

Mr Freddie Banks
Clinical Strategy

Corporate Nursing

Rachael Corser
Deputy Director of Governance & Associate Chief Nurse

Maxine McVey
Deputy Chief Nurse

Dentistry & Cancer

Jeremy Livingstone
Divisional Director

Janie Johnson
Divisional Manager

David King
Head of Nursing

- Othodontics
- Pain Management
- Palliative Care
- Urology
- Vascular
- ◆ Intensive Care including Outreach
- ◆ Pre-operative Assessment
- ◆ Theatres

Women's & Children's



Dr Andy Barlow
Divisional Director



Mary Bhatti
Divisional Manager



Dr Gloria Rowland
Associate Director for Midwifery & Gynaecology



Jo Fearn
Head of Nursing for Children's Services

- Gynaecology
- Obstetrics and Maternity
- Neonatology
- Paediatrics

Clinical Support



Dr Anthony Divers
Divisional Director



Martin Keble
Divisional Manager & Chief Pharmacist

- ◆ Dietetics
- ◆ Occupational Therapy
- ◆ Orthotics
- ◆ Pathology
- ◆ Pharmacy
- ◆ Physiotherapy
- ◆ Radiology

◆ = Services • = Specialties

Please contact us with suggestions or comments on communications@whht.nhs.uk



OUR VALUES
Commitment Care Quality

Exciting changes to the women's and children's division

Mary Bhatti is the new divisional manager for women's and children's services. She joined the trust in 2001 most recently working as deputy divisional manager of elective medicine and service lead for cardiology.



Mary has redeveloped cardiac services over the last couple of years. There were serious issues due to a significant increase in activity across the specialty. This resulted in long delays and poor patient experience. A successful business case saw approval for increased staff, service redesign and the setting up of the new West Herts cardiac centre.

Mary said: "I am enjoying the experience of working in a new specialty, and being part of a great team, helping them to embed the recent changes and support the continued improvements in the service."

Dr Andrew Barlow has been appointed as the new divisional director for women's and children's services. In the recent CQC inspection maternity and gynaecology made significant improvement moving up two ratings from 'inadequate' to 'good' and the inspectors commended the children's emergency department. Dr Barlow joined West Herts in 2005, originally as a joint appointment with the Royal Brompton and Harefield NHS Foundation Trust.



He moved from that post to lead the respiratory department in April 2015. Since then the department has introduced innovative team job planning facilitated by a significant expansion in consultant numbers. They are able to offer new services and more expertise locally – which benefits patients and the local health economy. His strategic vision, and drive to innovate will benefit his new division and continue their improvements.

Strategy launch for all our nursing professions

We launched our nursing, midwifery and allied healthcare professions strategy 2017-2020 with a celebration for members of all our nursing professions. The drop-in event at Watford Football Club gave staff the opportunity to enjoy time with colleagues and to discuss how our nursing professions are evolving to meet the challenges ahead.



From left to right: Tracy Moran, Katie Fisher and Nyarayi Mukombe

Rachael Corser, director of nursing for leadership, said: "The strategy builds on our previous successes and sets out what we want to do, how we're going to do it and defines how things will look in 2020 once we have everything in place."

Official opening of our new endoscopy unit



Dr Siwan Thomas Gibson doing the honours of opening the unit

We are delighted to announce that our newly expanded endoscopy unit at Watford Hospital was officially opened in May by **Dr Siwan Thomas Gibson**, the chair of the Joint Advisory Group (JAG) for Gastroenterology (the Royal College of Physicians' body which quality assures endoscopy services).

The increasing need for early diagnosis of bowel cancer, together with screening programmes to prevent it has led to an explosion in endoscopy referrals. We have doubled the capacity of the endoscopy unit at Watford from two to four rooms to meet this need.

Clinical lead for bowel cancer screening programme **Dr Bruce Macfarlane**, said: "The expansion of capacity for endoscopy, the full roll out of the bowel scope programme and the enhanced facilities for advanced therapeutic endoscopy will provide an even better service for our local population. We can be proud of both our investment in endoscopy and the service the unit provides."

Our Hemel Hempstead endoscopy unit will continue to provide bowel cancer screening programme colonoscopies, plus diagnostic endoscopy.

Our 'make IT happen' team are making progress



make IT happen

The make IT happen team have been very busy as they have made huge progress with our transformation programme which includes:

- rolling out WiFi across all three sites
- rolling out devices to 2,200 users across the Watford and Hemel Hempstead sites. They will continue to replace devices across all three sites; the majority of users should receive their new computer by the end of July.
- 15 applications have now been moved to the CGI data centre and the remaining 20 or so will migrate by the end of July. This will bring improved access and performance of our applications.

IT Champions

We are pleased to announce that the IT Champions user programme has been resurrected. The plan is to deliver the programme to identified service staff who will:

- ensure messages and processes are consistent
- understand the functionality of systems
- be up to speed with all scheduled IT related changes / device deployment
- be the go to person if the service desk is calling back to a department logged call
- liaise with the service desk on the most commonly escalated call types

Want to talk?

The team has recently recruited a new business and programme engagement lead, **Christine Dorman**, whose role is to ensure that regular and effective communication is of the highest priority. Christine will be ensuring that you are updated with key information on a regular basis. Watch out for more information in *e-update*.

IT clinic

Do you have a query you would like to discuss with the team or want to become an IT champion? You can find the team in the Spice of Life restaurant at Watford Hospital every Wednesday from 12pm to 1pm in the **make IT happen** programme room.

League of Friends steps up once again

The League of Friends has once again stepped in to help fund two important training initiatives in the trust, alongside all their other fantastic support.

They have pledged £2,500 for a mannequin, training in procedures for nasogastric and jejunal insertion and feeding for patients who are unable to eat orally (the tube is passed by the nose or mouth).

Jill Wallis, clinical nurse specialist in nutrition, plans to use the mannequin in induction training for band 5 nurses. She will also roll out a training programme across the trust to ensure that when a patient arrives needing nasogastric and/

or jejunal insertion, the nursing staff will be more knowledgeable, having had this practical training.

In addition to the £2,500 pledged, the League has also donated £750 for equipment for the new maternity education hub. The hub will enable trainee midwives to access training. **Antonio Sierra**, lead midwife for midwifery education, has managed to re-use equipment from other areas. A TV projector and associated equipment are needed to successfully deliver the training agenda for the practice development midwives' team. The equipment will significantly contribute to improving the learning environment within maternity and help the team achieve their educational goals.

Many thanks to the League of Friends for their continued support!

Diabetes patients sit more comfortably...

...as our chairman **Steve Barnett** (pictured), consultant endocrinologist **Dr Thomas Galliford** and lead specialist diabetes nurse **Sonia Fullerton**, accepted a gift which is being used to help fund a dietitian post and specialist couches in the centre for the assessment and treatment of diabetes-related foot problems.

Fundraising activities which included wine tasting, bingo, a half marathon and the British 10k London Run resulted in a fantastic donation of £12,000 from The Michael Green Diabetes Foundation charity. They have raised a total of £76,000 in four years, almost half of which has been donated to diabetes services.

The Michael Green Diabetes Foundation is a charity set up by the family of local man, Michael Green, who passed away in December 2012 aged just 53, from a heart attack due to type 2 diabetes.



Steve Barnett and Joanne Green

Charity founder, **Joanne Green** (pictured), wife of Michael Green, said: "Type 2 diabetes can be managed with the right diet and exercise regime. If we can raise awareness and raise funds, then perhaps we can save lives and prevent others from suffering the pain and loss we experienced." She added: "A second dietitian is the latest ambition of the charity, which has already funded one dietitian so far and a fantastic educational dietetic kitchen."



Nursing workforce of the future launches at West Herts

The launch of the nursing associate trainee programme across Hertfordshire and west Essex has opened up new career opportunities for 17 of our healthcare support workers.

Our healthcare support workers joined trainees from other trusts to register at the University of Hertfordshire at the end of April for the two year programme. The role is designed to enable and support staff to become regulated nurses and is a bridge between healthcare assistants and the first level or degree qualified registered nurses.

Welcoming our nursing associate trainees

Chief nurse **Tracey Carter**, said: "It is an exciting time for us as we are helping to develop the workforce of the future and providing career options for our healthcare assistants. The nursing associate trainees will become part of our workforce, which is a fantastic opportunity for our staff."

As one of 24 pilot sites, we are among the first in the country to roll out the programme alongside partner organisations in Hertfordshire and west Essex. Trainees will be able to alternate through acute, community, mental health and care settings for their clinical training. The University of Hertfordshire will deliver the curriculum and organise placements.

Tracey added: "When the nursing associate trainees have finished training, we will have qualified staff to support our registered nurses across our clinical areas."

ESAU expansion

Expansion work on our emergency surgical assessment unit (ESAU) has been completed and it is now in use.

The clinical area has increased from four cubicles to six. The doctors' area and waiting area have also been relocated to

adjacent rooms. As well as providing a much needed increase in capacity, this greatly improves both the patient and staff experience.

Alongside the increase in physical space, new operational policies are being written to maximise the through-put of urgent general surgical, urological and orthopaedic referrals to ease some of the burden from our emergency department.

Taking a healthy interest

Working in a hospital is stressful at the best of times and it is not uncommon for staff to occasionally find themselves in need of additional support.

We hope you're all aware of our Employee Assistance Programme, Confidential Care, run by CiC, which includes a 24-hour helpline manned by qualified counsellors who can support you and offer advice on anything of concern to you, whether a work or personal issue. CiC offers counselling services in addition to information and advice on a variety of issues ranging from debt advice to family care. This confidential service can be accessed in a number of ways:

- Call 0800 085 1376 or 020 7938 0963
- Visit www.well-online.co.uk with the username 'WHHTlogin' and the password 'wellbeing'. The website also provides a live chat facility
- Email: assist@cic-eap.co.uk

There are also a number of courses and initiatives that are open to all staff to support your mental wellbeing. These include the following:

Building resilience

Tuesday 11 July, 3pm to 6pm

Monday 18 September, 2.30pm to 5.30pm

Both at Medical Education Centre, Watford

This course is suitable for every one and offers some practical tools and techniques for managing your wellbeing under challenging circumstances.

Relaxation days

Thursday 22 June Hemel Hempstead

Friday 30 June Watford

Friday 28 July Watford

TBC St Albans

Relaxation days take place monthly in Watford and every other month on the other two hospital sites. You can book one of a variety of 20 minute massage treatments for £5.

New lunchtime tai chi class

Further to trying out early morning tai chi classes, it has been decided that a 30 minute lunchtime class would work for a greater number of people. A new class is now taking place in the RAID meeting room opposite the Occupational Health department in Shrodells. When the weather is good it will take place in the staff garden. To book a place in advance will cost £2, or to drop in and pay on the day £2.50.

Financial wellbeing can often be linked with stress and anxiety but there is help and support out there:

The Credit Union offer a Payroll Deduction Scheme enabling staff to save money through their salaries and apply for low-cost loans. Visit their website at www.stalbanscreditunion.co.uk or call the St Albans branch on 01727 859135.

Our Employee Assistance Programme has a debt and financial management helpline and lots of useful information on specific financial difficulties on their website.

Call 0800 085 1376 or visit

www.well-online.co.uk

using the username 'WHHTlogin' and the password 'wellbeing'.

To help you plan your finances for the future and to find out about the NHS pension and how it works, you can access one of the seminars below:

Mid-career seminar

Monday 10 July

9am to 12pm

Medical Education Centre, Watford

1.30pm to 4.30pm

Medical Education Centre,

Hemel Hempstead

Pre-retirement seminar

Friday 17 July, 9.30am to 4pm

Postgraduate Centre, St Albans

For further information on any of the above, or to book places, you can email wellbeing@whht.nhs.uk or call WH ext 7356 or 3335.

Further information on what's on offer can be found on the Balance for Life intranet page.



Let's #endPjParalysis

Did you do a double take when you saw staff walking around in their pyjamas and wondered why? They were taking part in the #endPjparalysis national campaign which encourages patients to get up, get dressed and get moving.

Getting patients moving, if they are able to – often reduces the length of time they need to spend in hospital.

By encouraging and supporting patients to get dressed and build their strength and mobility, we enhance their wellbeing and help them to take greater responsibility for their health.

It is a very successful campaign and lots of our teams are involved. The pictures speak for themselves. Thanks to all the teams who participated.



Dates for your diary

Schwartz Rounds

- Tuesday 27 June
- Wednesday 19 July
- Thursday 24 August
- Tuesday 26 September
- Thursday 26 October
- Tuesday 28 November

More information to follow in *e-update*.

Lunch is from 12.30pm and the Round is from 1pm to 2pm (for every round)

For any queries, please contact **Julie Arazy**, learning and development administrator on 01923 436105 or email julie.arazy@whht.nhs.uk

Thank you tea party

As a small token of your loyalty and hard work during 2016/17, the Trust Board would like to invite you to afternoon tea on one of the following days:

Monday 19 June, 2.30pm to 4.30pm
Postgraduate Centre, St Albans

Tuesday 20 June, 2.30pm to 4.30pm
Deli Marche, Hemel Hempstead

Thursday 22 June, 2.45pm to 4.45pm
Spice of Life Restaurant, Watford

Trust Board meeting

Thursday 6 July, 9.30am to 12pm
Terrace Executive Meeting Room
Spice of Life, Watford

Thursday 7 September, 9.30am to 12pm
Post Graduate Medical Centre, St Albans

Thursday 5 October, 9.30am to 12pm,
Terrace Executive Meeting Room,
Spice of Life, Watford

Gurney Innovation Awards

Wednesday 28 June, from 6pm
Medical Education Centre, Watford

Hot topics on end of life care

You are all invited to attend workshops about end of life care. The workshop is to update your knowledge which can add to your revalidation/career development portfolio. The dates of the workshops are:

- Tuesday 27 June
- Thursday 6 July

The workshops are from 11.15am to 12.15pm. Please contact the training department on 01442 287665 or email trainingdepartment@whht.nhs.uk for more information and location of the workshop.

Heart awareness week

Heart awareness week (26 June to 30 June) is designed to raise awareness about the prevention of heart disease. The cardiology team will be holding a stand in the Spice of Life restaurant every day between 11am and 2pm.

For more information please email fangfeng.ting@whht.nhs.uk



Story to share?

If you've got a story to tell – then we would love to hear it! Our next staff newsletter comes out in the autumn and your team could be featured in it. You might have a good news story or

some events coming up that you want to share with other staff. Don't miss the opportunity to be featured in our next edition – contact the communications team at: communications@whht.nhs.uk or 01923 436280.