3 / Beat the flu – before it gets you!
4&5 / Stand up and nominate
7 / Hop on board for quality care
A little respect...

Find out what it means by signing up to the “Living Our Values: Respecting each other” campaign. Launched in light of feedback from the 2013 staff survey and from the first new quarterly ‘staff friends and family’ test, the programme focuses on issues related to bullying and harassment, discrimination and equal opportunities.

Staff are invited to pledge their commitment to addressing any bullying and harassment they witness in the workplace – see Insight for more information. A new confidential bullying and harassment helpline has also been launched – the number is 020 3447 7155 or email bullyingandharassmentsupport@uclh.nhs.uk. The helpline is staffed by professionals from the Staff Psychological and Welfare Service who can provide practical advice, emotional support and help in deciding on the best way forward.

Staff surveys
This year’s staff survey is being launched on 1 October – don’t miss out on the opportunity to have your say. All NHS organisations are now also required to offer all staff the opportunity to have their say about working and receiving care and treatment at UCLH each quarter. The results of the first quarter’s survey showed that 90 per cent of staff are likely to recommend UCLH to friends and family if they needed care or treatment and that 73 per cent of staff are likely to recommend UCLH to friends and family as a place to work. See Insight to take part in the next survey. All staff feedback is valuable and helps UCLH improve so that we can provide the best possible and safest care for our patients.

Log on to home technology
The UCLH ‘salary sacrifice’ scheme for home technology is returning in October and November in time for Christmas. The scheme allows staff to buy laptops, tablets and smart TVs and accessories over three years and smartphones over two years. Other schemes to make your pay go further include childcare vouchers, lease cars (over two or three years) and bicycles (over one year) and are available throughout the year. See Insight for more information about giving up part of your cash remuneration in return for non-cash benefits. Full details and savings are available for each scheme.
UK’s first complex neuromuscular disorder centre opens

The UK’s first dedicated inpatient centre for people with complex neuromuscular disorders has been officially opened by leading healthcare advocate Sir Robert Francis at the National Hospital for Neurology and Neurosurgery (NHNN).

The Neuromuscular Complex Care Centre (NMCCC) has been set up to make access to health services easier and outcomes better for patients with neuromuscular and inherited metabolic disorders who need highly complex nursing and medical care. By bringing multi-disciplinary care under one roof in the first centre of its kind in the country, the NMCCC aims to improve outcomes by giving more patients a longer and better quality of life.

Commissioners estimate that around £10m a year is spent in London managing emergency admissions to hospital for patients with complex neuromuscular disorders. Nearly half of these could be avoided if the right care packages were in place.

Sir Robert Francis visited the centre to see how the NHNN has built the dedicated centre around patients’ needs.

Patient Ravi Mehta, 25, who has had Duchenne Muscular Dystrophy since he was a baby, said: “Before this I would have to go to appointments at lots of different hospitals around London, which is tiring and stressful for everyone. Here patients can stay overnight to have a sleep study done, but all other care can happen here too – I can see a cardiologist, a neurologist – it’s brilliant that someone’s finally done it.”

Sir Robert Francis QC said: “It is a real pleasure to be present at something that is so definitely going right and going to be a beacon for excellence. The development of this centre shows how world-beating care can be provided at less cost than fragmented care. The centre is inspired by the commitment of the people who work here.”

QS Enterprises Imaging Company, a wholly-owned trading subsidiary of UCLH Charity, provided £2.4m to build and equip the centre. The unit has six beds with the latest respiratory and medical monitoring equipment.

Ready to fight the flu

As the start of the flu season looms, UCLH is set to take delivery of the first batch of vaccines in the next couple of weeks. Preparations are underway to train a mobile team of clinical volunteers who will be working with occupational health to vaccinate those colleagues who want to protect themselves, their families and their patients against the debilitating illness.

Flu jabs will be available on an ad-hoc basis during day and evening shifts on wards and communal areas, as well as during dedicated clinic sessions.

For the first time, every department and ward at UCLH will be required to report vaccination uptake among clinical and non-clinical staff as part of the performance score cards. The parameters will be above 85 per cent (green), 75-85 per cent (amber) and below 75 per cent (red).

Visit the Insight flu page for information about clinic times, this year’s vaccine and a host of other flu-related information. Plus look out for the launch of our ‘selfie’ campaign!
Going Above and Beyond

Chief Nurses Prize
This award recognises the outstanding work of ward sisters or charge nurses in leading their teams to achieve high quality patient care, consistently positive patient experience and effective nursing care.

Going the Extra Mile – Volunteer Award
Volunteers at UCLH are people of all ages and backgrounds that take on a wide variety of roles and activities to help deliver safe and kind care as well as valuable social interaction with patients, staff, families and carers.

So, if you have ever wanted to highlight the qualities of someone who shows remarkable commitment, devotion and service to UCLH as a volunteer and who, in your view, deserves wider recognition, now is the time to do it!

The best newly qualified nurse – supported by UCH Nurses’ League
This award recognises newly qualified nurses who performed at a consistently high level academically throughout their training, whilst also exemplifying the UCLH values.

UCH Nurses League Christine Harcourt-Smith Awards
Two people will be recognised for their achievements within this award.

The nursing assistant of the year recognises nursing assistants who demonstrate consistently high standards of patient care, innovation in practice and exemplify the UCLH values.

The registered nurse mentor of the year recognises mentors who are excellent clinical role models and continually display enthusiasm and commitment to learning, development and research in practice.
Spotlight

Nominations are now open for the 2014/2015 UCLH Celebrating Excellence Awards. It’s easy for staff, patients, visitors, or carers to nominate a team or individual who has made a real difference to their experience either at work or when visiting the hospital.

Around a thousand members of staff were nominated last year and each of them received a pin badge as a token of thanks from our chairman.

As well as this the shortlisted finalists attended the award ceremony, where they enjoyed a three course dinner and winners received John Lewis vouchers.

The awards are generously funded by UCLH Charity.

Jeremy Over, interim workforce director, said: “These are the third annual awards and in previous years we have seen a really high standard of entries and have been inspired by what people have to say about the individuals they put forward. It really does reflect UCLH at its very best.

“Nominating someone for an award is easy to do and it’s a great way of celebrating the commitment and excellence of what they do for patients and colleagues.”

The award categories remain broadly the same as last year and if you are ready to nominate you can do so by visiting: http://insight/awards

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**Contribution to our Vision**

**Top Quality Patient Care – Gwyneth Griffiths Award**

If you feel you have made a contribution to improving patient care, you can apply for this award by submitting a poster demonstrating quality improvements you have delivered that relate to any of the three components of quality: patient safety, clinical outcomes and patient experience.

**Chairman’s Medal and Chairman’s Award for excellence in education**

This medal and award recognises exceptional contribution to education and training throughout UCLH and encourages development and innovation in this area. You can nominate colleagues to receive the Chairman’s Medal by filling in an application form. The Chairman’s award enables you to apply for grants towards innovation in education and teaching.

**Contribution to World Class Research Award**

This broad-reaching award aims to recognise an individual or team who have demonstrated outstanding achievements in delivering world-class research and meeting UCLH, and National Institute for Health Research objectives.

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**Living the Values**

**Safety**

This award recognises where people have put others safety and wellbeing above everything.

**Kindness**

This award recognises those people that demonstrate they consistently offer the kindness you would want for a loved one.

**Teamwork**

This award recognises those people that role model great teamwork.

**Improving**

This award recognises those people that strive to keep improving.
Green light to advance pancreas tumour research

A new, less invasive way for treating cystic tumours of the pancreas using electrical current is being developed by UCLH and UCL researchers. The method, called radiofrequency ablation (RFA), uses heat to destroy precancerous cells. During an endoscopic ultrasound a thin, needle-like probe is inserted into the cyst under direct ultrasound control before a high-frequency current is then passed through the tip of the probe, which heats the tumour and destroys the cells.

If the treatment is successful, the cyst is destroyed and the area that has been treated gradually shrinks and becomes scar tissue. Pancreatic cancer is the tenth most common cancer in the UK, accounting for three per cent of all new cases.

Up until now less than 20 patients have been treated worldwide using this method. Dr Stephen Pereira, consultant gastroenterologist and hepatologist, and his team have been awarded a £320,000 grant from the NIHR ‘research for patient benefit’ programme to develop this cutting-edge technique.

Dr Pereira said: “If complete ablation of the cystic tumours can be achieved, it would stop the need for continuing surveillance by MRI scans every 6-12 months over the following five years.

“It could also stop some patients going on to have major pancreatic surgery, which has a mortality of up to five per cent even in the best centres.”

The multicentre study, which begins at the end of this year, will run for two years with up to 100 patients taking part. A patient and public forum on cystic tumours of the pancreas will take place in the atrium of the Royal Free London NHS Foundation Trust on 3 October.

FGM clinic opens its doors

London’s first specialist clinic for child victims of female genital mutilation (FGM) opened this month on 22 September.

The clinic gives medical treatment and psychological help to girls aged from 0 to 18 years who have suffered mutilation or who may be at risk, either in the UK or overseas.

The clinic means that assessment can be made of whether FGM has been performed along with appropriate documentation, including witness statements and availability for court. Practitioners work closely with police, social care and local community groups.

In cases where FGM is confirmed, other children within the victim’s family are assessed. The clinic provides clear referral routes for victim counselling and, should surgery be required, will ensure it is undertaken in an age appropriate setting.

The clinic is run jointly by consultant community paediatrician Deborah Hodes and consultant gynaecologist Sarah Creighton.

Dr Hodes said: “The physical and psychological suffering caused by FGM can be awful, and the short and long-term health implications can be quite severe.

“We’re determined to work closely with our partners in local community, social care and the police to help end FGM. We can’t put back what’s been done, but we can improve girls’ lives and prevent FGM happening to others by spreading greater awareness of it.”
In the know

Quality boards have had such a positive impact on inpatient wards that the success is being shared with colleagues in outpatient departments across UCLH.

Sam Abdul, matron at the Eastman Dental Hospital (EDH), was part of the development programme that oversaw the quality boards being rolled out across the University College Hospital inpatient wards so was well placed to install the first outpatient quality board at the EDH.

He said: “The boards are highly visible and reassure patients that we take quality and safety seriously – it gives them confidence that we are improving and being efficient.”

“In addition we know, based on patient feedback, that the one key bit of information that patients in outpatient clinics want is the waiting time.”

The board is updated regularly and gives patients at a glance information about staffing levels, the Friends & Family test, comments and feedback, as well as waiting times.

The boards are being introduced across all UCLH outpatient departments throughout September.

Suraiya’s year

Following his successful series of portraits of UCLH nurses in 2012, photographer Tom Smith has worked with University College Hospital Macmillan Cancer Centre patient Suraiya to document her year long journey through hospital treatment. Suraiya lives with her husband Dan and their two sons in Islington. She has the inherited blood disorder thalassaemia and has regular blood transfusions every three weeks at UCLH. The photos were taken in 2013 and Suraiya provided text to accompany each photo in the gallery from the journal she kept throughout her treatment.

All aboard for quality care

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Staff art winner

Senior nursing assistant Wendy Smedley was announced earlier this month as the winner of the staff art competition.

This year, staff were given the opportunity to vote for their favourite entry on insight. Wendy’s photographic piece ‘Light trails at Westminster’ received the most ‘likes’.

Entries to the competition came from across the organisation – including consultants, nurses, midwives, radiographers, scientists and theatre assistants.

Guy Noble, art curator, said: “The staff art exhibition has become a regular fixture in UCLH Arts and Heritage calendar of events and it is great to showcase such fantastic talent. The response this year has been tremendous with nearly 700 votes received and not surprisingly it has been a close run thing.”

Wendy received a £100 John Lewis Voucher courtesy of UCLH Charity.
Secret lives

Buying a boring old shop-bought sponge is a piece of cake. But it takes someone like Cherie Raphael to sprinkle some happiness and add the X-factor ingredient to your celebration. She puts the icing on the cake. With a red cherry on top.


“Sometimes customers will send me a picture they’ve found on the internet or say ‘Bob’s retiring. He likes beer.’

“Once you have the basic shape, it’s all about adding three dimensional layers of detail using fondant and florist paste to create a bespoke cake, a one-off. Everyone is looking for that ‘wow’ factor. I love seeing the end product and hearing customers say ‘it looks and tastes amazing’. A great cake brings a lot of joy.”

Cherie, who works as a bereavement coordinator at UCLH, launched her part-time business a couple of years ago, and she has been up to her elbows ever since in sugar and flour.

“I even spent my birthday recently making cakes – for other people!” she said. “When I first started my business it was daunting and I have had the odd disaster. Once – when I was tired – I put too much sugar in the mix and I couldn’t work out why it wasn’t baking. It was like a gloopy lake of lava and I just had to start all over again. But my motto is ‘believe in yourself’ and ‘keep trying until you are perfect’."

The most popular request is for a classic base of butter cream and jam, followed by the traditional Southern American red velvet cake with red sponge and cream cheese frosting. Cherie plans to take a professional wedding cake course focusing on ‘intricate, beautiful fine detail.’

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In this high calorific environment, how come Cherie is so svelte?

“The smell of baking and sugar fills me up. I hardly ever sit down and eat a whole slice of cake or a few biscuits like I used too. The weight has dropped off me.”

Proof indeed, that just sometimes, you can have your cake and eat it.

More than 1,200 First World War soldiers and sailors were treated at the NHNN after being diagnosed with war-related conditions such as functional disorder, hysteria, neurasthenia, neurosis and shell shock. A new archive exhibition provides a fascinating glimpse into war-time life at the NHNN including clinical treatments, financial and staffing shortages, a Zeppelin air raid in 1915, and the death of neurosurgeon Sir Victor Horsley in 1916 following field surgery duty in Mesopotamia. The display is in the Archive library on the first floor, 23 Queen Square until November 2014.