INSIDEstory

April 2005

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Fond farewell

Staff gathered to say goodbye to Anthea Blake, senior nurse in the neonatal unit, who has retired from UCLH after 37 years’ service. At her leaving party, many current and previous colleagues paid tribute to Anthea who is estimated to have helped care for more than 7,500 babies during her time at the Trust!

Chief nurse, Louise Boden, said: “Anthea has been an inspiration to the neonatal unit throughout this time and I would like to thank her for all her commitment. I wish Anthea all the very best for the future.”

Congratulations also to Pete Robbins, surgical admissions officer, who has recently completed 20 years’ service at the NHNN. Well done Pete and thank you for your continued hard work!

As driver/technician for the recently launched mobile TB X-ray unit, Scott Brendan has the tricky task of manoeuvring the eight-metre long van along the streets of London! Scott, together with a radiographer and a nurse, will be taking the outreach service to areas where there is a high risk of TB. He said: “My first challenge is to drive this huge van! It is also a challenge for people at risk of TB, many of whom are from deprived and disadvantaged groups, to access the service but it will still be very rewarding.”

Staff nurse Mildred Kapota will be a familiar face on the Lord Atalnmore Ward at the Middlesex Hospital having undertaken her training as a student nurse here. Now recently qualified, Mildred will be ensuring that patients on the ward are well cared for and treated individually according to their needs. She said: “Although I was here for training, I have a lot to learn as I am now fully responsible for my patients. But the team is very supportive and I’m enjoying it very much.”

Hannah Roberts will be working with patients from across the country and abroad in our specialist autonomic investigation unit at the NHNN. Having completed her degree in biomedical science last summer, Hannah’s role as a clinical scientist is to perform tests on patients with autonomic disorders, such as monitoring patients’ blood pressure while they exercise to understand why they keep fainting. She said: “It is very exciting and challenging because there is a lot to learn and this is the only autonomic unit in the UK.”

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Launch of Ranulph Fiennes Healthy Hearts Appeal

Renowned explorer, Sir Ranulph Fiennes, recently visited the Heart Hospital to launch his Healthy Hearts Appeal to help the British Heart Foundation (BHF) save the lives of children and young adults. The specific aim of the appeal is to raise £2 million to buy two crucial pieces of technology, a new Catheter Laboratory at the Heart Hospital, which will be dedicated to clinical research, and a MRI scanner at the Institute of Child’s Health.

Sir Ranulph is at the forefront of this national appeal and will be undertaking an ascent of Mount Everest next month, despite suffering a heart attack and requiring triple heart bypass surgery in 2003.

UK’s first digital mobile TB screening unit launched at City Hall

The UK’s first digital mobile tuberculosis (TB) screening unit was unveiled at City Hall on 24 March.

The state-of-the-art machine, which can scan up to 300 people a day, was launched by London Assembly member Jenette Arnold, Chair of the London Health Commission, to mark World Tuberculosis Day. The unit is funded by the Department of Health and will be run by UCLH on behalf of London’s 32 Primary Care Trusts.

The unit will allow health professionals to deliver on the spot detection of abnormalities and swift referral for the diagnosis and treatment of TB cases amongst high-risk groups. Currently, almost half of all UK TB cases occur in London.

Memorial services held for former staff

Tribute has been paid to ward sister, Sally Lewis, who died in an accident in Thailand earlier this year. Sally worked at UCLH for more than 10 years and was a well-known, highly respected specialist nurse in the haematology department. More than 100 staff from across the Trust attended a service for Sally held in the Chapel in the Middlesex Hospital.

An anniversary mass was held on March 8th at St George’s Church in Greenford to celebrate the life of former sister, Sally Lewis, who died in an accident in Thailand earlier this year. Sally worked at UCLH for more than 10 years and was a well-known, highly respected specialist nurse in the haematology department. More than 100 staff from across the Trust attended a service for Sally held in the Chapel in the Middlesex Hospital.

An anniversary mass was held on March 8th at St George’s Church in Greenford to celebrate the life of former midwife, Anna Castagnetti, who died last year. Anna had worked at the EGA for 12 years. Colleague Eve Davey said: “Anna was an exemplary midwife who was loved and respected by friends, colleagues and clients alike.”
Staff keep it clean on ‘Think Clean Day’

More than 50 staff and visitors supported February’s Think Clean Day, a national NHS initiative aimed at raising awareness of good hygiene practice. An event held in the Middlesex Hospital’s boardroom promoted a team approach to cleaning and infection control. Infection control nurses used a hand hygiene light box to look at how clean people’s hands were. Staff also performed demonstrations with new hand held luminators and visitors were able to observe the latest steam cleaning procedures which are being trialled exclusively by UCLH and Lewisham Hospital.

Duncan Burton, modern matron for infection control said: “By making a real commitment to controlling infection, the Trust continues to see a reduction in cases of MRSA.”

Meanwhile staff at the NHNN marked Glove Awareness Week (14-18 March) with a host of activities to inform staff about choosing the right gloves for the right procedure, how to manage signs of latex allergies and the implications for their own health and well being. An ultra violet light box was taken around clinical areas so staff could observe their own hand washing technique. Teaching sessions were also held and a poster was distributed to all areas to enforce the work undertaken.

The event was organized by a multi-disciplinary team including Tricia Gilpin, senior speech and language therapist, Catherine Cook, infection control nurse, Douglas Cheyne and Petra Chipperfield, both clinical practice facilitators and Dr Liazat Razack of Medisaver.

For more contact Petra Chipperfield via email.

Developing our junior staff

A new mentoring programme to support the development of junior staff in the Trust will be launched in June.

What is the UCLH mentoring programme?

This programme is designed to encourage senior managers at UCLH to take responsibility for supporting the career and personal development of a junior member of staff in a different part of the organisation, for a set period of time. The senior manager (mentor) will give advice, share their knowledge and experience, and offer a different perspective to the individual.

Am I suitable to be a mentor?

There are no set rules as to who can be a suitable mentor. The main qualifications are:

• A commitment to supporting the development of others
• Approachable and respective of confidentiality
• Be senior enough to offer a broad range of experience and perspectives to the individual.

How can I apply to be a mentor or mentee?

A short application form is available from Marita Brown, head of leadership development, on ext.5145. Once nominations for both mentors and mentees have been received, a matching process will take place. It is expected that mentoring relationships will be established from July.

Web Watch

An insight into the new UCLH Intranet

Insight, the new UCLH Intranet, is due to arrive within the next few weeks. It will replace public folders and the old Intranet and be the single source of information for news, policies, guidelines, forms and other key information for trust staff. The image on the right outlines the unique features of Insight:

1. Search for a department, a staff member or content anywhere in the site using a powerful search engine that uses the same technology as Google.
2. Browse for your own department or clinical service in UCLH, through an easy to use ‘roll out’ navigation system. Or you also can get a complete A-Z of the clinical and non-clinical departments at UCLH. This will take you to a department homepage where you can find out about the department’s latest news, their staff, policies, procedures and guidelines, forms and other useful information.
3. Aggregated content areas which pull together all the content from the department pages into one area. All the content refers to the original document, so when you find a policy or guideline you know it is the definitive source.
4. UCLH news – keep up to date with the Trust’s latest news and happenings.
5. Projects section – The latest news and activities from the major projects and service improvements within UCLH, including EPR, new hospital and agenda for change.
6. Latest updates – The most recently updated content is ‘pulled’ to the front page for easy access to policies, guidelines, meeting minutes, forms and other information located deep within the site.
7. Discussion board – Online threaded discussion board for staff to discuss topics affecting them in their workplace.
8. Poll – Make your voice heard with the online poll and see what other staff think of the major developments at UCLH.
9. The staff room - It will contain a noticeboard where staff can place items for sale, accommodation and upcoming social events. It will also feature staff benefits.
10. Quick links to useful sites like travel, weather, phone directories, maps, and news.
11. Events and courses – the latest events and training courses for UCLH staff.
12. Your own personal greeting when you log on, Insight will know who you are and you will be able to update your own personal profile in the people directory.
13. Print page and email page – Email a link to a colleague or print out a page in a printer friendly format.
14. Breadcrumbs – You will never get lost on Insight as navigation tool ‘breadcrumbs’ will show you how you got to where you are and help you get back to the pages you came from.

For further information contact the UCLH Web team on 020 7386 9300 ext 5165 or email damian.cavenagh@uclh.nhs.uk
service developments at the NHNN

The National: staying ahead of the game

The National Hospital for Neurology and Neurosurgery (NHNN) is the largest of the Trust’s specialist hospitals. Together with the UCL Institute of Neurology, it is regarded as the leading neuroscience centre in the UK, with an international reputation for both research and clinical practice.

Against a background of medical and technological advances, increasing demand for services and raised expectations among its often very knowledgeable patients, the NHNN has some exciting plans afoot to ensure that it retains and develops this reputation for excellence.

Here we profile just two developments, at very different ends of the spectrum of care, that are or will very soon be making a difference to patients.

New MRI scanners ... plus the UK’s first integrated MRI /operating suite

The NHNN will soon be home to not one but three new MRI scanners that will help cut waiting times for MRI imaging for neuroscience patients, improve treatment outcomes and enhance research activity, particularly in the field of dementia.

The £7.4 million initiative will see clinical, interventional and dementia research scanners installed in a dedicated suite within the main Queen Square site by summer 2006. The space is already being vacated so that building work can begin later this year.

The interventional scanner in particular offers exciting possibilities for the NHNN. “In effect we’re creating an operating theatre with an integrated MRI scanner – the first in the UK,” explains Neil Kitchen, associate clinical director and consultant neurosurgeon.

“It will allow us to scan patients during brain or spinal surgery so that we can get a much clearer picture of what is happening, for example to check that we’ve removed the whole of a tumour. It represents a major step forward for clinical practice and research in this field, and no doubt will help us to continue to attract patient referrals and top-class people to work here.”

Developing functional neurosurgery

Professor Marwan Hariz and his team at the NHNN’s functional neurosurgery unit are among those eagerly awaiting the new interventional MRI facility. It will make a significant difference to the deep brain stimulation (DBS) surgery they offer to patients with Parkinson’s Disease and movement disorders.

Professor Hariz, who holds the UK’s first established chair in functional neurosurgery at the UCL Institute of Neurology, explains: “We use this DBS procedure in patients where medication no longer gives relief from severe tremors and other symptoms.”

“It involves implanting electrodes and a neuro ‘pacemaker’ into the patient’s brain, through small bore holes in the skull, and stimulating specific areas. Patients have local anaesthesia and remain awake during the procedure so that we can observe how their symptoms are affected. Because we have to be extremely precise we use an MRI scanner during the operation to plan our targeting and to check our positioning.

“At the moment to do this we have to transport the patient up two floors between surgical theatre and the existing MRI scanner, but once we have the new interventional facility we’ll be able to scan as we go along and without transporting the patient. It will make the procedure shorter, safer and more patient-friendly.”

He adds: “It will also mean that we can push forward with our research into deep brain stimulation. We know it works – it has an 85–90 per cent success rate – but we don’t know exactly how it works, and we hope to develop its potential in treating other conditions too such as MS, tics and other brain disorders.”

A new style of service

During sister Ellen Butler’s lengthy career at the NHNN, she has witnessed developments to patient care and to what patients want from their treatment. “Patients want to have their treatment and to get on with their lives, particularly those with long term conditions who are in and out of hospital a lot,” she says.

With that aspiration in mind, Ellen and her colleagues have been busy setting up a new style of service, based on Lady Ann Allerton ward, that allows up to 10 patients a day to receive drug infusion therapy as day-patients. The unit opened earlier this month and is supported by clear protocols which assess patients’ suitability for the service.

“Many of our patients who came in for regular infusion therapy are well enough afterwards not to need to stay overnight, so the unit means they can have their treatment and go with minimum fuss,” says Ellen.

Hospital hotel

For those patients who live outside London and whose infusion therapy is phased over more than one day, the unit has begun trailing the use of a nearby hotel to provide them with overnight accommodation.

“With proper back-up in place, we think that it will prove a very acceptable arrangement for patients,” Ellen continues. Their treatment is generally finished by early afternoon and many of our younger patients in particular don’t want to stay in hospital if they don’t have to. And it means that more of our inpatient beds are free for patients who do need around the clock nursing care.”

National numbers

| National numbers | | |
|------------------|-----------------------------|
| Inpatient beds | 231* |
| Weekly outpatient clinics | 150 |
| Outpatient attendances last year | 50,000 |
| Staff posts (wte) | 930 |

Specialties include: neurology, neurosurgery, acute brain injury, neurocritical care, neuro-rehab, neuropsychiatry, epilepsy, telemetry, dementia, multiple-sclerosis, pain management, neuro-oncology.

*N Includes 24 epilepsy assessment beds at Chalfont in Bucks.
**Countdown to the new UCH:**

**April**

### Medicine management for the 21st century

Electronic prescribing and robotic dispensing of drugs are just some of the ways pharmacy systems will be implemented to deliver 21st century medicine management in the new hospital.

Out of the six dispensaries that currently exist across the Trust, the two busiest dispensaries at Cecil Flemming House and The Middlesex Hospital will merge into one at the new UCH – situated on the ground and the lower ground floors. The ground floor will be a specialist outpatient dispensary while the lower ground floor will have an inpatient dispensary, medicine information centre and distribution area.

Here, instead of the common sight of drugs trolleys appearing on the wards, a system will operate whereby patients’ bedside cabinets are stocked full of the drugs they need during their stay in hospital and after discharge. This system of near patient dispensing will help reduce discharge delays, cut back on wastage, help people become more familiar with their medication and enable self-administration.

When a new patient comes into hospital they will be encouraged to bring in their own medicines to ensure the pharmacists have an accurate picture of their current treatment. Where appropriate these medicines will be stored in the bedside cabinet to be used during their stay and if still required, reissued at discharge.

Before the patient is discharged, a pharmacist or technician will visit the ward to label the medicines and answer any queries they have about their medicines. Head of pharmacy, Robert Urquhart, said: “We have already shown the benefits of this system in reducing discharge delays and saving money on drugs and we are very excited about extending the scheme to cover all areas of the new hospital.”

Pharmacy in the new hospital will benefit from better use of new technology through robotic dispensing, Electronic Patient Records (EPR) and electronic prescribing. Robert said: “Each of the dispensaries in the new hospital will contain a robot dispenser. These are like complex vending machines in which medicines are stored. The medicines are barcoded and picked by the robot after being sent the information needed from the pharmacy computer system. The advantages are increased accuracy and speed of dispensing, improved stock control and the potential to produce a paperless automated system linking electronic prescribing to drug dispensing.”

### How the Pneumatic Tube System works

The Pneumatic Tube System (PTS) is a network of secure stations linked by tubes and driven by airflow.

It is designed for the rapid transfer of clinical specimens to the pathology specimen collection station, the delivery of prescriptions and some medicines to and from pharmacy and the transportation of official documents and post. Robert said: “In phase one of the new hospital there will be about 60 stations linking most clinical areas so rather than a person taking something from A to B they can go to the station and send it in the tube. Its main purpose is to transport pathology samples and orders and medicines to and from pharmacy. It will really be of benefit when medicines are needed as a matter of urgency.”

The system will be further extended when phase 2 of the new hospital is completed and the possibility of linking other trust sites to the network is currently being investigated.

### First phase of moving dates announced

The move to the new hospital in 235 Euston Road will kick off next month when staff, patients and services from Cecil Flemming House and the Rosenheim wing settle in their new home.

The transfer of services from these two buildings starts on May 16 when pharmacy begins moving across. Patient support services such as security, transport, PALS, voluntary services and chaplaincy staff will all move on June 9. June 10 will then see patients moving, such as cancer inpatients.

Plans for the transfer of A&E will begin on June 10/11 with the Acute Admissions Unit and A&E opening in the new hospital on the morning of June 12.

All patient services will be moved from Cecil Flemming House and the Rosenheim by June 17.

* Please note that although these dates are the final version for the move to the new hospital, they may be subject to slight adjustments. If these occur they will be updated regularly on the intranet.

### New Hospital Fact

89% of staff think the new hospital will be better for patients, according to a staff survey undertaken in October 2004.

### We’re on the move

Leaflets and posters are being distributed in the local area and throughout our hospitals to tell everyone that we’re on the move. The leaflets detail information about the transfer of services from the Middlesex Hospital, Cecil Flemming House and the Rosenheim Wing; potential changes to the location of outpatient appointments and a handy Q&A section.

Leaflets are available from the communications unit on ext.9897.

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**Pharmacist Matt Robinson, using the current robot in The Middlesex Hospital pharmacy**

**We're on the move**

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The one-day Train the Trainer course is for anyone with an interest in KSF and wants to be involved rolling out the training to staff firstly in their own departments and then across the Trust.

2. How to write a KSF outline is a two-hour session. This is designed for managers who will need to develop KSF outlines for jobs now or in the future.

3. It is mandatory for all staff to attend a three-hour general training session. This will cover:
   - A brief overview of the KSF
   - What is a KSF outline
   - How to use the new development review documentation
   - How to develop a portfolio of evidence.

The KSF team is conscious that this training – while essential – comes at a very busy time for the Trust and is committed to working with managers and staff to provide as much support and flexibility as necessary.

Development Review Process

Once staff have received training and a KSF outline for their job they will work with their manager to undertake an assessment of their skills using the KSF outline or competencies required for their job. This assessment will also identify their learning or development needs which will be jointly agreed with their manager along with a plan of action to support the staff member in achieving the level of skill required. New development review documentation has been developed to support this process.

For further information on any aspect of the KSF please contact Toni Russo, KSF Lead on ext. 7576.

Assimilation

The process of assimilation (moving staff onto the new pay scales, terms and conditions) will begin this month. The first groups of staff to be assimilated will be nurses and dental nurses. This will be a gradual process as it is imperative that we ensure that the information for each staff member is correct.

Approximately one week prior to assimilation, staff will receive an assimilation pack containing a letter explaining the process, a statement detailing their pay on 1st October 2004 and the new pay scale and information on the changes to the terms and conditions of service. Pay clinics will be held for staff who have been assimilated to drop in and ask any questions. These will be advertised on the intranet and via regular meetings and cascade email.

We’ve moved!

AEC has moved from Maple House to 1st Floor, West Wing, 250 Euston Road. If you come to visit us please ensure you bring your Trust ID badge.

Electronic Patient Record

As part of the EPR, has been used in the UK. The software, which will link into the Carecast system Manager’s system last month. Once again, it is the first time this system up and running. Congratulations are due to everyone who has helped ensure a rapid and successful implementation. Sian and her team are now working on Picis phase two which will enhance patient tracking through theatre, preop, preference cards and case costing.

EPR Phase 1 Go-live

By the time you read this we should be underway with roll-out of Carecast admin functions – training started on 9th March. Please keep an eye on our special electronic updates for latest news and advice on our EPR Intranet pages.

You can email any questions to epr@UCH.nhs.uk and we’ll get back to you as soon as we can.
This month, Inside Story has once again teamed up with Napiers Herbal Health Care, which combines a traditional herbal dispensary with a store and complementary health clinic, to offer one reader the chance to win two treatments. The clinic in Goodge Street offers a full range of treatments with registered practitioners in a number of disciplines including massage, nutrition and reflexology.

The winner of the competition will be able to choose two treatments from the following list:

• Allergy test or consultation with a Homeopath
• Consultation with a Bowen therapist
• Life coaching consultation
• Consultation with a medical herbalist
• Thai yoga massage

To enter, all you have to do is answer this simple question:

What is the name of the new UCLH Intranet?

Entries should be emailed to competition@uclh.nhs.uk (in the Trust’s address book) or via internal mail to April competition, Communications Unit, Ground Floor, John Astor House, Foley Street.

Entries close on Friday 6th May 2005.

Charity Watch

UCLH Charities (“Trustees Department”): What does it do for you?
Many staff will be familiar with the Trustees Department, whether from applying for a season ticket loan or from holding a charitable fund for a ward or department. But the range of services the Trustees provide is much greater than that:

Season ticket loans
Our best known service is the provision of loans to staff to purchase travel season tickets. We issue a warrant, which can be exchanged at a station for a season ticket. You pay the cost back over 12 months from your salary – interest free!
Forms available on Public Folders, under UCLH Charities

Christmas Grants
We provide a small sum of money for every staff member within the Trust at Christmas, as a token of appreciation of their hard work and commitment. Money is also provided so patients share in the celebrations, and for Christmas trees. Each autumn we update our records of staff numbers: if you are a head of department and think you should be on our list of contacts for this, please drop us a line.

Contact Rachel Wilcox
(rachel.wilcox@uclh.nhs.uk or extension 9605).

Leaving Grants
If a member of staff leaves the Trust having completed more than 10 years of service, the Trustees provide a gift in the form of vouchers and also provide money for a leaving party.

Contact Phillip Boyes
(phillip.boyes@uclh.nhs.uk)

Long Service Awards
The Trustees hold a ceremony approximately once a year to publicly thank staff who have stayed with the Trust for 25 years and to reward them with an engraved crystal bowl as a token of appreciation.

Contact Phillip Boyes
(phillip.boyes@uclh.nhs.uk)

The Trustees also contribute each year to the annual nurses’ ball and have made donations in support of other staff amenities, such as the 52 Club and the staff dental service.

A Run for your Money Party
An evening of dining, dancing and generally having fun isn’t a bad way to help raise money for UCLH Hospitals’ cancer projects. This is what’s in store at UCLH Charitable Foundation’s fundraising evening entitled “A Run for Your Money”, in honour of UCLH’s 2005 London Marathon runners. It takes place on Saturday 14 May at Shillibeer’s bar and restaurant in North Road, Islington and promises to be a great night out with colleagues, friends or family. Tickets cost £30 each, which includes dinner with wine.

Call x 3324 or email helen.sandwell@uclh.nhs.uk for further information.

Life coaching consultation
Consultation with a Bowen therapist
Consultation with a medical herbalist
Thai yoga massage

To enter all you have to do is answer this simple question:

What is the name of the new UCLH Intranet?

Entries should be emailed to competition@uclh.nhs.uk (in the Trust’s address book) or via internal mail to April competition, Communications Unit, Ground Floor, John Astor House, Foley Street.

Entries close on Friday 6th May 2005.

52 Club News

Why not visit our newly refurbished 52 Club with its latest state-of-the-art equipment? We aim to constantly update the range of exercise equipment to ensure you gain the benefit of the latest technology.

Anyone wishing to improve their health and fitness and don’t know where to start, why not ask about the 52 Club personal trainer? If you are new to exercise, a personal trainer will quickly assist you in improving your confidence and ensure any exercises are performed correctly and see improvements much faster.

Call the 52 Club today on ext. 5408 or pop in to the club at 52 Gower Street to view a demonstration of our equipment.

A party takes place on 5 May to say goodbye to the Nephrology Directorate 5pm, Boardroom, Middlesex Hospital.
More details available from Linda McGurrin on ext. 9847

Inside Story is produced by the Communications Unit at UCLH.
If you have any news, views, or stories, send them (with photos if you have them) to: Marisa Dean at Trust HQ, John Astor House, Foley Street, London W1W 6DN or contact her on x4386 or by email marisa.dean@uclh.nhs.uk

Designed and produced by Andrew Younger & Associates 020 8995 8787
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