Inside Story
May 2011

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Inside Story is the UCLH staff magazine
Patients give their verdict on UCLH care

UCLH is continuing to win praise for the overall care it gives, according to the latest NHS inpatient survey. Care at UCLH was rated as ‘excellent’ or ‘good’ by 83% of our patients in the annual survey issued by the Care Quality Commission.

In the section covering ‘overall views and experience’ patients placed us in the top 20% of trusts for the 2nd year running.

We were among the best performing 20% of trusts in 26 out of 64 survey questions.

Categories we performed particularly strongly in were: trust and confidence in doctors; operations and procedures; leaving hospital and overall care. The Trust did not fall below average in any of the overall categories.

Several scores reflect improvements made since the last survey: information given to patients in A&E; explanation of anaesthetic and pain control and delays in discharge.

Guy Young, head of quality improvement, said: “The results demonstrate a real commitment to the quality of care our patients receive and reflect a continual improvement.”

The survey highlighted some areas where we could improve. For example patients wanted to be admitted to hospital sooner and hand gel to be more readily available. An action plan will be overseen by the inpatient steering group.

All hands to the pump

Teams of cardiac nurses have undergone intensive training in balloon pump therapy to enable them to treat patients with severe heart disease on the wards.

Up until now, the therapy has only been available on the intensive care unit, even for those patients who are reasonably stable.

Consultant cardiologist and project lead Dr Martin Thomas said: “By offering the therapy on a cardiac ward, these patients will be looked after in a more appropriate, and less stressful, environment.”

More than 20 nursing staff on the acute coronary ward underwent training.

Rosy Piper, clinical practice facilitator who co-ordinated the training, said: “Training involved study days; small group and one-to-one instruction as well as rigorous practical and theoretical assessment. It means patients can now be cared for on the ward by our really skilled and knowledgeable team of nurses.”

The intra aortic balloon pump is inserted in the aorta and automatically inflates and deflates to improve blood flow to the heart, brain and kidneys. It is triggered in response to the patient’s heart beat and blood pressure and is widely used to support patients with severe coronary artery disease.

Phone number changes

The next big milestones in the Trust-wide phone and fax number changes are:

**RLHIM (73 Queen Square) from 5 June:**
- All current five digit extensions that begin with ‘18’ will change to begin ‘88’ (ext 18820 will become 88820)
- Staff must add 020 344 to the start of any RLHIM five digit extension to create the full telephone number (eg 020 3448 8820)
- Exceptions will be all numbers beginning with 82 that changed in Sept 2010 remain as they currently are.

**On 19 June a number of other Trust sites will change telephone and fax numbers:**
- 140 Hampstead Road
- Bonham Carter House
- Gower Street and the 52 Club
- Warwickshire House

At these sites staff must add a ‘7’ to create the new five digit extension. Adding 020 344 to the start of the extension will create the full telephone number.

For more information please see the project page on Insight or contact John McGhee, project manager on ext 5135.

Contact us

If you have any information you would like included in Inside Story, or on Insight, contact: Communications Unit, 2nd Floor Central, 250 Euston Road, London NW1 2PG. Email: communications@uclh.nhs.uk, Tel: ext 79897, Fax: ext 79401.
Celebrating our nurses

UCLH Nurses are featured in a major online campaign to celebrate Nurses’ Day 2011. They were among celebrities, VIPs and patients supporting the Royal College of Nursing (RCN) campaign which profiles the work of nurses throughout the NHS.

Video clips featuring Catherine Leech, Sally Beyzade, Rachael Nakawungu, Aimee Mwaliasha, Rosalie Frias, Carlo Sandoval, Dr Arup Sen and Paula Conway have been uploaded to the RCN website. In each clip, the UCLH nurses explain why they support Nurses’ Day, on May 12 – the birthday of Florence Nightingale.

The videos take pride of place, alongside messages of support from writer and maternal mortality campaigner, Sarah Brown and TV presenter Davina McCall.

Patients also left their messages of support, including Francis Leavy who was treated on T9 at UCH. He said: “It didn’t take me long to notice that nurses and sisters – everyone – were running around, all to make me better. I cannot find the words to thank them for their kindness.”

Katherine Fenton, UCLH chief nurse, said: “I am incredibly proud of the work of our nurses. Their commitment and dedication to ensuring patients receive the very best possible care is second to none. Nurses’ Day is the perfect opportunity for us to reflect that.”

Putting you in the driving seat

Fed up with your rusty old banger? Dream of driving off in a gleaming new motor that is CO2 efficient? Want to do this in a tax efficient way?

In one of the Trust’s biggest new employee benefit schemes to date, staff can lease a new car for home use at discounted rates, with no deposit needed – and help UCLH save thousands of pounds a year.

With the Mycar scheme, monthly payments are taken automatically from your salary through a tax efficient sacrifice scheme.

Prices vary according to car model, age, insurance record etc. The scheme’s website offers a comprehensive list of cars that you can choose from.

Similar to childcare vouchers, staff sacrifice some of their salary in return for the lease car and don’t pay tax, national insurance or pension contributions on that amount. Instead you pay ‘benefit-in-kind’ tax which can be low on cars with low CO2 emissions. The details of this tax are explained in more detail on the scheme’s website.

The scheme is open to employees on a substantive contract who are over 19, hold a full UK driving licence and have worked for the Trust for at least 12 months.

Staff should check their own personal circumstances to see if the scheme will benefit them. Choose the car you want and get a personalised quote from:

https://www.mycar-masterlease.uk.com/clever (company code: NHSSS10)
Getting tough on infection

As part of a new zero tolerance campaign for infection prevention and control, the Trust has announced its top ten actions for preventing healthcare associated infections.

The campaign is designed to create a cultural change across UCLH with the message that poor infection control practice will no longer be tolerated. It aims to empower people to challenge those who are not following the Trust’s standardised procedures.

A section has been developed on Insight with details of who is responsible for each action, how to comply with them and how performance will be measured.

Dr Paul Glynne, medical director for the medicine board, said: “In an organisation of this size we must have a single, standardised approach to tackling infection.

“We have identified the required actions we intend to implement and drive out the variation in infection control practice across the Trust. My expectation, and that of the board of directors, is that every member of staff will comply with this strategy.”

Sir Robert Naylor, UCLH chief executive, said: “Patients depend on us to protect them. Infection control begins with every single member of staff and individuals need to take ownership of this issue.”

The top ten mandatory actions are:

- Observing excellent hand hygiene practice
- Screening patients for MRSA
- Appropriately risk assessing patients and managing infection
- Taking blood cultures the right way
- Ensuring safe practice with intravenous lines and other invasive devices
- Reducing infection in surgical and other wounds
- Prescribing antibiotics properly
- Delivering excellent education and training
- Providing a clean and safe environment
- Being responsible and accountable

The line has been drawn

Intensive care bed space boundaries are now designated by a yellow barrier – thanks to a new infection control initiative

All staff should remove jackets, roll up sleeves and remove jewellery or watches worn below the elbow when entering the Critical Care Department.

Floors around each bed, wash basin and trolley have been marked with sealed tape to prompt all staff and visitors to decontaminate their hands and put on an apron before entering the bedside. The visual prompt also reminds them to remove their aprons and decontaminate hands again when stepping back over the line.

All staff are expected to comply with the new rules.

Lisa Worden, intensive care infection control nurse, said: “There is often a lot of activity in intensive care, with staff dashing about – this is an eye-catching reminder to everyone that they must think carefully about infection control before entering the bed area.”

- Full guidelines can be viewed on the Insight infection control pages
Dedicated to the cause

A unit with some of the most vulnerable patients in the Trust has pioneered the role of an ‘embedded infection control nurse’ to stamp out infection.

Infection control nurse Jane Ashby was seconded to the neonatal unit to highlight the importance of the issue to all staff – from nurses and consultants to ward clerks and cleaners.

Her appointment has led to change in culture and awareness on the unit with improvements in infection rates. The success means Jane is now a permanent member of the neonatal unit team and with it the role of the ‘embedded infection control nurse’ has been born. Lisa Worden has taken up the same position on the intensive care unit and others are expected to follow in other high risk clinical areas.

Jane said: “One of the main challenges of my role was to generate staff engagement with the infection control message. We have zero tolerance when it comes to hand hygiene non-compliance and encourage a culture where people are free to challenge one another about practice, irrespective of their role or seniority.”

Alree Marsh, neonatal unit manager, said: “The neonatal unit treats some of the most vulnerable babies in the country and they are very susceptible to infection. We cannot take any chances when it comes to infection control. Jane’s appointment has really focussed everybody’s attention on how vital this issue is and it has really been embedded into the culture of the unit.”

For advice on how to implement the campaign in your clinical area contact the infection control team on ext 79716.

The link to getting it right

Empowering staff to challenge behaviour that could compromise infection control was one of the aims of a recent study day for link practitioners.

The training sessions highlighted the important role they play in influencing good practice on their wards – and the confidence and knowledge they need to do the job well.

Fifty link practitioners across the Trust monitor ward practice to ensure infections are prevented and controlled: making sure MRSA screenings are completed; IV lines remain uninfected; the proper techniques are used for wound dressings; regular hand washing is undertaken and the ward environment is clean and tidy.

Annette Jeanes, director of infection prevention and control, said: “It is a very valuable task but often a seemingly thankless one. It requires enthusiasm, energy, devotion and a certain amount of courage to challenge colleagues over poor practice.

“We hope the study day has empowered them by re-iterating the scope of the role, the powers they have, the skills they need and the communication channels and management systems in place to help them do their job effectively.”
Tick tock – watch the clock

Managers can spend around 40% of their working day in meetings but, too often, frustrating delays are top of the agenda. When colleagues are late or the meeting is badly planned, everyone falls behind schedule. It all adds up to wasted time and money.

As part of the new QEP On Time campaign, managers and their PAs have joined the Productive Leader programme and are mastering new techniques to ensure meetings stay on track. Training also includes advice on how to manage emails and a heavy workload more efficiently.

Guy Young, head of quality improvement, said: “The Productive Leader programme helps make sure meetings have a very clear focus and outcome and that the right people are present, that agendas are well planned and, importantly, that they start and finish on time.”

For more click on Productive Leader heading on the QEP intranet home page.

Carina Goncalves (pictured right), one of the productive leader facilitators and PA to medical director Dr Paul Glynne, is putting the theory into practice. She said: “Paul and I sit down regularly and talk through his diary – we try not to book meetings back-to-back, leaving time for preparation, reading and lunch. I’ll send text reminders if there’s a risk he’s running late. We are managing emails and meetings much more effectively now, though it’s not always easy.”

Paul agreed that it has “helped me feel more in control of my day. I have more time to focus on specific things and less time running from meeting to meeting. We have also implemented a BlackBerry ban in our board meeting.”

June Wiltshire PA to divisional clinical director for infection Dr Vanya Gant said they had found it ‘enlightening’. June added: “I’m now the sole point of contact for meetings. I colour code his diary, send him action emails. He knows exactly where he should be and at what time. Even though we work in different buildings, it has helped bring us closer together.”

Vanya said: “Thanks to June’s new grip on my diary I now know which way I’m pointing at any time, leaving behind what some have cruelly described as a chaotic work style for calmer, more efficient pastures new! Put simply, the Trust gets more work out of me in less time, and I’m very happy about that.”

Estimated figures based on a senior manager at UCLH show that:

- 40% of their time is spent in meetings which equates to 15 hours per week.
- £49.82 is their approximate average hourly cost to the Trust.
- 73% of meetings start late and 82% finish late by around 10 minutes.
- Each 10 minutes lost costs £8.30.
- Approximately £60,000 is lost each year based on 6 senior managers who frequently attend meetings which do not start and finish on time.

If you would like to join the next cohort beginning in June contact Laura Alexander, lead for the Productive Leader on laura.alexander@uclh.nhs.uk or ext 3269.
Fun with food

Thai chicken, tikka massala, fish fingers, sausage and baked beans – just the kind of food to tempt young taste buds.

Hasina Aktar, senior specialist dietitian, with the help of catering manager Abdel Khazri, has developed a new themed menu for young patients on T11 and T12 following feedback during taste testing sessions.

They also created menu cards decorated with jungle characters or bold teen-friendly designs.

Hasina said: "When patients, particularly children, are ill they often lose their appetite and these menus feature foods they like and are familiar with. This will help stimulate their appetite, increase nutrition and help them recover more quickly. Patients will also have the flexibility to choose which portion size they would like which can also tackle food waste."

The nutritionally analysed menus, which are being introduced this month, are suitable for vegetarians, children who require build-up, healthy eating or specialist diets.

Patient portal takes shape

Patient power is going online with the development of a patient portal, due to go live when the cancer centre opens next April.

Using a secure log-in, cancer patients will be able to access information about their care anytime, from a computer anywhere.

Once logged in, patients can see past/future appointments and some of their clinical information, such as clinic letters. There are also contact details for members of the team responsible for their care, should they have any questions.

"This gives patients another way to contact us in their own time, at their own convenience", explained Emily Fremantle, project lead for the portal.

"We know that patients often have questions that they don’t ask when they are in the consulting room – the portal gives them a secure alternative route to ask those questions when they have had a chance to think about things."

Patients are having their say on design and content. "They told us that they would like to be able to make their own notes in the portal to help them manage an often exhausting schedule of tests and appointments and that they would like to have the option of changing the font size on the screen because chemotherapy can adversely affect eyesight," added Emily.

Some members of the project team, Kulwinder Kalsi, ICT project manager, Emily Fremantle, general manager haematology, Paula Statham, cancer services project manager, Nathalie Osborne, upper GI cancer clinical nurse specialist

Hasina Aktar with a young patient at meal time
Secret garden

A new gardening club is taking root to encourage staff to enjoy the fruits of their labour.

Around 40 would-be gardeners will be able to grow their own fruit and vegetables in a city oasis – the large 150ft x 75ft courtyard at Maple House. If the pilot project is a success it could be extended to other hospital sites.

Plants, seeds and equipment will be provided, generously sponsored by Interserve.

New member Andy Bowman, general manager for estates and environment, said: “It’s a good way of getting out into the fresh air and feeling connected to nature in the middle of the city. I think it could be a good stress-buster too.”

Food growing workshops will be held on site by partners the British Trust for Conservation Volunteers.

Joanne Wilson, sustainable development manager, said: “The courtyard is huge and barely used. It’s the perfect location so staff can tend to their crops during their lunchtime or before or after work. “It will brighten up an under-used area and bring staff together in a way that will benefit their health and improve networking across departments.”

The scheme is officially launched on Monday 13 June and will include lunch for the new gardening club members. The first practical gardening session is on Friday 17 June at midday.

If you would like to apply please contact Joanne.wilson@uclh.nhs.uk

Waving the flag for the Duke and Duchess

The UCH radiotherapy department rolled out the bunting to help patients and staff celebrate the Royal Wedding. The ceremony was screened in reception and staff ate cupcakes and drank tea to mark the occasion. Julia Solano, radiotherapy services manager, said: “There was a really fantastic atmosphere in the unit on the day. We wanted to make it special for our patients who cannot have breaks in their treatment. People often think cancer departments are dour and gloomy but we really had some fun.”

Eastman says farewell to Richard

The Eastman Dental Hospital said farewell to long-serving consultant Richard Welfare last month. Richard, a prosthodontic consultant in restorative dentistry, joined the hospital 22 years ago and has held a number of positions including clinical director, chairman of the Dental Committee and clinical lead for prosthodontics. The hospital held a retirement party, attended by former UCLH chairman Sir Peter Dixon, to thank Richard for his years of service.

Archives

As part of the first eight weeks of their training, which took place in the preliminary training school, Middlesex Hospital nurses were given lessons in cookery. These nurses can be seen learning these skills in 1928.