Focus on Nuclear Medicine – page 2

AND

New pressure ulcer campaign - page 3

PLUS

Staff success stories - pages 4 & 5

Inside Story is the UCLH staff magazine
Electronic battleship lands at new cancer centre

It was an appropriate month for UCLH to take delivery of sophisticated scanning technology which will place the Trust as a UK leader in the care of cancer patients.

For the first time in the UK, PET and MR imaging will be available and fully integrated in a single instrument (BiographTM mMR), providing high quality and accurate information from deep inside the human body, during a single scanning session. It also uses less radiation to obtain the images, making it particularly effective for young patients.

As the scanner was lifted into place in the new UCH Macmillan Cancer Centre, Professor Peter Ell from the Institute reflected on how nuclear medicine is at the forefront of unlocking medical mysteries.

He said: “The Institute has evolved from a unit with just a small single counting device to one with many multi-modality imaging systems, each with the ability to identify disease at the molecular level.

“This new scanner is like an electronic battleship. It takes us even further into hitherto unexplored territories. By interrogating the area of the disease in more detail, at a molecular as well as a cellular level, it will lead to a far deeper understanding of how diseased cells express themselves, function and respond to treatment.

“Each patient expresses a disease in a distinctive manner – whilst they might have the same cancer they all react differently. With this scanner we will be able to provide a more comprehensive picture of how the cancer is developing and identify the most appropriate treatment tailored to each patient.”

Prof Ell, a senior investigator of the National Institute of Health Research (NIHR), is based on the fifth floor at UCH. He was guest speaker at the Institute’s celebratory event at the Royal Society of Medicine, where he charted developments over the years.

With the Institute of Nuclear Medicine marking its 50th anniversary, the arrival of the advance molecular imaging scanner was a timely reminder of how far the discipline has come since its creation in the early 1960s.

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.
Keep the pressure off

A raft of measures to eliminate pressure ulcers is to be rolled out across all wards following a successful pilot.

The number of patients suffering from the most serious grade 3 and 4 ulcers dropped to zero during a three month period (see red box). Deputy chief nurse Nicola Ranger said: "Staff have really embraced it and the enthusiasm and energy the campaign has generated has been brilliant. But the scale of the challenge is great – and we still have work to do."

A variety of initiatives were launched on nine pilot wards. These included: risk assessment within six hours of admission, diligent use of the SSKIN bundle to reduce risks; a safety cross to identify and monitor the number of pressure ulcers; and the expansion of awareness and education programmes to a wide range of staff, patients and their relatives. The SSKIN bundle (see blue box) is now being rolled out across the Trust.

The Trust's Keep the Pressure Off campaign, launched by chief nurse Katherine Fenton, aims to eliminate all pressure ulcers by next spring. Read more about the campaign on Insight.

SSKIN bundle

Skin Assessment
Surface – patient on correct mattress?
Keep moving
Incontinence – keep patient clean and dry
Nutrition – keep patient hydrated and fed

Pilot wards: no grade 3 or 4 pressure ulcers during a three month plus period:
- Heart Hospital cardiac intensive care unit
- Heart Hospital fourth floor
- John Young Ward, NHNN
- Bernard Sunley ward, NHNN

One grade 3 pressure ulcer was reported in the UCH intensive care unit.

A trip to Number 10

Consultant nurses and midwives from UCLH visited Number 10 Downing Street to share their views with top policymakers.

Yana Richens, who organised the visit, said: "We wanted to highlight the clinical role of consultant nurses and midwives at UCLH and how we senior nurse/midwifery clinicians are well placed to shape and influence issues surrounding healthcare policy.

“Our message was: we work a mile away from you – why don’t you tap into our expertise?”

The group met Paul Bate, a senior advisor on health and adult care.

Open event – come and join us!

Our annual open event will be held in the UCH atrium between 3.30pm and 6pm on Thursday 1 December. Last year’s event attracted hundreds of visitors with excellent feedback on the interactive stands and attractions. Visitors will be able to enjoy a wide range of activities this year. There will be a real focus on health and wellbeing, visitors will be able to have health checks and speak to experts about staying healthy.

There will also be plenty of activities for children including a Teddy Bear Hospital – staff are encouraged to bring their children and families along. The main aim is to place the Trust at the heart of our community by opening the doors of the hospital to local people including Foundation Trust members.

Trust staff are invited to take part together with charities whose activities directly benefit the patients and staff of UCLH.

Date for the diary! Come along to the next QEP event on the 22 November. The event, introduced by Sir Robert Naylor, will launch the next three year’s of QEP work. The guest speaker will be Professor Richard Bohmer, who is currently Professor of Management Practice at Harvard Business School and a visiting international fellow at the King’s Fund. Please confirm your attendance to laura.alexander@uclh.nhs.uk
Our shining stars

This year’s Service Commitment Awards attracted the highest number of nominations to date – staff and patients paid glowing tributes to 226 staff from all areas of the Trust.

Presenting the awards at the Trust AGM, Chairman Richard Murley said: “We have high expectations of our staff as a matter of course but these awards are for those who go ‘the extra mile’. We recognise the extra lengths they have gone to make the patient experience as best as possible.”

Winners were presented with beautiful glass trophies engraved with their names, badges and certificates funded by UCLH Charity. Debby Gould, head of midwifery, and Katherine Fenton, chief nurse, are the Trust leads for the awards.

Patient nominated individual winner

Gill Hardman, senior social work practitioner on T12

She took the time to listen. This may seem strange but it is something that has not happened as often as people might think or believe. She listened to everyone but more importantly she listened to our son …she saw our son as an individual with unique and individual needs and did not try to make him fit some model that already existed.

Runner up: Margaret Nyiraneza, staff nurse on T10 who was nominated by patient Cara McVitty for her “outstanding caring nature”.

Margaret is excellent at her job. She has a very caring nature and is a kind person. She inspired me by telling me stories about her home country Africa and made me appreciate life more.

Gill went above and beyond her role and we can not believe that we met someone finally that was focused and determined to play her part and try to help us as much as she possibly can.

Runner up: Margaret Nyiraneza, staff nurse on T10 who was nominated by patient Cara McVitty for her “outstanding caring nature”.

Niklas Engblom, healthcare assistant on T7. Nominator Estelle Fivash, divisional senior nurse, said:

Niklas is a highly valued and respected member of the nursing team and has a calm and confident disposition which helps put patients at ease.

Niklas is truly inspirational particularly with our dementia patients. For example you will always see him with our patients at the activity table reading the newspaper to them, looking through books and photographs with them...building up a special rapport as a result.

Staff nominated individual winner

Joan Dixon, receptionist in the surgical re

Joan was nominated by Dr Jim Down, clin

She is unwaveringly cheerful and helpful to patients and staff alike and displays great empathy to people at a time of great stress.

Enthusiastic, caring and nothing is too much trouble.

Runner up: Niklas Engblom, healthcare assistant on T7. Nominator Estelle Fivash, divisional senior nurse, said:

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service commitment awards

**Winner**

Joan was nominated by Dr Jim Down, clinical director for clinical care, and an amazing 60 anaesthetists and surgeons. She is unwaveringly cheerful and helpful to patients and staff alike and displays great empathy to people at a time of great stress.

"The impact she has made on patient and staff experience and the unseen benefits of this are not quantifiable but is uniformly recognised to be huge. She makes us proud to work for the NHS."

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**Staff nominated team award**

**Emergency department**

Amanda Webb, senior nurse and Mary Callaghan, charge nurse were presented with the award on behalf of their colleagues.

The team was nominated by Anne Schlattl, nurse consultant.

"Compassionate, sensitive with excellent communication skills when dealing with patients and colleagues throughout the Trust to ensure the patient receives the most appropriate care in a timely fashion."

"Patient care and safety remain their primary concern rather than the achievement of targets. They are adaptable, providing care for all ages and across the entire spectrum of disease pathways."

"They remain warm, friendly and caring in a time pressurised environment and inspire confidence in patients with thorough assessments."

**Runner up**: Complaints department, nominated by Jeannette Field, executive assistant to the chairman and chief executive.

"John Mahoney, Lesley Creasey, Manisa Kuinkel and Pierre DeVilliers tick all the boxes. Their role isn’t an easy one….the complaints we now receive from patients are becoming far more difficult and complex…. the team always deal with patients in a professional and courteous way."
Should I have the flu jab?

Dr Mike Kidd, UCLH consultant virologist arms you with the facts…

Should I wait to see whether there is going to be a significant outbreak before going ahead?

No you shouldn’t wait, for several reasons:

- Vaccination takes between ten and fourteen days to develop your immunity, whereas the incubation time for influenza is 48 hours or less. The vaccine will not be effective if you wait until you’ve been exposed.
- Influenza outbreaks can be very localised, and you might not be able to find out where they are.
- You can still get infected outside any outbreak. Someone can transmit the virus to you even before their symptoms are obvious, and influenza can be spread through the air on the tube or bus.

I had a flu vaccine last year – will I still be covered this year?

No – the vaccine immunity is short-lived.

Why should I have it?

To protect yourself from severe influenza, caught whilst caring for patients or from outside the hospital. Having the vaccine will also indirectly protect your family, preventing you from taking the infection home.

But I’m fit and healthy and I’ve never had the flu before. Surely I don’t need one?

In both the initial pandemic in 2009 and last year, people who were fit and well developed severe influenza and some died. Being fit and well is a good thing, but when it comes to influenza, it may not be enough protection on its own.

I work in admin – do I need to have one?

Although clinical staff are a priority and should be the first to be vaccinated, UCLH believes non-clinical staff would benefit too as they are clearly very important to keep a hospital functioning during a flu epidemic.

Does it hurt and is there any risk of serious side effects?

The injection needle is very small and thin, you may feel the jab slightly. Afterwards there may be some redness at the site, a bit of fever on some occasions, and possibly a small lump developing as your immune system goes to work, but this will be short-lived. There are no serious side-effects to the influenza vaccination offered in the Trust despite what you may read on some websites. The exception would be if you suffer from a severe allergy (such as anaphylaxis).

Does the flu vaccine this year still contain the swine flu component?

Yes.

I may be pregnant – is it safe for me to have the jab?

Yes. The vaccines in the UK do not have any live viruses in them and all are recommended for women at any stage of pregnancy.

Pregnant women are particularly vulnerable to severe H1N1 infection. The balance of benefit against any risks of vaccination is overwhelming in favour of vaccination. Remember that vaccination during pregnancy will also benefit the newborn baby because of mother’s antibodies passing across the placenta, providing protection in the first few months of life.

Is a serious flu outbreak expected this year?

Unfortunately we don’t have a crystal ball. Looking elsewhere in the world where the influenza season has already started – for example Australia – reports show that the influenza season started very early compared to last year and that between five and seven times more influenza A diagnoses have been made. They have also reported a significant rise in influenza B cases.

Mike – have you ever had flu?

Yes, before swine flu came along. I caught it whilst working abroad in a country where there wasn’t any influenza vaccination scheme available. I had three days of high fever and rigors, followed by several days of feeling very weak and being left with a persistent cough – a salutary experience of how influenza can get you despite being generally fit and well.

Get your flu jab at the EGA clinic – it runs Monday, Tuesday, Thursday and Friday between 8.30am and 4.15pm until 25 November. No appointment is needed. Timetables for other clinics are available on Insight.
Child’s play

Young patients at UCH were mesmerised by the skills of ‘freestyle footballers’, enjoyed a visit from Miss Balloniverse (pictured below right with patient Tori Chipping), took to the stage for a karaoke disco and tucked in during a pizza party.

The events were held during the annual National Play in Hospital Week organised by the National Association of Hospital Play Staff and Starlight Children’s Foundation. The week aims to promote the value of play for sick children and young people in hospitals and hospices throughout the UK.

Footballer tricksters Colin Nell (pictured spinning a ball on a pencil) and Noel Battle visited patients on the Teenage Cancer Trust unit showcasing the skills and tricks which have seen them appear as doubles in TV ads for some of the world’s best footballers. The duo were invited by Haroon Mota, senior activity co-ordinator (pictured top right).

Irene O’Donnell, play services manager, said: “From first hand experience, play provides a sick child with some much needed fun and entertainment, it can also vastly reduce the amount of anxiety they experience, enabling them to respond much better to their treatment.”

Full of beans

UCLH chief executive Sir Robert Naylor was joined by Macmillan Cancer Support chief executive Ciaran Devane at the charity’s biggest fundraiser of the year, the World’s Biggest Coffee Morning.

£1,475 was raised at the event held in the UCH atrium where coffee and cakes were exchanged for a donation from staff, patients, visitors and passers by.

Event organiser, and the Trust’s Macmillan information specialist, Kat Lewis said: “We have raised a fantastic amount of money for Macmillan but it couldn’t have been reached without the generous support of all the local companies, our own in-house caterers and also all of the staff who baked cakes, served drinks, shook containers or spread the word about the coffee morning.”

Both Sir Robert and Ciaran spent time talking to staff and patients.

The event was also an opportunity to say a big ‘thank you’ to Trust volunteer Adele Smith, who has worked enormously hard in the Macmillan Information Centre over the past year. She was presented with a small gift by Sir Robert Naylor.

It is only seven months until the University College Hospital Macmillan Cancer Centre opens its doors to patients. The partnership with Macmillan Cancer Support will bring a unique dimension to the service offered at UCLH. The focus will be on caring for the ‘whole person’ not just their cancer.
Secret lives

Top of the range leathers, a steely nerve, skill and a lot of luck is all that separates Mark Webb from a blue light trip to the nearest A&E.

As a senior nurse in the Trust’s emergency department he knows the risks – but he can’t help himself. Biking is in his blood.

“I see the irony of it – but I’m just addicted to motorcycling. It’s awesome. I can hear myself breathing in my helmet. There’s an adrenalin rush and I try to go as fast as I can.”

Straddling his £8,000 streamlined GSXR, he reaches speeds of up to 170mph (yes you read that correctly!), his knees and the ground just a whisper apart as he negotiates the sharp bends at circuits like Silverstone and Brands Hatch. Round and round he goes.

The signs were there even as a teenager. “I used to race around the fields with my friends on motorbikes with no clutch, no lights, no brakes. My dad used to watch Barry Sheen – and I was fascinated by it. When I was 20 I got rid of my car and bought a motor bike. I haven’t owned a car since.”

His current motorbike hero is Italian racer Valentino Rossi, described by Mark as the ‘greatest racer of all time’ and nicknamed ‘The Doctor’, because of his calm and clinical approach to racing.

“I have a tattoo of him on my back – had it done in Florida. He’s my idol.” said Mark.

Mark, who joined the Trust’s emergency department 11 years ago, insists that despite his love of life in the fast line, he remains safety conscious. “I buy the best leathers and helmets and I am very focused. You have to make a lot of decisions, quickly.”

He has come off a few times “it happened so fast I didn’t see it coming” but remains undaunted.

Mark dreams of competing in full-throttle races, but his wife Amanda Webb (also a senior nurse in A&E) has other ideas. “She is very supportive and before we had children would come and watch me at the track. But racing? Amanda won’t let me!”

My magic motor

Medical secretary Veron Williams has ditched her ageing Peugeot for a shiny, new car – thanks to the latest employee benefit scheme.

Veron is the first member of staff to take delivery of a car provided through the car leasing scheme launched by the Trust earlier this year.

The Mycar leasing scheme proved an affordable way for Veron to get behind the wheel of a brand new Mini Cooper – without breaking the bank.

Veron who drives part of the way to work from her home in Basildon said: “My car was getting old and I was worried about breaking down on the A13. This was a good way of getting a new car without having to pay an upfront fee. Insurance, repairs and service are included in the price – so I don’t need to worry.

“It’s a lovely car – powerful, nippy and smooth to drive.”

Sue Parker, who administers the scheme at the Trust, says: “We’ve had considerable take up and four more cars are ready to be delivered this month. The only problem staff will have is making a choice! I looked at dozens just because through the scheme I could afford them.”

The scheme is operated by Leasedrive. For more details go to https://www.mycar-masterlease.uk.com/Clever

Archives

The Middlesex Entrance Hall in 1924. Money, always in short supply for a charitable institution, was required to rebuild The Middlesex and fundraising was ongoing.