Staff Survey 2013 –
tell us what you think

This year everyone will receive an invitation to complete the 2013 UCLH online staff survey. Our independent survey provider, Picker Europe, will send all staff a link to the survey on 26 September 2013.

When you receive the email, click on the link and tell us what you think about working for UCLH and help us to make UCLH a better place to work. Your responses are completely anonymous.

David Wherrett, workforce director, said: “The Board of Directors greatly values your contribution to this very important feedback process. It is very important to hear your views about working at UCLH and what we can do to make your working life better and improve services for our patients.”

As a result of the 2012 Staff Survey we focused on a number of key actions.

You Said – We Did!

You asked us to reduce unacceptable behaviour in the workplace. We are working to ensure our values and behaviours are embedded in all our processes, in appraisals, appointing new recruits and dealing with concerns.

You questioned an over reliance on temporary staffing and vacancy levels across UCLH. We launched the Recruit 500 campaign. More than 260 nurses and nursing assistants have been recruited since April 2013.

You wanted to see further improvements in the quality of our annual appraisal processes. We have further simplified the appraisal process and are monitoring the quality of appraisals.

You wanted to be able to better access online mandatory training. A new UCLH Learning Management System was launched in July providing much easier access to e-learning, including from home.

You said that actions needed to be owned and implemented locally. All boards, divisions and corporate departments have developed their own action plans to address and respond to the local issues raised by you.

Meet the Team
Produced and designed by:
The Communications department

Front cover photo:
Actress and author Emma Thompson came to visit the children’s playroom on T11

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We are committed to delivering top-quality patient care, excellent education and world class research

Safety
Kindness
Teamwork
Improving
Improvements on the menu

A new-look menu for patients has been launched at University College Hospital and the Elizabeth Garrett Anderson wing as part of ongoing efforts to improve the patient experience.

Following the results of last year’s inpatient survey and regular ward surveys, the quality of hospital food was identified as an area in need of improvement.

The new, and significantly expanded menu, which will see food steamed rather than heated in trolleys, has been introduced after a trial on six wards and surveys of patients and staff. The feedback improved the overall rating of food from fair/good under the previous provider to good/very good under the new provider – Steamplicity.

Of the 35 dishes on the new menu, some of the most popular include: fish and chips, salmon, and beef stroganoff. Patients will have a choice from 35 dishes at lunch and dinner every day.

Oscar Fernandez-Saborit, interim deputy chief nurse for the surgery and cancer board, said: “Our previous menu was nutritionally adequate but we really wanted to improve the overall choice and quality so that patients would really look forward to mealtimes.”

The survey did not just look at the quality of food but also issues around presentation and meal times. Patient Terry Bibby gives the thumbs up

Improving patient care

At UCLH we are committed to improving patient care. This is based on the UCLH vision to deliver top-quality patient care, excellent education and world class research and on our values – safety, kindness, teamwork and improving. Care can be measured through patient feedback, through national surveys, and through inspections by the Care Quality Commission (CQC).

A new CQC inspection regime is being introduced this year. UCLH has volunteered to be included as one of the ‘low risk’ trusts to help inform the new system. The inspection will involve a planned four day visit and an unannounced follow up visit.

At UCLH we offer our patients high levels of care but we are always focused on improving so that we can make the patient experience at UCLH even better. For more information please read the four-page insert with this magazine or see the ‘improving patient care’ pages on Insight (http://insight/IPC)
Heritage Trail brings hidden history

UCLH has a rich past which – until now – has been largely hidden in the basement of our headquarters at 250 Euston Road.

Annie Lindsay, UCLH archivist, said: "A number of people have been asking for some time: 'Why can't we have a museum to show and celebrate all our history?"

Thanks to a generous grant from UCLH Charity, our arts and heritage team have created a Heritage Trail so that patients, visitors and staff can see how UCLH has grown into the successful institution that it is today.

The Trail comprises images and objects focusing on eight themes: nursing; patients; medical education; medicine; surgery; charity; hospital and conflict and buildings. There is a leaflet to accompany the trail.

The permanent display of showcases, panels and tiles are on the ground, first, second and third floors of the podium at University College Hospital. There are also stained glass windows in the lift lobbies at the Elizabeth Garrett Anderson Wing.

Guy Noble, Arts Curator, said: "There are many fascinating stories and objects that Annie and I have discovered. For example, a page within a death register from The Middlesex Hospital makes for some moving reading, as it records a number of deaths from the cholera epidemic of 1854. It's fantastic to be able show staff and the public some of these items."

The Trail makes the hospital environment a more interesting place to be, no matter who you are!

1. St Peter’s Hospital nursing medal awarded annually for outstanding services to nursing
2. The Patients’ League bed plaque from the Elizabeth Garrett Anderson Hospital
3. Jimmy Chipperfield from the famous circus family, who was a patient at the Middlesex Hospital, and his Siberian wrestling bear named Bruni
4. Ether and coromine. Ether was the anaesthetic used by Robert Liston, when he performed the first amputation under anaesthetic
5. Anatomy of the brain. Charles Bell illustrated by Bell himself, as he was a talented artist as well as a surgeon
6. A nipple shield
7. Conversation tube. The speaker talks into the funnel end and the sound carries along the tube to the ear piece
8. Cystourethroscope. Used for the removal of tumours endoscopically
9. Burroughs Wellcome ‘Tabloid’ first aid kit. Includes iodine, bismuth and soda and ‘empirin’; quinine bisulphate
10. Medicamentorum Formulae ad varias Medendi Intentiones Concinnatce, by Hugone Smith
11. Death register from The Middlesex Hospital. Almost all the deaths are from cholera.
60-seconds with...

Emma Thompson

When the Oscar-winning actress and author Emma Thompson came to visit, you could have heard a pin drop in the children’s playroom on T11. The young patients were mesmerised by her reading, animal noises, and her Nanny McPhee stick which she brought in especially.

Do you prefer acting or writing – and why?

Acting is collective and gregarious, writing solitary and often painfully difficult. They balance each other!

Red carpet events or nights in with your family?

Red carpet events are quite hard work weirdly. They look glam but involve high heels and a sort of constant smile – so your feet and face end up hurting. But they can be fun. I’d much rather be at home with my children and a decent box-set – I can’t lie to you.

What was your nickname as a child and why?

My nickname was (and is) Bone. I was a small, wiry thing until I was nine (6lbs at birth) so that was why. I love the name and my sister and mother still use it.

I understand you keep all your awards in your bathroom – why is that?

I keep the Oscars in the downstairs loo so everyone can have a go at holding them when they’re washing their hands…

You voiced Elinor in Disney’s film The Brave. What is the bravest thing you’ve ever done?

Bravest thing I’ve ever done was giving birth without any form of painkillers. I was proud of that. Also doing stand-up comedy when I was a young woman – terror is an inadequate description. I did jokes about Margaret Thatcher and herpes to a crowd of 64,000 on top of Nelson’s column in 1983. CND rally. It didn’t go well…

Team work triumphs for surgery patients

The UCLH Trauma and Orthopaedic (T&O) team have every reason to celebrate – patients having hip and knee replacement can go home just two to four days after surgery. Pensioner William Daykin (pictured) is one of them.

The former black cab driver said: “On Saturday, the morning after the operation, I was eating breakfast cereal and toast and drinking cups of tea. By Monday afternoon I was back home. I had been told what to expect before I came into hospital and when I got home the nurse rang to check on me and I rang her once too to ask for some advice. It was good. I walked my dog about three miles today – it’s smashing having a new hip!”

The team focused on one goal: trying to identify how each step of the patient journey could be improved. Changes were made: the therapy team integrated with the T&O core team, pre-assessment clinics were revamped; protocols and pathways clearly defined; nurse-led discharge increased; weekend staffing increased and patients’ information and support improved. Result? Reduced length of stay, less unnecessary readmissions and excellent feedback from patients.

It’s the culmination of a year’s hard work.

Professor Fares Haddad, orthopaedic surgeon and divisional clinical director for surgery, said that “Investing time in the patients’ preparation and giving a consistent message to patients and their families on what to expect from their surgery is an important part of their recovery”.

Darren Barnes, charge nurse T10, said: “Now everyone knows what they should be doing at each point of the pathway and that has reduced duplication and freed up more time. The staff feel really proud of what they’ve achieved.”
During her latest London stage performance, acclaimed folk-rock singer Martha Wainwright praised our midwives for the care they gave to her premature baby.

With her young son Arcangelo beside her – and to enthusiastic applause – she said: “There are five nurses from the NHS, from University College London Hospitals (in the audience) – they took care of you when you were in an incubator!”

Earlier in the day, Martha had returned to the University College Hospital Elizabeth Garrett Anderson Wing with her son to chat to nursing staff who helped save his life when he was born nine weeks prematurely.

She told them: “I will never forget the care I received here.”

**Dates for your diary**

**Chief Executive Roadshows**

Chief Executive Sir Robert Naylor is holding his annual roadshows across UCLH in November to keep you informed, bring you up to date, and answer your questions. Please do join him if you can.

Presentations start at 1pm, with Q&As at 2pm. A light lunch will be available from 12.30pm.

- Tuesday 12 November: Education Centre, 250 Euston Road
- Tuesday 19 November: Heart Hospital boardroom
- Thursday 21 November: Lecture theatre 33 Queen Square
- Friday 22 November: Lecture theatre, Eastman Dental Hospital
- Monday 25 November: Education Centre, 250 Euston Road
- Friday 29 November: RNTNEH, Boardroom 2nd Floor

**Flu: protect your patients**

Preparations are underway to protect staff and patients from the flu virus. Some 4,500 vaccine doses are due to be delivered in the coming weeks.

Staff, particularly frontline health care workers, are urged to have the flu jab as early as possible.

Clinics will be held throughout October, November and December. Further details will be available in Insight over the coming weeks.

**UCLH midwives take centre stage with top singer**

Demetra Georgiou’s nostalgic holiday snap has won first prize in this year’s Staff Art Competition. Demetra, a genetic counsellor at The Heart Hospital, said: “I saw these two gentlemen chatting in the old town of Heidelberg and they looked cute with their bikes. It was a nostalgic scene and gave me a nice feeling. I didn’t expect to win – but I’m glad I did!”

Her two photographic entries were among a selection of staff artwork which has been on display at the University College Hospital Street Gallery.
Inside out

Secret lives

Sue Rust has risked her health and her bank balance living her Secret Life. And as executive assistant to a UCLH medical director it’s hardly surprising she’s kept her passion under wraps. After all they’ve been known to sing the praises of Bad Medicine to thousands of screaming fans.

Sue has been a huge fan of rock gods Bon Jovi ever since she saw the band’s video for the single In These Arms in 1993. “I thought ‘Ooh, he looks nice now he’s cut his hair’ as opposed to being impressed by the music. I didn’t like them in the Eighties because they were what I’d call ‘Eighties hair metal’.”

From that moment Sue admits she ‘got the bug’ and she got it bad. She’s seen the band play more than 70 times and has spent up to £25,000 following them across America and Europe (including one roadtrip taking in six gigs in the UK and Ireland in the space of eight days). She proudly shows off backstage passes to gigs, including one at Madison Square Garden in New York.

So what does her long-suffering husband think of her hobby? “I guess there’s some competition but we’re still married – 29 years this month! He doesn’t love it but he tolerates it!”

Sue, executive assistant to Dr Geoff Bellingan, medical director for the surgery and cancer board, has managed to meet her idol – the band’s lead singer Jon Bon Jovi – three times and puts her success down to one simple tactic ‘being in the right place at the right time’. “I can’t speak to him,” she admits – surprising given her ability to ‘converse with everyone’. “I just managed to get a few words out like: ‘Can I have a photo?’”

Her love of all things Bon Jovi means she’s part of a real community of kindred spirits. She’s even got a tattoo with the initials KtF (Keep the Faith is one of the band’s biggest selling albums).

“It’s not just about the music, it’s the social scene that goes with it – I’ve lost count of the number of friends I’ve made worldwide.”

So what is it that makes the band so special? “It’s the music and Jon’s ability – even though they might be playing to 70,000 people – to make it feel like Jon’s singing exclusively to you and the band’s interaction with their fans when they’re on stage. They do recognise you in the audience”

A one-to-one gig with Jon Bon Jovi: with this dedication let’s hope Sue isn’t forever Living on a Prayer.

Archive

Oh! I do like to be beside the seaside.

The Middlesex Hospital opened its Convalescent Home in Clacton-on-Sea in 1896. For 82 years it served as a place where patients could go to recuperate after having been in hospital, benefiting from some relaxation by the seaside.

UCLH Arts and Heritage is celebrating the Convalescent Home with a display of images from the archives in a Street Gallery exhibition running until 20 November 2013.