

Barts Health Life

The monthly newspaper for Barts Health staff and volunteers



Staff get active for sports day

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We've got our Mojo back!

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Continuing our improvement journey

Thank you! I was so very proud of everyone's hard work in preparing for our Care Quality Commission inspections at Whipps Cross and The Royal London.



It was crystal clear to me that we were ready, committed and dedicated to showing the inspectors that we have come a long way since the last CQC visit. Our patients deserve safe and compassionate care every day, and so the improvements we've made for them and for each other were seen by the inspectors throughout every area they visited. The buzz and determination across our hospitals in the run-up to this important milestone fills me with confidence that we will continue our journey of improvement.

The inspectors also interviewed colleagues from Newham and St Bartholomew's to see how well we're led across the Trust. We also expect some further unannounced visits to wards and departments as the inspectors produce their assessment and work towards a final report in the autumn. We will keep you informed of any news we receive.

We now need to harness all the energy and enthusiasm I saw at first hand through our CQC preparations to our financial challenge. Last month we were placed in financial special measures along with four other NHS trusts. Put simply, we are spending more than we receive in income and this position is not sustainable. We have to get our finances in order and, like everybody else within the NHS, we have to demonstrate that we can provide great care within the resources we are given. A good trust will be able to show that we can improve the quality of care while delivering value for money for taxpayers.

The numbers are big but small changes can make a difference. To meet our financial obligations we need to save 50p for every £10 we spend. We can make significant inroads by continuing to reduce our use of temporary staffing, particularly from agencies (who routinely charge 50% more for a nursing day shift than it would cost through Bank

Partners, for example). We also need to better manage our day-to-day spending on non-essential items, and identify areas where we can work more efficiently. As we focus relentlessly on these areas in the coming weeks, I will be keen to hear from you and your colleagues about the ideas you have to work smarter and save money within your wards and departments.

We have already started to pull together some ideas (see the story on page 2 Ten easy ways to save money). Please do discuss this actively within your teams and share your suggestions, however small or local they may be, by dropping a line to myidea@bartshealth.nhs.uk. I'm sure that if all 16,000 of us put our creative juices together, we can find a lot more ways to control our costs, and so focus our vital spending on delivering safe and compassionate care to all our patients.

Alwen Williams, Chief Executive





New Guardian Service launched

Following a successful pilot at Whipps Cross, an independent and confidential service for staff to raise and discuss concerns has been launched for Barts Health. Through the Guardian Service, staff can discuss matters relating to patient care and safety, whistleblowing, bullying and harassment, and work grievances.

Two guardians (external to Barts Health) are available 24/7 to provide information and emotional support in a strictly confidential, non-judgemental manner on **0333 003 2241**.

Don't forget to use the 'My support and key contacts' z-card, a handy one-stop-shop for all your useful contacts.



It's a waste revolution!

Did you know that since 2013, no waste from our hospitals has gone to landfill? We are undertaking a revolution in our waste management services, reducing and re-using to make our resources go further.

Together, we've:

- Recycled 181 tonnes of cardboard
- Avoided 3,500 tonnes of waste from going to landfill to make fuel derived from refuse – enough to power to Royal London Hospital for four months!
- Given 3,374 pieces of unwanted equipment and furniture a second life by donating them to charities and schools in the UK, Guinea, Kenya, Sierra Leone and Ukraine
- Saved the NHS over £2.8 million through reducing, reusing and recycling
- Received the prestigious Carbon Trust Standard for Waste, the first NHS trust in the UK to be awarded it

Read more in our [Sustainability newsletter](#).

Chairman hosts heroic lunch

In recognition of their achievements, around 80 Barts Health Heroes nominees were treated to a special celebratory lunch with chairman John Bacon on 21 July.

Barts Health Heroes recognises outstanding staff who really live our values and go above and beyond for patients and colleagues. Everyone working at Barts Health, whether directly employed by the Trust, one of our partner organisation or one of our volunteers, can be nominated.

The event was an opportunity to celebrate the contribution of nominees who have consistently

demonstrated our values. At the event, chairman John Bacon spoke of his 'enormous pride' in being chairman and awarded each nominee a certificate to recognise their achievements.

Nominations for Barts Health Heroes close on **30 September 2016**. Winners will be announced at the awards ceremony on 22 February 2017 with winning individuals receiving £500 and winning teams receiving £1000.

To find out more, visit the 'Barts Health Heroes' page on the intranet. To nominate a hero go to <https://www.surveymonkey.co.uk/r/7NLSB3H>



Pictured: Alice Kyei, Fatema Khanamidi and Marie El Antoury from the 8F Postnatal Ward.

10 easy ways to save money

Along with the rest of the NHS, we are facing scrutiny on our finances. Help us become more efficient by following our 10 easy tips:

- 1. Tend not to tender?**
Tender for things you buy regularly to get the most competitive price.
- 2. Use the three quote rule.**
When buying something, use the 'three quote rule' to get the best deal.
- 3. Get it right the first time.**
Every time an incomplete incorrect purchase order is raised on Oracle, it costs our procurement team time and resource to resolve. Let's get it right first time.
- 4. Remember to get the bill.**
Make sure we get paid for the work we do by recording ALL patient activity on Millennium.
- 5. Don't [annual] leave your team in the lurch.**
Plan annual leave to prevent clashing with other staff holidays or running out of time to use your allowance.
- 6. Be prepared to shift and redeploy.**
Help us cut down on agency/bank staff spending by swapping shifts or being prepared to be redeployed to areas within your speciality and skill levels.
- 7. Use what you accrue.**
Use the hours you accrue in the Health Roster before any overtime (via Bank) or even agency is used.
- 8. Printing doesn't have to be pretty.**
Print in black and white or even better, have a paper-lite meeting and avoid printing altogether.
- 9. Stop the standby habit.**
Turn off any equipment on charge that doesn't need to be.
- 10. Don't be late with leaver forms.**
Fill in the correct leaver forms on time, and let us know in advance any changes of hours or leave.



Staff get active for sports day

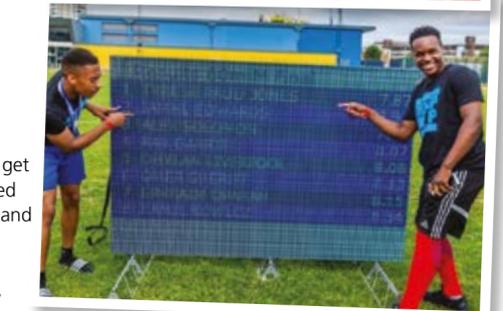
Barts Health staff enjoyed an amazing day of sporting activities, challenges and fun with their families and friends at Mile End Stadium on Sunday 24 July.

Guests were put through their paces with jumping jacks, squats and press-ups in a mass warm-up to kickstart the day. Those with a competitive streak had a whole host of challenges to choose from, including sack races, egg and spoon races, football, volleyball, rounders and a tug of war. A children's entertainer

was also on hand to keep the kids smiling.

Charmaine Yankey, improving working lives co-ordinator, said: "This is the third Barts Health sports day and it was fantastic to see colleagues get out, get active and enjoy themselves. I was thrilled that chief executive Alwen Williams came along and joined in. What a fantastic role model she is."

The event was kindly sponsored by Barts Charity, with refreshments from Carillion plc.



Bringing the dashboard to life

Ward staff may be familiar with the quality and safety dashboard introduced earlier this year, as part of our ongoing work to ensure we place safety at the heart of everything we do, but are you getting the most out of this excellent resource?

Dashboards allow ward teams to view progress against key safety metrics, grouped by the CQC domains of safe, caring, responsive, effective and well-led. They enable you to track and compare information on outcome areas (such as numbers of patient falls or hospital-acquired pressure ulcers), providing a balanced view of progress.

To help embed their use in daily ward management, a range of extra support has been introduced:

- New safety dashboard page added to the 'safety hub' pages of the intranet, explaining

what the dashboard is for, how to access it and an introductory overview on how to use the information to make improvements.

- Lunch and learn sessions from the Sign up to Safety team
- Formal training on using measurement for improvement, which can also be incorporated into existing training programmes.
- 'Train the trainer' sessions for teams to help spread local knowledge.



- If you have suggestions about other ways the Sign up to Safety team can work with your site to get more out of the dashboards, please contact **Andrew McGovern**.

An Hour To Save Your Life returns

The third series of An Hour To Save Your Life will broadcast on Tuesday evenings at 9pm on BBC Two from 9 August.

The four-part series was filmed earlier this year with trauma and emergency cardiac teams at Barts Health NHS Trust and with London's Air Ambulance. The series also covers trauma filmed in Bristol and Newcastle.

The previous two series attracted audiences of around two million people.

Barts Health and London's Air Ambulance patients and staff feature in each of the four episodes of the series.

Find out more

- Visit 'news and events' on the intranet
- Read the weekly 'Take 5' bulletin



Bursting with #NewhamPride

There was a spectacular celebration on 19 July with around 150 Newham staff, members of the Trust executive board and partners from Newham CCG coming together to acknowledge the great teamwork and collaboration in improving patient care and staff experience.

The event included staff photos with statements about why they are proud to work at Newham, a vivid display outlining recent improvements, and a treasure hunt to win a limited edition 'Newham Pride' pin badge. There was also a graffiti board competition for wards and departments, won by Tayberry Ward for its powerful messages about team work and the contribution of other services to the effective running of the ward.

Using the hashtag #NewhamPride, the energy of the festivities was captured on Twitter throughout the day.



Celebrating local achievements, Kenny Ogunsola and Darius Vaitkunas (pictured top) and Alwen Williams and Cathy Falvey-Browne (pictured bottom).

Read our blog
For more information and site news read **Chris Pocklington's blog** on the intranet

New sepsis form being piloted

A new sepsis form is being piloted in the emergency department, observation and Plashet wards which, if successful, will be rolled out to other wards across the Trust.

There are 37,000 deaths in England from sepsis, more than the combined number of deaths from breast, lung and colon cancer and prompt implementation of the sepsis six is known to improve morbidity and mortality.

Based on recommendations of the Sepsis Trust and new NICE guidelines, the new form aims to help identify patients with sepsis early and initiate the sepsis six within an hour of diagnosis. The priority is to find sepsis patients fast, treat them quickly and save their life by reliably recognising the patient who is deteriorating, reliably escalating and reliably responding.

To become a sepsis champion or to get advice/training on using the form, please contact Anna Catherine Morgan. We are quickly implementing actions to meet all of the standards expected by April 2017.

ANNA boost for women's health practitioners

World-renowned speakers – Professors Thangaratinam, Nelson-Piercy, Nicolaides and K Khan, and Mr E Chandrarahan – addressed the launch of the new ANNA (Alan Naftalin Newham Academic) Faculty for Maternal Health in the Education Centre on 22 July.

The faculty has been set up in memory of the late Alan Naftalin, leading consultant obstetrician and gynaecologist and director for medical education at Newham.

Its aim is to bring focused training and research opportunities to midwives, nurses and doctors working in women's health at Newham, facilitating their continuing professional development and improving the quality of patient care. Barts Charity contributed to the faculty's funding.

Change in referral arrangements for stop smoking advice

Following the decommissioning of the Newham Stop Service, the Stop Smoking Clinics at Newham Hospital on Mondays and Tuesdays will no longer operate.

Patients referred using EPR will now automatically be sent to their local pharmacist who will provide a Stop Smoking service and contact patients for their first appointment.

Any posters on display in hospitals which refer to the Stop Smoking Clinic at Newham on Mondays and Tuesdays should be removed and disposed of.

Stop Smoking Walk-in Clinics are available at:

- **The Royal London** – Wednesdays, 10am-12pm, Yarrow meeting room 2nd floor
- **St Bart's** – Wednesdays, 9am-1pm, King George's Building (KGV) Clinic 1
- **Whipps Cross** – Wednesdays and Fridays, 10am-4pm, Stop Smoking Clinic, Junction 4, Main Corridor
- **Mile End** – Friday, 11am-4pm, THCaSH, Sylvia Pankhurst Centre, 3rd Floor, Grove Wing.

For more information, please visit the 'Helping Smokers to Quit' section of the intranet.

In the words of our patients

Exemplary ★★★★★

I wish to compliment all the staff that helped me during my visit to the A&E department on Tuesday morning 21st June. From the woman who greeted me at the reception area to the Doctor who diagnosed my condition I met 9 staff members who were friendly, very professional and were able to deal with me in a reasonably quick manner considering the tests required.

It may be that the limited number of patients in the department at the time helped expedite my care, as I noticed on leaving that the waiting room was full to overflowing. I can only comment on my care. It was exemplary. A big thank you to all the staff I saw on the day.

Fundraising for breast cancer patients

Patients in the breast cancer unit at St Bartholomew's are being seen and diagnosed quicker thanks to the fundraising of a group of supporters and breast cancer survivors.

Thanks to the fundraising of Margaret Hazard and her friends in the breast cancer support group, staff at St Bartholomew's have been able to buy a new biopsy chair, meaning patients are being seen much more quickly for vital procedures.

Over the last 10-15 years, the group have raised money in a variety of ways including knitting, baking and cake sales. The new biopsy chair is now being used for women undergoing diagnostic biopsies. It is versatile

and allows the patient to sit or lie comfortably during what can be a lengthy procedure. More importantly, it dramatically reduces waiting times for patients.

Purchase of the chair (which cost £5,000) is the latest positive difference being made to patients thanks to the breast cancer support group. Thanks to their fundraising, staff at the breast cancer unit have also been able to enhance their wig and styling service, and buy iPads so patients can complete their Health Needs Assessment questionnaire more easily.



Pictured: Margaret Hazard (second from the right) alongside two of the support group and clinic staff

Barts Heart Centre designated level 1 specialist surgical centre

One year on from moving to our specialist Barts Heart Centre – the largest cardiovascular centre in Europe – we have been designated a Level 1 specialist surgical centre.

This follows submission to NHS England of our self-assessment against new commissioning standards for congenital heart disease services which came into effect from April 2016.

The review found that expert medical staff are available at all times to support colleagues across the Trust, a consultant ward round occurs daily, and that we have a good number of surgeons and cardiologists providing safe and compassionate care to 8,000 adults with congenital heart disease each year. We are taking action to meet all of the standards expected by April 2017.

Read our blog
For more information and site news read **Charles Knight's blog** on the intranet

Training broadcast live to USA

On 29 June 2016 at 13:40 (GMT) Elliot Smith, consultant cardiologist led a 30-minute live broadcast of a coronary chronic occlusion angioplasty and stent procedure on a 45-year-old man to clinicians in the USA live.

The operation, funded by Barts Charity, was live streamed via a satellite 42,000 miles away and beamed directly to more than 500 expert cardiologists in Orlando, USA. For the first time, questions could also be put direct to the medical team.

With currently only 10 per cent of eligible patients

receiving the treatment due to a lack of specifically trained cardiologists, the event demonstrated how the procedure works to encourage its use and improve patient outcomes.

Angioplasty and stenting offers the 20 per cent of people with chronic total occlusions, the opportunity to live a normal lifestyle by restoring blood flow to the heart. The techniques demonstrated reduce the complexity of the operation, including minimising operating time and x-ray exposure. This also provides an alternative to open heart surgery which can currently be necessary to clear the blockage.

In the words of our patients

A massive thank you ★★★★★
I cannot thank you enough for helping us get our little bundle of joy. He's a handful little playful man who keeps us busy, extremely busy. Here's a little smile from him as a massive thank you.

My whole experience was hugely positive ★★★★★
I attended the clinic (Minor Injuries) this morning with a minor knee issue. I was seen very swiftly by the Junior Nurse who was charming and efficient. She sent me for an X-Ray which again was completed promptly. On my return, I was seen by Tony, the nurse practitioner, who was thorough, informative and reassuring. My whole experience was hugely positive and I would like to thank them for their help as I don't attend a doctor/hospital lightly and needed to know quickly that my complaint was nothing more serious.

World famous cup of tea ★★★★★
My family and I would like to thank Emma Dunn for coming to the rescue during my father's stay in KGV Building. Emma's kindness, intelligence and perseverance helped us through a difficult time. Her world famous cup of tea was an added bonus!"

A new hope for those with resistant hypertension

For the first time in the NHS, patients have received an innovative implant that is hoped will transform and ultimately save the lives of people living with uncontrollable high blood pressure.

At The Royal London Hospital, on 30 June 2016, the internationally recognised Barts Blood Pressure Clinic became the first hospital in the country to provide two NHS patients with the innovative Barostim Neo™ device.

The device can be programmed to tune into the cardiovascular system (the body's natural blood pressure control system) to send signals to the brain using the body's baroreceptors that act as sensors to measure and control blood pressure.

Dr Melvin Lobo, consultant cardiovascular physician and director of the Blood Pressure Clinic, explained: "If successful, the treatment could provide new hope for treating high blood pressure in the future – particularly when standard therapies have failed."



From Career Development Programme to NHS England Fellowship Scheme

Congratulations to Michelle Martin, training manager, who is one of the four successful recipients of the first Chief Scientific Officer's Women in Science and Engineering Fellowship scheme.

Programme and will act as a role model to inspire the next generation of scientists.

A participant in our Career Development Programme for BME and female staff, Michelle was chosen from 60 female healthcare scientists who applied for NHS England's Chief Scientific Officer's WISE Fellowship

The Fellowship Programme is a bespoke 12 month initiative that was launched in partnership with WISE (the campaign to promote women in science, technology and engineering) and will begin in September 2016.

MP visits partnership tackling serious youth violence



Heidi Alexander, MP for Lewisham East, visited The Royal London Hospital to find out about the trauma centre's partnership work with St Giles Trust charity, supporting young victims of serious and sexual violence.

Caseworkers from the charity work in close partnership with our clinical staff to offer young people the intensive help they need to make a change in their lives at the critical point of their arrival in the emergency department. The aim is to reduce the likelihood of their re-admission to hospital by turning their lives away from gangs and the violence that goes with the lifestyle.

Building our future workforce

An open day for budding young healthcare scientists interested in learning more about our Healthcare Science Apprentice programme was held at The Royal London's education centre on 7 July.

The programme offers teenagers with five GCSE qualifications (grade C and above) the opportunity to gain valuable experience in some of the capital's busiest hospitals. The apprentices will learn how to keep 30,000 pieces of important medical equipment such as anaesthetic machines and ventilators fully maintained, working alongside experts in clinical engineering, operating theatres, renal dialysis and critical care. Each apprentice will gain NVQ level 3 and BTEC level 3 diplomas.

Basit Abdul, apprenticeship programme manager, said: "We are looking for passionate young people and in return we will give them unparalleled experience and training."

Read our blog
For more information and site news [read Jackie Sullivan's blog](#) on the intranet

Rt. Hon Iain Duncan-Smith opens new breast cancer clinic

Patients will get faster diagnosis for suspected breast cancer after the Rt. Hon Iain Duncan Smith opened an innovative new service at Whipps Cross Hospital on Friday 1 July.

The Peter Frecker Breast Unit offers a unique one-stop triple assessment service which is not commonplace in the UK and was developed as one of the 2015 Listening into Action opportunities to improve clinical care and patient experience. It will offer patients an examination, scans and biopsy (where clinically appropriate) in one appointment, avoiding repeat trips to the hospital and cutting down the number of weeks women have to wait for a diagnosis. The new service will also mean that we are now following National Institute for Clinical Excellence (NICE) guidelines to ensure that hospitals with a breast pathway offer 90 per cent of patients a triple assessment.



In the words of our patients

Meticulous care and attention to detail ★★★★★

Spotless facility; state-of-the-art equipment; meticulous care and attention to detail and an unrushed readiness both to do the scan with exacting care and to answer all of my questions. Couldn't be faulted. I felt really well looked-after. (Ultrasound department)

Outstanding ★★★★★

I had minor surgery at the Plane Tree Centre last week and was so impressed by the professionalism, efficiency and kindness shown by all the staff I had contact with. I thought the care was outstanding.

New Managing Director for Whipps Cross



We are delighted to announce that from September, Mike Smeeton will be the new permanent managing director of Whipps Cross Hospital.

Jacqueline Totterdell, chief operating officer, said: "I am confident that he will be an inspirational and compassionate leader to the team at Whipps. Fiona Smith, who has been in the role since September last year on an interim basis has left big shoes to fill."

Mike brings a wealth of experience to the role from the NHS and most recently the charity sector. Mike joined the NHS in 1990 working in information, management and technology. In 2001 he joined the Kettering General Hospital Board, managing a broad portfolio that included strategy, commercial and capital developments, commissioning and contracting, performance management, information management and technology, public relations and marketing. In March 2014, Mike joined Sue Ryder as director of health and social care, managing their hospices, neurological centres and home care services across the UK. He also directed the Charity's policy and campaigns function.

Read our blog
For more information and site news [read Fiona Smith's blog](#) on the intranet

We've got our Mojo back!

It's official. Whipps Cross has got its mojo back!

This was the comment made by managing director Fiona Smith in a film showcasing our leaders for a recent leadership conference. Fiona believes that there is a real sense that Whipps Cross is a happier place to work – staff tell her they feel more empowered, motivated and confident in the quality of the care they are giving to patients.

Fiona's comment about the WX Mojo has resonated with many of staff who are now sporting new 'WX MOJO Lets go' badges (Thanks to Janet Mustoe, director of emergency pathway improvement). Here are some of you saying why you're proud to wear them. **Go Whipps Cross!**

Watch the leader's video in the 'Spotlight on...Leadership' on the intranet.

"We've done a lot of work over the last year. This badge brings us together and helps remind me how much we've achieved collectively."
Pictured right: Julie Day

"When I wear this badge it reminds me of a real sense of camaraderie and passion in the delivery of safe and compassionate care."
Pictured above: Andrew Daly

"We can see the end goal and the badge expresses the confidence we have in meeting all the goals we have set."
Pictured above: Deborah Forrest

GET INVOLVED

Barts Charity: Funding extraordinary healthcare

Thank you to all staff who ran the British 10k

Staff from across our hospitals ran The British 10k through London on Sunday (10 July), fundraising with Barts Charity for a range of causes.

Sabina, Kelly, Clare, Louisa and Alison ran the race and raised funds for: neonatal services, the cardiac rehab team, Bodley Scott wards, Barts Heart Centre, and maternity services.



Pictured: Louisa and Alison before and after the race.



We'd like to say a huge **well done and thank you** to them all!

To see pictures from the day, head to the Barts Charity website.

To register your interest in next year's race, email Eleanor Francis.



Fearless fundraisers wanted!

The London's Air Ambulance Annual Abseil is back for its fourth year, taking place over three days (16, 17, 18 September) and is looking for fearless fundraisers to take part. Feel the thrill and exhilaration of the free hang aspect (no body contact with the wall!) as you descend 17 floors (284ft) from the Royal London Hospital Helipad. For only £35 registration and a minimum fundraising target of £300 you can experience the East London skyline from a whole new angle.

Sign up today to get your place!

Visit www.londonsairambulance.co.uk/events

Applications open for large project grants



Barts Charity's autumn 2016 call for preliminary applications for Large Project Grants is now open. This competitive award is open to applicants from Barts Health NHS Trust, Barts and The London School of Medicine and Dentistry, and City University – School of Health Sciences. Large Project Grants are awards of between £20,000 and £500,000 for fixed term initiatives of up to three years.

Applications must fit within the following themes:

- strategic research with a strong patient focus
- enhancement in service delivery
- or patient and community engagement

If you wish to submit a preliminary application, please email the **Barts Charity Grants Team** in the first instance with a brief outline of your project, no longer than one page of A4. If your idea fits with the strategic aims of Barts Charity, the Trust and/or Medical School, you will then receive a link to our online application form. The deadline for submitting a preliminary application is **5pm, Friday 26 August**. Full details are available on the **Barts Charity's website**.

What's on

It's the **Barts Health Open Day on 17 September, 11.30am-3.30pm**. Join us in the Outpatients department, Whipps Cross for a great day out for all the family with stalls, entertainment, food and drink.

Want to find out how to embrace inclusive change and see examples of culture change from both public and private sectors? Then why not attend the **NHS Employers Diversity and Inclusion conference on 21 September, 9am-5pm**. Find out more at www.nhsemployers.org.

Come along to the **Barts Health Annual Public Meeting on 21 September, Stratford Old Town Hall, 6pm**. Open to the public, members of the Trust and staff, there will be a review of the past year (including our successes and challenges) and an update on other important matters.

Tell us what you think



Tweet us at [@NHSBartsHealth](https://twitter.com/NHSBartsHealth)



Talk to us via www.facebook.com/bartshealth



Connect with us on [LinkedIn](https://www.linkedin.com/company/nhs.uk)



Leave feedback on [NHS Choices www.nhs.uk](http://www.nhs.uk)

Our social side



@A_WilliamsNHS

A message to all our EU staff today - you are hugely valued and an integral part of the Barts Health team.



@NIHRCRN_nthames

Well done to Barts Health & Great Ormond St Nurses for being shortlisted for Teams of the Year in the 2016 Nursing Times Awards!



DementiaCNS

Stopped by relative on Birch Ward wanting to inform me that the care through from A&E to Birch Ward has been "outstanding"



John Not sure I was expecting to make it to a year, y'know - not sure at all. Thank you for saving my life, [@NHSBartsHealth](https://twitter.com/NHSBartsHealth)



Please be responsible and share, pass on or recycle your copy of Barts Health Life.

www.bartshealth.nhs.uk