Hospitals rated on cleanliness, food, privacy and dignity

Also in this issue

› Meet the GWH’s new Chief Executive
› Open Day 2011 highlights
› A Day in the Life of a Prison Staff Nurse
› Celebrating STAR staff
Hello and welcome to the latest issue of Horizon, keeping you updated on key developments at the Trust. This is my first issue of Horizon since joining the Trust as Chief Executive at the beginning of October and like you, I have been interested to find out more about the work of teams right across the Trust.

I have been impressed by the dedication and professionalism of the staff I have met so far. This professionalism is evidenced by the recent launch of a new Employee of the Month Award – the STAR Award for staff who live the Trust values of Service, Teamwork, Ambition and Respect. You can read about our first few winners on page 17.

In this issue you can read about the success of the Trust Open Day we recently held at the Great Western Hospital – thanks to the support of the local community we raised over £8,000 for the Trust charity.

It seems that hospital car parking is something that always generates great debate and you may have read a lot in the local press over recent months about changes to car parking on the GWH site. On page 10 you can read about what changes we have made and how this will improve parking for patients and visitors in particular. You will also find stories about the services we provide out in the community in Wiltshire and beyond including the work being done to give people with speech and language difficulties a voice (page 8).

Having worked in the NHS for many years I know that no two days are the same and through this magazine we try to give you an insight into what it is like to work in different parts of the Trust. You may not know that we are responsible for the provision of prison health services in Wiltshire so on page 14 you can see what it is like for a Staff Nurse working at HMP Erlestoke.

If there are topics you would like covered in future editions please do get in touch with us. Email: comms@gwh.nhs.uk

Best wishes,
Nerissa Vaughan
Chief Executive

“I have been impressed by the dedication and professionalism of staff.”

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Editorial Group
If you have any ideas and suggestions about the magazine and would like to be part of a small editorial group, please contact comms@gwh.nhs.uk

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Why we all need to become flu fighters!

Even a mild flu season can contribute to more than 2,000 deaths each winter across the country – the majority of which could be prevented if people had been vaccinated against the seasonal flu virus.

This year, the NHS has renewed its campaign to persuade as many frontline NHS staff as possible to get vaccinated. Patients and the public should also consider having the vaccine so we can all work together to fight off the flu.

There are a number of misconceptions about the flu vaccine, so we would like to dispel some of the biggest myths.

**Myth: Flu is a mild illness so I don’t need to be vaccinated**
For the majority of people who catch it, flu is simply unpleasant. For some, however, it is much more serious. Globally, seasonal flu accounts for between 250,000 and 500,000 deaths.

**Myth: Healthy people shouldn’t be concerned about getting seasonal flu**
Anyone can pick up the virus and you can pass it on to those who are at more risk of serious illness. This could include your friends, family, patients or work colleagues. Generally, 15–20 per cent of the population gets flu each year – healthy people included.

**Myth: The flu jab can give you the flu**
It is impossible to get flu from the having the flu jab. This is because the vaccine doesn’t contain any live viruses. A very small number of people experience side effects which are similar to those of the flu, such as aching muscles, but this is simply your immune system responding to what it thinks is an attack from flu.

**Myth: I can’t have the jab because I’m pregnant**
Pregnant women should have the flu vaccination at any stage of their pregnancy. Importantly, having the vaccination when pregnant helps protect their baby from flu over the first few months of life.

**Myth: The flu jab isn’t safe**
The risk of having a serious (anaphylactic) reaction to the seasonal flu vaccine is less than one in a million. It is much less than the risk of getting seriously ill from having the flu itself. The only people who should not have the vaccine are those who have a severe allergic reaction (anaphylaxis) to a previous dose of seasonal flu vaccine or to any part of the vaccine. If you have a serious allergic reaction (anaphylaxis) to hens’ eggs, you may still be able to be vaccinated, but under specialist clinical supervision, or have an egg-free flu vaccine.

The Trust has contingency plans in place to help ensure it continues to maintain essential patient services during severe weather conditions this winter. This includes being able to manage a sudden increase in the demand for beds.

During the heavy snow earlier this year, thanks to a number of staff who volunteered to man 4x4 vehicles we were able to get frontline staff to and from work, allowing the Trust to continue to treat patients.

Assistance with accommodation is also available for staff in the event they are unable to get home during severe weather.
Great Western Hospital has been rated excellent by the National Patient Safety Agency for the cleanliness of the hospital environment, quality of food and levels of privacy and dignity, according to an independent report published in August.

The assessments carried out across England by the Patient Environment Action Teams (PEAT) programme assess all hospitals and inpatient units with more than 10 beds. Each healthcare facility then receives a rating of excellent, good, acceptable, poor or unacceptable. Only 52 sites out of 1,222 in England were awarded a score of excellent across all three categories.

Each team inspects standards across a range of patient services including food, cleanliness, infection control, and patient environment (bathroom areas, décor, lighting, floors and patient access) to give the hospital an overall rating.

Guy Rooney, Associate Medical Director at GWH, said: “We’re delighted that for the third year running we’ve been rated as excellent across all areas. This reflects the hard work of all our staff, who take pride in making the patient experience as positive and comfortable as possible.

“Patients visiting Great Western Hospital can be reassured of our high levels of cleanliness, infection control and commitment to privacy and dignity. One of our biggest drives to improve patient experience has been to focus on eliminating mixed sex accommodation, so that sharing with the opposite sex will only occur if it’s in the patient’s best interests - this could be when they need specialist treatment, such as Intensive Care.

“We have also embarked on a five-year ward redecoration programme which will see all ward areas refurbished.”

Areas of achievement in improving the environment, cleanliness and patient experience at GWH include:

- Over 30% of our patients are accommodated in single rooms all general wards offer single sex bays helping to increase privacy and dignity for patients

- The past year has seen a 50% reduction fall in MRSA cases and a 40% drop in Clostridium Difficile cases

- The introduction of Protected Mealtimes, a Menuless Meals trial initiative which aims to monitor what patients are eating and the use of red trays for vulnerable patients has seen an increase in patient satisfaction and a reduction in food wastage.

Wiltshire hospitals fare well

Following the merger of Great Western Hospitals NHS Foundation Trust and Wiltshire Community Health Services in June, the Trust became responsible for the management of community health and maternity services across the county and parts of Bath and North East Somerset.

Hospitals across the Trust have fared well in the PEAT assessments. Warminster Community Hospital received an excellent rating across all three areas.

Chippenham Community Hospital and Savernake Hospital, Marlborough both received excellent ratings for the quality of their food and were rated good for cleanliness and privacy and dignity.

Princess Anne Wing, the Maternity Unit at the Royal United Hospital in Bath, received a rating of poor for environment, acceptable for food and good for privacy and dignity.
Official opening for Peter’s Garden

October 2011 saw the official opening of the Mother and Baby Courtyard Garden on the GWH’s Hazel Ward.

Back in 2003 the Trust began a project to create a homely courtyard garden in the heart of the Maternity Unit, situated on the second floor of the hospital. The therapeutic value of art and good garden design to all patients is well documented, and mothers had said that having a garden would make their stay in hospital more pleasant.

Local designer Anita Barratt, twice a prize-winner at Chelsea, planned the garden around a brief provided by patients and staff.

A fundraising campaign was organised, supported by the Trust’s Charitable Funds, to raise the money needed for materials, construction and continued maintenance of the garden. A wealth of fundraising support was received from staff, local individuals, groups and businesses over the years, many who attended the official opening.

Christina Rattigan, Head of Midwifery at GWH said: “It is thanks to the generous donations and continued efforts and support over the years of staff, local individuals and businesses that the garden was able to be brought to life.

“The garden opening was a great opportunity for us to say thank you to all those who supported its development.”

The garden has been named ‘Peter’s Garden’ after much-loved former Obstetrician and Gynaecologist at GWH Peter Forbes-Smith who sadly died of cancer in 2008. His passion for gardening was well known by the staff who worked with him for many years.

Peter was appointed to his role in 1986 at the former Princess Margaret Hospital where he established the colposcopy service and went on to become a highly respected national leader in the discipline.

He also drove forward the local fertility provision and had a great influence on the maternity services in the county, chairing the Maternity Service Liaison Committee for many years.

His wife Jenny Forbes-Smith officially cut the ribbon opening the garden. She said: “The creation of this garden was very dear to Peter’s heart, and he had worked hard to see it come about, so I know that he would have been immensely proud to see it established, and honoured that it has been named after him.

“Not only does it provide a wonderful facility for the Maternity Unit but it has become a tremendous asset to the GWH as a whole with, for instance, many wards from other departments overlooking and appreciating it.”
Spooky treat for young patients

The Heart FM Angels once again brought a taste of Halloween to GWH this year with another visit to the Children’s Unit. Last Halloween the Angels visited the unit with face paints, masks and sweets for the children, providing them with a special spooky treat. They returned again this year dressed as Halloween witches with more goodies, sweets and scary costumes.

The visit was a great opportunity for the children and staff to get in the Halloween spirit and enjoy a change from their usual routine.

Gabrielle Cribb, Heart Angels Coordinator, said: “We wanted to come down because we realise that there are children who are too poorly to do what other children are doing for Halloween. It’s a chance for our presenters to get out of the station and see what’s going on in their local area. We basically wanted to make children feel a little bit better about the fact that they were in hospital, even just bringing them sweets and face painting them, we feel like we are doing something to make a tiny bit of a difference.”

Claire Parks, Senior Hospital Play Specialist at GWH said: “The children really enjoyed the visit from the Heart Angels last year, so it was lovely that they were able to come again and help us celebrate Halloween. It was a really fun afternoon, and the face paints were particularly popular.”
Caring for patients with learning disabilities

A one-day Learning Disabilities conference was held at GWH at the end of October looking at improving the treatment and care for people with learning disabilities when they are admitted to hospital. This was organised by the Trust’s Learning Disability Forum in conjunction with Mencap’s ‘Getting it right’ campaign.

After a successful event last year, the conference took place again, and was bigger and better than ever. The conference featured impressive performances from the One Step Ahead Theatre Group designed to show how patients with learning disabilities should and shouldn’t be treated in hospital.

Keynote speaker at the event was Beverley Dawkins from Mencap and the conference included talks, stands, displays and networking opportunities.

Donna Bosson, Matron for Unscheduled Care, is the Trust’s operational lead for the care of people with learning disabilities. Speaking at the event, she said:

“Today’s conference has been a big success, and has really grown from last year. The performances from One Step Ahead were fantastic, and really highlighted the importance of making sure that patients with learning disabilities are given the right care.

“We have been doing a lot of work as a Trust over the last two years to ensure we are improving care and treatment, and listening to what people with learning disabilities are saying.”

For more information about Mencap’s ‘Getting it right’ campaign visit: www.mencap.org.uk/campaigns

Sensory Day hailed a great success

More than 120 people came along to the Sensory Awareness Drop-in Day held at the Great Western Academy on 25th October.

Staff were able to view a variety of equipment and aids for hearing and sight impairments, while volunteers from Wiltshire Blind Association, Action on Hearing Loss, the Macular Society and Wiltshire Hearing and Vision were all on hand to give advice and information.

Staff from the GWH’s Audiology and Ophthalmology departments produced interactive displays, and the Jam Sandwich Challenge, which asks people to try their hand at making a jam sandwich while blindfolded, proved to be a popular and thought-provoking exercise, designed to bring home the difficulties for people with sight loss.

The day was organised by a GWH action group which has been considering the needs of patients with sensory impairments and how staff awareness and training can be improved. It was followed by a teaching session for staff on 28th October, which included two 90-minute sessions on sight and hearing.

Feedback from the day included ‘helpful and informative’, ‘a huge success’ and ‘an excellent way of raising awareness to all staff’.

Janie Bond, Matron for Planned Care, who leads the action group, said: “Today’s conference has been a big success, and has really grown from last year. The performances from One Step Ahead were fantastic, and really highlighted the importance of making sure that patients with learning disabilities are given the right care.

“Our aim was to raise awareness within the Trust and to provide a resource guide for all clinical areas. I need to evaluate this and also the formal teaching session held on October 28th to see what the next steps might be.”

Action on Hearing Loss and WBA were instrumental in helping GWH to develop the resource pack for each ward/department area which will signpost patients, relatives and carers to the help that is available. It will also include advice for staff when they care for patients who have sensory impairments.

The Jam Sandwich Challenge was designed to bring home the difficulties for people with sensory impairments.
Giving Voice to the people of Wiltshire

Wiltshire-based Speech and Language Therapists have been working alongside staff from Salisbury NHS Foundation Trust to host an event designed to highlight how Speech and Language Therapy can make a difference to people with speech, language and communication needs, their families, and the wider society.

The free event, part of the Royal College of Speech and Language Therapists’ (RCSLT) national Giving Voice campaign, was held at Salisbury Playhouse on October 20th, 21st and 22nd, and was open to babies, pre-school children and their families.

Around 50 families enjoyed the activities based around supporting and developing children’s communication skills in everyday play activities. As well as information about all forms of support available locally, there was some equipment to try out.

Recorded messages of support for the campaign from Salisbury MP John Glen and children and adults who have had speech therapy were played in the Playhouse foyer and visitors were invited to contribute their voice to the campaign too by devising their own ‘speech bubble’ to add to a display.

Speech and Language Therapist Sandra Treslove said: “Communication plays a vital role in everybody’s life. We hope that these events will help to raise awareness of the challenges some children and adults face with their communication, and the variety of ways in which speech and language therapists can provide support.”

Fellow Speech and Language Therapist Pia Grant commented: “We all felt that the event had been a huge success in raising awareness of both communication difficulties and the role of the Speech and Language Therapists.”

Her colleague, Charlotte Mustoe added: “It also provided a valuable forum for families to access information and a chance to signpost individual families to relevant sources of support.”

Meanwhile, Swindon-based Speech and Language Therapists showcased their services at a similar Giving Voice event held on 19th October in the town’s Next Generation Sports Centre at Kemby Park.

Local people were invited to come along and chat to the therapists to find out more about the work of Speech and Language Therapists and about the services on offer, which include working in schools and children’s centres, supporting eating and drinking, supporting adults with dementia, services for stroke patients, sign language and Alternative and Augmentive Communication (AAC).

Speech and Language Therapist Alex Stewart said: “Thank you to all those who came along and made our event a success. We also wanted to say a big well done to Robert Buckland, MP who was voted ‘Giving Voice MP of the year’ by the Royal College of Speech and Language Therapists.”

For more information on the campaign visit www.givingvoiceuk.org

Speech and Language facts

• Around 2.5 million people in the UK have speech, language or communication needs (SLCN) which can have a dramatic impact on the quality of their life.

• Over 1 million children have long-term and persistent SLCN which can lead to poor educational achievement and underdevelopment of the key skills that they need to reach their full potential.

• Many stroke survivors can have communication and swallowing difficulties and around 700,000 people with dementia have an SLCN.
Private patient unit launches new website

The new website for The Shalbourne Suite, which provides private healthcare at the Great Western Hospitals NHS Foundation Trust, was launched in late summer.

The Shalbourne Suite has an inpatient ward with 20 single en suite rooms and an Outpatient Suite with four consulting rooms and a treatment room, where minor outpatient procedures are carried out. Specialist clinics are also run in the Outpatient Suite for a range of conditions and treatments.

The website details the services on offer, which include both inpatient and outpatient treatments, the benefits of choosing private medicine and what patients can expect.

Visit the website at www.theshalbourne.co.uk where you can find full details and make any enquiries. You can also call The Shalbourne Suite on 01793 646060/61.

Alternatively, you can access the Shalbourne Suite website from the Great Western Hospital NHS Foundation Trust site by visiting www.gwh.nhs.uk and clicking on ‘Private patients’. All income from private treatment is used to support the Great Western Hospital.

GWH staff host Antibiotic Awareness Day

November 18th 2011 saw the annual European Antibiotic Awareness Day take place at the Great Western Hospital.

The annual Europe-wide public health initiative centres on heightening both healthcare professional and public awareness of appropriate antibiotic use.

A team of Pharmacy staff and Infection Prevention and Control nurses from the GWH were involved in organising the day, with the aim of highlighting this important topic to both staff and patients.

The day’s main event was held in the hospital atrium where the team manned a stand throughout the day.

Enthusiastic members of the antibiotic team were present to explain the significance of the day, provide information about the issues relating to inappropriate antibiotic use, and entice passers-by with an interactive game to test their knowledge of which conditions require antibiotic treatment.

Staff members passing the stand were able to obtain an up-to-date copy of the GWH antibiotic guidelines on a handy ‘keri card’ that can be attached to their identification badge. These cards are designed for immediate reference to help staff access information quickly and easily on appropriate antibiotic prescribing.

As well as the activity in the atrium, the team also promoted the day with both a staff and public webpage, which allowed users to test their knowledge on when antibiotic use is appropriate.

It provided links to useful information on antibiotic awareness, as well as the entertaining and informative Department of Health promotional videos.

It was hoped the day encouraged both staff and patients alike to take a moment to consider how much they actually know about antibiotic use.

Further information is available all year round from the antibiotic team.
Changes to staff car parking, which sees 50 more spaces being made available to patients and visitors, are now in place at Great Western Hospital. The changes were due to come into force in the summer but following technical issues with the building work, the date was moved to allow more time for the new system to be installed.

The new system, which came into effect on 28th November, will see parking for staff restricted to six days in 10 and staff encouraged to car share or use public transport to get to and from work during the other times. Staff working at night, at weekends or on Bank Holidays will not be affected by the change and will still be able to park on site all of the time.

The main aim behind the change is to free up more spaces for patients and visitors so you find it easier to park on site during busy times. A new ‘pay on exit’ system has been introduced, which works in a similar way to parking systems used in shopping centres, where you only pay for the time your car has been left in the car park. Providing you park appropriately, this means that patients and visitors will never get a fine because their ticket has run out or overpay for parking by putting too much money in the machine.

The majority of patient and visitor car parking has now been moved to the front of the hospital with some additional disabled parking spaces in the Brunel Treatment Centre car park and some general parking spaces near the Emergency Department.

Public disabled parking spaces are provided close to the entrances of all buildings on the hospital site. These parking spaces are not barrier protected and users must display a valid Blue Badge at all times. There is no charge for parking in these areas and there is no length of stay restriction in place.

People who are regular users of the car park who fall under a certain criteria are eligible to concessionary permits which allow them to park on site for £1. If you think you may be eligible for a concessionary permit please just ask a member of the ward or department and they will be happy to help.

In the first few weeks of the change, there have been a few teething problems with the barrier system and Trust has been working hard to address these issues and ensure they will be resolved as quickly as possible. The new car parking system will be reviewed periodically to see if any adjustments need to be made. The Trust’s main aim is to ensure we continue to make the best use of the limited number of spaces available on the GWH site.

If you experience any difficulties or need any assistance, please speak to one of the car parking attendants who will be happy to help or if you are at the barrier you can speak to a member of staff via the intercom.

More information on car parking is available at www.gwh.nhs.uk/about-us/news/parking-now-pay-exit-at-gwh/
Nerissa Vaughan joined the Great Western Hospitals NHS Foundation Trust as Chief Executive in October 2011. Before coming to GWH, she was Chief Executive of the Queen Elizabeth Hospital King’s Lynn NHS Foundation Trust.

How many years have you worked in the NHS?
20 this year. I joined the NHS as a National Graduate Management trainee.

How are you settling in at GWH?
Very well, thank you. Everyone has been very helpful and friendly and I’ve enjoyed starting here. It’s a nice place to work.

What are you looking forward to in your new role?
The idea of developing the hospital and community services to provide integrated care is top of the agenda.

What do you think will be your biggest challenge?
The NHS is going through a great deal of change at the moment and I need to steer the organisation through a period of structural change all around us. Strategic Health Authorities and Primary Care Trusts are disappearing and GPs are beginning to set up Clinical Commissioning Groups. It’s important that we engage with these new organisations and support the transition. Coupled with this, the next few years will be financially challenging for us all.

What is your vision for the Trust?
To be bold and ambitious and seize opportunities to develop the organisation.

What characteristics best describe you?
Focused and decisive. I hate waffle.

What has been the best moment of your life so far?
There have been lots of great moments and I don’t want to single one out.

What’s your greatest achievement to date?
That’s a hard one. I think getting the Queen Elizabeth Hospital in King’s Lynn to Foundation Trust status. When I arrived, the hospital had an historic debt of £5.5million and had just failed all the 18 week waiting time targets. It was a fantastic hospital to lead but to get it to Foundation Trust was exhausting work.

What do you do to relax?
I love riding and my horse is stabled in the Cotswolds. I also enjoy the theatre.

Do you have a question for our new Chief Executive? Send your question to asknerissa@gwh.nhs.uk

Quickfire questions

Favourite food? Curry
Favourite place? Oxford
Favourite music? Oasis
Best show on TV Gavin and Stacey (I’m Welsh, you see!)

What three things couldn’t you live without? My partner Andrew, my family and friends. All are a great support to me.
The public got a chance to look behind the scenes at the Great Western Hospital at the Trust’s Open Day on Saturday, 17th September.

The free event, from 10am-3pm, drew in around 300 people to a host of displays and demonstrations for all the family, both inside and outside the hospital.

Tours of hospital areas filled up fast, with visitors able to discover for themselves what happens in the Theatres, Cardiac Catheter Laboratory, Radiology and Plant Room and saw the Pharmacy Robot in action.

Fifty fundraisers took part in a 90ft charity abseil off the hospital roof and friends and relatives watched their progress from a special viewing area below.

There was entertainment throughout the day with music from local band Saga Louts and jive dancing. The Swindon Town FC Community Programme hosted a target shooting competition to win a signed Swindon Town football.

There were some fantastic raffle prizes to be won including a golf day, a photo session, a Dyson Ball vacuum cleaner and a signed Swindon Town FC shirt.

On the day just over £1,000 was raised for the White Horse Birth Centre and a further £7,000 from the abseil. The money raised will go to the GWH’s Charitable Funds which goes towards equipment and facilities not typically funded by the NHS.

Support us! : Page 22
Fundraising
Sue Cain is a Staff Nurse at HMP Erlestoke.

Sue Cain is a Staff Nurse at the Prison Healthcare Centre at Erlestoke Prison, near Devizes. She is part of a team of 10 Nurses and two admin staff.

7.45am
I arrive at work, which for me is a Category C prison, housing 494 male prisoners, aged 21 and above.

7.50am
I check my bag to ensure there are no sprays, tins, cling film, blue tack, glue, scissors, etc. I check my mobile phone is turned off and lock it in the car.

7.55am
I arrive at the first gate. The gate opens and I pass in my tally to receive my set of keys. I stop at the next hatch and collect a radio. I check the communications board to see who the duty doctor prescribes him something to help him sleep. I give the patient a movement slip so he can return in the afternoon for his medication.

I walk down the corridor to the treatment room with my first patient, unlocking and locking doors as we go. He tells me he can’t sleep and has been up all night. He is due to be released after quite a long time in prison. I talk to him about his family and his concerns. Checking he is physically fit, I take him back to the waiting room and request the duty doctor prescribes him something to help him sleep.

My second patient tells me he has been awake all night with earache. I examine both ears but can’t see anything wrong and all routine observations are normal. I tell him I will give him a slip to ‘rest in cell’ which means prisoners are only allowed out of their cell to collect meals. Because today is Friday, that means he will have to ‘rest in cell’ all weekend. The patient then decides he is well enough to work. I tell him we will see him again if it does not settle.

8.10am
I am now off to the Health Centre. I check my work list, today is my turn to check the emergency bags. All are correct.

My first clinic is see patients who feel too poorly to go to work. I hear over the radio ‘Code 9 Healthcare’. This means that the emergency alarms in each room are being tested – these are not for patient emergency but for our safety.

8.20am
I meet Gill, our Admin Assistant, who gives me the names of the patients I am seeing in my clinic this morning.

8.30am
Commence prisoner movement comes over the radio. Each prisoner attends healthcare with a movement slip and an identity card. They are allowed 10 minutes to walk over from their units.

8.45am
‘Stop prisoner movements’. All my patients should be here by now. I go to the waiting room to call my first patient. I am met with a sea of faces and lots of noise. Some are here to see the doctor, others for psychological reasons as to why he cannot be held there. There are no medical or psychological reasons or self harm incidents documented so I talk to the prisoner while observing for injuries to the crime he has committed.

My first patient tells me he has been awake all night with earache. I examine both ears but can’t see anything wrong and all routine observations are normal. I tell him I will give him a slip to ‘rest in cell’ which means prisoners are only allowed out of their cell to collect meals. Because today is Friday, that means he will have to ‘rest in cell’ all weekend. The patient then decides he is well enough to work. I tell him we will see him again if it does not settle.

9.45am
Two prison officers arrive to take patients to work, education, etc.

10am
Prisoner movements start again.

10.15am
Movements stop. A ‘Code Red’ radio call goes out. A colleague grabs an emergency bag and quickly goes to assess the situation. I phone through to find out what is happening in case she needs more equipment or assistance. I am not needed, so take her place in Pharmacy giving out methadone or subutex as prescribed to patients who have been using drugs. Each patient comes into a booth and closes the door. He produces his identity card and his iris recognition is completed. Then his medication is administered by myself and a colleague, as all controlled drugs are. It has been known for some patients to conceal their medication, so they have to be observed carefully.

12pm
Team brief. We meet in the Nurse’s Room to discuss any concerns. The ‘Code Red’ earlier was for an alleged assault on a prisoner. After treatment, he was able to continue as normal. His alleged assailant was to be relocated to the Care and Separation Unit.

12.30pm
I go to collect the Pharmacy Box from the main gate. Pharmacy is delivered daily from a local chemist. We check the delivery and put the items away.

1.30pm
After a quick lunch break, patients arrive with officers to collect their medication. Friday afternoon is ‘lock down’ which means prisoners are not allowed free movement in the prison grounds and are only escorted if essential.

2pm
I receive a radio call to go to reception. Three prisoners have been relocated here from another prison and they need Healthcare and Cell Share Risk Assessments completed. None have any urgent medical problems and I tell them they will have a Full Healthcare Assessment on Monday. I complete their Cell Share Risk Assessment stating that there are no health reasons for them to have a single cell. One prisoner is deemed ‘high risk’ due to the crime he has committed.

3.20pm
I am called to the Care and Separation Unit to complete an algorithm for the prisoner involved in the assault earlier. This is a legal requirement. I talk to the prisoner while observing for injuries or psychological reasons as to why he cannot be held there. There are no medical or psychological reasons or self harm incidents documented so I sign his algorithm and inform him that he will be seen by a member of the healthcare team daily - another legal requirement.

3.45pm
Time to check for messages, shut down computers, lock cupboards, doors and gates.

4pm
I walk to the gate, hand in my radio and keys. I am checked again by the officer on the last gate. The gate opens and I am free to make my way home.
Erlestoke Prison is a Category C prison situated in the heart of the county. The Wiltshire Community Health Services Dental Services team (WCHSDS) regularly treat prisoners within a health centre on the site.

Improving a prisoner’s oral health can lead to better health and higher self esteem and developing good parenting skills and knowledge. The WCHS Oral Health Promotion Team have been researching existing health promotion programmes and the needs of prisoners and there are many issues to consider:

A large majority of prisoners will have:
• Come from disadvantaged backgrounds
• Become parents themselves
• Not inherited any parenting skills
• Not visited a dentist at all for various reasons
• Been taking addictive drugs.

Other health disciplines are implementing programmes within the prison to improve healthy living and self awareness. Meetings are held regularly, and all the teams discuss the ongoing health promotion programmes of the prison.

Some prisoners are made health trainers who help fellow inmates and there is a family programme where prisoners earn the privilege to have a day with their families. These days offer a chance for the prisoners to be fathers and learn parenting skills, and also for the children to have a day where they can play and interact with their dads.

To provide a positive Oral Health Programme within this prison, many issues had to be assessed and considered:
• Operation and security issues of the prison
• The vast range of individual problems
• Age and social backgrounds of prisoners
• How many prisoners are fathers.

It was also important to work alongside all other teams who provide services at the prison, such as nurses, prison officers and family centre staff.

The Oral Health Project

The programme includes:

**Resettlement Day**
This event, held on 11th October, provided prisoners with information and help for when they are released from prison. Around 500 prisoners attended during the day.

**Family Days**
This event involves staff from a variety of health disciplines working together to provide information for all the family. The Oral Health Promotion Team attended its first Family Day on 26th October. The main emphasis will be on integrating these Oral Health messages with the dads’ play days.

**Story books**
A story book with a dental health message will be given to each child when they visit dad on a family day or on a day visit to the prison. This will give dad an opportunity to bond with their child and share in his/her health care.

**Information packs for prisoners**
This is currently being developed to include:
• Dental health messages
• How to access a dentist in prison and on discharge
• How to care for children’s teeth.

Gill Tripp, Senior Oral Health Promotor for WCHSDS said: “All of these would provide oral health messages to not only the prisoners but their families, giving a holistic approach to the subject matter. We would also be integrating with the prison staff and other visiting health professionals. The project would not only be of benefit to the prisoners but also to the extended family and consequently the wider community.”
An invention which helps to keep patients hydrated is being trialled at GWH.

The Hydrant is a hands-free drinks system which helps patients to have access to fluids at all times without having to reach for or hold their drink.

Its design enables staff to accurately measure how much fluid the patient is taking in and it also benefits patients on fluid restrictions as staff can see at a glance what has been consumed. The Hydrant can be attached to a patient’s bed so that it need never be out of a reach.

Jupiter Ward, which specialises in treating adult elderly patients with a variety of conditions, has been trialling the Hydrant for the past few months as part of the Productive Ward scheme, which aims to improve efficiency throughout the Trust.

Patients are assessed by staff to see if they would benefit from using the Hydrant and if it is suitable for them to use. They are then asked to give their thoughts on the equipment.

Zara Norman, Sister on Jupiter Ward, who has been leading on the project, said: “It’s made such a huge difference to patients. It can help them to stay hydrated which lessens the need for IV fluids, they find it easy to use and it helps to maintain their independence for longer as they are able to have a drink when they want to.

“The number of patients on the ward using the Hydrant can change on a daily basis and we assess each one to check that the equipment is suitable for them to use. It can be particularly helpful for people who have to be nursed on their side, for example if they have a spinal injury, and can’t be positioned on their back. It also helps to keep drinks cooler for longer and is safe to use as it doesn’t spill.

“All the staff are very positive about this project and everyone is keen to get involved.”

The Hydrant is the brainchild of Mark Moran, of Hydrate for Health, who came up with the idea after being in hospital for a back operation and finding it difficult to reach for a drink.

He said: “I receive so many letters and emails from people who tell me that the Hydrant has transformed their lives. I am still amazed at how something so simple can make such a massive difference to people, in hospitals, in care homes and in their own homes.

“I am thrilled that the staff I have been working with at GWH have been so helpful in trialling the Hydrant and it would be great if one day it could be rolled out across the hospital and in the wider community.”

The Hydrant has been honoured in the Dignity and Daily Living category of the Nursing Times Product Awards which recognises products that have helped transform nursing.

For more information visit www.hydrateforhealth.co.uk
Celebrating our STAR staff

This summer, the Great Western Hospitals NHS Foundation Trust introduced a new set of values designed to develop a customer service culture in our staff.

These new values are represented by the word STAR and four simple but powerful words:

**Service**
We will put our customers first.

**Teamwork**
We will work together.

**Ambition**
We will aspire to provide the best service.

**Respect**
We will act with integrity.

To recognise staff who demonstrate these values, the Trust set up a Star of the Month Award. Staff are able to nominate themselves or their colleagues. Each winner receives a £50 Marks and Spencer voucher, two tickets to the annual Staff Excellence Awards and is entered into the finals for the STAR of the Year category in the annual awards.

The August STAR of the Month was Heather Kahler, Neighbourhood Team Coordinator covering the Warminster, Westbury and Mere Neighbourhood Team. Heather was nominated by Caroline Wylie, Community Matron and was chosen by the judging panel because of the way she demonstrates high standards of professionalism, acting as an excellent role model for junior and senior members of her team.

The September STAR of the Month was Rhoda Masango, a Staff Nurse on Beech Ward, for the way she demonstrates the new Trust values of Service, Teamwork, Ambition and Respect (STAR) in her day to day work.

Rhoda was nominated by Hayley Sales, an Auxiliary Nurse on Beech Ward, for the way she has welcomed and guided Hayley onto the ward following a move from Linnet Ward. In her nomination, Hayley highlights the way Rhoda has taken the time to ensure that she was made to feel part of the team, how she always puts her patients first and how she is always on hand to help answer questions, providing support and guidance whenever she can.

Congratulations to Mr Adam Brooks, Consultant Orthopaedic Surgeon, and Mr Hayat Khan, Specialty Registrar who are joint winners of the October STAR of the Month Award.

Adam and Hayat were nominated by Lucy Baker, General Manager of the Planned Care Directorate, on behalf of a patient for the expert care the patient received following a horseriding accident, care which went above and beyond the call of duty. Both of them were cited for the way they kept the patient’s family updated about her condition and the patient praised their unique ability to explain complex medical procedures in plain English.

In a letter to the Trust, the patient went so far as to state that she felt she had been cared for by the best orthopaedic surgeons in Britain particularly because of how kind and diligent both were in their dealings with her. Without their support in preparing for her discharge the patient felt that she would still be in hospital undergoing rehabilitation and now has the confidence that she will make a full recovery and will be able to go horseriding once again.

GWH Chief Executive Nerissa Vaughan, presents the September Star of the Month award to Rhoda Masango, centre, and her husband Prosper.

Dr Adam Brooks receives his October Star of the Month award from Chief Executive, Nerissa Vaughan.

Heather Kahler, left, is presented with her August Star of the Month award by Director of Workforce and Education, Oonagh Fitzgerald.
Trust staff celebrate their graduation

Trust staff proudly attended their graduation ceremony at Bristol Cathedral this July. This marked a huge achievement, with successful completion of the two year Foundation Science Degree in Health and Social Care.

The Foundation Science Degree is a qualification for staff training to be Assistant Practitioners. Development of the Assistant Practitioner (AP) role, is an initiative in support of the workforce challenges facing health and social care provision in the future. APs can undertake roles across a variety of settings and professions that were previously undertaken by professional staff, this in turn frees up registered practitioners to undertake advanced practitioner roles. The AP role can provide further career opportunities for support staff.

Assistant Practitioners and trainee Assistant Practitioners work in areas including Theatres, Emergency Department, Endoscopy Suite, Neighbourhood teams, inpatients, Learning disabilities, Children’s continuing care team and the PACE team.

Vanessa Ongley, Academy Clinical Skills and Student Lead said: “Many congratulations to Michelle Haines, Lisa Platt, Julie Parks, Haizhu Valentine, Alison Durbin, and Leslie Jefferies. You have worked incredibly hard to achieve this and are making a huge difference to patient care and effective service delivery, we are all very proud of your achievements!”

Caroline Davies, Assistant Practitioner Project Lead and Practice Educator, said: “I would like to take this opportunity to congratulate Clare Doyle, Cerren Braine, Kevin Akers, Amy Taylor, Sarah Stenner, Emma Wrigglesworth, Becky Rumens, Mary Nodwell, Lisa Fincher and Siobhan Carty. You are all a credit to the organisation and patient care will only benefit as a result of your endeavour. It has been a pleasure to get to know you all.”

If you are would like any advice and guidance regarding NHS education, training and development please contact the Academy on 01793 604416.

Graduation day for the budding Assistant Practitioners

Financial Services Officer Margaret Aqeel was named Accounting Apprentice of the Year at Swindon College at a special awards night on 22nd September. Margaret was presented with a trophy and a citation of her achievement for her work in gaining her Association of Accounting Technicians qualification – the AAT.

Margaret, who is 54, spent three years attending half a day at college and working evenings and weekends to gain the AAT. In that time she has also taken her Maths and English GCSEs. She said: “I am over the moon. It’s been a lot of hard work and I’d like to thank my managers for their support and my tutor Jack for helping me through it.”

Financial Services Manager Geraldine Jennings and Financial Accountant Claire Bentley supported Margaret at the awards night. Geraldine said: “It was a very special night and we are all very proud of her.”

Margaret graduated on 14th October.

• Sally Tipping has completed her MSc in Infection Management for Pharmacists with a merit.
• Greg Gerrard, Specialist Registrar in Oral Surgery, won 1st prize at a recent Oral Surgery conference for his presentation, Is dental migration driving the growth in Fitness to Practice?

Well done to all. . .

Congratulations to all the following NVQ candidates who have achieved their NVQ level 3 in Health and Social Care award:


Congratulations to the following staff who have achieved their A1 Assessor Awards:

Margaret Richens, a Senior Staff Nurse on the Coronary Care Unit, retired in November after more than 40 years in the NHS. She is relocating to Devon to spend more time with her husband and family. She talks to Horizon about her life’s work and how she is looking to the future.

Community Nurse retires after 45 years in the NHS

Community Nurse Shirley Penny, who has worked in the NHS since 1966, is retiring on 31st December 2011.

She started her career as a student nurse, training with Bath District Health Authority. She worked in St John’s Hospital, Trowbridge, Trowbridge Hospital and Bradford on Avon Hospital covering nights, geriatric and maternity posts.

She then spent time linked to a GP practice until working with Rapid Response in Wiltshire in 2004, moving into the Trowbridge Neighbourhood Team in 2007 and the Warminster, Westbury and Mere Neighbourhood Team in 2009.

Heather Kahler, Neighbourhood Team Coordinator for the Warminster, Westbury and Mere Neighbourhood Teams said: “Shirley is a dedicated and caring nurse who is well known to the community teams in Wiltshire. She is going to be sorely missed by her colleagues who are going to find the office to be very quiet after her retirement!

“She aims to still work as a bank nurse in the area, so if any team needs an organised, reliable, caring and skilled nurse to work with them to cover the occasional shift, I cannot recommend Shirley highly enough.”

Colleagues celebrated Shirley’s retirement with a party in early December.
From our colleagues at Avon and Wiltshire Mental Health Partnership. . .

South West Veterans service launch gets encouraging response

Avon & Wiltshire Mental Health Partnership NHS Trust (AWP) and Combat Stress join forces in the fight against poor mental health for veterans.

As you may have heard on the radio or read in your local papers, the South West Veterans’ Mental Health service launched on Monday 10th October, World Mental Health Day.

The purpose of the service, and the accompanying site www.swveterans.org.uk, is to make it easier for veterans, or their relatives or close friends, to get the best advice and support on their mental health. We know there is often an issue with people taking the first step in seeking support and that can be more pronounced due to the culture of military life.

The site is designed to provide information, methods of support and a confidential route to allow people to seek further help.

The service uses the networks of AWP’s services in a partnership with Combat Stress. Help for Heroes and other renowned organisations have also promised their support in order to reach out to the large amount of veterans who could be suffering in silence.

The service has also been given permission to print some of the experiences that veterans have suffered. When you read them [on the website], you begin to understand their difficulties in finding the right kind of support. For a long time, service-related mental health matters were beyond the experience of most GPs, doctors and nurses. Hopefully, that is now changing.

Whether it is a NHS worker who follows up your query, or someone from Combat Stress, they will be operating to the same principles in order to ensure, if necessary, as seamless a journey as possible as you move from initial assessment to, if appropriate, focused intervention. Your issues and concerns will be treated with the utmost respect and in confidence, by workers trained specifically in this field. Within two hours of the site address being publicised on regional radio, over 100 people from across the South West had logged on to the website to find out more.

If you are interested to find out more about AWP, you can become an AWP Foundation Trust member. As a member you will receive the quarterly Members’ update, be invited to member events including seminars about mental health and be able to take part in surveys to give us your views.

To become a member visit our website: www.awp.nhs.uk/membership or call the membership office free on 0800 694 9990.
Open Day
On 17th September the Trust opened its doors to the Great Western Hospital and invited members of the public to come see what goes on at the hospital, with an opportunity to go behind the scenes on tours of various wards and facilities. The day was very popular and it was great to see so many members of the public enjoying a family day out.

Elections
The 2011 GWH Governor elections have closed and I am pleased to inform you that the new Governors are:

Kevin Parry - Swindon Constituency
Vicki Barnett - Staff Constituency
Ros Thomson was re-elected for the Swindon Constituency
Margaret White was re-elected for the Wiltshire Constituency
Sri Madhavan was re-elected for the Oxfordshire and West Berkshire Constituency

The following Governors have been appointed from partner organisations:

Clive Bassett - Prospect Hospice
Dr Jon Elliman - North Swindon and Wiltshire Health and Social Care Academy
Cllr Brian Mattock - Swindon Borough Council
Cllr Jemima Milton - Wiltshire County Council

How to contact your Governors
You can contact your Governors via the Membership Office:

01793 604185  foundation.trust@gwh.nhs.uk

Foundation Trust Membership Office,
Trust Management, 2nd Floor
The Great Western Hospitals NHS Foundation Trust
Marlborough Road
Swindon, Wiltshire SN3 6BB

Annual Members’ Meeting
This year the Trust hosted two Annual Members’ Meetings one in Devizes and one at Great Western Hospital. Both meetings were well attended and it was good to see so many new faces. Slides of the presentations shown at the meetings, which took place in September are available to view online at: www.gwh.nhs.uk/members/meetings-and-events.
Support us!

Abseilers scale heights for charity

On Saturday 17th September, as part of the Open Day, 50 brave fundraisers abseiled 90ft off the roof of the hospital to raise money for the Trust’s Charitable Funds. Despite showers on the day the abseil was a great success with plenty of friends and family turning up to support the abseilers as they made their descent.

Thank you to all the members of staff and the local public who took part in the abseil, and helped us raise over £7,000 for charitable funds. This money will help fund aspects of patient care not typically funded by the NHS, such as specialist equipment.

Abseil winners

There were three prizes up for grabs in the abseil, the individual who raised the most, the team who raised the most, and the best team name. The winners were...

The team who raised the most money:

‘Poetic Hoard’ – made up of members of staff from Orthopaedics: Ruth Scammell and Tracy Titcombe, Medical Secretaries, Lorraine Beale, Alexandra Hedges, Angela Boyall, and Emma Williams, Outpatients Clerks, and Jon-Anthony Greaves, Booking Clerk.

The individual who raised the most money:

‘Jumping Heart Beats’ – made up of members from the Cardiology Department, Deborah Price, Rachel Findlay, Jon Taylor, Siobhan Wood, and Teri Thompson.

The best team name:

The best team name:

Your fundraising stories

Asquith Day Nurseries, Ridgeway

A big thank you to Ridgeway Day Nursery in Swindon, part of Asquith Day Nurseries, for donating £250 to the Birth Centre in October. The nursery staff and some of the children took part in Wroughton Carnival (held annually by the village) and all dressed up as various occupations as this was the theme at the nursery at the time.

Whilst walking through the village as part of the procession the children juggled their buckets and all proceeds were handed in at the end of the day.

In September they were presented with a cheque for £250 as their portion of collections made on the day.

Becky Webster, Nursery Manager said “We decided given that we are heavily involved in the lives of children within Swindon we would like to give them all the best start in life and support their families too, hence the White Horse Birth Centre coming to light as a good local cause to support.”

Jess and Neil Fowler

When Jess and Neil Fowler had their six-month-old daughter Gracie, christened in August this year, they decided to do something different, and instead of gifts asked their friends and family to make donations to the Special Care Baby Unit (SCBU) at GWH. Their daughter spent time on the unit after she was born, and the couple wanted to recognise the care and support she was given. They raised an impressive £500 in total, and visited SCBU in August to present the donation and have a look around the unit where Gracie was cared for.

Jess said: “The staff at SCBU are so dedicated to the babies they care for, as well as supporting the parents through a very traumatic time. Without SCBU our little girl may not have been with us today. It was very emotional visiting the unit, but felt lovely being able to give a little back and thank them once again.”

Tina Hayley and Cindy Applegate – ‘Mason’s Charity Fundraisers’

Tina Hayley and her husband have set up Mason’s Charity Fundraisers to host a range of fundraising events raising money for Special Care Baby Unit (SCBU) at GWH in recognition of the care provided to her son Mason. They will be hosting a big fundraising event on February 11th 2012 including a children’s disco, face painting, an adults 60’s fancy dress party and a luxury raffle.

Tina and her family were invited back to SCBU in October to look around, see some of the equipment the money goes towards and speak to some of the families on the unit.

Daniel Cavender raised over £3,000 in his GWH Cycle Challenge

Fundraiser Daniel finally completed his Cycle Challenge in August cycling an amazing 1,136 miles from GWH to Land’s End, and from John O’Groats back to GWH. He has raised over £3,000 with more coming in, and this will be split between Saturn Ward, Falcon Ward and the White Horse Birth Centre. Daniel said: “I set off and just thought there’s no way I am going to be able to do this... towards the end you get into a routine and it is like carrying around your house.”

He kept a journey log on his website during his travels with photos and daily updates. This is available to view at www.gwhcyclechallenge.com.

Neil and Jess Fowler and daughter Gracie with SCBU Staff Nurse Melissa Oliver.
Cameras put training in focus

As part of the Trust’s £2.5m investment in a second Cardiac Catheter Laboratory at GWH, TV cameras were installed in the lab to help train medical students and junior doctors. The project was funded by the Trust’s Charitable Funds and went on trial in early October.

The aim is to use the cameras for teaching, so that live cases can be broadcast to students and doctors in the lecture theatres in the Academy, to educate them about angioplasty, where blockages are removed from the arteries, and pacemaker fitting.

Dr Steve Ramcharitar, Consultant Cardiologist who lead on the project said: “This is an exciting opportunity for us. We believe that it will enable students to be more interactive so as to maximise their learning potential and to make their experience in Cardiology more fulfilling. In addition, telemedicine is an important medium to create exposure for our unit. It offers us the ability to transmit and discuss important cases with colleagues in other hospitals. Apart from its educational merits, this would speed up the referral process and so improve patient’s care.”

Raising awareness of lymphoma

12th – 18th September was Lymphatic Cancer Awareness Week, and GWH staff from the research team on Osprey Unit baked delicious cakes for a sale to help raise funds for the Lymphoma Association and raise awareness of lymphoma.

Lymphomas are cancers of the lymphatic system, which forms part of the body’s immune system. The GWH is actively involved with research and has several clinical trials and a genetic study for patients who would like to participate.

Nicky Cowling, Research Nurse at GWH said. “We really wanted to raise awareness of lymphoma and the research support by GWH to staff, patients and visitors, and the cake sale was a great opportunity for us to do this. We raised £214 on the day for the Lymphoma Association, who rely on donations to help them continue to provide free services like support groups and buddy schemes for people suffering with the disease.”

For more information about the Lymphoma Association visit their website at: www.lymphomas.org.uk

Maternity staff celebrate cheque donation

Maternity ward staff at Great Western Hospital have received £1,500 to refurbish a bereavement counselling room on Beech Ward.

The money was collected through the John Lewis Community Matters Scheme and staff at the Swindon store presented hospital staff with a cheque on 27th October.

Matron Wendy Ainsworth said: “We never had a figure in mind of how much we wanted to raise, we just thought anything would help but we are absolutely delighted with the total. It is absolutely fantastic.

“The public’s support has been brilliant. I think people recognise it as such a worthwhile cause. It’s such an emotive situation for people and we can’t thank everyone enough.”

The room will now receive a makeover, with new furniture and décor.

Junior Doctors reach national finals

Dr Gemma Gough and Dr Abi Gee won third prize (out of 70 poster presentations) at the National Junior Doctor Clinical Audit of the Year competition in Leicester on 17th November for their audit and re-audit on Standardisation of Routine Neonatal Checks. Junior staff are responsible for performing routine neonatal health checks which are part of a national screening programme. With a high throughput of staff performing the checks they identified a need to improve the proforma to ensure essential elements of the check are not omitted.

They were also honoured with the Silver award at the 2011 GWH Audit/Research Prize. The Gold award went to Dr Matthew Drake and Dr Juan Graterol for the Introduction of patient-controlled analgesia to the delivery suite at GWH and the Bronze award went to Dr Rachel Jones for her Ward troponin audit and re-audit.

Junior Doctors reach national finals

In November the Pharmacy Department unveiled their new uniforms, which were introduced to make it easier for patients and staff across the hospital to identify them.

The new uniforms, which were funded by the Pharmacy Department with help from the Trust’s Charitable Funds, are a distinctive green colour, emblazoned with the name of their department and the Trust logo. The green colour of the uniforms reflects the standard Pharmacy green colour.

Hannah Elding, Lead Pharmacy Technician said: “Everyone has been really enthusiastic about the new uniforms, and they have made us all feel more like a team. We will be more recognisable around the hospital now, and hopefully when patients want to speak to Pharmacy staff, they can look out for the green uniform and feel confident they are approaching the right person.”

New Ward Managers start work at Chippenham

Two new Ward Manager appointments have been made at Chippenham Community Hospital – Anna Sidelnik to Cedar Ward and Caroline Goodwin to Beech Ward.

Caroline was previously Acting Ward Manager on Beech Ward, has been a Ward Sister and was also a Community Matron for the Chippenham Neighbourhood Team.

Anna previously worked at the GWH, where she worked on Teal Ward as a Sister and Blood Transfusion Practitioner. She has also worked as a clinic trainer and a Staff Nurse and has worked in diabetes management, critical care, respiratory medicine and transfusion practice.

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GWH Pharmacy team in their new uniforms.
We value your feedback

A&E
I would like to say thank you to everyone on A&E as a brittle asthma person I have been in so many times and always been treated in the best possible way. It’s the best hospital I have been treated in and I have been to at least 10 different hospitals in the last five years with my condition. Thank you and keep up the good work.

Beech Ward, GWH
A huge thank you to the staff on Beech Ward who looked after me during my stay. The whole experience was so positive and you were all great!

Wiltshire Breast Centre
Everyone in the Breast Centre went above and beyond during my last few visits.

Chippenham Community Hospital – Minor Injuries Unit
“An excellent service. Efficient, competent, swift and reassuring. A very cohesive team and smooth transition from reception to nurse to X-ray and back to nurse. In and out (and x-rayed) in well under an hour. I would have paid money for this! Brilliant.”

Day Surgery
Thank you Day Hospital staff you are fabulous.

General comments about GWH
The midwives and doctors at GWH do such an amazing job.

Pleased to say that a client’s mother had a very pleasant stay at Great Western Hospital. Couldn’t praise the nurses enough.

Tell us what you think

Received great care at GWH? Then visit the NHS Choices website, where you can give feedback on the treatment and level of care you or a family member received whilst at the hospital.

Your views are important to us, so if you want to share your experiences, praise staff members, or even suggest areas for improvement, then go online now and let us know.

Visit www.nhs.co.uk go to Find and choose services and search for Great Western Hospital.

We are always pleased to hear feedback from patients and relatives about the care and support they received at GWH. Around the hospital we have feedback forms for patients to let us know about their experience.

You can also tell us your thoughts and experiences, join in discussions and find GWH news and information on our Facebook page, or follow us on Twitter for up-to-the-minute updates and more.

Here is just some of the positive feedback staff received recently: