

NW news

The Trust celebrates its first Open Day!

How a surgeon inspired a teenager to aim for a career like his

Trust comes top in stroke prevention surgery audit

Contact made with first baby born at Northwick Park in 1971

This edition is sponsored by Northwick Park Hospital League of Friends

'welcome

to *NWnews*, our magazine for staff and our local community. 9

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● **Two-year-old Emily Bullard enjoying herself at the Trust open day**

Cover picture: Michael Redway with his granddaughter Mia Baker

For a copy go to www.nwlh.nhs.uk or contact the Communications Department on 020 8869 3552 or communications@nwlh.nhs.uk

NWnews is produced by the communications department at The North West London Hospitals NHS Trust. To contribute to *NWnews* please call the Communications Department on 020 8869 3552 or 020 8869 2421 or email sarah.mckellar@nhs.net or visit us at Room 5B015, Northwick Park Hospital.



Summer is always the season of best cheer, but this summer was a time of special celebration for the Trust: we held our first ever Open Day on Saturday 9 July and the day was a storming success. The public came in their hundreds to see the many stalls organised by our departments, the weather was fine, and we were joined by two local mayors and two of our MPs – who were even brave enough to battle it out in a bed-making competition (see pages 8-11).

The idea behind the day was for the public to see some of the fantastic work that takes place at our hospitals. One of our departments that has received additional public recognition recently is our stroke team, whose top results in stroke prevention surgery were highlighted in a national newspaper (page 6).

In this issue, we also celebrate some innovations that are making massive differences to patients' experiences. One of these is the intensive care follow-up diary that helps patients who have been unconscious for a period of time fill in the gaps after they have made a full recovery (page 5). Another is the mirror therapy that our HART teams are using with people who have suffered strokes (page 6).

Two highly personal stories in this issue also show how the work of our staff so often shapes people's lives in profound ways. The first is that of Patrice Kisner, the first baby to be born at Northwick Park Hospital 40 years ago, whom we have tracked down to find out how the subsequent years have unfolded for her (page 3). The second is that of 17-year-old Stephanie Chin, who was so inspired by the surgery she had here for a rare finger tumour that she has set her sights on becoming a surgeon herself (page 7).

As autumn draws close, I hope you have had an enjoyable summer.

Fiona Wise *Chief Executive*

Calling all staff! Seasonal Flu Vaccination Programme

This year the Trust is supporting the National NHS seasonal flu vaccination campaign to urge all frontline staff to have a flu jab. Occupational health will be targeting all frontline wards and departments. The programme kicks off on 3rd October 2011. Look out for Screensavers and In Brief for more details.

Don't wait - if you can catch flu, 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. Get a flu jab and become an NHS flu fighter!

First baby ever born at Northwick Park Hospital tracked down

NWnews makes contact with baby born 40 years ago

Coinciding with the 40th anniversary of the founding of Northwick Park's maternity unit, the Trust has made contact with the very first baby to be born here.

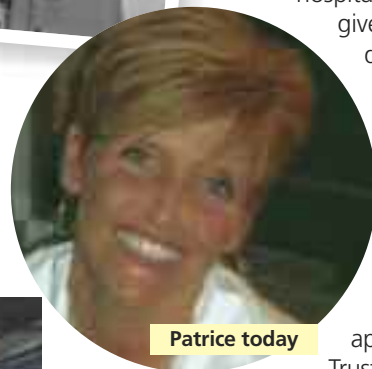
Patrice Kisner was delivered by caesarean section at the hospital's newly-opened maternity unit on 11 September 1971. "I was premature, weighing just over two pounds, and had to spend a month in intensive care," explains Patrice, speaking over the phone from Denver, Colorado, where she now lives with husband Carl and their three children.

She grew up in Harrow, where she attended St Gregory's RC High School, and went on to study at a beauty college in Harrow-on-the-Hill. Aged 20, she returned to Northwick Park Hospital to meet Princess Anne at a



Patrice was born in 1971

special dinner arranged to mark the hospital's 21st anniversary. She told a local paper, which covered the event in 1991: "I suppose having such a fuss made over me when I was born has always made me feel a bit special but I haven't let it



Patrice today

go to my head."

The following year, she met her husband, Carl Kisner, who was working with the United States Air Force in High Wycombe. "We married at the Harrow register office and six months later moved to Denver," says Patrice.

Her mother, Rose, continued to live in the Harrow area until her death in 1994 at the age of 54 at Northwick Park, the

hospital where she had

given birth to her daughter 23 years before. Patrice's father, William, is retired and still lives in Ruislip.

Patrice, who approached the Trust to share her

life story – as well as some

of the photos and documents surrounding her birth 40 years ago – became a mother herself in 1999.

"My daughter Kelsey is my miracle baby, as I was told by doctors that I would probably not be able to have any children myself," she says. "My husband and I also went on to adopt two boys, Christopher and Matthew, after being foster parents for many years. I was a receptionist before I had my children. But my real passion is being a foster mum and giving love to children who need it."



Meeting Princess Anne as a 20-year-old

Trust fund to sponsor health professional from India

Through Trust funds, we have agreed to fund a scholarship for a health professional from India to come and study here. Having worked with our infection control team, our visitor from the Andhra Pradesh region will share what is learned here with colleagues back in India. You may recall from last winter's edition of NWNews that we reported that

consultant microbiologist Dr Guduru Gopal Rao (pictured) was advising the Indian government on how to stop the spread of infections in hospitals.

The scholarship was set up following Dr Rao's visit to Andhra Pradesh, a southern state in India with a population of 76 million.



Day in the life of a dietitian

Being a dietitian isn't just about dishing out healthy-eating advice. We find out from Dietetic Manager Justine Dempsey exactly what our nutrition and dietetics department is all about

So, tell us about the clinical role your team plays

Right now we have a team of 37 dietitians based at our three hospitals. We're responsible for providing expert nutritional advice on the wards and in the community. We train students at undergraduate degree level or higher to become registered health professionals. Our work encompasses a vast range of clinical conditions from treating malnutrition to combating chronic lifestyle diseases such as obesity, diabetes and cardiovascular disease.

We advise patients with complicated dietary requirements in conditions such as inflammatory bowel disease, coeliac disease, chronic kidney disease and liver disease. The team had great fun showcasing the services we offer at this year's Open Day and we were thrilled to win one of the prizes for the best stand.

Is it just about food?

No, many of our patients are unable to



Justine Dempsey

eat food. This can be for many reasons, including dysphagia, the condition in which people experience difficulty in swallowing. In cases like this, we tend to supply their nutrition via a tube through their nose into the stomach. If they need long-term artificial, or enteral, feeding then we insert a feeding tube directly into the stomach. Some patients are not able to absorb adequate nutrition from their gut, so we feed them using parenteral nutrition, which supplies the nutrients directly into the bloodstream.

What's the hot topic of the moment?

We're really focusing on the serious issue of malnutrition. The Trust's Nutrition Steering Committee is working hard on a nutrition action plan to decrease the percentage of patients who are malnourished before they

come into hospital or become at risk of malnourishment while in hospital.

Finding out if a patient is eating properly can be way down the list of clinical and social priorities, but malnutrition costs the UK £13.6 billion a year and results in longer hospital stays, so it's really important to find ways to make sure patients are nutritionally supported and those at risk identified.

How are you combating malnutrition?

Several initiatives are in place, such as launching protected mealtimes on the wards, so that patients are able to eat their meal without interruptions, and serving food on red trays for those who need help with feeding, so that they are easily identified by ward staff.

Regular nutritional assessment is also crucial and all patients are required to have a MUST (Malnutrition Universal Screening Tool) assessment within 24 hours of admission. We are encouraging ward staff to contact us if they would like MUST training or just need a refresher.

What about patients in the community?

Our community team provides support for all nutritional issues at GP practice clinics and we also visit patients with specialist dietary needs such as tube feeding at home. In addition, dietitians provide extensive teaching for weight management groups, care of the elderly and prevention of heart disease, and interactive diabetes courses.

We provide MUST training for nursing, residential home staff and carers. You'll also find the community dietitians on hand to give advice to the public at health events such as Under One Sky.



Dietitian Natasha Cohen assesses laryngectomy patient Geoffrey Mairis' nutritional needs

Become an NWLH foodie

Are you interested in helping to improve and promote good nutrition across the Trust? Why not get involved with the Trust's Nutrition Steering Committee – we're looking for volunteers to join our active group.

All clinical and non-clinical staff are welcome. For more details contact Justine Dempsey on 020 8869 2667.

Diary helps patients fill in the blanks

An innovative idea in ITU is allowing patients to make up for missed time

A diary is helping patients in intensive care fill in the blanks after periods of unconsciousness.

The logbook, known as an intensive care follow-up diary, was devised by Tricia Mukerjee, senior sister at Northwick Park's ITU. The idea is to help ventilated patients who are in intensive care for more than three days keep a record of events so that, when discharged, they have a diary of what has happened during their recovery.

Tricia says: "Because of the drugs we give these patients, they have no memory whatsoever of being here, of events around them. So we ask family members who visit to write up what has taken place that day, as well as doctors and nurses. It provides patients with a clear record of their time here, standing in for their memory."

The diaries are kept at patients' bedsides. Families are encouraged to write in everything from personal thoughts to football results, while doctors and nurses keep a record of who looks after the patient that day, with messages of support.

After ITU patients are discharged, they are offered three follow-up appointments. During these meetings patients and their family go through the diaries with nurses. Understandably, reading notes made by family members and clinicians can be a moving experience.

"Patients often find it very emotional seeing 'get well soon' notes made by children, for instance," says Senior Sister Christine Shanahan, who runs the diary initiative. "So we give the patients the books to take home, so they can read them in private. The feedback we get is that patients really appreciate having these diaries."



Senior sister Christine Shanahan and staff nurse Olesya Kovyzmenko holding one of the diaries

Raymond Hartley's story

After being diagnosed with bowel cancer through the NHS Bowel Screening Programme, I had surgery to remove the tumour, but things went wrong. There was seepage from my bowel and I had to have a second operation, during which vital organs began to close down. I found myself in intensive care, very unwell indeed.



I was unconscious for about five days, but during the recovery period found myself drifting in and out of consciousness. I discovered later that this was because the level of drugs I was being given was gradually reduced. I was hallucinating and remember feeling terribly thirsty. I gradually improved and after about 10 days was discharged into St Mark's Hospital into an isolation room because of an infection. Almost two weeks later I was discharged from the hospital.

My wife Linda, told me that she had written a short diary while I was in intensive care, keeping a note of events. It took a very long time to face reading what she had written, but I realised it could be helpful. More than 18 months later, I found reading it very difficult indeed - especially the painful fact that Linda was advised I might well die.

Some three months after my discharge from St Mark's we had a follow-up meeting with the staff at ITU who went through their notes of events. I had a lot of questions and they devoted as much time to answering them as was necessary. We were very impressed by this follow-up session. I had three meetings in total, all with Linda present. I suppose the diary gave Linda something to focus on at the time when she was fraught with worry. And together with the follow-up sessions with ITU staff, the diary has allowed me to gain understanding about how ill I was and the level of care and intervention involved. When you have been unconscious for several days and make a recovery there is a blank period to explain. The diary and the ITU team have helped me do that.

Annual excellence in research and development award

The Research and Development Department is calling all researchers across the Trust to submit their research for the "Annual excellence in research and development award". The award will be presented as part of an educational session on the 9 December 2011 from 2-5pm in the Jonathan Levi Lecture Theatre.

The deadline for applications is 21 October 2011. Contact Sunder Chita on 020 8869 5829 or email sunderchita@nhs.net for more information.

Our stroke prevention surgery is the best in the country

Trust comes top in carotid surgery audit

Our Trust has emerged as one of the best performers in the country in providing stroke prevention surgery, winning plaudits in the Daily Telegraph, the Health Service Journal and the local press.

This follows the publication of the Carotid Endarterectomy Audit, which concentrates on the time taken for patients who display symptoms of a stroke or mini-stroke to receive crucial, stroke-preventing surgery of the neck arteries. The report showed that 100% of patients at the Trust received surgery within 14 days of referral, putting it at the top of the audit results. Sue Fenwick Elliott, clinical manager for stroke services, said: "We are delighted

with this result, which ranks us among the best in the country for the cases reported. Close collaboration between A&E, stroke, radiology and vascular surgery teams has enabled us to achieve our target of 100% of patients receiving surgery within 14 days of being referred to the hospital.

"Northwick Park Hospital now offers a seven-day mini-stroke clinic and daily liaison with the vascular team, which ensures that patients are on a fast track as soon as they arrive and have rapid access to the most appropriate treatment.

"With plans to expand the service to become a regional vascular unit, we aim to do better still and deliver access to surgery with 48 hours of referral for the majority of patients."



Consultant vascular surgeon Sophie Renton has been heading the stroke prevention surgery

We are delighted with this result, which ranks us among the best in the country for the cases reported

Through the looking glass

Seeing double helps stroke patients on the road to recovery

Our healthcare and rehabilitation teams (HART) are trying out an innovative technique to help patients recovering from a stroke.

Mirror therapy was originally invented to speed up recovery for patients experiencing 'phantom pain' after they have lost limbs. As the term implies, the primary tool is a mirror, which the patient places beside the healthy limb, blocking their view of the affected limb. This creates the illusion that both limbs are working normally.

Mirror therapy might aid recovery through visual stimulation, tricking the brain into thinking that the weaker arm or hand is moving normally. Research into how well this works is still new, but some encouraging preliminary evidence suggests it stimulates the damaged part of the brain and improves recovery when added to other interventions. Mirror therapy is especially useful for people who have very little movement of their arm and hand after a stroke.

The HART occupational therapist uses a folding mirror therapy box. This is

lightweight and easy to fold and transport in the community. The therapy has the potential to become a valuable tool for community neuro-occupational therapists in helping their patients to recover the use of their arms and hands. The mirror therapy box has a modest cost and does not require lengthy training to use it.

After a session with a therapist, the patient is left with the mirror and a

small pack containing an 'Information for Patients and Families' sheet and a 'Bilateral Hand Movements' programme.

Myriam Hierons, community neuro-occupational therapist, explains: "Research suggests that patients benefit from twice-daily practice. It is still early days but most patients find it easy to do mirror therapy at home on their own. One recently told me that it was a 'fun way of having therapy'".



HART therapist Myriam Hierons with a mirror therapy box

Surgeon inspires teenager to aim for a career like his

Stephanie Chin is hoping to follow in the footsteps of her vascular surgeon

A 17-year-old schoolgirl has been so inspired by her surgeon at Northwick Park Hospital that she has set her sights on becoming one herself.

In 2009 Stephanie Chin developed a rare tumour on her finger that began to bleed profusely. She sometimes lost up to a litre of blood a week and frequently felt faint and lethargic. She met several consultants from NHS and private hospitals, who all offered courses of treatment, including skin grafts and burning the tumour, that failed to deal with the problem. The outlook became bleak: because Stephanie also suffers from a collagen disease, any more extensive vascular surgery on her finger was deemed too high-risk. "I was told that the only way to fully deal with the problem was to amputate my finger," explains Stephanie, who lives in Pinner.

In March 2010, she came to Northwick Park Hospital after months of frustration. Vascular surgeon Tahir Hussain immediately offered a more

optimistic outlook. "Mr Hussain reassured me that it needn't be a case of having to amputate my finger to deal with the tumour. He said that we should have one further go to remove the tumour and perform a skin graft. At this point, I was very disheartened. But Mr Hussain gave me a lot of encouragement."

When Stephanie arrived at Northwick Park for her operation, she found the nurses in theatre very compassionate. She was taken through the procedure in detail and found the level of information offered to her very reassuring. The operation conducted by Mr Hussain was a success: the tumour was removed and there was no further bleeding (although two follow-up operations were also required to fully resolve Stephanie's problem).

Stephanie was so impressed by Mr Hussain's professionalism that she now says she wants to become a surgeon herself: "I've just done my A-levels and I'm now applying to do a medical degree. I can't tell you how grateful I am to Mr Hussain. He has always been willing to see me on an emergency



Stephanie Chin hopes to become a surgeon

basis, which has made such a difference to me in terms of support. He has made such a positive difference to my life that I'd love to be able to do that for other people as well."

Decontamination tent pitches up at the Trust

We have recently acquired a decontamination shelter for decontaminating patients following a Major CBRN (chemical, biological, radiological or nuclear) incident



Head of emergency planning Maeva O'Callaghan-Harrington with the new tent

The tent, which was supplied to the Trust by NHS London in April 2011 and is one of 15 in the London area, can be erected and fully operational within 20 minutes. A team of four staff – all dressed in powered respirator protective suits – can work inside the shelter, decontaminating two patients every five minutes.

Once clean, the patients can then enter the emergency department for continued medical care.

The emergency planning team is responsible for storing and maintaining all CBRN equipment and is planning a rolling programme of training sessions for staff.

Trust opens its doors for very first time!

Open Day hailed as roaring success



Sun-smart hat-making

Open Day 2011

The Trust held its first Open Day on Saturday 9 July, inviting hundreds of members of the public to see what its many departments do.

Children enjoyed a magician and bouncy castle, teddy bears' hospital and picnic, face painting and hat-making activities. Adults lined up to have their health checked, inspect a giant walk-through inflatable bowel, find out about hospital services, taste hospital food and take part in live hospital radio outside broadcasts.

For all the departments that put in a great deal of effort to conjure up an array of lively, interactive display stands, there was also a competition for 'best stand' – you can read about the winners on page 11.

With so many activities taking place, it was a busy day for staff and the public. But everyone agreed the Trust's first Open Day, which took place during one of the summer's sunnier days, was a triumph.

MP Barry Gardiner chats with members of the Urogynaecology team



Thank you to Charitable Funds for their support of the Open Day. If you would like to donate to the fund contact Wendy George on: 020 8869 3349

Visitors were welcomed by volunteer Jatin Shah and finance managers Jackie Armstrong and Punam Mistry





MPs Barry Gardiner and Bob Blackman cut a celebration cake to welcome guests officially



PA Jennifer Taylor has fun in the kid's zone



Specialist dietitian Kwunita Man, head of therapy services Hilary Rose and principal occupational therapist Beverley Fielding, show visitors models of the brain



Oral health teeth cleaning



Visitors came to meet the sickle cell and thalassemia team



MP Barry Gardiner wins the bed making competition against MP Bob Blackman



Physiotherapist Paul Houghoughi with a young visitor



The Mayor of Brent speaks to Radio Northwick Park during their live broadcast



The BME staff network were on hand with hair braids and henna



Head of communications Sarah McKellar with daughter Emily

What you thought of our Open Day!

"It was a very special day! What an exemplary team and how they did the hospitals proud. There was so much on offer that it was hard to choose and difficult to see everything - so we had to settle for being selective and were more than satisfied with our choices. Thank you."

"What a superb day of entertainment, interest and an absolute privilege to rub shoulders with so much expertise and such highly professional people who showed us behind the scenes of the life of the hospitals."

"I learned a lot and was able to speak to staff for advice and information. Congratulations to all staff for this Open Day."

"I would like to congratulate you for organising the Open Day which we attended and enjoyed."



Sonographers Shiela Mojaria and Penny Stanley are joined by a friend



Barbara Anglin and Grace Nartey from the maternity department



Chairman Tony Caplin meets staff from the London Fire Brigade

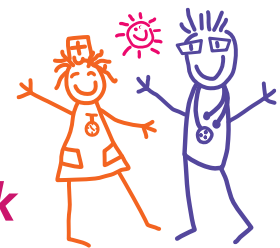


The deputy Mayor of Harrow has his blood pressure checked by cardiologist nurse Susan Moggan in the health check zone



Visitors and staff took part in our cycle challenge





Best stand award winners

sponsored by Bliss dry cleaners Northwick Park

Dietetics



"Talk nutrition with a dietitian" Dietitians were on hand to weigh and measure visitors and discuss healthy eating

Diabetes



Diabetes nurses Sharon McCarty and Sangita Sharma performed over 120 blood sugar checks in three hours

Speech and Language Therapy



Children at the speech and language therapy stand created speech bubbles for the giving voice campaign

Vascular Surgery



Members of the public practiced their suture skills with the vascular surgery team

Cellular Pathology



The Cellular Pathology team took visitors skin deep and showed them what our different cells look like

News from Northwick Park's League of Friends

Introducing the new chairman

The League of Friends has a new chairman, John Wythe. The 64-year-old businessman lives locally and takes over from Derek Jones, who will take the role of deputy chairman



Chairman John Wythe

John has been on the committee for the League of Friends since 2007 and has been involved ever since he was admitted to Northwick Park as a patient a few years previously.

He explains: "I had a heart attack in 2002 and came here to be treated. While I was here, I wandered down to the League of Friends shop to buy something and I met the father of a good friend of mine, Richard Harrington (who is now the MP for Watford). He suggested that I help out with the League. I realised that it was one way in which I could repay the hospital and its staff."

A couple of years later John, who lives with his wife in North Harrow, found himself devoting one morning a week, helping to serve buns and sandwiches for the League. With his experience of working in the property business, he then found himself getting involved with the League's lease negotiations, when the hospital's central retail area was developed a few years ago. Soon, he found himself on the committee.

"Derek asked me to become chairman, because he felt it was time to pass over the baton to someone else. I have the utmost admiration for him and his wife Jean, so I said that I would – but only on condition that he remained as my deputy!"

So what are the objectives for John as the incoming chairman? He says: "Because of the recession we are facing the same challenges as most other charitable organisations. It is getting increasingly difficult to raise funds and we must find some new avenues to meet our targets. Additionally, the fact that the retirement age for many people is being put back means we are finding it difficult to recruit new volunteers. We must find a solution to these problems if we are to continue the good work of the many wonderful people who have helped over the last 40 years."

If you would like to volunteer at the League of Friends, please leave your details with a member of staff, or go to www.nwlh.nhs.uk for more information. You can also find information here about how you can donate.

● Looking for IT help

The League is looking for someone to help sell some of its products online, through websites such as eBay. Do you think you could spare some time to help get things up and running? If so, please contact a member of staff in the League of Friends shops and leave your contact details.

● Ideas for new stock

Do you have ideas for new products the League should be selling in its shops? The League is trying to develop its product lines and would like to get any feedback that it can from members of the public and staff who would like to see new products on its shelves. Again, please contact a member of staff to leave your thoughts.

● Ideas for fundraising

Do you have some time and ideas for fundraising in locations in the local community? If so please contact us by letter or at the shop.

On the lookout for Trust bobbies!



Our Trust has joined forces with the Metropolitan Police to launch a new scheme that encourages members of staff to become part-time police constables

Employer Supported Policing (ESP) offers staff an opportunity to volunteer as a special constable in the Metropolitan Police Service with support and sponsorship from the Trust.

While staff benefit from personal development and professional training opportunities, the Trust also benefits

as, once trained, staff will bring back new knowledge and skills to their day job. There is an additional benefit, as those sponsored through ESP will undertake special constable duties, patrolling their local area.

The Trust intends to sponsor up to six staff members across the organisation among staff groups for whom there would be no immediate impact on the care we give to our patients. Therefore, the Trust is currently unable to sponsor applications from frontline clinical staff.

Go to the intranet for more details.



Art for charity's sake

The mosaics were unveiled by the mayors of Brent and Harrow

Central Middlesex Hospital launches international exhibition to raise funds for survivors of child trafficking

The Mayors of Brent and Harrow have helped the Trust launch an exhibition of mosaics to raise funds for trafficking survivors in Nepal.

Councillors Aslam Choudry and Mrinal Choudhury unveiled 105 colourful mosaics created by artists from all over the world – Russia, Hawaii, Australia, South Africa, the United States, the Caribbean, Mexico, Canada and Europe.

The project began after artist Karla Duterloo met renowned mosaic artist Martin Cheek. He is a long-term supporter of The Esther Benjamins Trust, which supports survivors of child trafficking, victimised women and deaf young people in Nepal. Karla set up the exhibition at The Central Middlesex Hospital to raise funds for the charity and give patients in the transport lounge something beautiful to look at while they are waiting. Artists who submitted mosaics for the project

made donations to The Esther Benjamins Trust, as did their friends and families.

The mosaics also feature in a book about the project, once again showcasing the work of participating artists. Carole Flowers, Director of Nursing, said: "I was humbled by Philip's story and was delighted that works of such beauty could raise funds for the exceptional work that his charity does. It is an honour for us to host this exhibition."

Biofeedback gets thumbs up from patients

St Mark's team are highly rated by those using their world-leading service

A recent patient survey has underlined the top performance of our internationally-renowned biofeedback service.

Biofeedback is a behavioural approach to dealing with constipation, evacuatory disorders and faecal incontinence. It is widely regarded as a first-line, non-invasive treatment for bowel conditions, offering a non-surgical approach that has no side effects.

It can involve behavioural strategies and has links with psychological medicine and more recently has introduced hypnosis, all aiming to bring about improvements for patients. NICE has identified the positive effect of biofeedback on irritable bowel syndrome patients, while studies have shown that for bowel dysfunction it is effective in 70-80% of patients – with

the majority of these maintaining long-term benefits. A recent audit of 150 patients at the St Mark's biofeedback department showed that 84% of



Lead nurse Brigitte Collins and clinical nurse specialist Elissa Bradshaw

patients experienced improved symptoms. Patients were asked to rate the overall change to their bowel symptoms (on average, three out of five) and rate their satisfaction with the treatment (on average, eight out of ten).

In 2010 the St Mark's biofeedback team saw 904 new patients. They also conducted 1,802 follow-up appointments.

Biofeedback offers patients an individualised package of care. They are assessed and seen for around five appointments every four to six weeks by the same therapist. The team, which works flexible hours in order to accommodate most patients, also provide extensive teaching for national and international programmes. Along with teaching at BSc and MSc levels, they provide post-graduate teaching, community teaching, preceptorship programmes, continence care courses and advanced stoma courses.

Staff win prestigious awards

A radiologist, a clinical nurse specialist and a team of sonographers have beaten off all rivals in the Trust's Staff Excellence Awards



Winners of the award, which was set up earlier in the year as a way of rewarding members of staff who went above and beyond the call of duty, were presented with certificates and cheques ranging from £100 (individual winners) to £300 (team prize) at the Trust's annual meeting in July.

The winners were:

Dr Tina Beaconsfield, Associate Specialist in Radiology, who has worked for the Trust for 15 years: she was rewarded for her passion for excellence in her care of patients, her leadership qualities and her can-do attitude; she has regularly sacrificed her weekends for no additional pay to assist the A&E department, and other staff are drawn to her calm and upbeat attitude

Marian O'Connor, Lead Inflammatory Bowel Disease Clinical Nurse Specialist, who is a founding member of the Nurses' European Colitis and Crohn's Organisation: as a manager she encourages colleagues to improve their confidence, knowledge and skills; outside work she often runs marathons, raising large amounts of money for St Mark's Hospital and other organisations

The **Cross-site Ultrasound Team**, which comprises 18 sonographers: they won their joint award for their hard work and dedication; the highly skilled team reports more than 95% of ultrasound scans on the same day – a highly impressive feat, given that they carry out more than 6,200 examinations each month at Northwick Park and Central Middlesex Hospitals and Pinn Medical Centre

The cross-site Ultrasound Team are: Antoinette Gorrie, Banshi Shah, Daxa Kanani, Emily Peters, Farida Turner, Hina Dewani, Hina Vekaria, Madhu Popat, Mohammad Quarib, Niru Mistry, Penny Stanley, Shital Amin, Simone Osbourne, Smita Patel, Sujata Patel, Tanuja Khiroya, Tim Cornwell and Vaishali Dave

Go to www.nwlh.nhs.uk/awards to find out more and to make a nomination



Tyrieana Long

Welcome to Tyrieana Long, who has joined as Trust Board secretary. Previously, Tyrieana worked at the General Medical Council. She has spent a large part of her career in the civil service.

Ros Thomas

After 27 years of continuous service to the Neonatal Unit, Ros Thomas has retired. During this time she has overseen many changes in service delivery and training. Under her leadership the NNU has gained an enviable reputation for teaching and training.

Roger Sharp

Dr Roger Sharp has been appointed as Director of Medical Education. Dr Sharp is successor to Dr Clare Higgins and reports to Dr Joan Pitkin, Associate Medical Director for Medical Education and Research and Development.

● Do you have a new face in your department?

Share it with the *NWnews* team on 020 8869 3701/2421.

Patients post their thanks

"I am one of many patients who have received excellent care from the biofeedback team"

"I would be grateful if you could convey to the doctor and staff in A&E, the staff on AAU and CCU who attended our son during his stay in NPH our eternal gratitude for their highly competent and professional care, which undoubtedly saved his life."

"We felt that your staff from the doctors down to the ward auxiliaries acted professionally, sensitively and sympathetically at all times and we could not have asked for a better level of care."

"I can testify to receiving outstanding treatment from an outstanding hospital, and I look forward to my return in a few weeks to the clinic for the review of my progress."

"The hospital was faultless and was incredibly smooth and reassuring and all the nurses who cared for me on the stepdown unit were highly professional and very responsive to my needs."

"Both sisters were polite, respectful and efficient and above all kept me informed of each process."

"The aspect of care we were most grateful for was the devotion displayed by the nursing staff towards my father's personal needs: hygiene, pain management and basic nursing care were exemplary on the ward."

"I was so appreciative and impressed by the kindness, courtesy and dignity with which I was treated."

"The attention my uncle received in ITU was quite extraordinary and all the staff were so caring and compassionate."

If you would like contact the Trust to leave a remark, please write to the Chief Executive's office (Watford Road, Harrow, Middlesex, HA1 3UJ) or email nwlh-tr.trust@nhs.net.

Congratulations to Joan Henthorn, MBE

Joan Henthorn was awarded an MBE for services to healthcare in the Queen's Birthday Honours List.

Joan was Senior Laboratory Scientist with the National Screening Programme for the sickle cell and thalassaemia programme at the Central Middlesex Hospital before her retirement on 31 March after 40 years at CMH. Her work is recognised nationally and internationally and she is continuing in her role as laboratory scientific adviser to the Department of Health national screening programme steering committee.

Award-winning PAs

Congratulations to Ashwina Haria, oral and maxillofacial senior medical secretary, and Lydia Walwyn, patient service administrator for head and neck outpatients. Both have won awards for the NVQ in business administration they completed at Harrow College recently. They completed their NVQs – designed to take a year – in just two months. Ashwina received her award for Outstanding Effort and Progress, while Haria won hers for Excellent Work.



These NVQs were funded by the Trust's education and development department. If you would like to find out about opportunities please call 020 8869 2183.

Living with Crohn's disease and Colitis

There will be an open information day on Crohn's disease and Colitis on 11 November 2011, 11am-4pm at Himsworth Hall, Northwick Park Hospital. The day will feature a range of talks and stalls on inflammatory bowel disease Visit: www.stmarkshospital.org.uk for more information.

Cake Sale

In July cakes sales at Northwick Park and Central Middlesex Hospitals raised £800 for the Disasters Emergency Committee African Famine Appeal to help ease the crisis in Somalia.



The mag travels

Deputy Chief Executive Dena Marshall holds a copy of NW News while in the Lake District (on a walking break with colleagues).

Where will the next issue go?

Pharmacist poster

Congratulations to the pharmacy team who won the best-poster award at the London Pharmacy Education and Training Pre-registration Trainee Pharmacist Project Awards day. This follows a great deal of work with prescribers on the appropriate use of IV Paracetamol, which has led to better prescribing and contributed to our cost improvement programme.



Anni and Sangita 'Moonwalk' for charity

Sangita Patel, head of physiotherapy, and Anni McCabe, PA to the Medical Director and Director of HR, both took part in the 26-mile marathon Moonwalk in May. Even though the midnight start was tough, seeing the sun rise over the streets of London was amazing, they say!

Sangita and Anni did the marathon together to raise money and awareness for breast cancer and were joined by 15,000 other walkers.



Royal College of Nursing Day

In May, International Nurses' Day was celebrated with a series of talks, specially made cakes for nursing staff and other events. The day takes place every year to underline the massive contribution that nurses make to societies across the world.