

NW news



Now we are excellent – and that's official!

Find out what
our training
department can do
for you!

30 years of sickle
cell excellence

Drawing up plans for
our major stroke centre

'welcome

to NWnews, our magazine for staff and our local community.'

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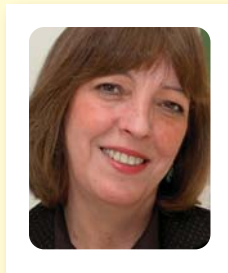
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● **Patient Experience Trackers (PETs) are capturing an overview of our patients' experiences - see page 7**

Cover picture: Physiotherapist Ella Hopkins and Staff Nurse Ursula Abiodun look over the plans for the new stroke unit at Northwick Park

NWnews is produced by the communications department at The North West London Hospitals NHS Trust. To contribute to NWnews please contact Fiona Wilde on ext (1) 3701 or fiona.wilde@nwlh.nhs.uk or visit the communications department, Room 5B015, Northwick Park Hospital.



As this magazine went to print, we received some fantastic news - the Trust received the highest possible performance rating for its quality of services in this year's annual national assessment report by the Care Quality Commission. This is a testament to all our staff who work so hard and to such exacting standards to ensure that the best services are delivered to our patients. (Read more on Page 3).

Our cover story this edition features our preparations to turn our current stroke ward at Northwick Park into a new hyper acute stroke unit. Northwick Park was chosen as one of eight sites in London for these new type of centres earlier this year, putting the Trust firmly on track with our plans for Northwick Park to become a major acute hospital in north-west London. (More on Page 3).

We have also adopted the principles of the nursing promise as our Trust-wide values. This decision was made by our Board and reflects the value we place on patient dignity being at the heart of everything we do. (See Page 5).

As we head into the winter, swine and seasonal flu is at the top of the health agenda and I would like to encourage all staff and eligible patients to take up the offer of a flu vaccine. I would also like to acknowledge the work of our staff in preparing for the expected second wave of swine flu. It is thanks to you that the Trust is well prepared. (More on Page 6).

Congratulations to those staff who've won so many top awards (see page 11), and also to those of you who've taken part in so many fantastic fundraising events (the Back Page). It is this kind of enthusiasm and commitment that demonstrates the fantastic workforce that underpins the excellent services we provide.

Fiona Wise *Chief Executive*

GP newsletter and website launched

- **The Trust has launched an e-newsletter and section of its website specifically for GPs.**

The section includes an A-Z of services; contact details for consultants; referral details; links to WeBNF and the test results system; and news and events. It can only be viewed if you have an nhs net connection. Go to www.nwlh.nhs.uk/gps or contact the communications department on 020 8869 3552 or communications@nwlh.nhs.uk for more details.

Officially excellent!

We score highest possible national rating for the quality of our services

The Care Quality Commission has awarded the Trust a rating of excellent for the quality of services it provides for its local population in the 2008/09 annual national assessment report published in October. This is a major improvement on last year, when its performance on quality was fair.

“ Chief Executive of the Trust, Fiona Wise, said: “This brilliant achievement is a tribute to all our hardworking staff who have pulled out all the stops to make sure that our patients receive the very best clinical services. I am delighted to see that recognised by the national body that inspects and monitors all the hospitals in England. “I am sure that local people will agree with the Care Quality Commission and the achievement is that much more welcome because this is the last

year in which this system of rating will be used.”

The Trust still scores weak for financial management, which relates to long-standing budget problems.

However, the CQC acknowledges that improvements have been made in this area.

The quality of services score is based on three components: meeting core standards, which the Trust has ‘fully met’; existing commitments, which the Trust has also ‘fully met’; and

national priorities, where the Trust achieves ‘excellent’. Across England just over 20 per cent of Trusts have achieved an excellent score for quality of services.

The Trust is compliant with all the 44 factors under seven key areas making up the Department of Health’s core standards, ranging from safety and cost effectiveness to patient focus and care, environment and amenities.

More information on our website
www.nwlh.nhs.uk

Major stroke centre on the way

Following the decision by NHS London in July to approve eight specialist centres in London to treat stroke patients, planning for the new unit at Northwick Park is well underway.

The eight new ‘hyper acute’ centres will treat patients 24 hours a day and use ‘clot-busting’ drugs to clear the blood vessel of an obstruction if that is the cause of the attack.

The centres have been chosen so that no patient is more than 30 minutes away by ambulance. Speed is essential because for some patients they have to be scanned by CT, assessed and treated within three hours of the stroke for the treatment to be fully effective.

The plan is to open 30 beds in December and the whole hyper acute unit in two phases ending in March which will give us approximately 50 beds in total.

The Trust treats around 700 stroke patients a year and we expect this number to rise significantly.



Staff on our current stroke ward, Elliot ward, at Northwick Park look over the plans for the new ‘hyper acute’ unit

Attention staff!

● Your stroke unit needs you!

The unit is recruiting staff now so if any existing staff are looking for a move to the new specialist service, they can contact Claire Walker, divisional general manager for therapies and elderly care. There are vacancies for nursing staff at Band 8A, Band 6 and Band 5 as well as therapists. More medical staff are also being appointed.

Fast track for surgical patients



Modern matron Ummy Hicks and Sister Azam Shamsi in the new Surgical Assessment Unit

Patients at Northwick Park who need a surgical assessment can now be fast-tracked through to the Surgical Assessment Unit (SAU).

The SAU was created by the allocation of a bay on a general surgical ward. The unit is staffed from 8am to 8pm Monday to Friday by at least one registered nurse who is trained in the care of surgical patients. Patients arrive at the Acute Assessment Unit (AAU) reception after being referred by their GP.

"Patients think it's great," says Jo McCarthy, head of nursing for surgery.

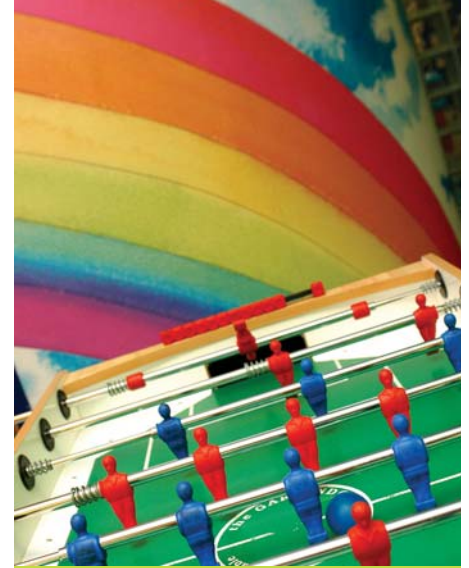
"We get lots of positive feedback because they are seen so quickly, they tend to have contact with the same nurse and doctor, and they are in a quiet area away from the bustle and noise of A&E."

By streaming the surgical patients in this way the clinical teams can reduce the number of outlying patients with a surgical problem on other wards and also prevent patients waiting in A&E for a long period to be seen. It is hoped in the longer term the number of unnecessary admissions for surgical patients will be reduced.

Pre-operative assessment refurbishment

Patients at Northwick Park now have brand new surroundings when they come in for their assessment before their operation.

Cheryl Jay is the pre-operative assessment lead nurse and is pictured in the unit.



Changes to paediatric services under discussion

Children's services at Central Middlesex and Northwick Park Hospitals could face changes if options for the future are approved for public consultation.

As part of a wide-ranging acute services review, NHS Brent and NHS Harrow have been examining the way children are cared for in our two hospitals, and discussing various options with the public.

Two 'deliberative events' took place in September, one in each borough, and members of the public came together to look at a number of different ways forward.

Now the results of those events will be analysed by an independent company and consideration will be given to a formal public consultation on the preferred option that emerges from those two days and other engagement exercises with the public.

None of the options include closing A&E at Central Middlesex, despite some local scare stories.

Central Middlesex Hospital's Rainbow ward has just six beds for children, whereas Jack's Place at Northwick Park has 21. Yet both have similar staffing numbers. One option would be to set up Paediatric Assessment Units at both hospitals, open during the period when most children present to hospital, and divert all children who need an overnight stay to Northwick Park. That would amount to just 13 per cent (or three children per night) of those who arrive at A&E at Central.

Should the consultation go ahead there will be ample opportunity for discussion amongst staff and the local community in both Brent and Harrow.

St Mark's is world leader

St Mark's is preparing to take part in the biggest ever World Congress of Gastroenterology at the Excel Centre in the City of London in November. Tens of thousands of doctors and nurses are expected to attend. The Wolfson Unit for Endoscopy led by Dr Brian Saunders at St Mark's Hospital has been selected as one of only three centres worldwide to beam endoscopy live to the Excel centre via a satellite link. For more information about the Wolfson Unit go to www.wolfsonendoscopy.org.uk

Maternity services recognised by UNICEF

The United Nations Children's Fund (UNICEF) has agreed that North West London Hospitals NHS Trust and NHS Harrow should be awarded Stage 1 Baby Friendly accreditation.

This means that Northwick Park Hospital is one of only five hospitals in London to have achieved this prestigious award. Now the hospital and the PCT will be working towards full baby friendly accreditation next year.

Head of Midwifery at Northwick Park, Colette Mannion, said:

"This award represents many months of hard work by all our midwifery staff, both in the maternity department and in the community. They have shown amazing enthusiasm and that has been recognized by UNICEF.

"We have always known we were a baby friendly hospital, but it's great to have it confirmed. All our staff are highly commended by UNICEF for the efforts they make."

The UNICEF Baby Friendly Initiative was set up to promote breastfeeding around the world by setting standards of practice through the training of staff and establishing policy guidelines.



Mum Vasilica Podaru with baby Roxanna-Maria and midwife Rose Purville

Over 70 per cent of midwives at Northwick Park have now received UNICEF breastfeeding management training and are confident about supporting mothers with advice based on solid evidence. As a result, no fewer than 81 per cent of mothers leave the hospital breastfeeding their babies, which compares with just 70 per cent nationally.

Why breastfeed?

Breastfeeding is proven to reduce illness in children and even numbers of deaths, especially from infections, diabetes and sudden infant death. Health benefits last long after mothers cease to breastfeed and mothers also benefit from a reduction in breast and ovarian cancer, osteoporosis and diabetes.

Trust adopts "Our promise" as its values

The Trust has adopted the principles in its nursing promise poster as its Trust-wide values. The poster, which is displayed throughout our hospitals, outlines seven pledges to patients regarding their treatment and care.

We promise:

- To treat you with dignity and respect.
- To provide high quality care. If we don't, we will listen and act on your feedback so we can learn and do better next time.
- To show compassion by finding the time to listen and talk and do the small things that matter so much to you.
- To be consistent and reliable and do what we say we will.
- To work with your carers and family, and our colleagues so that we put your needs first.
- To communicate effectively, keep you fully informed, and explain if something has not happened.
- To help improve your health and wellbeing by ensuring excellence in care and professionalism.

For a copy of the Our Promise poster, contact the communications department on 020 8869 3552.



Dr Lola Oni OBE, service manager; The Mayor of Brent, Councillor Jim O'Sullivan; Dawn Butler, MP for Brent South and Dr Milica Brozovic, founder of the centre.

Sickle Cell at Central Middlesex reaches 30 years milestone

The Brent Sickle Cell and Thalassaemia Centre at Central Middlesex Hospital is celebrating 30 years of excellence this year. The centre, the first of its kind in the UK, is renowned throughout the country for its pioneering work. It was set up by consultant haematologist Dr Milica Brozovic in 1979. She was concerned at the lack of awareness of the disease amongst both clinicians and also the African and Caribbean population (of which there are high numbers in Brent) who are most affected by sickle cell disease.

For more information go to: www.sickle-thal.nwlh.nhs.uk

Laparoscopic prostatectomies now available with just overnight stay



Consultant urological surgeon **Giles Hellowell (pictured)** has been carrying out prostatectomies using minimally-invasive surgery at Northwick Park Hospital since the

end of last year, and 25 patients were treated in the first six months.

Patients stay in hospital for just 23 hours, the prostate is removed via a 2cm incision resulting in minimal post-operative pain and no need for blood transfusion.

Mr Hellowell completed a 12 month fellowship in uro-oncology at the Monash

Medical Centre in Melbourne, followed by a 12 month laparoscopic fellowship at Charing Cross Hospital and a three month prostate laparoscopic fellowship at the University of Leipzig.

He says: "The recently opened minimally invasive theatre at Northwick Park provides advanced laparoscopic operating facilities for urological cancer. We have a high resolution camera to provide the best imaging.

"All our patients receive consultant-led management with carefully designated patient pathways to ensure rapid recovery and early discharge home. We hope in time to perform this operation as a day case procedure."

High achievers

Our staff can't stop winning awards... congratulations go to:

Guduru Gopal Rao, our head of microbiology, who was awarded an OBE in the Queen's Birthday Honours.



Liz Robb, our director of nursing and infection prevention and control, who is now a Fellow of the Improvement Faculty for Patient Safety and Quality Improvement, which is part of the NHS Institute for Innovation and Improvement at the University of Warwick.

Mr Raj Bhutiani, consultant surgeon at Central Middlesex Hospital; **Sushen Bhattacharrya**, consultant for the care of the elderly; and **Hugh Bethel**, consultant cardiologist – both from Northwick Park Hospital, who were awarded Imperial College teaching excellence awards.

Anjali Hathi, a pre-registration student at Central Middlesex Hospital, for winning the poster presentations category of the pre-registration trainee pharmacist Project Awards 2009 with her project entitled - Near misses- do we really need to report?

Our pharmacy team (pictured below) for being finalists in the 2009 NHS London Health and Social Care Awards. They were recognised for their work on the Harrow Integrated Medicines Management Services, which is run jointly by the Trust and Harrow PCT.

Dr Ben Spargo, who won this year's Oliver Smith award which goes to the junior doctor who has been acknowledged as being the best for their overall clinical practice as well as professionalism. The runners up were Dr Chris Mason, Dr Margaret Devereux and Dr Jonathan Weir-McCall.



Trust well prepared for winter flu influx

The Trust, along with our councils and NHS Brent and NHS Harrow, has been preparing for a potential pandemic for some years and is in a good position in case of widespread illness this winter.

We are also encouraging staff, particularly frontline health professionals to have both the seasonal flu and swine flu vaccines as soon as possible to protect themselves, their patients and colleagues.



Chief executive **Fiona Wise** has her seasonal flu jab

Three good reasons to have the swine flu vaccine

- 1 Swine Flu can lead to serious complications in people with underlying health conditions, so it is important we do everything we can to stop vulnerable patients from catching the virus. Vaccinating front line health professionals is the first line of defence for patients.
- 2 Vaccination can help us protect frontline health professionals from unnecessary risk. Health professionals are more likely to be exposed to swine flu than the rest of the population, and whilst swine flu is generally mild, even healthy people can become seriously ill from it or even die.
- 3 Vaccination is crucial for keeping staff absence rates down and allowing the NHS to continue delivering the best possible care for patients in the months ahead.

New rapid access chest pain service

A team of cardiology doctors and nurse practitioners now run a same day rapid access service to assess patients with suspected cardiac chest pain on the day of referral or the next day. This consultant-led service is based at Central Middlesex Hospital and runs Monday to Friday from 8.30am to 5pm.

Making a difference

how We Care is improving the look and feel of our hospitals



In our last magazine, we told you about We Care, our programme of initiatives to improve the experience of patients. So what has happened since then?



Patient Suzanne Smith gives us her feedback

Peg it

red means stop...

If you see a red peg stop!

Ensuring privacy and dignity for our patients



The North West London Hospitals NHS Trust

- ♥ **Red means stop!** Red pegs are coming to a ward near you! If a peg is used to close a curtain, it means do not disturb. These pegs are a great visual way to show patients that their privacy is our priority.
- ♥ **Patient Experience Trackers (PETs)** are capturing an overview of our patients' experiences. Patients give us feedback through these electronic trackers and their results are displayed on the ward so patients and visitors can see the outcomes and also improvements in progress.
- ♥ We've had a major recruitment drive to the **HUB (Hospital User Bank)** and mystery shoppers have been recruited to "Walk the Northwick way" to see how easy it is to access the hospital from tube, bus and car. HUB members will also compile a "Good Loo Guide" to assess our WC facilities.

- ♥ **Patient stories** are being used throughout the Trust to identify good aspects of care and areas for improvement. This is when a patient shares the story of their experience in hospital – what happened; how it could have been better and what worked. A new story is being presented at every Trust board meeting.
- ♥ 12 ward teams have completed the **3Cs training*** and have given positive feedback. The next steps are to address the issues that staff identified which impact on the quality of the service they provide to patients.
**3Cs – Caring, Consistency and better at Communicating*
- ♥ Renewed emphasis on **Protected Meal Times**. These have been going on at the Trust for some time now but we are refocusing our efforts following patient feedback. Protected mealtimes focus nurses' attention on ensuring patients eat properly, and any unnecessary medical staff and visitors who are not helping with feeding are asked not to be on wards.

Welcome to Jayne Quigley - We Care Project Lead

You may have already met or seen Jayne (pictured) as she's been extremely active since she joined the Trust a short while ago. Jayne is here on secondment from St George's Hospital where she is Assistant Director of Nursing. She is here to facilitate staff to implement the key objectives of the We



Care programme. Jayne is passionate about improving the patient experience, particularly issues around privacy, dignity, communication and nutrition. Her mission is to get all staff to see things "through the patient's eyes" and work as a team to ensure that the patient journey through our hospitals is a positive one.

How our training department can help you get ahead

In recognition of the Trust's strategic aims and diverse workforce, the Training and Education Department ensures that all Trust staff are given the opportunity to acquire and enhance their knowledge and skills to fulfil their role effectively and attain their full potential.

Staff have the opportunity to access education through internal study programmes that can develop your IT skills, enhance clinical and customer service skills or attain National Vocational Qualifications (NVQs) in health and social care and business administration. All information you require is available on the intranet at these department sites:

- Clinical Training
- Learning, Education and Development
- Resuscitation Service

If you are unable to find a programme of study within our in-house curriculum you can investigate other options externally. However funding for these courses is not guaranteed.

Meet your training team



Just pop in and see us and we will work out a personal development plan that will enhance your role or take you on to a new career. We will also help you approach your manager and fill out any necessary application forms or paperwork. We also provide training for volunteers.

We are located in the Education Centre, Level 5, (inside John Squire Library) next door to e-learning at Northwick Park Hospital.

Contact us: 020 8869 2183

Continued training can punt you in the right direction...



Healthcare Assistant Fahad Al Huda is off to Cambridge

Training courses offered by the Trust have helped secure healthcare assistant Fahad Al-Huda a place at Cambridge University to study medicine.

Fahad joined the Acute Assessment Unit (Dickens ward) at Northwick Park in June 2008 after completing his A-levels.

Fahad says: "Since working at the hospital I have made the most of all the training courses and learning opportunities on offer. I started with all the in-house training and learnt different practical skills to be used on the ward. I then moved on to completing my healthcare assistant training, of which I now have an NVQ level 2; I hope to start level three shortly.

"Cambridge University offered me a place based on my A-levels and on my continued commitment to training and improving my skills. I will be starting my undergraduate degree in October 2010 at St Edmund's college."

Another training success story!



Congratulations to Occupational Health nurse Tapiwa Ngondonga, who received first class honours for her occupational health degree from Brunel University. She is now a permanent member of the Occupational Health team at the Trust.

Why I love my job

Name: Sarah Harris
Role: Ward manager at the Regional Rehabilitation Unit (RRU) at Northwick Park.

The RRU is for patients with severe complex disabilities who need specialist rehabilitation. Patients can stay from up to six weeks for assessments, two to six months for rehabilitation and longer in more complex cases.

Talking about why she loves her job, Sarah says: "The RRU is an inspiring place to work. You get to be at the start of the patient's journey towards recovery and over the course of their stay, you get to see some miraculous changes.

"Working on RRU has given me the opportunity to take nursing back to basics. You spend a lot of time with each patient, so you get to know them well. Being able to support them and their families through this time is a really important part of the road to recovery.

"It's the little things that give me the most satisfaction. When a patient's condition has improved so they can shower or dress themselves for the first time; that gives you a real buzz. Don't get me wrong – it's physical work but very rewarding.

"I'm very proud of RRU, its staff and what we are able to offer our patients".



in the news

The fantastic work of our staff on the RRU was highlighted during recent media attention about one of its patients, Rachel Todd. Rachel, who is 18, has Locked-in Syndrome, which has paralysed her entire body but left her mind untouched. Rachel's story appeared in The Sun, and attracted coverage as far as Germany.

♥ **Do you fancy working on RRU? Sarah is always happy to hear from nurses who would like to try a shift on RRU**

Central Middlesex staff nurse posted to Afghanistan

Annette Bodden-Whisker, a pre-operative assessment nurse, has been posted with the Territorial Army to Camp Bastion in Afghanistan's southern Helmand province. For three months from October she will be working on the wards of the camp's field hospital.

Annette qualified as a nurse four years ago and joined the team at Central Middlesex Hospital last November. During the second year of her nurse training she signed up for the Territorial Army.

Before she set off on her journey, Annette told NWnews:

"I know living and working in Afghanistan will be challenging and dangerous, but at the minute I am so excited – the nerves and reality I know will hit home when I am there.

"The hospital itself is not on the front line and my colleagues feel like a family, so I know I will be supported. The day-to-day routine will be very different from my work here but I have tried to prepare myself mentally for the injuries I will be dealing with."

Annette's trip is being documented by ITV news so we will be able to keep up-to-date with her progress.



A haven for rheumatology patients

Rheumatology patients at Northwick Park can now enjoy an open space when they come to the hospital for treatment.

The new garden, which is accessible from the day care unit, is located along the dental corridor. It was made a reality thanks entirely to donations from patients, their friends and families.

Lead rheumatology clinician, Dr Clare Higgs, says the garden has been a long time coming. "Many of the patients we see will visit us three or four times a year, some far more frequently, and they will often spend at least a day here. The garden offers a wonderful natural space for them to enjoy while they are waiting for treatment.

"The garden has been specially designed with disabled access, non slip decking and plenty of room for motorised wheel chairs. The raised garden beds mean patients can tend to them easily.

"I would like to thank everyone who donated to our fund including the League of Friends and Karl Harrison from Harrison Gardens who has also kindly donated equipment to the garden."



Dr Clare Higgs (right) with patient representative Rita Patel and the team from Harrison Gardens

Farewell to...



● **Malcolm Gowardun – clinical manager Patrick Clements Clinic**

Malcolm Gowardun recently celebrated his ruby anniversary with the NHS. For 33 years, he had been a dedicated charge nurse and clinic manager at the Patrick Clements Clinic at Central Middlesex Hospital. Since joining the clinic in 1976 Malcolm had been an integral part of our strive for excellence. He will be sorely missed and we thank him for the years he has devoted.



● **Sister Barbara Paterson – Head of Chaplaincy**

It is with great fondness and sadness that the Trust said goodbye to Sister Barbara Paterson after nine years of service. She set an example to all of us with her professionalism, astute judgement and sense of fun. Sister Barbara was the first female head of chaplaincy in the NHS. She told NWnews: "It has been a privilege to serve in the Trust and thank you for your support of me and the chaplaincy team".

● **Do you have a new face or someone leaving in your department?**

Share it with the NWnews team on ext (1) 3701/3552.

Under the skin of Tony Falcon

Everyone at the Trust knows Tony Falcon, Divisional General Manager for Clinical Diagnostics, whose 43 years with the organisation finally come to an end on his retirement in December.

But what made him interested in histopathology in the first place?

"I chose it for personal reasons," he says. "When I was 12 my grandmother died of breast cancer at the age of 60 and I thought this was appalling and wanted to do something about it.

"I did not choose medicine directly but wanted to be involved with science associated with cancer because



Tony and his beloved Central Middlesex Hospital



Can you spot Tony?

although I was not angry I did feel that medicine had not saved my Gran. So I chose histopathology, which has proved to be a fantastically interesting job. I started at Central Middlesex and I stayed there through all the management changes until the merger with Northwick Park."

On three occasions Tony was offered jobs in other hospitals, and each time his boss, Dr David Lovell, said he would match the salary if Tony would stay. So he did.

"He was an amazingly bright, self-deprecating and modest man," says Tony. "As well as being a lovely human being. He took early retirement in 1991 because of health problems as he

realised his skills with the microscope would be compromised and could put patients at risk. Apart from pathology, he taught me so many things about how human beings should interact with each other in a positive way."

Why Central Middlesex? "I grew up in Wembley and Park Royal, as it was called then, was my local hospital. It then had over 700 beds and a proud record in diagnostics. Sir Richard Doll did his work on smoking and cancer there in the 1950s and it was the home for the first gastroenterology unit as such – headed by Francis Avery-Jones.

"In addition, I felt that whilst there was always a lot of poverty in Harlesden local people were as entitled to the best NHS care as people in any other part of the country, and I wanted to be part of a hospital that was providing the very best of care."

In the beginning Tony trained in all the pathology disciplines and then took a second MSc in immunology, with the support of Dr Lovell. Then he became involved in management.

"I remember an administrator saying to

in pictures

**Thank you to...
Dee Patridge - Volunteer**

Congratulations to Dee Patridge who was honoured for volunteering at the Trust for an incredible 35 years at the Volunteers Annual Cheese and Wine evening.



me: 'There are two ways we can do this. Either someone like me, who knows nothing about the service, comes in and manages it, or people like you do the managing, working with people like me.'

"I was happy to do both jobs. I carried on practising science, keeping my hands dirty, while I took on the management role. In the last year before the merger I probably enjoyed it the best. I was comfortable with senior managers, they were my friends, but in addition I helped my clinical colleagues deliver the best cost-effective service."

Tony saw Central Middlesex move from being the centre of a group of hospitals including Wembley, Willesden, Acton and Neasden, to a brief merger with St Mary's in Paddington as part of Parkside Health Authority, then on its own again as one of the first wave of NHS Trusts before the eventual merger that formed the current Trust. He has been through major financial problems, reluctant mergers, the development of the pioneering ACAD unit at CMH, and now manages the pathology, radiology and pharmacy departments for the expanded Trust.

"The fundamentals haven't changed," he says. "Local people still have health problems, but structures and processes have to change to keep pace with the modern world. There is always some resistance to change whilst there are also plenty of people who take the wider corporate view.

"I'm very proud of the service we offer, despite problems with recruitment and shortages of cash over the years. The management support my division and the staff in all three of my areas work very hard to provide a good service. We have different challenges now - people live longer; with modern drugs and techniques we can cure some cancers.

"Imaging services are fantastic; look at the change in surgical processes – it's very different from years ago when the surgeon had to open you up to take a look and find out what the problems were – now we have CT and MRI and they know long before you are taken near an operating theatre.

"Years ago my Dad had a hernia op and was in hospital for a week. Now this sort of surgery can be done in a lunchtime!

"Patients can recover at home and can feel in charge. It's so much better for the family.

"When I retire I would like to think there are some people out there whose health was improved because of something I did."

news in brief

First Medical NHS Gold Privilege Cards

All staff should have their First Medical NHS Gold Privilege Cards. If you do not have one, please collect one from Human Resources. Additional cards for your immediate family members can be obtained by e-mailing: natasham@DiscountsNHS.com

First Medical are currently negotiating discounts from local and national businesses throughout London.

Macmillan coffee morning

Thanks to everyone who took part in the annual Macmillan Coffee Morning which raised more than £2000 for the charity. The Mayors of Brent and Harrow, Councillor Jim O'Sullivan and Councillor Eric Silver, attended the event (below) and also visited the Macmillan Cancer Unit based at St Mark's Hospital.



Lions ease pressure in A&E

Our sincere apologies to the Lions Club of Hendon, who kindly and generously donated three blood pressure machines to A&E at Northwick Park earlier this year. In the last edition of NWnews we printed the wrong photo. We have included the correct photo this time (below) and would like to thank them once again for their support.



News from St Mark's Hospital Foundation

Love Your Gut. Through our association with Love Your Gut (LYG), this year's Gut Week was a huge success, generating high levels of media coverage and attracting interest from many thousands of people nationally. Thank you to all the staff involved, including Professor Christine Norton who participated in a marathon morning of interviews with 15 radio stations; including six regional BBC stations; Dr Max Pitcher who was interviewed by the Health Editor for the Press Association; and Dr Simon Gabe who gave an interview on Five Live radio as well as being quoted in the main national Love Your Gut press release. A patient of St Mark's was also interviewed by

Prima magazine which will be shown in the December issue. For further information visit www.loveyourgut.com

New Charity Information Desk. We have launched the Charity Information Desk – or CID as we've affectionately called it. CID will be manned by volunteers and we hope will create awareness with patients and staff about the work of our charity. So if you have a few minutes, stop by and talk to CID, located in Outpatients, St Mark's.

St Mark's Foundation is the charitable arm of St Mark's Hospital. For further information about St Mark's Hospital Foundation, please visit www.stmarksfoundation.org



The mag has taken part in a Paris cycle trip and been to the heights of Kilimanjaro!

Wendy Fuller (CNS Critical Care Outreach) and **Denis Keane** (staff nurse from Clark ward) took this photo trekking up Kilimanjaro.

Michelle Marshall, consultant radiologist and clinical director, cycled all the way to Paris to make sure her copy of NW News was featured in The mag travels.

Where will the next issue go? Send us a photo of yourself with NWnews and you could win a box of chocolates!



5k Live Longer Walk in Hyde Park

Staff in pictures

So many of you have been out and about raising money for good causes!

Coroner's Officer **Graeme White** ran the Flora London Marathon in 4hrs 43minutes and raised £503 for the Paediatric Accident and Emergency Department at Northwick Park Hospital.



Graeme White

Kunud Punja, gastro and general surgery medical secretary and **Kanchan (Kay) Chandegra**, clinic coordinator at the Jeffrey Kelson Centre at Central Middlesex Hospital, completed the nine mile midnight walk raising £400 for St Luke's Hospice in Kenton.



Nine mile midnight walk

Local resident and supporter **Victor Trocki** ran the BUPA 10k and raised £2,000 towards a cardiac monitor for the Acute Assessment Unit at Northwick Park Hospital. A special thank you goes to the manufacturers Fukuda Denshi who donated the rest of the money to provide the unit with its first monitor.



Victor Trocki (far right)



Race for Life

The **site practitioners' team** (pictured above) participated in the Race for Life in Watford as 'Shelly's Girls'. They raised over £7000 for Cancer Research in honour of colleague Shelley Burgess who is fighting pancreatic cancer. Head of Site Operations Maeve O'Callaghan-Harrington is the Shelly's Girls spokesperson: "Shelly is our colleague and friend and has been so brave this year after two major operations and a year of chemotherapy. We wanted to show our support."

This year's Relay for Life in Harrow was supported by the Trust through the **St Mark's bowel screening team** and **Northwick Park's dermatology department**, two of 23 teams who helped to raise over £54,000 for Cancer Research.

PA **Anni McCabe** took part in the 5k Live Longer Walk in Hyde Park for bowel cancer awareness. All walkers were asked to wear some spots to raise awareness of bowel cancer. The charity is encouraging everyone to 'spot' the symptoms and 'spot' if it's in your family.

St Mark's IBD nurse, **Marian O'Connor**, completed the Great Northern Run in aid of National Association for Colitis and Crohn's Disease (NACC) in the amazing time of 1hr 45 minutes and raised more than her target of £500.