

## New Year's greeting *from the Board*

We would like to take this opportunity, as we start 2003, to thank each one of you personally for the support that you have given in 2002, which contributed to the success of our organisation.

We would also like to take this opportunity to further thank members of staff who worked through the extremely busy Christmas and New Year period. As you may be aware, we had concerns that the Hospital would be busy this year, which indeed it was.

Our sincere thank you to you all for your continued efforts.

## "Congratulations Pat"



The Trust Board and all members of staff of Mid Essex Hospitals, are delighted to be able to say "congratulations Pat Wade MBE" on the announcement in the New Year's Honours List of your MBE. Congratulations, Pat, on this accolade, so richly deserved, and thank you for your continued tremendous hard work and energy put in to The Burned Children's Club.

*We welcome NEWS, VIEWS and COMMENTS from all the hospitals and services.*

**Deadline for  
THIS February  
10th February**

Contributions to  
Nikki Airey,  
Broomfield Court Annexe  
by **Monday 10th February**

## Annual Christmas Decoration Competition

Congratulations to our Winner - A&E and to all the runners up.



Pictured above with their winning certificate are Clare Harrison, Flor Hills, Julie Slater, Lorraine McClement, Vicci Arbon, Jenny Raven from A&E.



Pictured right are staff from Pathology at Broomfield:-  
L to R: Marcia Banham, Molly Smith & Jackie Pace.



Pictured left in the Moonbeam Ward are:-  
(l to r)  
Claire Giles,  
Jo Gregory,  
Sue Shorting,  
Mel Sharp and  
Dawn Lloyd Grimes.

The annual Christmas Decorations Competition was once again a hotly contested event. David Bullock, our Chairman, and Andrew Pike, our Chief Executive had a difficult decision to make as the standard was particularly high this year. However, the final decisions were as follows:-

Congratulations to **A&E** who won the competition. Runners up were : **B21** and **Elderly Assessment Unit** - joint runners up, followed by, in no particular order :-

Children's outpatients - St. John's

Moonbeam Ward - Broomfield

Maypole Ward - St. Peter's

Pathology - Broomfield

# Workforce Development Update

## Current Courses & Workshops

### *Budgeting Skills Workshop*

These sessions are aimed at practical problems of managing budgets and have been put together by Cathy Lee, Sue Haylett and the Finance Managers. 15 sisters and charge nurses have attended so far and it is intended that 18 clinical leaders will undergo the workshop in March. Feedback has been excellent ie. 'very useful', 'just what I needed', 'gained a clearer understanding of my role in managing a budget'. It is anticipated that some one day programmes will run in March and April. Please contact Cathy Lee on Ext 6525 for further information.

### *'Making Interviews More Effective' Workshop*

Two workshops have taken place involving 20 participants from across the Trust. All 18 clinical leaders plan to use one of their needs led days to attend this workshop. A further 4 workshops are planned and further information can be obtained from Cathy Lee on Ext 6525.

### *Westminster 'Teamwork & Communication' Course*

The two-day 'teamwork & communication' programme goes from strength to strength. The course runs as part of the induction week but about a third of the places are reserved for existing staff. Since the first pilot in May 2002, over 390 staff (10% of Trust workforce) have attended.

Participants each receive their own individual confidential 'personal profile' describing how they are likely to behave and communicate at work. It also describes, for example, what sort of people they will find hardest to deal with and how to work more effectively with them. Participants generally say the report is 98% accurate or above!

Our specially trained internal facilitators (Nikki Airey, Christine Craven, Raechel Frost, Cathy Lee, Nadine Pope and Heather Taylor) are now co-facilitating the programme with a member of the Westminster Associates team.

For further information or to book a place on the course, please call Nikki Airey on Ext 4235

## New Developments

### *'Patient Care' Induction Day*

Most patients say that they feel very cared for in hospital. But investigating complaints and working with the Community Health Council (CHC) tells us that 'the system' - and sometimes staff - treat patients in a way that leaves them feeling undignified and not respected.

The 'patient care' training day will run on the Friday of the induction week, starting from 7th February. The day has been designed to help participants understand how patients might feel in hospital. It will also look at what we can do to support patients and help maintain their dignity.

All new staff and staff changing roles within the Trust will attend if their work brings them into contact with patients. Any existing member of staff is also welcome to attend - Maureen Gowers on Ext 5245 has details.

### *Stress Management*

The Trust has received £25,000 to spend on an 'Improving Working Lives' priority that staff originally identified. Stress (helping to manage your own and dealing with other people's) is an issue that staff consistently raise as important.

We have therefore asked Westminster Associates, which has developed the very successful 'teamwork' programme, to run a series of follow-on workshops specifically on stress management. This is likely to be a one-day workshop run a number of times over the next 12 months, open to any member of staff to attend.

### *'Persuasive Writing'*

We are pleased to report that all 24 places on the two pilot programmes have now been filled. The course comprises three half-days and will help participants to write reports and documents more clearly, effectively and persuasively! If the course proves successful then we will arrange further dates.

### *New Appraisal Format*

As part of the Fundamental Staffing Review clinical staff developed three competency frameworks - technical and professional for each grade of staff and a behavioural framework for all staff. The Staff Charter was developed directly from this work on behaviour.

The competency frameworks have now been turned into a new appraisal system. This is being refined following five pilots. Thank you to Sisters/Charge Nurses who participated from B4, Renal Unit, B12, B9 & Moonbeam.

The new appraisal system will initially be for Nurses, Midwives, Healthcare Assistants and Nursing Auxiliaries. The appraisal documentation and behavioural framework will then be rolled out for all other staff. Once the new system is in place, it is likely that staff will only be able to apply for training courses if they attach a formal appraisal undertaken within the last 12 months.

### *Recruitment & Selection*

We are developing a more modern, evidence-based system for selecting staff who apply. New developments include:

- ◆ a guaranteed interview for internal applicants who meet the 'essential' criteria
- ◆ a standard format for person specifications, tied into the new competency frameworks, to help managers in writing job descriptions
- ◆ a resource pack for interviewers that gives sample questions and answers, based on modern behavioural interviewing techniques
- ◆ possible introduction of short telephone interviews as part of an initial screening, so only the most suitable applicants need to be interviewed face-to-face
- ◆ formal use of 'portfolios' as part of the selection process, so staff would be able to use their appraisals and (for nurses and midwives) PREP portfolios

### *Appraisal & Interviewing Training*

To launch the new appraisal and interviewing systems, we are developing three one-day training sessions. These will run over the next twelve months and will become mandatory for all staff who manage, appraise and/or recruit staff. (This was identified by Sisters/Charge Nurses as a priority development need at their recent development workshop).



The training days will focus on the competency frameworks, effective appraisal and the new system, different learning styles, supporting staff in development planning, behavioural interviewing techniques and the new documentation, equality and diversity in recruitment.

#### *International Recruitment from India*

We have assessed the number of additional staff we need to recruit by September 2003 to meet the ambitious NHS Plan targets on top of filling existing vacancies. We are running a number of schemes to improve local and national recruitment, to improve retention of existing staff and to support and develop our staff into professional training. However, the scope for further national recruitment is limited (most hospitals are trying to recruit additional staff) and, for example, it takes 3 years for a nurse to complete their training. So recruiting the additional staff this year will require a different approach in the shorter-term.

Staff consistently say that filling vacancies and reducing the use of agency staff is a high priority. The Trust has therefore agreed a plan to recruit about 100 extra nurses from India and 30 nurses from across the UK.

The overseas recruits will all:

- ◆ be experienced nurses in their own right
- ◆ be formally interviewed by our recruitment team
- ◆ undertake a period of adaptation and local orientation, as set out by the Nursing and Midwifery Council. This will include the allocation of an individual mentor.
- ◆ then undertake 3 to 6 months supervised practice before becoming Registered Nurses
- ◆ have demonstrated that they have the same ability as UK-trained staff and can communicate in English with patients and colleagues, as required by the Department of Health Code of Practice. Our recruitment agency will test applicants' English language skills prior to interview (using the International English Language Screening System endorsed by the British Council).
- ◆ be health screened in India prior to interview (at an Occupational Health clinic registered with the World Health Organisation). They will have a further medical at the UK port of entry as well as being screened by our own Occupational Health Department.

The recruitment team will comprise Sue Haylett and Cath Powis (Nurse Recruitment Coordinators), Adele Wisbey (Matron), Rosemary Raeburn-Smith (former Director of Nursing and now freelance consultant with experience of international recruitment) and the senior nurse from the recruitment agency. The trip will be from 1st to 7th February and the recruited nurses are expected to arrive in three cohorts during March, May and July 2003. The 30 UK-based nurses will also arrive in three cohorts during February, June and August.



Thank you to the Charities Foundation, who donated benches to the old school of nursing users. *Pictured are Back Row :Denis Franklin (non executive director), Andrew Pike, Cathy Gold, Joanne Hill, Michelle Martin, Fiona Dodd. Front row, Dawn Beamont-Jewell, Kathy Freeman, Janette Millar and Lynn Armstrong.*

## Modernisation of the NHS Pay System

In last month's Staff Briefing the Modernisation of the NHS Pay System was announced. We thought it pertinent to highlight the main points of the proposals for the new pay system for you, courtesy of the NHS Confederation Briefing. If these proposals are agreed by the Trades Unions following consultation with their members, they will be implemented on 12 sites in England from Spring 2003 and throughout the NHS from October 2004:-

- \* 10% increase over 3 years to all staff, plus an average 5% from the reform package over time.
- \* A fair and transparent pay system based on job evaluation.
- \* There will be a new NHS minimum wage of £10,100 a year, equivalent to £5.16 an hour.
- \* The starting salary for newly qualified nurses and other health professionals will be £17,000.
- \* A new system for pay in high-cost areas and of recruitment and retention premia.
- \* Harmonisation of working hours.
- \* NHS employers will be able easily to create new types of jobs.
- \* There will be links between pay, skills and knowledge.
- \* More responsibility will mean more pay.
- \* The pay system will be vastly simplified and easier to administer.
- \* New structures will replace existing Whitley Councils.

### Free Raffle

There are three Marks and Spencer £10 gift vouchers up for grabs in the Occupational Health free raffle. Michele Martin, OH Nurse Advisors, is organising a survey across the Trust to see what the levels of stress are within the hospital. So if you are working in a well-supported positive environment or a very stressful one, this is your opportunity to let us know how it has been for you. Everyone with a Trust contract will receive their own questionnaire in February, which takes only a few minutes to fill in and then you can plan what you will do with your winnings!!! The draw will take place in the OH department on April 1st. If you have any queries about this please ring 4089 or email Michelle Martin on Michelle.Martin@meht.nhs.uk

### Fundraising Event

A fundraising event in aid of the Burns Unit Children's Amenities Fund will be taking place on the 19th February at the Raj Mahal restaurant at Felsted. Tickets £15 for a 4 course meal, starting at 7pm. Tickets available from the Fundraising Office on 4460 or 4559.

### Campaigning for NO SMOKING DAY - 2003

We are looking for ideas from staff on how we can best promote the above event within the Trust.

Staff are cordially invited to attend a meeting of the

#### SMOKING AWARENESS GROUP

in the Restaurant Annexe, Broomfield Hospital,

on Thursday 20th February 2003 at 10am.

There will be a short presentation from the Regional Smoking Cessation Co-ordinator at the beginning of the session. For further information, please contact Paul Deemer, Head of Personnel on Ext 4466.

# Stroke Services

## What has changed since 12/8/02?

Integrated Clinical Pathway (ICP) was launched on 12 August 2002. It had taken hard work and commitment from many of us to review the then existing clinical arrangements and to plan the ICP.

### ICP Pathway

One of the key features is the acute assessment process using the Royal College of Physicians Pro Forma and the reorganisation of 12 beds in Ward B5 to serve as the area for acute management of stroke patients. The acute management is evidence based and multidisciplinary. The patient management is active rather than passive. Clear and accepted protocol is used to guide patient management. A daily multidisciplinary team meeting takes place (weekdays only!) to review different aspects of management and to set goals for each patient. The patient begins active therapy on day one.

Patients move through the pathway depending (as shown in the flow diagram) on the degree of recovery, the complexity of the disabilities and safety.

Ward B20 has 12 dedicated beds for stroke rehabilitation. Patients progress and problems are reviewed daily by the ward based multidisciplinary team and stroke facilitator.

### Outcome

The ICP stroke pathway has been in action for 80 days (til 31 October 2002).

### Outcome from ICP

Discharged	36 (6.3 days)
Transferred to B20	26 (15 days)
Intermediate care	05
Died	06

The figures on some of the key areas are encouraging. My sincere thanks to all the staff who have worked hard to make ICP happen. This is a step in the right direction.

### Evidence of achievement:

- 80% of patients have their CT scan within 48 hours
- In majority of patients, acute aspirin therapy is achieved soon after CT
- Swallow assessment completed and feeding commenced within 24 hours in 90% of the ICP patients
- Multidisciplinary team assessment within 24 hours (weekdays).

### The future

I feel further work needs to be done in the following areas:

- documentation and presenting information to patients and families
- to include all patients fitting the current criteria
- TIA/stroke assessment clinic
- post discharge review
- community rehabilitation and long term support.

Some of these areas are clearly primary care issues, but with the establishment of Mid Essex Stroke Strategic Group I am confident that we will run a comprehensive stroke service for Mid Essex people.

**Dr Umachandran, FRCP,**  
Lead Physician for the Stroke Services

**Linda Kendall, ICP Facilitator**

## HISTORICAL CORRIDOR

The Broomfield Arts Project would like to establish a historical corridor within the hospital. It will include various pieces such as photographs, plaques and other historical and interesting artefacts which have been gathered from archive material from hospitals that have closed eg Black Notley, St Andrew's and the Chelmsford & Essex Hospital, also from the early days of Broomfield.

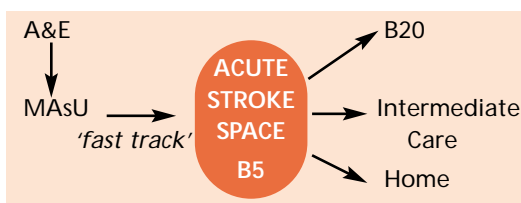
They need volunteers to be involved in this project. If you think you may be interested please contact Alison Avery on 4460 or via internal E mail.



## The pain team expands!

The Combined Acute Pain Service (CAPS) is delighted to welcome Sarah Kemp to the team. Sarah joins us with a background in surgical nursing, having trained and worked in the trust for 10 years. She leaves her post as a ward sister, specialising in vascular and general surgery, to pursue her interest in acute pain management, which she has developed over the past four years in her role as a pain link nurse.

*Pictured above (from top to bottom) are the CAPS nurse specialists; Kate Tighe, Lynne Mustard, Sarah Kemp*



## Lead Nurses to be called Matron

It has been agreed that from now on, the Lead Nurses will be referred to as 'Matron'. This decision was made on the basis that the title 'Lead Nurse' is not meaningful for the general public.

It is hoped that patients and staff will have a clearer perception of the role when it is referred to as Matron. The decision has been made by the Lead Nurses at the recent meeting of the Nursing and Midwifery Council on 25 November 2002.

# Shadow Patient's Forum



Mid Essex Hospital Services NHS Trust now has a shadow patients forum, which will help shape services and contribute to the future organisation of the Trust.

The forum has 16 members (pictured, with Andrew Pike and Jenny Thomas) who are patients or carers with experience of using the hospital, including inpatients, outpatients and people who have visited the Trust. Community and voluntary groups are also represented.

The forum will identify problems, discuss solutions and make

recommendations to the Trust Board. The NHS Plan highlights the importance of involving patients, their carers and families in influencing the way health services are organised and delivered. In Mid Essex the forum will be involved in the planning of the new Broomfield Hospital, patient information, nutrition, and the complaints process.

Maxine Leader is the Patients' Advice and Liaison Service (PALS) Manager, and further information about the forum can be obtained from Jenny Thomas, Deputy Director of Nursing on Ext 6062.

## Trust Communications

I'd like to take this opportunity to introduce myself to all the readers. My name is **Nikki Airey**, I was formerly PA to Andrew Pike and have recently been appointed to the post of Staff Communications Manager. I am responsible for the production of This Month, together with all other matters relating to facilitating the communication of relevant information to our staff at MEHST, whether it is internal information from departments or directorates, official information from the DoH, Health Authority, or information of general interest from other sources. The original post of Communications Manager has been split in two and I am delighted to say that my colleague, **Niki Eves**, yes two Nikki's !!, joined the communications department on the 6th January as Public Relations Manager. Niki was previously Chief Reporter at the Maldon & Burnham Standard. Niki will be responsible for looking after all the external communications, press and media enquiries and anything else relating to external communications to keep the Mid Essex public at large, MPs, Primary Care Organisations, GPs and hospital users, informed and in touch with our Trust.

I would particularly welcome feedback from members of staff with suggestions about the content of This Month, is there anything else you would like to see included, or maybe you have some great ideas about internal communicating that you have brought with you from another Trust or company. Please feel free to contact either of us - via the internal MEHST email or Ext 4235. We are located in Room 33, 1st Floor, Broomfield Annexe.

We plan to get out and about and meet and talk to as many people as possible and I would welcome any invitations to attend departmental and directorate meetings for an opportunity to meet and discuss internal communications with staff. I look forward to meeting you soon.

## Congratulations

To **Mandy Baines** who has just completed her NVO HCSW III. Many congratulations from all the staff on Ward J12 at St John's, and here's a little poem we've written for you.

Mandy, you're a star  
And we know that you'll go far  
You beaver on and never moan  
Although some days could make you groan.

Happy to help, whatever the job  
But nobody's fool, you keep your cool.  
We wish you all the best  
In this we do not hest  
And we'll continue as a team  
Now you have attained your dream.

But enough sugar and spice  
You're not always that nice  
But a friend indeed -  
If we're ever in need  
You know we'll always be there for you  
And wish you luck in all you do.

Love, the girls on J12

Congratulations to **Hazel Chitty** who has just completed her ECDL (European Computer 'Driving Licence'). Hazel achieved a 100% pass overall (average is 94.5%). Well done Hazel from the Workforce Development Team.

Congratulations to **Pat Wade MBE**. The Burns Unit would like to offer their most sincere congratulations to Pat on her MBE announced in the New Years Honours List. We wish her continued success with The Burned Children's Club. From everyone on The Burn Unit.

## EGYPTIAN DANCING

It came about through a comment at a briefing meeting. On relaying this to the Egyptian dance class that I teach in Maldon, they challenged me to get up and dance at the next meeting. I said I would do it as long as they sponsored me for Children In Need.

Paul Deemer, Head of Personnel, agreed to this so I danced at the start of the meeting on 12 November. I raised £80 from the HR directorate staff, and the girls that I teach in Maldon (as they were the ones who issued the challenge!)

I would like to thank you all for contributing towards that total, it is way above the amount I expected to collect.

Thank you all once again

Marilyn



*Marilyn Godley, raising money for Children in Need*

# NHS Numbers

## *From birth for life*

Mid Essex Hospital Services NHS Trust, or to be more precise, IT in conjunction with Maternity at St John's, were instrumental in piloting the new NHS Numbers system for babies, which went live nationally on 29 October. The first baby officially registered on the new system at 00.21 on the 29th was at a hospital in Stoke-on-Trent.

*'Every baby born in England and Wales on or after 29 October 2002 will benefit from a new streamlined process that will give each baby a unique identifier from the start.'*

*A baby's NHS number will be used to match test results, monitor quality of care, improve neonatal research and help provide clinicians with the information they need to implement best practice.'*

Before this, babies were given an NHS number when their birth was registered, up to six weeks later and sometimes after a significant amount of healthcare.

In August 1999 a series of guidance and seminars on the proposed system were held, then in December 1999 the Trust made a Statement of Intent. In early 2000 Jacinta Benson, Head of Midwifery, and her team, notably Eileen Josselyn, Simon Bishop (midwives) and Sonya Carr, Linda Bartle and Fiona Thomas at St John's; Karen Bartholomew from WJC; and Maggie Charter from St Peter's started on the pilot with Brenda Smith, Clinical Systems Assistant.

Brenda has not only been working on the NHS numbers for babies, but also other systems dealt with via PAS - ambulance booking is one of these, and a Traceline via the internet is the latest.

### Hot off the PRESS - where is the real Russell Crowe?

We have a pet crow. He first became known to us about a year ago, when late one evening there was a frantic, persistent tapping noise on the back door, and there he was beak hammering away at the door. He has developed a penchant for ginger nuts, and was horrified when we tried to introduce more bird-like food into his diet. He and Mrs Crow are now regular visitors to Westfield, coming on a daily basis. He is now a supernumerary to Broomfield and quite high up in the pecking order!

## Goodbyes

**Sheila Chapman** (Bubbles) - Pictured right - PA to Mr Taylor, left the Trust after 23 years loyal and dedicated service to the Orthopaedic Department. She commenced her role at Black Notley Hospital and then moved across to Broomfield on the 18th July 1994.

Bubbles will be greatly missed by myself, friends & colleagues. I would like to personally thank her for her support over the years and wish her the best of luck in her new role at Springfield Medical Centre.

Lesley Beresky, T & O Practice Manager

**John Gilham** left the Trust in November on secondment to Princess Alexandra Hospital NHS Trust as Acting Chief Executive. John's contribution to the Trust over the past 2 years has been immense and we wish him everything of the very best.



**Jane Cook** - leaves the Trust on the 23rd January for pastures new at Southend PCT. We wish Jane all the very best for the future and thank her for her tremendous efforts during her time at the Trust.

## Hello!

**Mr Fortune Iwuagwu** - Consultant Plastic Surgeon with an interest in Hand Surgery joins the Trust on the 3rd February.

**Dr Habib-ur-Rehman** - Consultant in Care of the Elderly, joins the Trust on the 3rd February.

**Niki Eves** - PR Manager joined the Trust on the 6th January 2003.

**Jill Down** - Practice Development Nurse at Addenbrookes, joins Workforce Development on secondment from the end of January, to work with staff to review the effectiveness of all the post-registration education programmes we commission.

## THANK YOU

Beverley O'Neill from Heybridge has raised £6,000 for a vital signs monitor for the Neonatal Unit at St John's Hospital. Two years ago her son, Jack, was born very poorly but she was so grateful to staff for the tremendous care they both received, she organised a 14 mile sponsored walk from Chelmsford to



Heybridge along the canal path in July this year. Over 100 walkers turned out, while local companies supported Bev's efforts by providing gifts and prizes for the treasure hunt and raffle. Pictured are Bev with Dr Lipscomb and Staff Nurse Julie Green with the new monitor.

Members of the Six Bells Golf Society donated £1,000 for the cardiac unit at Broomfield Hospital, the money was raised from one of their 'Society Days'.

Mrs Clayden and her friends collected £260 from their Whist Drive, which they donated to the Diabetic Equipment Fund at Broomfield Hospital.

David & Janette Millar presented a cheque to Mr Peter Dziejwski for £4,720.30 towards the Burns Unit at Broomfield Hospital, raised from their marvellous efforts in the Great Dunmow Cycling Experience II.

Customers from the Bay Horse in Chelmsford raised £300 from their raffles towards the Burned Children's amenities and prosthetic services.

Children from the Notley Green Primary School raised £67.30 for the Paediatric Diabetes Fund.

Mrs Knights of the Mid Essex Police Horse Watch donated £1,000 towards the Neonatal Unit at St John's Hospital from the horse show in September this year.

Local mobile hairdresser, Kate Gooding, presented Dr Lipscomb with a cheque for £545 for the Neonatal Unit - her customers guessed the 'weight, date and birth time' of her new baby.



Woolworths in Braintree raised £418.23 for St Michael's paediatric outpatients. Mr Gere, the manager, presented the cheque to the nursing staff in October.

Members of the Ashingdon Lodge have donated £500 to the St Andrew's Centre Burns Unit towards the purchase of a bed chair in the children's bay.

On behalf of Piggott Brothers, Deirdre Morgan, managing director, kindly donated a beautifully decorated Christmas tree to Moonbeam's outside play area to brighten up Christmas time for our young patients, visitors and staff.

Mr & Mrs Suckling have kindly donated £20 towards the Diabetic and Endocrine Fund, which they raised from a sale of their garden produce.

Darren Porter of South Wodham Ferrers very generously donated a Play Station with three new controls, two memory cards and 17 games to the children on Sunshine Ward at St John's Hospital. This will certainly help to keep our young patients amused during their stay in hospital.

We are extremely grateful to the Broomfield Hospital WRVS for another marvellous donation of £30,000 towards a new osteoporosis scanner for the Trust. This specialised piece of equipment will be of considerable benefit in the treatment of patients who suffer with osteoporosis.

The WRVS have also donated £150 for plants and pots for the waiting room of the Eye Clinic to help create a welcoming environment for those patients waiting to receive treatment.

We would like to thank everyone from E2V in Chelmsford for their marvellous donation of £1,085.00 for the Renal Unit at Broomfield Hospital. Pictured (right) are Bernie Pettitt from E2V and Ann Dovener.

Mrs Harrington from Sawbridgeworth has very kindly donated £500 to the Chronic Pain Service to buy new wheelchairs for this busy department.

Once again, the ELIM Christian Centre in Chelmsford kindly donated toys for Christmas to the children's wards at St. John's and Broomfield.

Darren Porter of South Woodham Ferrers very generously donated a Play Station with three new controls, two memory cards and 17 games to the children on Sunshine Ward at St. John's Hospital. This will certainly help to keep our young patients amused during their stay in hospital.

The Great Totham United Reform Church donated £40 from their Christmas Carol Service towards patients amenities at St. Peter's Hospital.

Pam Sharpe and the **congregation** of Chelmsford Cathedral donated blankets and knitted toys to Sunshine Ward at St. John's Hospital.

Mrs Hume and her **colleagues** from the Post Office Sorting Room in Chelmsford raised £805.05 for the children's treatment room in the A&E Department at Broomfield Hospital, helping to create a safe and children friendly environment in this very busy department.

The Oncology suite at Broomfield Hospital received £200 from Mr & Mrs Oliver and their customers at the Ship Pub, which they raised from their Christmas raffle.

Loads of Christmas fare, new toys, crackers, books and dressing up clothes were donated to Sunshine Ward over Christmas helping to keep the children amused during their stay in hospital. We'd like to thank everyone for their generosity and support..

Staff from Wollastons collected £240 in lieu of sending Christmas cards for the Oncology suit and the Burns Unit at Broomfield Hospital.

David Dark and his colleagues from Credit Suisse First Boston Ltd in London raised £375.00 for the St. Andrews Centre Burns Unit..

Friends of Broomfield Hospital at Embassy Court donated another £30.00 towards the Broomfield Hospital Heart Equipment Fund.



## Improving Working Lives

As indicated in last month's brief the IWL Assessment team visited the Trust from the 8th November and presented their feedback to the Trust on the 14th November. You will be pleased to know that the Trust has been recommended for an Improving Working Lives 'Practice' award - a national award recognising good employment practice - following this rigorous on-site assessment visit.

The process is a three stage process as follows:- all NHS organisations were required to achieve 'Pledge' status by April 2001, 'Practice' by April 2003 and 'Practice Plus' at some point in the future.

The standard covers eight areas of good practice:

- flexible working
- communication and staff involvement
- training and development
- healthy working
- equality and diversity
- staff benefits and childcare
- staff attitude survey
- Human Resources management and strategy

In six of these eight categories we scored a 3, ie 'Practice' status so no need to submit an Action Plan to address deficiencies. In two of the

areas, 'flexible working' and 'training & development', we scored 4, ie 'some evidence of Practice Plus'. The assessors particularly commended the Trust for:

- its commitment to flexible working.
- the innovative two-day 'teamwork and communication' training programme which the Trust has developed in partnership with an external group of business psychologists.
- the 'WELL' programme. This pilot involves 150 staff, who are each receiving a health 'MOT' including individual lifestyle and stress assessments, with ongoing support over a six month period through one-to-one advice, access to health information, a helpline and website.

In one area (Staff Communication) we will achieve 'practice' status once we have conducted the national staff survey in February 2003.

This is a tremendous achievement. Thank you for the contribution that each of you has made to this programme of work. Thank you to those of you who were interviewed, and to the Workforce Development team who arranged the whole programme - the team had contact with 115 staff in all (69 in 1:1s and walkabouts, 46 in groups).

## Dedicated play

Where do you start when you lose someone close to you?

Well, Shirley and Brian Heathcote came back to Moonbeam, the ward where their son Daniel was diagnosed with malignant melanoma, a form of cancer very rare in children as young as Daniel, who was 11.

Shirley and Brian wanted to celebrate Daniel's life rather than mourn his death, and for others to benefit from their loss. When Daniel was on Moonbeam he spent most of his time in the teenagers' room playing with the computer games, even though he said they were "rubbish"! So Shirley, Brian and their daughter Jenny decided they would update the teenagers' room using money raised in memory of Daniel by his friends and family.

They painted the whole room blue and yellow, making it feel warm and cosy,

then filled it with a *Playstation 2*, six *Playstation 1s*, two children's laptops, some mobiles for the ceiling, two oil lamps and lots of computer games. Then they had a beautiful plaque made in wood with a picture of a frog and a dragonfly pylographically drawn onto it with the words 'Toys and games donated by family and friends of Daniel Heathcote'.

Daniel was a very happy outgoing child who loved life. By making the teenagers' room on Moonbeam a room where children will have lots of fun, his memory will live on.

Thank you very much to Shirley, Brian and Jenny for making lots of children's lives much more pleasurable while they are in hospital. You are a very special family - thank you from everyone on Moonbeam.

## STAFF NEWS

Thank you to all my friends and colleagues for the gifts, cards and messages I received on my retirement on 25 September. Special thanks to all staff who work in Intermediate Care at St John's, especially the team on Holly. Stella Surch

Colleagues at St Michael's Day Hospital were very sad to say goodbye to Sheila Keeble when she retired on 12 November 2002.

Sheila worked at the Day Hospital for 17 years as a nursing auxiliary and gave excellent service during that time.

Sheila and her husband John, who is also retiring, plan to spend more time with their five grand daughters, and enjoy some well earned leisure time together.

All her friends at the Day Hospital wish her a long and happy retirement. She will be greatly missed by everyone.

Sr Hilda Goddard, St Michael's Day Hospital

## APOLOGY

Claire and Trevor Mullucks were married in St. Mary's Church, Broomfield Road, not in the Broomfield Chapel as stated in This November. Our sincere apologies for this mistake, and for not including this picture of the radiant bride, Claire with Trevor and Carla.



Claire and Trevor donated £50 to the Chaplaincy Team to thank them for their support.

Ann Jean Sampson 1944 - 2002 Neonatal Nurse

It is with great sadness that the Neonatal Unit has to report the death of a member of their staff. Jean Sampson was a great character and known by many people within the Trust. She had worked in the Neonatal Unit since 1975.

Jean died in Broomfield Hospital on Wednesday 4 December, after a short illness. Her friends and colleagues on the Neonatal Unit will miss her. R.I.P.