

Staff News 'n' Views



St Helens and Knowsley
Teaching Hospitals
NHS Trust

2022 NHS
staff
survey

Best in the
Northwest

STHK is the best
Acute Trust to work
and receive care



BEST IN THE NORTH WEST!

The results are in...

Our staff rate STHK the Best Place to Work

2022 NHS
staff
survey

It's official, St Helens and Knowsley Teaching Hospitals NHS Trust has been rated as the BEST place to work out of all Trusts in the North West of England, in this year's NHS Staff Survey.

Staff not only rated the Trust as the best place to work, they also believe it has the highest quality patient care with staff recommending their hospitals as the best place to receive treatment in the region.

Ann Marr OBE, Chief Executive said: "We work extremely hard to provide a happy and healthy environment for all our staff, and this links directly to delivering the highest standards of patient care."

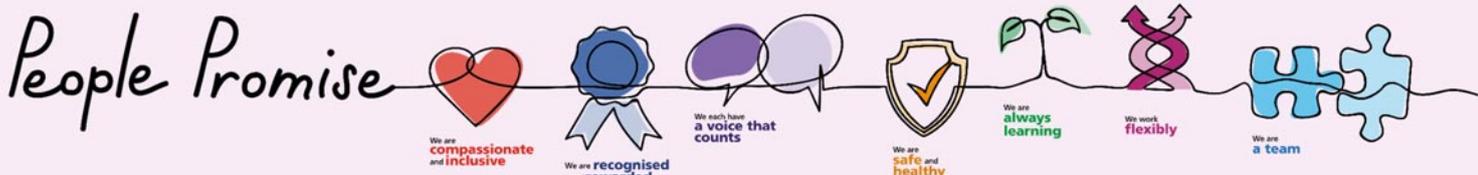
Every day our staff make a difference to people's lives and it is important that we provide the best possible workplace for them to deliver care. As an organisation we pride ourselves on listening, supporting and recognising the daily contribution of every member of staff, and our success is all down to them."

The Trust rated best regionally in a whole host of areas;

- Positive staff engagement
- High staff morale
- Working as a team
- Providing a safe and healthy environment
- Giving staff a voice that counts
- Recognising and rewarding staff
- Being a compassionate and inclusive employer

Overall, the Trust scored above the national average in 28 of the 30 staff experience indicators measured.

The results help us to work with staff and understand where and how we can further improve. For example, following feedback from last year's survey we have worked to increase the quality of appraisals, and this has been reflected in the latest results as more staff are now reporting they have had an annual review and that this has benefitted them in their daily work.



With more than 6,000 staff at our Trust, the survey is the most effective way for us to make sure that everybody has the chance to tell us how they are feeling.

We caught up with colleagues around STHK to find out what they love about being part of the team and it's safe to say that pride, true dedication to our patients, and humour is what makes us stand out as a great place to work.



Nicola Opray, Operations Manager

"I love being able to make further improvements to our services, for our patients and staff. Staff really do care about our patients! I would be happy to recommend STHK as a place for treatment to my friends and family."

Chris Owens, Security Officer

"I like knowing that I am keeping the Trust safe, and no two days are ever the same - I get to meet so many different people. I do love working here, it feels like you are part of a big family."



Aoife Murphy, Physiotherapist

"I like working for STHK because everyone is working towards one goal, with patients being at the centre of our care."

Melanie Haddock, Healthcare Assistant

"I like working for STHK because I am dedicated to our patients and our Trust values."



Jane Holt, Cancer Support Worker

"I have worked for the Trust for 34 years alongside a team of Cancer Nurse Specialists, who go above and beyond daily. I love working for a five-star Trust and feeling part of the STHK family."

George Garford, Medical Lab Assistant

"The apprenticeships at STHK are very good, I have found learning on the job really useful and I get to work with some great people."



Debbie Ramsden, Domestic

"I love my job at STHK, I love being able to make our sites nice for patients – no two days are ever the same."

Safraz Khan, Associate Specialist Surgeon

"The people here are really friendly, and we provide a really good clinical service that has been rated 5-star which makes me feel proud."



Ray Jacks, Porter

"I really enjoy my job as it is so varied. Working at STHK gives me real job satisfaction."

We'd love to hear what you love about STHK, share your comments in our Staff Facebook Group!

The Staff Appraisal Window is open between 1st April and 30th September, and it's all about you!

There are many benefits to having your appraisal and having this important discussion with your manager can support you in your role and help you progress in your career.

it's ALL ABOUT YOU
and your appraisal....



Benefits include:

- Staff have the chance to reflect on the last 12 months and celebrate the good stuff
- Appraisals help to identify learning and development opportunities
- Set goals and objectives for the year ahead
- Appraisals can help you to be the best you can be in your role
- Staff feel supported to do their job



Appraisals are mandatory for all staff who are employed under Agenda for Change (AfC); or local terms and conditions, including those under contract to Medirest.

What managers need to know...

All new starters and existing staff moving to a new role within the Trust must have a development conversation as part of their local induction. This must be within their first 3 months in their new role which may not be within the window. They will then remain compliant until the next appraisal window in 2024.

All other AfC staff must have an appraisal recorded on ESR between 1st April and 30th September 2023, irrespective of when the last appraisal took place.



SCAN ME

Download your appraisal form and book time with your manager for your development conversation from 1st April!

Visit the staff intranet or scan the QR code to access the appraisal form.

Employee of the Month

February 2023

Joanne Welsby

Assistant Estates and Facilities Performance Manager

Nominated by Dyan Clegg, Deputy Director of Estates and Facilities

After working at the Trust for 35 years, Joanne Welsby has spent more than half of her life dedicated to helping improve the environment for our patients. In February, she was recognised for her can-do attitude and dedication and was awarded Employee of the Month.

In her nomination, Dyan said, "The span of projects that Joanne gets involved in is extremely diverse; from artwork within our hospitals, to overseeing any construction and lifecycle works within wards and departments, to responding to urgent requests to adapt our hospital wards to provide support in times of escalation. For over 35 years Joanne has been dedicated to putting the patient at the heart of everything that she and her team do. I would like to say thank you and nominate her for Employee of the Month which would be well deserved."

Upon accepting her award, Joanne said, "I just want to say thank you to everybody, to Dyan for nominating me. But it isn't just me, it is a team effort and I would like to thank the wider team also."

March 2023

Elaine Carr

Discharge Co-ordinator, Surgical Care

Nominated by Melanie Griffiths, Ward Sister and Karen Barker, Associate Head of Nursing and Quality

Elaine has worked in the Surgical Care Group for over 20 years, first as an Assistant Practitioner and in later years as Discharge Coordinator. An integral part of the team, Elaine works to enable the safe and timely discharge of patients. Her nomination reads: "From initial admission, Elaine works hand in hand with patients and their families to plan for discharge. She improves the patient experience by supporting with care packages, accommodation choices and funding applications, and ensures that any issues or complexities that may delay discharge are dealt with efficiently and that the patient's needs are met. Always with a smile on her face, she navigates her way around the most complex issues, working hard to support her colleagues across the departments. Her sense of humour comes across in her work and she often has patients' smiling, laughing and giving her a wave as they leave the ward to go home to a safe environment after her intervention."

Receiving her award, Elaine said, "I really appreciate being nominated for this award. I'd like to thank my work colleagues across the Surgical Unit, and I'd like to thank the hospital Discharge Team, and also the OTs and PTs that support me in this role."

If you would like to nominate a member of staff for Employee of the Month, you can download a nomination form from the staff intranet or email: employeeofthemonth@sthk.nhs.uk



Members of the Employment Services Team

Payroll Success!

Congratulations to our fantastic Employment Services Team who won the National Payroll Innovation Award at this year's National Payroll Awards 2023, for their Employment Services Automation Programme.

Led by the Robotic Processing Automation (RPA) Team, the programme has been developed to reduce errors and improve efficiencies and processes, with developers cleverly designing 'bots' to automatically complete tasks in processing payroll and pensions.

It is anticipated to save our staff around 7,000 hours annually, freeing up valuable time.

Mark Hogg, Assistant Director of Finance said, "The Payroll Team deserve a huge amount of credit for not only showing the benefits and improved efficiency that could be delivered through RPA within a transactional service, but also the way in which they have delivered the project – this has been exemplary."



Emergency Department

When the new Whiston Hospital opened in 2010, up to 87,000 patients attended the department each year. Now, this is closer to 122,000 per year.

Whiston Hospital is the the busiest Emergency Department in Cheshire and Merseyside, with over 330 patients visiting every day.

STHK is the 3rd busiest Trust for ambulance arrivals in the whole of the Northwest.

Whiston Hospital has the 2nd busiest Children's Emergency Department in Cheshire and Merseyside.

So, how have we developed our services to meet demand?

Introducing the Whiston Hospital Primary Care Streaming Service.

This spring, the Trust is piloting a new telephone triage service for GPs and ambulance staff, helping patients to get the right care in the right place.

This multi-disciplinary service has been developed to allow referral of primary care patients for urgent medical or surgical care, without the need to attend A&E. Running for 6 weeks initially, the pilot is already showing significant benefits for both patients and the Trust.

In the first week alone, it was estimated that over 260 hours of patient time had been saved by avoiding A&E attendances. Since its launch, activity has increased week on week, and for those who do need hospital care not only does it mean that the patient experience is much better, but that they are being seen by the right specialist for care much sooner.

- On average, the new service receives 26 calls a day, and this number is rising week on week
- 18% of calls are dealt with via advice and guidance, meaning those patients have avoided an unnecessary visit to hospital
- 40% of patients have been directly referred for medical Same Day Emergency Care
- 12% of patients have been directly referred for surgical Same Day Emergency Care



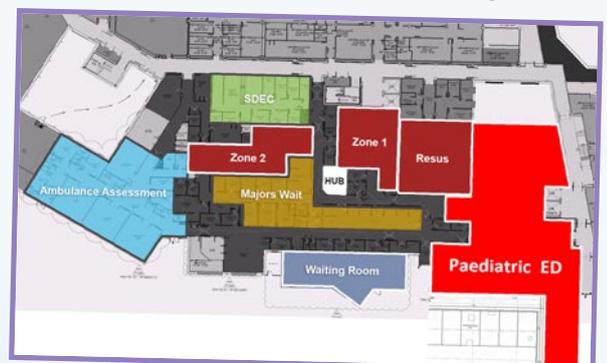
(L-R) Dawn Williams, Administration Assistant and Sarah McKenna, Advanced Clinical Practitioner, Primary Care Streaming Service

All of these incidences have avoided patients attending A&E and potentially waiting a long time to be seen for treatment. This makes for a better experience not only for the patient themselves, but also for others attending the department by reducing overall waiting times to be seen.

And a new layout

The Emergency Department has also been renovated in recent weeks to accommodate the significant increase in patients we have seen over the years.

Office space within the department has now been transformed to further increase clinical space. The department also houses an extended Ambulance Assessment Area, and increased treatment space for Same Day Emergency Care. In addition, more cubicles have been



created to care for patients attending with 'major' conditions.

John Foo, Assistant Director of Operations, Urgent and Emergency Care, said, "Demand has significantly increased since we first opened the new hospital and those living in surrounding areas will know that there are housing developments constantly popping up – so to future proof our services, we need to constantly evolve. We hope the changes that we are making help to give our patients the best experience, whilst also further improving working conditions for our staff."

John Foo, ADO Urgent & Emergency Care



Dee Says ...

We've had a busy few months at Whiston and St Helens' Hospitals Charity, with lots of fundraisers helping us to bring a smile to our patients' faces.

Get in touch with me at denise.littler2@sthk.nhs.uk.

You can check out our upcoming events by visiting wshospitals.enthuse.com or scanning the QR code.



Dee Littler, Charity Fundraiser



Meredith and Sonny walk for Nanna Barb

In July 2022, Barbara Berman was sadly diagnosed with bowel cancer and has been fighting the disease ever since. Fortunately, Barbara, also known as Nana Barb to grandson Sonny, 10 months, has got two very special supporters in her corner. Her daughter-in-law Meredith, and Sonny, set off on a mission to raise money for our hospitals' charity by walking 10,000 steps a day in the month of February – that's an impressive 280,000 in total!

Raising over £1,000 the two have smashed their target by taking to their heels and wheels and walking the equivalent of around 13 miles.

After seeing the care her mother-in-law has received, Meredith said, "Barbara has shown so much strength the last ten months, and we wanted to show some of that strength in a different way. STHK has taken such good care of her during a really tough time, so I wanted to raise money and give something back.

I'm so proud that Sonny and I could achieve this for Barbara and the Trust."



Join the NHS 1000 miles challenge!

To mark an incredible 75 years of our NHS service, our Hospital Charity will be taking part in the 1000 mile challenge. People can walk, run, swim or cycle (or a combination) of 1000 miles. Connect your fundraising page to the Strava app and it will calculate your miles automatically.

As an added bonus of not only getting fit and helping our patients, you will also receive an exclusive Whiston and St Helens Hospitals' Charity t-shirt and goodie bag!

To sign up to the challenge, scan the QR code or visit wshospitals.enthuse.com

Join the NHS **1000 MILES CHALLENGE!** **NHS 75 1948 - 2023**

Join the 1000 miles challenge to support your local NHS Hospitals

Sign up here

WHISTON and ST HELENS HOSPITALS' CHARITY WSHospitalsCharity.org

Please remember, if you are looking for a challenge or a charity to support, we are your local hospitals' charity and we need you. You can call me on 0151 478 7568 or email: Denise.Littler2@sthk.nhs.uk I'm always here to support with advice and suggestions on the best way to go about your fundraiser.

/WSHospCharity @WSHospCharity @WSHospCharity

BOX YOUR SHARPS



Each year, over 100,000 needlestick injuries are reported in hospitals throughout the UK. Sharps injuries come with many risks - the main ones being potential exposure to infections such as Hepatitis B (HBV), Hepatitis C (HCV), Human immunodeficiency virus (HIV).

Needlestick injuries can be avoided by taking the following precautions:

- Wear appropriate PPE
- Use safety devices for sharps where applicable
- Always use a suitable sharps container
- Never re-sheath a needle
- Dispose sharps device directly after use
- Never overfill your sharps container
- Ensure sharps containers are upright when you close them.

What to do if you receive a sharp injury

STOP

- Safely dispose of sharps
- Administer first aid - wash with soap & water/irrigate if splashed into eyes
- Report to your manager
- Contact HWWB for further guidance
0151 430 1985
(Mon - Fri, 08.30 - 16.30, out of hours attend A&E)

GATHER INFORMATION

The person/patient you received the injury from will need:

- A risk assessment
- To provide written consent and bloods taken by a senior nurse/doctor

(See pages 19 & 29 of Sharps Injury Policy)

GO

- Attend your appointment at HWWB if arranged
- If you have attended A&E out of hours, please contact HWWB at your earliest opportunity for further assessment/ follow up
- Complete a Datix, ideally within 24 hours

For more information on needlestick injuries, take a look at the Health, Work and Wellbeing 'Policy for the Management of Exposure to Bodily Fluids & Sharps Injury for STHK Employees' on the Staff Intranet .

First in the Northwest again!

We are delighted to announce that the Trust has become the first in the North West to receive the National Preceptorship for Nursing Quality Mark!

The quality standard was introduced back in June 2022 by NHS England, to make sure that all newly registered practitioners receive the support, guidance, and development they need to build their confidence and competence as they make the transition from student to professional.

Director of Nursing, Midwifery and Governance, Sue Redfern said, "I am so pleased we have gained this recognition for our newly qualified nurses. Making that transition can be really daunting and I'm sure most of us recall our first days starting out as a registered nurse, so it is reassuring for people joining our Trust to know that they will receive the support they need in their early career.

I'd like to thank everyone involved for bringing this preceptorship to life, really helping our organisation to stand out as a fantastic place to work."

Given the recruitment challenges the NHS faces, it is great news that the Trust is one of only three in the country to have this accreditation.

Our newly qualified nurses can be sure they'll be supported as they start the beginning of their exciting career.

If you would like further information about our preceptorship programme, contact AJ Proudler, Preceptorship Educator: aj.proudler@sthk.nhs.uk.





Because you're amazing!

We regularly receive feedback about how fantastic the care is at our hospitals. Here are just some of the messages from the last few months.

A big shout out for all the nurses and staff at Whiston A&E who were so competent, professional and friendly dealing with my mum after a very nasty fall today.

Currently in Whiston Hospital recovering from an op. The level of the care given by all the staff from the surgeon, anaesthetists, nurses and porters has been nothing short of phenomenal. Huge thanks for everything.

I attended A&E with the symptoms of a Stroke, I was fast tracked from A&E onto a ward and received excellent care throughout. The doctors, staff and stroke nurses on A&E and Ward 5C were caring and efficient throughout. I can't thank them enough.

I feel I really must once again, contact the Trust to say what a wonderful team of professionals looked after my husband in the Sanderson Suite. They have a very special team of people and a credit to the Trust and profession. I can't praise them all enough.

Want to say a big thank you to all the staff in Ward 2E who looked after us during induction and after delivery and special big thank you to Lisa who delivered her and made sure I was safe and calm the whole way through labour

Many thanks to all the staff at the Plastic Surgery Day Unit there. Can't fault the professionalism and care they provided.



STAFF DISCOUNTS

Top NHS staff discounts this month:

- NHS Workers can access Joe Wicks, Body Coach App for free for three months
- Save 10% in store at ASDA
- 20% NHS Discount on all orders from Charlotte Tilbury Online
- Save 10% on Hotels.com
- Save 10% instore and online at GO Outdoors
- Save 10% off at JD Sports

To find more bargains visit www.bluelightcard.co.uk

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Next Issue: Summer 2023

Many thanks to everyone who has been involved in producing this edition, if you would like to contribute to future editions please contact:

newsnviews@sthk.nhs.uk

The deadline for submissions for the next News 'n' Views is 31st May 2023

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www.linkedin.com

St Helens & Knowsley Teaching Hospitals NHS Trust



www.youtube.com/sthknhs1

