

the LOOK

For Southend University Hospital staff & volunteers

June 2019

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Celebrating Southend Hospital's volunteers

> Southend University Hospital volunteers were awarded for their dedication and long service at the sixth Volunteer Achievement Awards on the afternoon of Thursday 6 June.

The event, held during National Volunteering Week, combined with a thank you party for all volunteers, was held at the Saxon Hall, Aviation Way, Southend.

The hospital has around 450 volunteers who, between them, rack up a staggering 2,176 unpaid hours of volunteering a week – an average of more than half a day a week per volunteer. Some do as little as an hour, some 15-20 hours a week.

More than 100 volunteers were treated to a welcome drink and a celebration afternoon tea in recognition of their hard work. The event was attended by hospital Chairman Alan Tobias OBE and Managing Director Yvonne Blücher, who both handed out the awards during the event.

Paying tribute, Mr Tobias said: "We really cannot thank you enough or often enough



for all the hard work that you do. The hospital would be lost without its volunteers."

There were a total of seven award winners and 14 long service (10 years or more) award winners.

The award winners were:

Chairman's Award: Dr Simon Joel; **Lifetime Achievement Award:** John Thorogood; **The Joyce Long Fundraising Award:** Christine and David Searle; **Unsung Hero:** David Wiggins; **Happy to Help Award:** Ray Freeman;

Personal Challenge Award:

Kerry Jefferies (see page 8);

Team Award: A&E to GP:

Marilyn Glass, Pam Squibb, Roger Tisi, Sean Edwards, June Wright, Julia Daniels, James Cunningham, Pam Dawson, Val Wilkinson.

Long service medal recipients:

Margaret Allen, Jean Cassidy, Brian Cook, Norma Cummins, Karen Curtis, Alan Hooper, John Pearce, Barry Petts, Mike Sharman, Loretta Shulton, Robert Smith, Sue Stoneham, Beryl Thompson, Sue Walmsley.



Clare Panniker
Chief Executive

New 'WhatsApp' for clinicians available

This month's edition is full of news about innovation, progress and more award-winning teams.

In the coming weeks, all our sites will be using the Forward app for communicating with colleagues in a secure and efficient manner.

Forward is quite simply 'WhatsApp for clinicians'. It's a GDPR compliant messaging app and allows the safe exchange of information and images. It's vital that as healthcare professionals we are using an app that is NHS digital compliant and operates within the highest levels of data security.

Let's all download the app and embrace the improved ways of working that new technology affords.



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Southend taking action against dementia

Dementia Action Week ran from Monday 20 May. It's a national week that unites individuals, workplaces and communities to take action and improve the lives of people living with dementia.

The Trust joined forces with Southend Borough Council and Essex Partnership University Trust (EPUT) to deliver a one-stop shop drop at the hospital on 20 May to raise awareness of the help available to those with dementia and their families in the local community.

Attendees included Dementia Intensive Support Team (DIST), a specialist team comprising both qualified and support worker nursing staff.

DIST provide enhanced support to people living with dementia and their carers in Southend, Castle Point and Rochford. This community-focused service offers accessible and flexible support tailored to reflect patients' needs.

Lindsay Popham, Dementia Clinical Nurse Specialist at Southend Hospital, said: "They joined us with nurses from the hospital memory team and, together, we are working to provide a drop-in support and advice service to anyone that would like information on dementia.

"Every three minutes, someone in the UK develops dementia, so we also offered

advice and guidance to anyone undiagnosed who may have had concerns about themselves, relatives and friends with memory problems."

■ Image (l-r): Lynsay Pratt Associate Practitioner Dementia; Cassie Searle, Dementia Action Alliance Co-ordinator for Southend, Castle Point and Rochford, Dementia Community Support Team; Lindsay Popham, Dementia/Delirium Clinical Nurse Specialist



Survey to help improve outpatient appointments

Imagine having an outpatient appointment without having to attend hospital!

That could be the future of outpatient appointments and Southend University Hospital are asking people for their input.

Between 3 and 7 June, patients attending outpatient clinics at the hospital, or one of its satellite clinics across Essex, were asked how they thought consultant appointments could work better in the future including more telephone consultations or video appointments using apps like Skype.



Volunteers ran the five-question survey whilst patients waited for their appointment.

Clare Burns, Director of Operations for Planned

and Scheduled Care at the Trust, said: "It's an exciting opportunity to be a part of shaping these innovative changes which could result in less of a struggle for public

transport, road congestion or parking, or not having to book time off work or having to ask a friend or relative to take you to your appointment. You could have the same consultant service in your own home. Such developments would save both patients and staff time and money, making it a much more effective and efficient service."

■ Image (l-r) Southend Hospital volunteers who helped with the survey - Hilary Woolner, Peter Godward, Dennis Childs and Marion Wood

New sight loss service launched at Trust



A new service has been launched at the Trust providing emotional and practical support to people newly diagnosed with sight loss.

Funded by the Royal National Institute of Blind People (RNIB), Tracey Meddle

(pictured) has started work as a new Eye Clinic Liaison Officer (ECLO). Employed by Southend in Sight, she works five days a week alongside health professionals at the hospital to offer support and advice to blind and partially sighted people on a range of areas. These include independent living, returning to work, benefit entitlements, emotional support, and coping at home.

Tracey said: "The staff here are wonderful and are very supportive. It's fantastic to

have an opportunity to help patients within the Eye Unit with emotional and practical support straight away.

"I've got a dedicated room to listen to patients and give them that private time to talk about their diagnosis and about how perhaps they are struggling to come to terms with it or cope with their treatment. I'm there to listen, reassure and help give them the best guidance."

Niral Karia, Clinical Lead for Ophthalmology across Southend, Basildon and Mid

Essex Trusts, said: "Receiving news of sight loss that will be permanent can be a traumatic experience. The appointment of an ECLO will make a huge difference to these patients by providing them with essential support, information and advice when they need it most.

"It's great for our patients that we are now able to offer this service to them over and above the excellent clinical care that they already receive, thanks to our partnership with RNIB and Southend in Sight."

Hospital Heroes 2019 set to launch

The seventh annual Hospital Heroes awards will be officially launched at Core Brief on Friday 5 July.

The awards are your chance to reward your colleagues who exemplify the Trust's values – care with compassion, working together, professional and accountable - and their underpinning behaviours.

The special night, always a highlight of the hospital year, takes place on Friday 11 October at Saxon Hall.

There are eight categories in total, spanning all grades and professions, with awards specifically aimed at teams,



clinical staff, support staff and leaders.

With the exception of the Employee of the Year award (selected from the monthly award winners) and the Chairman's Outstanding Achievement award (selected

from all nominees across all categories submitted for the annual awards), all nominees are entered for a specific award by either colleagues or patients.

How to nominate

You will be able to download and complete a nomination form from STAFFnet – going live after Core Brief – and submit it to hospital.heroes@southend.nhs.uk

Please include the category in the subject line and name of nominee. You can also print and post a hard copy via internal post to the communications department at The Lodge, the small house at the front of the hospital.

Closing date for nominations is 9am on Monday 5 August.

View last year's winners here: <http://bit.ly/HospitalHeroes2018>

A&E 'bus stop' helps calm dementia patients



Bus stops are something we are all familiar with, but a bus stop in the corridor of the emergency department of Southend University Hospital is something far more unexpected.

Although it features a bus stop sign, a timetable and a bench, there won't, of course, be any buses stopping.

It's part of a joint project between the hospital and Arriva buses to help dementia patients feel less agitated when they visit hospital.

Sarah Ecclestone, Practice Development Clinical Skills Nurse, explained how it will aide patients: "Unfortunately, patients with

dementia often have short term memory problems and can become agitated in unfamiliar surroundings, often wandering, with the common theme of patients wanting to go home.

"Although patients may have short term memory loss, they are often able to recall familiar everyday landmarks from their long term memory and a bus stop can be one of those.

"Research has found that individuals become much more relaxed at the sight of a bus stop, sitting down and waiting for their 'bus home'. It is something they often become fixated upon, and this

installation will help put them at ease and take away some of that anxiety."

To help realise the bus-less bus stop, Sarah and Senior Sister Hazel Stacey, contacted Arriva, who have been a great source of support and shared in the passion of bringing this project to life to help dementia patients.

Colin Wright, General Manager for Arriva Herts & Essex, said: "We are delighted to be involved in such a thoughtful project. When Southend Hospital first approached us, we were honoured to be considered, and even happier to help. The work that the hospital and

colleagues do is invaluable to the most vulnerable members of the local community, and anything we can do at Arriva to support this is very important to us as a business. If the bus stop makes even just one person smile, we'll consider it a success."

■ **Image:** Lee Burvill-Eckett – Project Coordinator from Arriva; Sarah Ecclestone - Practice Development Clinical Skills Nurse; Craig Taylor – Marketing Manager from Arriva; Hazel Stacey – Senior Sister; Colin Wright – General Manager from Arriva

Merger FAQs updated

An updated list of questions about the merger and our clinical plans is available on STAFFnet now, by clicking 'Moving to One Organisation' in the left hand menu on the home page.

The planned date for our Trusts merging is 1 April 2020. We have already tried and tested informal joint working which showed we could do more together. We have already delivered a number of benefits such as better quality and safety of patient care, and the combination of expertise across all sites will benefit all of our patients and frontline staff.

As a single organisation we will have clear leadership, governance and structures, meaning we can move forward faster with our ambition to deliver excellent local and specialist services, to improve the health and wellbeing of our communities, and provide a vibrant place for staff to develop, innovate and build careers.

Clinical directors appointed

Clinical Directors have been appointed across the three hospitals to compliment and work with our existing divisional clinical leaders.

The Clinical Directors across the three Trusts are:

Mid Essex hosted roles:

- Greg Packer, Musculoskeletal
- Bryony Lovett, General Surgery and Anaesthetics
- Manu Sood, Plastics, Burns and Dermatology

Southend hosted roles:

- Faisal Bin-Reza, Pathology
- Catherine O'Doherty, Cancer
- Mandeep Singh, Women's Health
- Qaiser Malik, Radiology

Basildon hosted roles:

- Stuart Harris, Cardiovascular
- Indi Gupta, Specialist Medicine
- Eddie Lamuren, Emergency and Urgent Care



Our new transitional identity has launched

Clare Panniker, Chief Executive Mid and South Essex University Hospitals Group, talks about the new transitional identity for our hospitals launched in the middle of June.

"It's great to see our new transitional identity being rolled out across our hospitals. Our three trusts have been working collaboratively for some time. Now that we have joint branding and clear messages, we can all start to communicate both the patient and staff benefits of our soon-to-be single NHS organisation in a unified way.

"I know from conversations

that I have had with many of you that we have already begun to realise the potential and actual benefits of working across hospital sites with larger teams. It's clear that working together formally is crucial to help us deliver and secure safe



Mid and South Essex University Hospitals Group

high quality services across our three hospitals. It's about ensuring together we can make the most of the resources, the skills and the expertise we have available to us. I also know that these changes bring challenges that we will need to work together

to resolve.

"Our new transitional identity brings us another step closer to our new organisation. Our key messages demonstrate that we are committed to providing a better service for patients in mid and south Essex. We will also be able to provide more support to staff.

"The countdown has started. Thank you to all of you for your support on the journey so far.

"If you have any questions or any concerns about our new transitional identity please speak to me or a member of your site leadership team."

Improving patients' lives with trials

The Trust is involved in national and international clinical trials across various specialties, covering oncology, rheumatology, renal, cardiology, ophthalmology, neuro and stroke medicine, diabetes, sexual health and fetal medicine. It is currently playing an important part in over 100 studies. In the last year more than 1,000 patients

participated in clinical trials at Southend University Hospital.

Professor Bhaskar Dasgupta, Clinical Director of Research & Audit at the Trust, said: "Research is fundamental to establishing evidence-based practices and safe therapeutic interventions. Research routes are also an alternative treatment route for patients; sometimes

providing access to medicines and treatments not readily available in standard care. Being part of research enables us to provide patients with early treatment, extra follow-up and close monitoring during the course of any study."

Below are some patients' stories about clinical trials.

Graham Reeder

"I couldn't understand why my fingers started to swell and my hands started to hurt. I ignored it, thinking it was an 'age' thing. After my GP diagnosed carpal tunnel syndrome, things got worse. I couldn't sleep on my side or turn over in bed. I had difficulty getting in and out of my car and climbing stairs took a superhuman effort.

"About three years ago Professor Dasgupta asked if I would be willing to take part in a clinical trial for a new biologic drug.

"The trial was unbelievable - blood tests, biopsies and scans all carried out by specialist consultants and experienced nurses. My condition was monitored throughout. After a great deal of data was collected, I was put on an intravenous infusion of 600mg of tocilizumab. I have this every four weeks.

"I've never felt better; no swollen joints, a couple of



tender joints, and, with the aid of an electric trolley, I can play 18 holes of golf on a flat course. I honestly feel that, if I had not participated in this trial, I would not be as well as I am now. I am realistic enough to accept that I will not be 100% cured but life is very good at present."

George Daltrey

"I'm a renal patient and have been on dialysis for years. I was also told that my blood calcium levels were very high and could end up having an increased risk of a stroke or sudden heart attack. It was quite a scary thing to hear this especially since my kidneys had also packed up.

"I just wanted to get something that would, at least, take care of this calcium so I would have one less thing to worry about. It was at this stage that my renal physician told me about a clinical trial that could help reduce the calcium levels.

"It was interesting and a relief to some extent, to hear that a research drug could possibly offer me a solution to the rising calcium levels especially in end-stage kidney disease. I agreed to sign-up to the clinical trial called CALIPSO. I completed the trial in March 2019.

"Throughout the trial my



blood calcium levels dropped significantly and my standard care medication for my calcium was lowered in the same period.

"At least I can say for now that, with my calcium levels reduced, the risk of a stroke or heart attack may have reduced too."

Colin Smith

"Six and a half years ago after going to A&E with back pains, I was given an MRI scan and was told I had a tumour on my spine. I was fitted with a back brace and admitted to Southend Hospital the next day.

"I was told I had prostate cancer and that it had spread to my spine which was causing spinal cord

compression. I was started on a course of radiotherapy to reduce the tumour in size and relieve the pressure on my spinal cord. I was then treated with hormone replacement therapy which I'm still receiving every four weeks.

"After a couple of weeks, I was sent home from hospital. It was at this time that I was asked if I would like to take part in the Janssen & Janssen

clinical trial looking at the efficacy of an innovative drug for prostate cancer.

"I've now been on the trial for three years. I have regular CT and bone scans, oncology visits and my blood tests for prostate protein levels has dropped considerably over this period of time.

"Since starting on the clinical trial, I feel so much better and my scan results are always good news."



For more information on participating in clinical research, contact the Research and Development Department at Southend University Hospital on 01702 43555 Ext. 8629.



Annual charity abseil



This year's annual Southend University Hospital abseil – dubbed Tackle the Tower – saw the brave and the fancy dressed lower themselves down the hospital's tower block, all ten storeys of it.

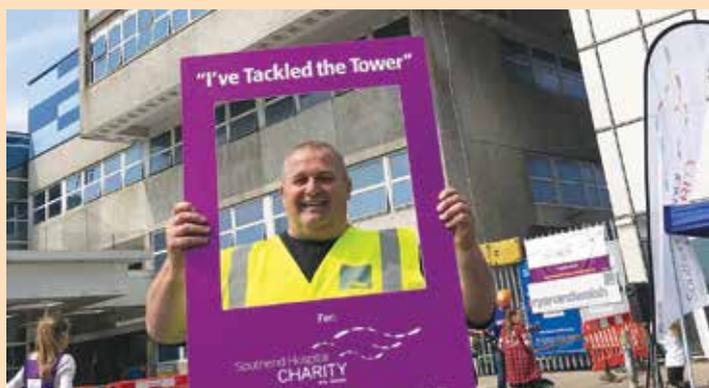
In total there were 64 people who took part, all raising money for the hospital ward or department of their choice.

Elise Fleetwood, Events & Corporate Relations Manager for Southend Hospital Charity, said: "This year's abseil was another triumph, we are so grateful to everyone that put themselves through this 154-foot high challenge for our benefit. It

was a brilliant day and lots of patients will benefit as a direct result.

"Construction firm ryanandwalsh are the sponsors of the event, and their support means that every penny raised by our abseilers will benefit the hospital. We're hoping that this event will raise in excess of £25,000, an incredible amount of money - thank you to everybody involved."

If you fancy having a go yourself, the date for next year's Tackle the Tower has already been set as Saturday 16 May 2020. Please call 01702 385337 for more details.



Southend's SCBU team

NHS fundraisers get muddy for money

Teams from Mid Essex, Southend and Basildon hospitals joined together to complete a gruelling obstacle course to raise money for the hospitals' charities.

The event, held at Nuclear Races in Kelvedon Hatch, was inspired by personal trainer and Nuclear Races employee Laura Roberts whose son Oscar was treated for leukaemia at Broomfield Hospital.

Over fifty medical, support staff and hospital fundraisers crawled, climbed and swam their way through a series of challenges on the 5k course. Having flung themselves over fences, been up to their necks in water and pulled themselves through energy-sapping mud pits, the event ended with a 20-foot freefall 'deathslide' into a lake.

The group included eleven members of Southend Hospital's special care baby unit (SCBU), two of whom were on shift that evening (pictured above).

Once the weary competitors had jogged over the finish line, they were treated to burgers provided by the Rapid Relief Team and had the honour of being presented with a survivor's medal by nine-year-old Oscar.

Oscar's mum Laura, who has also run two marathons to raise money for Broomfield's Phoenix children's ward, said: "The event was great and everyone enjoyed themselves. They all did really well although I'm not sure some of them liked the mud that much. It was definitely a challenge!"

"Oscar was diagnosed with acute lymphoblastic leukaemia in 2014 and Broomfield was our shared care hospital with Great Ormond Street. They were brilliant. He finished chemo two years ago but we're still under Broomfield and go back every six months. I like to raise money for them because it's a really good hospital."

Lucy Thomas-Clayton (pictured below), associate director of charities for Mid and South Essex Hospitals, said: "I don't think you can underestimate how hard the course is until you've done it! It was really great to see teams supporting all areas of our hospitals coming together to help each other and having fun. As well as raising vital funds, everyone has really enjoyed themselves.

"I'd like to say a big thank you to Nuclear Races for hosting us today, to Hospital Radio Chelmsford, the Rapid Relief Team for our refreshments, to Tony Jarvis our photographer, and to all our participants who have completed an amazing challenge."

Lucy Thomas-Clayton



Menopause Matters at Southend

Miss Nidhi Tripathi, Consultant Obstetrician and Gynaecologist, is putting Southend on the map as a go-to hospital for menopause training.

Thanks to Miss Tripathi's considerable expertise, Southend Hospital is now registered to train consultants, GPs and specialist nurses in listening to, advising and treating women experiencing a wide-range of symptoms related to menopause and peri-menopause.

"Every woman who has periods will experience menopause," explains Miss Tripathi. "It may happen as part of the natural aging process or unexpectedly early either spontaneously or as a result of surgery or treatment. Considering that, I continue to be surprised that menopause isn't talked about more often and more openly, although that does seem to be slowly changing.

"Women who come to my clinics tell me how difficult it can be to access the information they want or need to help them understand

the different ways that menopause can affect their physical and mental health.

"I'm passionate about educating health professionals to recognise menopause symptoms - which can be many and varied - and help women take decisions on the best way to manage their symptoms for their immediate and future health.

"There are a lot of myths and misconceptions around menopause and HRT (hormone replacement therapy) as well as changes in the way that NICE recommends that symptoms should be treated, so up-to-date training is essential to enable health professionals to give great advice to the women that need it."

One of the trainees, Miss Saadia Noreldeen a consultant in Obstetrics and Gynaecology, praised the training she received at Southend: "The best thing about the trainer is not only the knowledge or excellent consultation skills but also the friendliness and being very approachable. It was the best



Miss Nidhi Tripathi

learning experience since I have done my scan training in 2009. I have learnt so much in a field that I had very limited baseline knowledge. The

learning, based on problem solving and interacting with patient, has helped me to see patient issues live and in a real environment."

WhatsApp for doctors is 'Forward' thinking

By the time you read this you may be familiar with Forward Health, a messaging app and broader communications platform designed for healthcare professionals, particularly those working in hospitals.

Forward Health is 'WhatsApp for doctors' and over the next few months the aim is to wean everyone off using WhatsApp for work and to use the Forward Health app instead.

WhatsApp is not GDPR compliant and is unsuited to

a regulated industry.

The Forward Health app is secure, flexible and compliant and, most importantly, is designed specifically for clinicians by clinicians.

The app contains an in-app directory of healthcare professionals who work within the same hospital.

This means once you login it is possible to message colleagues even if you don't know their number. It allows the safe exchange of information and images and



has the ability to create task lists and a way of ensuring everyone involved with a patient's care is on the same page and working from the same information. It also allows clinicians to share patient cards, similar to a mini electronic health record, on a need-to-know basis.

Over the last year it has been piloted with a community of 5,000 doctors across five partner hospitals.

Phase one of the rollout within our hospital group started at Basildon on 10 June with Southend and Broomfield following in quick succession.

GET IN TOUCH:

communications@southend.nhs.uk

> STAFF NOTICES



WELCOME TO...
Janice Dashfield
Clinical Site &
Teletracking Co-ordinator

Janice qualified at Orsett hospital and has worked in the NHS for 30 years. She has worked in a variety of roles within Emergency Departments (ED); in Hospital at Night; and with Clinical Site/Bed Management teams. She completed her Advanced Nurse Practitioner (ANP) course and spent the last two years working in ED. Janice was missing the challenges of site/bed management, so when a post was advertised for a Clinical Site & Teletracking Co-ordinator at Southend Hospital, she thought it was a very innovative and challenging concept, and a good way to return to a job that she enjoyed and was passionate about.



GOODBYE TO...
Sherryn Davison
Healthcare Assistant

In May, much-loved Sherryn retired after 26 years of NHS service. Sherryn came to England in 1972 after becoming a nurse in New Zealand. She started her career in St Mary's Hospital in Paddington, then had a break to look after her children. She joined Southend Hospital in 1993, working on George Foster Taylor Ward, after that Southbourne Ward and, for the last 16 years, the Heart and Chest Clinic. So many colleagues, old and new, came to wish her farewell at her leaving lunch. Sherryn is looking forward to enjoying her garden, spending more time with her grandchildren, visiting her family in New Zealand, an Alaska trip and an occasional bank shift!

RECRUITMENT DAY - 6 JULY

This is our final recruitment day until October. If you are a nurse, newly qualified nurse, allied health professional or work in paediatrics, let Southend University Hospital be a part of your nursing future. Find out more here: <http://bit.ly/RecruitmentSouthendJuly2019>

Congratulations to the winners of the JUNE staff lottery:



1st prize (£604): Charmaine Duce (770)

2nd prize (£120.80): Louisa Fountain (1142) & Samantha Wilson (878)

3rd prize (£60.40): Tanya Miller (160), Stephanie Wilson (1283), Sue Bewers (785), Fiona Mullany (1000)

4th prize (£24.16): Margaret French (407), Julie Ganly (985), Gillian Hurrell (624), Chloe Beale (1083), Maxine Whitney (1225).



CLOSER LOOK

KERRY JEFFERIES

Award-winning Hospital Volunteer

How did you feel when you found out you'd won a volunteers award?

I was shocked. Like any volunteer, you don't do it for that reason, you just do it because you want to.

Why did you start volunteering?

I started volunteering at the hospital because four years ago I had an operation and had to have my legs amputated because I had sepsis.

This is my way of saying 'thank you' to everyone who looked after me and I wanted to give something back, especially to Balmoral Ward. If it wasn't for Balmoral and Critical care, I would have passed away in 2015.

I have been volunteering now for just over three years. I volunteer on five wards: Westcliff, Rochford, Hockley, Stambridge and Balmoral, where I was a patient.

What do you do in your role?

As a volunteer I give moral support to patients who don't have any family or someone to talk to. If they are bed-bound I can go to the shop for them and get them things.

People just want to chat, some don't have any company or they don't see anyone till later in the day. We talk about anything and everything really, their lives, their families. it's just getting to know each other.

What do you get out of volunteering?

I volunteer five days a week and I do two hours every day. I find volunteering rewarding, especially when you see someone very poorly and then you see them getting better. When I am on Balmoral, I am sort of thanking two wards at the same time and I get a lot out of that.

I would say to anyone thinking of volunteering to 'do it' because it is so rewarding and you get so much out of it. You get to meet lots of lovely people.

I was born with Spina bifida. A lot of the patients see through the disability, they see me, a friendly face and not the disability.

Find out more about volunteering by emailing volunteering@southend.nhs.uk