Christmas is coming... oh yes it is!
After driving around in an old banger for years, the in-car comforts of Graham Bucknill’s sleek and gleaming Hyundai i30 are utter bliss.

Graham, an anatomical pathology technician in the mortuary, was the first employee to take advantage of our salary sacrifice car scheme. Still dazzled by the dashboard which he says, like ‘Blackpool illuminations at night time’, Graham sounds like a car salesman as he waxes lyrical about the cruise control, Bluetooth and radio controls on the steering wheel.

He said: “I am still learning what everything does. I have never had a new car and this is heaven. “There was no deposit and I know from speaking to dealers that it is real value for money. All I have to do is put petrol in. And the fuel consumption is good – not like the old one which drank juice like tea.”

Graham shares his new baby with Georgina, his phlebotomist wife, and soon after picking up the keys they were driving down to Devon on holiday – in the lap of luxury.

The new scheme allows staff to drive away a brand new, fully maintained and insured car for three years with the money taken out of your salary before tax. For more details visit www.cpcdrive.nhs.uk and click on ‘my account’. Company code is SNHS and your payroll number is the employee identifier.
Charity champ Joyce Long has waved her magic wand again and come up with some fabulous kit for two lucky departments.

With money raised from her legendary sales, she has bestowed a sophisticated £10,400 diagnostic microscope on ENT and a camera, printer and other equipment on A&E.

Over the years Joyce, now 83, has raised more than £1.5m. Here is our shining star with chairman Alan Tobias, ENT surgeon Gavin Watters and chief executive Jacqueline Totterdell.

Let’s hear it for our heroes!

Congratulations to Zoe Gregori and Wendy George, general managers in cardiology and respiratory, who have been officially recognised as NHS Heroes.

The duo were nominated by their colleague Nikki Baines for ‘working constantly to improve patient care and quality of working life for staff’. Nikki also described both Zoe and Wendy as ‘supportive and dedicated to quality in the department’. NHS Heroes is a national recognition scheme that honours the individuals and teams who go the extra mile to improve life for patients in hospitals, clinics and community care. The scheme was launched by former Health Secretary, Andrew Lansley, to mark the 64th anniversary of the NHS.

Ooh matron!

Their hair’s off their collars, they are bare below the elbow and not a glint of jewellery in sight. But that make-up........!

‘Matrons’ Les Hodgson, from SEPT, teamed up with our cunningly-disguised HCA Michael Daley to compere the highly-successful Southend Hospital’s Got Talent show at the Palace Theatre.

Michael, aka Lily Alcock, who arranged the fund-raising extravaganza with A&E staff nurse colleague Caroline Diggin, said: “It was such a good night. There were more than 400 in the audience and a wonderful atmosphere. Those who didn’t come along regret not being there and we have been asked to do another one next year. So we’ll be out talent spotting from now.”

The show raised nearly £3,000 to benefit our dementia patients.

Party time

Young patients and their siblings enjoyed a great party in the rheumatology unit while their parents swapped telephone numbers and experiences. The ‘do’ was organised by the team which regularly sees young patients with arthritis – a disease more usually associated with older people.

Consultant rheumatologist, Dr Frances Borg, said: “Over the last few years there have been huge advances in medical treatments and support available to children with juvenile idiopathic arthritis, such that we now expect these young people to be able to lead full and normal lives.”

Rheumatology clinical nurse specialist, Madeline Whitlock, added: “Parents gained much support from meeting others in the same situation – and patients in remission were there to give a positive outlook to newly-diagnosed youngsters.”
Mandy Overton didn’t need a magic wand to transform the old chemo unit into a bright and welcoming elective admissions lounge – a paintbrush and lots of elbow grease did the trick.

Deputy sister Mandy gave up her weekends and evenings to perform her own ‘DIY SOS’ – and earned herself the ‘employee of the month’ title into the bargain.

The pilot project currently has space to care for 10 patients while they undergo their pre-surgery checks. They are then taken straight to theatre from the lounge. Mandy explained: “It takes some of the pressure off the wards.” Surgical matron, Anita Martins, who nominated Mandy for the award, said: “She has given up her own time to create a welcoming lounge for our patients and really does embody the Trust’s values. The 12-week pilot has been so successful the plan is for Mandy to expand the service to take more patients.”

Mandy celebrated her ‘significant’ birthday with a 60s-themed bash which she dedicated to consultant anaesthetist Dr Alex Stone, who died earlier this year. Money raised at the party is being shared between Alex’s pet charities Asthma UK and Water Aid.

Jo was highly commended in our ‘employee of the month’ award for always going out of her way to help staff and fulfilling her interview promise ‘if you give me this job, you will never have to advertise it again’.

Everyone knows Jo Featherstone! She is a familiar figure around the site as she delivers the post cheerfully, promptly and efficiently.

We are delighted to report that the recent Care Quality Commission (CQC) inspection has shown us to be fully compliant in all the outcomes inspected.

The inspection report, which will be posted on the CQC website, states: “Patients told us that they were happy with how staff explained their care and treatment. They told us that everything was explained in a way which they could understand so that they could give their consent to the care and treatment they received.” Director of nursing, Sue Hardy, praised staff who took part in the inspection and said: “My thanks and congratulations go to all staff for the hard work they continue to do - and for the significant improvements we have all made together.” Her comments were echoed by Trust chairman Alan Tobias OBE: “Can I add my thanks and congratulations for all the hard work and effort resulting in the Trust receiving a clean bill of health from the last CQC inspection. I am sure that such a result only came about through the efforts of many people.”
Grahame, who left us on November 2, has a whole armoury of irons in the fire in his mission to keep improving palliative care. And he won’t just be confining his expertise to these parts – high on his agenda is to devote more time to the Cairdeas International Palliative Care Trust where he has been on the board for the past 18 months. The Scottish-based charity (its name means fellowship and friendship) was set up to help establish palliative care services in developing areas, notably India and Africa.

Grahame came to us as a consultant in October 1992, sharing his time between the hospital and Fair Havens Hospice. With the help of Myfanwy Howells, our first palliative care nurse specialist, he developed our service from scratch. Grahame said: “We spent the first five years setting up networks between hospices, community teams and hospitals in south Essex and establishing Southend as a training unit.”

Immensely proud of the excellent team of palliative medicine consultants he has now built up, Grahame felt the time had come to hand over the reins to them to develop services further.

He became medical director in 2002, but always said that five to 10 years in the role was his limit.

Reflecting on his time here, Grahame picked the development of the service as a particular achievement. “I feel really happy that I am leaving the hospital in relatively good fettle. Over the last 10 years, we have made some really good consultant appointments and that bodes well for the future. Many of them first came here as junior doctors and enjoyed the culture because they felt well-supported and part of the team. And we have established really good relationships of mutual respect with our local GPs.”

His time with us has not been all hard graft – as these pictures suggest.

Grahame’s lycra-clad arrival by bike at a recent core brief is still being talked about – and he was a wow at the legendary hospital revues a few years ago (not to mention his guitar-strumming appearance in The Pug Jugglers at the recent Southend Hospital’s Got Talent show at the Palace Theatre). He has also swung a mean hockey stick with fellow consultants and led the doctors’ cricket side in annual fixtures against the finance department.

“There is a level of informality across the hierarchy. The hospital has managed to retain a lot of its family atmosphere and sense of fun.”

Anyone thinking that medical director Dr Grahame Tosh has taken ‘very’ early retirement to put his feet up with the daytime telly remote control could not be more wrong.

Retirement? Not as we know it
Growing our own – how we nurture our doctors

Consultants who come to Southend to work frequently say they came here during their training and loved it so much they wanted to come back.

It is a habit we naturally want to encourage, says medical education manager Katie Palmer. “Doctors gain an excellent grounding during their training here and know we have dedicated consultants and a superb support network, so they want to return as senior grades or consultants.”

Our education centre is always buzzing with academic activity, providing skills courses and training for all grades of staff. And we like to start them young: every November, we host a careers morning for up to 100 teenagers who are interested in studying medicine and a career in the NHS.

Sixth-formers already steering a course to a medical degree via their A-level options can find out something of what the future holds by applying to work shadow one of our newly-qualified doctors.

Medical students (mainly from Barts and the London and Imperial College) spend time with us in their third to fifth years, rotating between various departments. After two years in lecture theatres and bent over text books, this is the point in their training when they get a real taste of life at the sharp end. They are taught by newly-qualified (F1) doctors – who themselves were in the same situation only a few short years ago – as well as by our consultants who give hugely of their time to nurture the next generation of medics.

Once qualified, doctors in training rotate to Southend to gain invaluable experience in various specialties.

Katie said: “We teach them all the way through to the top of their career path. Newly-qualified doctors (F1s and F2s) can expect to work for seven more years to reach consultant level.

“And, even as consultants, they still have to build on their knowledge and keep up with developments. The medical education team processes and records approved study leave for courses which are relevant to the individual doctor’s training.”

But the education centre doesn’t just support training for hospital doctors: utilising our education centre facilities, we also invite qualified GPs to attend week-long teaching programmes covering a range of topics which they themselves select.

The latest refresher week featured everything from palliative care and chest pain management to CPR and bowel cancer, with our clinical staff delivering many of the sessions. In addition, we organise ‘mini masterclasses’ for GPs and nurse practitioners every month, and the medical education team has organised a new programme for emergency care practitioners.

Furthermore, our director of medical education, Prof John Kinnear, has developed a clinical and educational supervisors course to provide in-house training for our consultants who are the key trainers of our junior staff.

Our reputation for training is gaining ground, with the East of England multi-professional deanery finding us an ‘excellent postgraduate training provider’ and inviting us to present a number of examples of outstanding practice at its annual meeting earlier this year.

Katie said: “It is an exceptionally busy centre with always so much going on. As a team, we always do everything we can to make sure that everyone who comes to us for training feels they have had an enriching and enjoyable experience.”

Friendly welcome at the education centre: Helen Proud and Roger Kittle
Okay, well assuming it is still November when you are reading this, maybe it is a bit premature. But, come next month, there is a whole sackful of Christmas goodies to put some sparkle and spangle into the lead-up to the Big Day.

We are launching our Advent Calendar on Monday December 3 in true unabashed Essex style when home-grown duo 2 Shoes come along to our tree lighting-up ceremony and perform a couple of numbers. The former X Factor contestants will be joined by the Salvation Army band so there will be carols (and, of course, the traditional mince pies). Lights will be switched on by Kath Donovan of the discount stores Choice, who have kindly donated a fine fir.

During the rest of the month, we will be bringing back some of last year’s favourite competitions and activities – and a few more have been added.

You will find the full calendar overleaf and on STAFFnet, but here is just a taster of what is about to hit you:

We’ve been amazed by how inventive staff can be with a pound or so of sprouts (see some of previous sculptures here) – so think what you could do with a butternut squash and a few carrots! The best-dressed winter veg competition has become a seasonal staple and judging this year will be on December 7. Other competitions include the best-dressed office (new for this year), Christmas photography, cookery, poetry and crafts.

Don’t worry if the Christmas rush has depleted your inventive streak – there are plenty of treats for you just to enjoy without taxing your creative abilities whatsoever: the Ladybird Christmas concert on December 19, our popular bazaar and another concert in outpatients by Southend Choral Society. By popular demand, chocolate hampers will be whisking around the corridors to wards and departments and everyone has the chance of winning a £1,000 windfall in our grand prize draw. And the Christmas fairies in the fundraising department could grant your wish – they have eight £500 grants up for grabs to get a new bit of kit or some ‘optional extra’ for your area. Phone ext 6402/3 for an application pack (closing date Wednesday, December 12).

And, once again, the hospital top brass will be attending to our every whim as they take time out of the day job to serve us our Christmas lunch in the Spice of Life restaurant.

Don’t forget your Bosom Pals Christmas cards – available in packs of 10 for £4 and available from Louise Champion on ext 6402. All proceeds to our Bosom Pals On The Road appeal.

The comms team will endeavour to record as many of the celebrations as possible on camera and a selection of highlights will be published in the next edition of Look.

So, it’s jingle all the way......
Execs and matrons serve Christmas lunch in the Spice of Life restaurant.

**Monday**
- Christmas crafts competition judging
- Chocolate hampers delivered this week

**Tuesday**
- Grand prize draw – first prize £1000!
- Best dressed office competition judging
- Christmas trees distributed to wards

**Wednesday**
- Southend Choral Society singing in main outpatients
- Nursery children take cards around the wards

**Thursday**
- Where’s Cinderella’s slipper?
- Patients get crafty for Christmas
- Cookery competitions: best dressed or decorated cake, best tasting mince pies or six of the best festival platter

**Friday**
- Best dressed tree competition judging
- Best dressed winter veg competition judging
- Christmas bazaar
- Decorations go up (non-clinical areas)
- Christmas poetry competition judging

**Weekend**
- 1-2
- 8-9
- 15-16
- 22-23
- 29-30

**1**
- Word search and quiz winners announced

**2**
- Decorations and trees to be removed from all departments by tomorrow

**3**
- Launch! Christmas lights switch-on, mince pies & carols

**4**
- Bosom Pals and corporate Christmas cards go on sale

**5**
- Where’s Cinderella’s slipper?

**6**
- Patients get crafty for Christmas

**7**
- Best dressed tree competition judging

**8**
- Where’s Cinderella’s slipper? Winner announced

**9**
- Christmas celebratory crossword and word search deadline

**10**
- Christmas crafts competition judging
- Chocolate hampers delivered this week

**11**
- Southend Choral Society singing in main outpatients
- Nursery children take cards around the wards

**12**
- Guess who is Santa competition launch
- Nursery children take cards around the wards

**13**
- Cookery competitions: best dressed or decorated cake, best tasting mince pies or six of the best festival platter

**14**
- Best dressed tree competition judging
- Where’s Cinderella’s slipper? closing date

**15**
- Review of Christmas activities on STAFFnet and Christmas quiz deadline

**16**
- Christmas Day! Morning mass

**17**
- Christmas photography competition judging

**18**
- Grand prize draw – first prize £1000!
- Best dressed office competition judging
- Christmas trees distributed to wards

**19**
- PAT dogs visiting
- Decorations go up (clinical areas)
- Ladybird Christmas concert

**20**
- Nursery children take cards around the wards

**21**
- Best dressed tree competition judging
- Where’s Cinderella’s slipper? Winner announced

**22**
- Christmas celebratory crossword and word search deadline

**23**
- Christmas bazaar
- Decorations go up (non-clinical areas)
- Christmas poetry competition judging

**24**
- Carol singing on the wards
- Christmas quiz launch

**25**
- Christmas Day! Morning mass

**26**
- Boxing Day Bank Holiday

**27**
- Where’s Cinderella’s slipper? Winner announced

**28**
- Christmas celebratory crossword and word search deadline

**29**
- Christmas bazaar
- Decorations go up (non-clinical areas)
- Christmas poetry competition judging

**30**
- Christmas bazaar
- Decorations go up (non-clinical areas)
- Christmas poetry competition judging
Win yourself a £20 voucher! The answers to all the following questions appear in the pages of 2012 editions of Look. Email your responses to Pat Stone by December 14 to have a chance of grabbing the prize. First correct answer out of the hat wins.

**Question 1**
Who was named our first Hospital Hero when the scheme was introduced:
(a) Ebenezer Scrooge? (b) Jim Burns? (c) James Bond?

**Question 2**
What are our hospital values:
(a) Every day we’re getting better and better? (b) We are all in this together? (c) Everybody matters; everything counts; everyone’s responsible?

**Question 3**
We have been highly successful in recruiting willing helpers to help encourage vulnerable patients to eat their meals. How are these volunteers – recognisable by their red tabards – known:
(a) Feeding Buddies? (b) Dinner Ladies? (c) Mealtime Monitors?

**Question 4**
A&E nursing staff Michael Daley and Caroline Diggin put on a fundraising show at the Palace Theatre. What was it called:
(a) Nightmare on Prittlewell Chase? (b) How clean is your ward? (c) Southend Hospital’s Got Talent?

**Question 5**
What is the name of our current hospital fundraising appeal for the breast unit:
(a) Bosom Pals On the Road? (b) Bosom Pals Go To The Seaside? (c) Bosom Pals Strike It Rich?

**Question 6**
Why was a giant turkey strutting around the Education Centre earlier this year:
(a) To encourage smokers to pack in their habit? (b) To promote weight loss by eating lean meat? (c) To remind staff how many shopping days were left until Christmas?

**Question 7**
Staff were handing out cupcakes decorated with bright red blobs of icing – why?
(a) To celebrate the Queen’s Jubilee? (b) To raise awareness of the dangers of blood clots? (c) To make them glow in the dark?

**Question 8**
We reported our PEAT scores, which gave us an ‘excellent’ rating for catering. What does PEAT stand for:
(a) Producing Excellent Apple Tarts? (b) Patient Environment Action Team? (c) Poached Eggs And Toast

**Question 9**
HCA Bryan Record spoke about his ‘once in a lifetime experience’. To what was he referring:
(a) Acting as a Games Maker in the Olympics? (b) Abseiling down the tower block? (c) Being a contestant in the X Factor?

**Question 10**
How much was our electricity bill last year:
(a) Nothing – NHS hospitals don’t have to pay for electricity? (b) £1.29 million? (c) 10p?

**Question 11**
Who was childcare business manager Lisa Green pictured with at the staff benefits exhibition:
(a) The Sugar Plum Fairy? (b) Justin Bieber? (c) The Nando’s chicken?

**Question 12**
Barbara Hitchcock, from facilities, was an enthusiastic supporter of our Bike Week. What does Barbara call her trusty bike:
(a) Betty? (b) The Mean Machine? (c) Speedy Gonzalez?

**Question 13**
IT staff Alan Tuckwood, David Robinson and Paul Tracy undertook a fundraising challenge for charity – what was it:
(a) To beat the chip buttie eating world record? (b) To breakdance non-stop for five days? (c) To conquer the UK’s three highest peaks in 24 hours?

**Question 14**
The ground floor seminar room in the education centre was given a new name. Was it:
(a) Room with a view? (b) the Judi Sharpe room? (c) the lounge bar?

**Question 15**
How did patient ‘Little Johnny’ help staff in the Neptune unit:
(a) He acted as a seriously ill patient in a training exercise? (b) He tidied up the staff room? (c) He taught them to yodel?

**Question 16**
One of our PAT dogs, Zeke, won a first at Crufts. In which category:
(a) Most handsome hound? (b) Waggiest tail? (c) Good citizen dog?
Zoey Flanagan could well become one of our ‘home grown’ doctors.

Now an F2, she came to us in her first year after medical school. But for personal reasons she was unable to start until two months after her peers so had some catching up to do in certain competencies in her portfolio.

Zoey says: “With the enormous support I received from the medical education team, I was able to get back on track. It is a huge learning curve when you first qualify as a doctor, but especially when you start at a different time. Katie, Pam (Barton, who looks after training posts and placements), Sue (Wilkinson, medical education administrator) and the team really went above and beyond and were absolutely fantastic.”

Having worked at three other hospitals during her training, Zoey rates Southend the best. “I have had a really lovely experience and could not recommend it highly enough. I would come back here in an instant.”

Southend is popular hospital for rookie doctors, says foundation programme director Dr Ayesha Siddiqi.

“It is a busy hospital, there is good accommodation and it is very friendly.”

When they first arrive here, the newly-qualified doctors undergo a two-week ‘preparation for practice’ course so they know what to expect from day one when they hit the wards. They follow a curriculum with lectures every week while they are with us. More senior trainees act as mentors and, of course, Katie, Pam and Sue have a ‘walk-in’ policy to nip any problems in the bud.

The beating heart of the education centre is its well-stocked library with shelves stacked with edifying tomes on all facets of medicine, nursing and management.

Although open to all from 8.30am to 6pm Monday to Friday, members can access its 24-hour study room to burn the midnight oil or at weekends. According to Karen Morgan, library and knowledge manager, the empty pizza cartons on Monday mornings are evidence that it has been used to its full potential.

The library is open to all staff and students while on placement with us. Bedside the 7,600 books on the shelves, users also have access to the 23 PCs.

Karen, who heads a staff of five, said: “We are here to support all our members, both clinical and non-clinical. If they are looking for information we can save them precious time by using our skills to find it. We also do literature searches for particular areas and can obtain specific academic articles for members.”

With so many new titles coming out all the time, the stock is being constantly renewed. Every month, Karen puts in an order for up to £1,000 worth of books, while old stuff is regularly sold off. Nothing on the shelves is more than 10 years old – apart from some real gems in the ‘historical’ section, where yellowing volumes such as a nursing dictionary and one on ‘war wounds and injuries’ date back to the 1930s.

Library staff are also only too pleased to provide free training on using electronic resources and finding just what you’re looking for. Membership is free – all you have to do is show your staff badge.

Find out more about the library services on Staffnet at: http://intranet/hr/edcentrelibrary/Pages/default.aspx

And Karen’s expertise can be accessed at the end of the phone – her extension is 5343.
Patients on Westcliff ward have entered wholeheartedly into the spirit of having their rear ends regularly inspected by nursing staff.

They are as enthusiastic as the ward team to be involved in the drive to eliminate all avoidable hospital-acquired pressure ulcers by December.

Westcliff has been chosen as our pilot ward in a massive regional project involving more than 80 NHS trusts – and were already seeing encouraging results even before the official launch, with a zero recording in September.

The key has been to ensure all members of staff follow procedures to the letter. That means looking for any reddening of patients’ skin at any of the pressure points, meticulously recording everything they do, and ensuring appropriate action is taken when needed. In other words, stopping the damage before it happens.

Nursing director Sue Hardy put herself on night shift so she could get round and talk to staff who steer the hospital through the ‘wee small hours’.

She said: “As a nurse and midwife, I remember well the different ‘feel’ of a hospital during the night with a lot fewer interruptions than during the day and the great benefit of being able to really get on with patient care.”

As well as chatting to staff, she was in great demand by patients eager to tell her about the ‘smashing load of nurses’ on their ward.

She even managed to get inside the security room and watch what was going on all round the premises.

“I try to get out and about to talk to patients and staff at least once a week and always get an overwhelming sense of pride at the good work being done.”

To demonstrate our commitment to our patients with learning disabilities, we have signed up to Mencap’s ‘Getting it right’ charter.

The document was drawn up in the wake of the charity’s ‘Death by indifference’ campaign, highlighting the untimely deaths of six people with a learning disability in NHS care.

The good news is that we are already meeting seven of the nine points of the charter, one of which is to have a dedicated learning disability liaison nurse – step forward Sarah Haines (pictured).

She says: “Getting the trust to sign up to the charter shows how dedicated we are to providing the very best care to patients with learning disabilities. We want to ensure that all our patients are treated with dignity and respect.”

You can read the nine standards at www.mencap.org.uk/sites/default/files/documents/2010-06/charter.pdf
Alex’s award legacy

Popular consultant anaesthetist Dr Alex Stone is to be immortalised in a special staff award to be presented for the first time at this year’s Research and Audit day on December 7.

The Alex Stone prize for patient safety will go to the team making the best presentation on the day, following the traditional week-long display of posters.

The award is being sponsored by Alex’s father, retired GP Dr Brian Stone and consultant clinical biochemist Dr Sarah Mapplebeck.

Sarah said: “Alex was inspirational to so many members of staff. He was really passionate about patient safety so his dad and I thought this award would continue the excellent work he promoted.”

Everyone is welcome to come and view the posters, on display in the education centre foyer from Monday December 3, and to attend the winning presentations on Friday, December 7.

The Alex Stone prize is the latest in a tradition of awards to honour distinguished members of staff who have died, and follows the Colin Goodbourn prize in microbiology and the Philip Hagan award in obs and gynae.

Prof Bhaskar Dasgupta, our clinical director of research and audit, said: “Patient safety is something every one of us constantly strives for, so we are delighted to have this additional award. Alex acted as a muse to many members of staff and we are very grateful to both his father and Sarah for sponsoring this prize.”

Deal flu a knockout blow

Don’t believe the myths – the flu jab is completely safe, says head of occupational health, David Maslen-Jones. At the very worst it might make you a bit sore and achey – but from a patient safety point of view, it is vital we get ourselves protected.

“We are working with the most high-risk population in the country,” he pointed out. “Those admitted to hospital need protection and we should all do our bit by getting ourselves immunised.

“No-one would like their child or elderly relative to contract flu from a member of hospital staff so we all have an ethical duty to protect ourselves and our patients.”

Immunisation sessions in your area can be arranged by calling occupational health on 01702 222900.

If you have had the jab from your own GP, please let OH know so they can update their records.

Keeping bugs at bay: now on a screen near you

We have introduced infection prevention and control as part of our expanding suite of e-learning courses.

The two-module course is for everyone, not just those with direct patient contact, and will replace the face-to-face component of our annual mandatory training sessions.

The interactive programme, which takes around 90 minutes to complete, includes videos and graphics, followed by assessments, and covers hand and environmental hygiene, safe disposal of contaminated materials and how infection is passed on. And those who complete it successfully will get two certificates – one for each module!
**Welcome to:**

**Dr Ann Cheesman,**
consultant neurologist, who has joined us to replace Dr Milica Mavra. Ann initially studied physics and spent six years working as an engineer on valves for TV transmitters. But a year out before uni working as an auxiliary nurse on an elderly ward had given her a taste of the caring professions and she returned to studying for another five years to get her degree in medicine. At first, she planned to specialise in oncology but was drawn to neurology because it satisfied her love of diagnosis.

“You have to look at patterns and use all your examination skills to work out if something serious is going on. And ten per cent of medical patients admitted to hospital have some neurological problem other than stroke.”

Married with three children, Ann’s first impressions of the hospital are of a dynamic organisation with good support. Having lived in Hockley until the age of seven, it is – she says – a bit like ‘coming home’.

In her free time, she loves cycling but is putting piano lessons on hold until there are more hours in her day!

**Mr Sanjaya Kalkur,**
consultant obstetrician and gynaecologist who has joined us from Oxford where, on a fellowship post, he developed his special interest in gynaecology. Sanjaya, whose wife, Pallavi, has also joined our staff as a haematology registrar, has been struck by the warm and friendly welcome they have found here.

He said: “I am looking forward to working with the team to develop minimally invasive surgery and do the best for our cancer patients.”

Outside of work, the couple are kept busy by their two-year-old daughter, Srishti, whose name means ‘creation’.

**Dr Kieran Fernando,**
consultant in sexual health and HIV medicine, who has joined us in his first consultant post after five years at Queen Elizabeth Hospital, Birmingham.

Kieran’s specialist interest in the field was prompted by the multi-system effects of diseases like HIV and syphilis.

He says: “Apart from the medical complications these conditions also have socio-psychological implications. Looking after the psychological wellbeing of patients living with HIV and keeping them on medication can be both challenging and rewarding. We need to reach out to these patients to help them and reduce onward transmission.”

Kieran, who also has a particular interest in genital dermatology, has found a warm welcome from the sexual health team and has been encouraged by patient feedback. Married to a nurse, he enjoys running and keeping fit in his spare time.

**Dr Jayashree Thirumal Raj,**
consultant in obs and gynae, who has joined our consultant body after a few months working with us as a registrar.

Jayashree gained her initial medical qualification in her native India before moving to Germany for her specialist training. She worked as a consultant near Dusseldorf before coming to the UK as her two daughters, now 14 and 18, were keen to study here.

She says: “I like everything about the hospital. The midwives and all my colleagues are excellent.”

**Farewell to:**

**Sue Mantell,**
office manager and exec PA in the Trust corporate office, who is retiring after a quarter of a century with us to tackle her ever-lengthening ‘to do’ list.

As right-hand woman to a succession of the top brass – three chief executives and four chairmen as well as various other directors - there is not much that has escaped Sue’s notice over the years. But now she reckons the time has come to accompany her husband, Dave, on some of his business trips around Europe.

Having completed one degree, she is also looking forward to going back to studying with the Open University, decluttering her house, getting down to earth in the garden, embarking on a fitness regime and reviewing her list of future holiday destinations.

Sue says: “I feel very passionate about the hospital. It is a lovely place to work with wonderful people and I will miss them.”

**Sara Brown,**
who is looking forward to joining the ‘ladies who lunch’ set as well as spending more time with her grandchildren after 14 years’ service in our main outpatients reception. She will be greatly missed by colleagues and friends.

**Congratulations to:**

**Sister Marion Shea,** our first candidate on Anglia Ruskin University’s enhanced neonatal practice course, who passed with distinction. In fact, her dissertation on the introduction of new ventilation
practices for very premature babies so impressed the examiners that they advised her to get it published in one of the specialist nursing journals. Marion, a neonatal nurse for 16 years, is now qualified to interpret X-Rays as well as insert and remove long-term invasive lines from tiny babies. Following her success, she was promoted to senior sister and is now looking forward to acting as a role model and encouraging other nurses to undertake the six-months’ course. Maureen Barnes, neonatal unit manager, said: “This is an extremely exciting initiative which can only enhance links between the medical and nursing teams. We are all extremely proud of Marion and grateful to our lead consultant neonatologist Dr Arfa Khan who has played a key role in her achievement.”

Kerry Lagden, staff nurse in our critical care unit, who helped save a 67-year-old man who collapsed after a Southend United home game – and received a Police commendation for her efforts. Lifelong Blues supporter Kerry, who attended the match with her husband, didn’t hesitate to assist two police officers who were trying to resuscitate the casualty. She said: “I saw the two officers performing the CPR which can be quite tiring after a while and offered to help until the paramedics arrived.” Kerry performed chest compressions for five to 10 minutes. “It was just lucky we happened to be there at the right time. It was quite different from giving CPR on the ward where you are used to it.” Kerry has since spoken to her impromptu patient, who has made a good recovery.

Senior clerical officer Julia White, super secretary to consultant clinical biochemist Dr Sarah Mapplebeck (and others), who has gained her NVQ level 3 diploma in business and administration. It meant a lot of weekend and evening work but, says Julia, it is a welcome acknowledgment of the job she does day in, day out.

Sarah says: “She works like a trooper and organises me, which is a task in itself. She is a total asset to the Trust and the department. I’d be lost without her!”

The WET (waste, energy, travel) team for scooping the Newsquest Essex 2012 business environmental awareness award in ‘large business’ class.

Consultant interventional radiologist Dr Matthew Tam on being awarded the Constance Thornton Fellowship 2012, a £3,000 research grant from the Royal College of Radiologists. This welcome boost will help Matthew’s planned research into polymyalgia rheumatic (PMR) in conjunction with Prof Bhaskar Dasgupta. It’s been a good year for Matthew: following the publication of five peer-reviewed articles in a number of major professional journals, he is currently preparing an education book on interventional radiology which is due for publication in 2014. And, in his capacity as a council member of the British Association of Clinical Anatomists, he is also hosting delegates from all over the country at a one-day conference at Anglia Ruskin University’s postgraduate medical institute in December.

All involved in research: we were named the best medium-sized acute trust in the East of England. And nationally our hospital ranked ninth out of 49 in the same category for recruiting patients onto clinical trials.

Obituaries

Claire Newnham (nee Hammerman)
5 May 1980 – 7 September 2012
Claire first joined us as a junior physiotherapist in September 2001 and, apart from a short break, worked with the Trust until her death. Colleagues remember her as a smiling, happy ‘beautiful girl’ who always put patients first. One said: “Claire always put in 100% whether it was playing tennis in her leisure time or promoting the physiotherapy input into the enhanced recovery programme at work. She touched many people’s lives, both patients and colleagues, with her infectious enthusiasm for everything she did. She was an exceptional physiotherapist and the most caring person you would ever hope to meet.”

Jenny Thipthorp
7 June 1950
24 September 2012
Jenny, a domestic in our doctors’ accommodation, worked for us for nearly 13 years before retiring earlier this year. She sadly died just one month later on Elizabeth Loury ward where her daughter, Susan Freeman, is a staff nurse. Susan said: “She spent the last year of her life in and out of Loury and felt very much at home there. She was tremendously loved by all the staff there and respected for her positive outlook.”

Known as ‘Mrs Flipflop’ as nursing staff found her real name a bit of a mouthful, Jenny leaves Susan, daughter Leigh, a domestic on critical care, two sons and six grandchildren. Her patriotic nature was reflected at her funeral service with a Union Jack draped coffin and everyone leaving to ‘Land of hope and glory’.

Christopher Poole
25 December 1946 – 9 October 2012
Chris, one of our valued volunteers, worked first in outpatients as a hospital guide before transferring to phlebotomy where he booked in patients and ran errands for the staff there.

“Nothing was too much trouble for him, and he went above and beyond what was needed of him,” says Sandie Livermore, phlebotomist supervisor.
The oldest nurse in captivity’ is how the awe-inspiring Jean Colclough describes herself – having started her nurse training in September 1956. She is thought to be the longest-serving nurse in the country.

Now Jean can hardly walk two paces down the corridor without being stopped by some admirer, eager to congratulate her following her myriad TV appearances and media fame which has spread to even the Pakistani and Arabic press.

Jean, whose student wages were a princely £260 a year, is still going strong – walking miles and miles of corridor every night as a clinical site manager. Extremely reluctantly, she is retiring at the end of the year – and only because her pension will be adversely affected if she stays.

At nearly 75 and with twice the stamina and energy of those half her age, Jean was not expected to live past the age of 40. Just after she qualified in 1960, she was in the London Chest Hospital to have most of her left lung removed. Due to the aggressive condition bronchiectasis, her consultant told her she would be a ‘respiratory cripple’ by the age of 30.

Just 22 when she qualified and resplendent in her regulation butterfly cap, pale blue dress, white apron and black lace-ups, Jean was desperately shy and ‘as green as grass’ – so having to deliver a bed bath or a urine bottle to young male orthopaedic patients caused agonies of embarrassment. She became known throughout the hospital as ‘Nurse Urge’ after naively asking the whole ward if anyone ‘had the urge’, and still remembers the humiliation of being summoned to sister’s office when she was not nimble enough on her feet and ended up in the patient’s bed. She received the stern rebuke: “When young men are confined to bed, you have to be more vigilant.”

Jean never thought she would ever get the hang of all those ‘ectomies’ and ‘otomies’ but, at the end of her training, she was awarded the hospital’s Johnson gold medal for excellence.

She had originally wanted to train as a doctor, but her parents could not afford the university fees. But now she says: “I don’t think I could have done better than I have done. It’s been lovely – every ward I worked on was the best place I had ever been.”

In November 1982, Jean was promoted to night sister. She has never calculated her weekly mileage as she repeatedly tours the wards and departments but, after bilateral replacements, claims to have the ‘best set of knees in Southend Hospital’.

It is hard to imagine how she has ever found time to come to work. When she is not in uniform, she runs a catering business – thinking nothing of producing a three-course meal for 120. She makes and decorates cakes, teaches cannulation and IV drug administration to doctors and nurses, gardens, and treads the boards with the East Essex Players where she also makes the costumes. She has recently completed a run in Fawlty Towers at the Palace Theatre where she brought the house down.

Jean says: “My retirement letter was the hardest I have ever had to write. I was on my own and just sat there and grizzled. I would happily stay on. ‘Fifty-six years is a long time. Just stopping is not going to be easy. I would certainly consider coming back on the bank. But first we have to move house.”

Friend and colleague for more than 30 years, discharge coordinator Sandra Steeples, said: “Jean will be so greatly missed. I wish I could clone her - and bottle her energy!”

\[ \text{Diary Dates} \]

**Friday, November 23**
Environmental road show
9am to 2.30pm in the old board room; featuring accessories, jewellery and gifts made from recycled items, home solar panels, plants and energy efficient lighting and ethical pamper products. Freebies, offers, demos and refreshments.

**Friday, November 30**
Maximum Robbie – Top Robbie Williams tribute, plus supporting acts. 7.30pm til late

At Hullbridge community centre, Poole's Lane Hullbridge in aid of our Ladybird nursery. Tickets £8.50 in advance (www.wegotickets.com or www.thebrothersduo.co.uk) or £10 on the door.