Open for business
Facelift for Bryning
Striving to be better

As part of the development of our Values, we have consistently aimed to be better at what we do to ensure we provide a safe and patient-centred service in which we respect each individual’s needs and are responsible for their welfare whilst in our care.

We recently featured in a newspaper interview done by the Chief Inspector of Hospitals Prof Sir Mike Richards, as a Trust that has achieved high levels of performance. He highlighted the Trust on a map and used comparisons of variability across the country of Trust performance as assessed by the Care Quality Commission (CQC) inspection teams. He went on to say: “We want more hospitals to be like Homerton. Whilst we are showing the range of quality and showing what can be done, they are providing a damn good service.”

However, we also are aware of the publicity that we have received when things haven’t gone well or as we would like. Individual stories tend to emerge in an ad hoc way, are usually reactive, and may not reflect a balanced picture of the services we provide.

I am aware that there are many areas which provide great services to patients. However, I also expect that we would all agree that we can always make improvements. It is important we keep those thoughts and intentions at the centre of our focus.

We cannot stand still and recently we drew up our strategy for developing services in the Trust over the next five years. This will see us continuing to focus on our strengths and to develop a fully integrated health care service for people in Hackney and the City, and beyond.

We are also working with our colleagues in other NHS Trusts and the clinical commissioning groups in north east London as they develop the Transforming Services programme. This seeks to address a number of issues around the future provision of services at neighbouring hospitals run by Barts Health NHS Trust. This work will continue over the next 12 months or so at least.

Despite the praise of opinion formers such as Sir Mike, we can never be complacent and will always be listening to what patients and staff say we can do to make our services better.

With this in mind, it is worth reminding readers that two annual national surveys have recently been launched. The National Inpatients’ Survey provides us with detailed feedback from patients about their experience in hospital. A sample of those patients under our care during August will have received the questionnaire for the survey over the past few weeks.

The National Staff Survey allows staff to give us feedback on what we do well and where we could do better as employers. There will also be a prize draw for those staff who respond to the survey.

We urge those who have the opportunity to complete a survey to do so. Thanks in anticipation.

Tracey Fletcher
Chief Executive
New at Homerton

Going in or going up around the Trust

The Trust is seeing extensive improvements going on over the summer period.

The newly refurbished Bryning Unit for elderly patients opened its doors recently providing a new spacious waiting area, treatment rooms and consultation rooms. Staff and patients celebrated the reopening with a ribbon cutting ceremony with Chief Executive Tracey Fletcher doing the honours.

Work has now started on the new pathology wing which will greatly expand and modernise laboratory facilities for all Trust services.

The boilers on the hospital site have been fully replaced and the new ones are up and running. The previous boilers were the originals installed when the hospital was first built. The new ones are state of the art, modern versions. The contractors are currently finishing off some residual snagging works.

Builders are working in the area above the delivery suite to create a new Picton Suite for obstetric scanning and fetal medicine and fetal welfare services. This was previously simply a shell and so we are now fitting out the inside of this shell. This move will eventually allow us to co-locate all beds for maternity services together and not in 2012 ward as some currently are.

Chief Executive Tracey Fletcher cuts the ribbon to reopen Bryning Unit

Chief Nurse Sheila Adam with Unit Sister Jasmine Smith
Three new talents to join the Homerton Board

Three leading individuals in the fields of law, health and social care, have become Non-Executive Directors on the Homerton Trust Board.

Jude Williams was previously Lead Governor on the Board of Governors at Homerton. Jude has a career in national and local level public health strategy/policy development with a particular focus on health inequalities, staff health, community development and engagement, public and patient involvement. She has been consulting since April 2011 having previously been with the Department of Health as the Deputy Head of Health Inequalities National Support Team. She led on visits to local area partnerships to review how well they were tackling health inequalities and to make recommendations on what they might do to accelerate improvement. Previously (2004-2009) she was the Head of Public Health with the Healthcare Commission where she oversaw a programme of work with a strong focus on health inequalities. Before that she was Senior Manager in the Department’s Sexual Health and Substance Misuse team.

Polly Weitzman has been with Ofcom for the past 10 years initially as Director of Regulatory and Competition Law (2004 – 2006) and since 2006 as their General Counsel. Part of the team that established Ofcom after the merger of five previous organisations; Polly has a strong track record in change. From 1986 – 2004 Polly was a Partner then Head of the EC and UK Competition Law with city law firm Denton Wilde Sapte.

Susan Osbourne CBE qualified as a registered nurse in 1974 and worked at Homerton when it first opened in 1986 as the Deputy Director of Nursing. Her last permanent NHS role, which concluded in 2009, was as Chief Nurse with NHS East of England, and before that she was the Director of Nursing at Imperial College Healthcare NHS Trust. Since 2009 she has been self-employed as an independent management and nursing consultant and has been employed in interim director posts - predominantly Director of Nursing positions or posts focusing on quality governance assurance issues.

Welcoming the new Directors, Trust Chairman Tim Melville-Ross said: “Homerton prides itself on attracting the best talents available and we have certainly achieved that aim with these appointments.

“Their backgrounds in law, health and social care will complement the substantial financial knowledge we have with our other Non-Executive Directors. We are delighted they have agreed to join us. They will certainly add to the very wide range of skills and experience of our Board of Directors ensuring strong and innovative leadership for the Trust as we continue to develop our hospital and community health services for the people of Hackney and the City and beyond.”

Jude, Polly and Susan joined the Board in April and will serve a three year term of office. They will be joining Vanni Treves, and Sir John Gieve as Non-Executive Directors.

Mr Melville-Ross added: “We would also like thank our departing Non-Execs, Professor Christopher Griffiths and Imelda Redmond who left in the spring and David Stewart who is leaving in November for their time, energy and invaluable input over the past six years.”

Daniel on the Board

Daniel Waldron has now been appointed to the Board of Directors.

Daniel was appointed Director of Organisation Transformation in May 2013 and the post was made a Board level position in August 2014. Daniel joined the Trust in December 2008 and has held the posts of General Manager for Children, Women’s and Sexual Health and Divisional Operations Director for Surgery Women and Sexual Health. He oversaw the introduction of the £10m women’s and children’s wing at Homerton in 2010. Daniel previously worked in the voluntary and not for profit sectors managing community and residential health and social care services.
From asking directions to the parcel office through to requests for the department responsible for rubbish collection, Linda Baker has to deal with them all.

Linda has been the ‘face of Homerton’ for the past 15 years – sitting at hospital’s main reception and steering people in the right direction around the hospital site.

Linda said: “I probably deal with over 300 enquiries every day from people needing to attend a clinic or department to visitors seeking out their relatives staying in one of our wards. But we also get members of the public coming in to post their parcels or wishing to pay their rent!

“It’s fair to say that no one day is ever the same when you are dealing with so many people.”

Before coming to Homerton, Linda worked for over 30 years in the clerical department in a Shoreditch Clothing Factory. “This job was a totally new challenge when I took it up,” she said.

“I thoroughly enjoy my day at Homerton although it can get a bit chilly when the cold winds start blowing in through the front doors. The volunteers are a great help and our new floor plan maps have been great by allowing us to give something visual to newcomers which they can then use to find their way around.

“Quite a few people come in who are a bit apprehensive about walking into a hospital and so it’s important to give people clear, concise advice and directions and help them on their way.

“I miss the old blue and yellow lino we used to have and sometime people do get confused when we talk about blue and yellow corridors – so it will be great if we get signs back up giving people clear pointers to which one is which.”

• The other ‘front of house’ team seen by most patients are the outpatients receptionists pictured here.

The Trust said farewell to Medical Director Dr John Coakley after 22 years’ service at Homerton.

John gained a deserved reputation as an innovator during his time as Medical Director and gained plaudits from the Department of Health and others for the work he led on in shaping effective planning of doctors’ working hours within the Working Time Directive.

John’s efforts were also rewarded in the Queen’s Birthday Honours when he received an OBE.

Dr Martin Kuper is the new Medical Director of the Trust having joined us in June.

Martin was previously the Medical Director at Whittington Health NHS Trust where he helped achieve the best national SHMI (summary level hospital mortality indicator) for the past three years. Martin’s clinical background is in anaesthesia and critical care medicine.

He jointly leads UCL Partners’ ‘Deteriorating Patient’ quality improvement programme to reduce cardiac arrests across 17 hospitals in north central and north east London and Essex. He was appointed a National Clinical Adviser (anaesthesia) in 2009 and won regional innovation funding to lead the implementation of enhanced recovery pathways across London.
Homerton has re-established its partnership with Norwood, Anglo-Jewry’s leading children and family services charity, to promote access and deliver the Healthy Child Programme at Norwood’s Somers Centre.

The Healthy Child Programme is a universal preventative service for all families focused on early prevention and providing good foundations for future health. Homerton will provide expert health care advice and services to include immunisations, child health and development reviews at 8-10 and 27 months and the HENRY programme (an intervention to prevent obesity in young children).

Marcia Smikle, Head of Community Nursing for Children, said: “This is an exciting opportunity to demonstrate Homerton’s commitment to moving away from the ‘one size fits all’ approach to health care delivery.

“We welcome the opportunity to provide health-focused services, alongside existing well-used activities provided by Norwood. This underlines our commitment to provide a range of services in an accessible, flexible and convenient way that meets the needs of the observant Jewish community.”

The launch event took place in early June at the Somers Centre with Hackney MP Diane Abbott and Trust Chairman Tim Melville-Ross, who both voiced their pleasure at being involved in the launch and seeing this exciting partnership develop to support healthy outcomes for families in Hackney’s Orthodox Jewish community.

Local parents and organisations from the community joined staff from Homerton and Norwood for the event.

Two local mothers also spoke at the event explaining their pleasure at bringing their children to the clinic at Norwood. Positive feedback from mothers about the clinic has included the following,

“My other children could play happily in a safe environment whilst I took my baby to be immunised.”

“I had an appointment time which worked for me and I didn’t need to wait at all.”

“The clinic ran smoothly and efficiently in a calm manner - my child barely cried.”

“Could we please have more clinics like these - they are convenient, ‘heimishe’ and very relaxed.”
Jane inspires women in health care

Professor Jane Anderson, Consultant physician and Director of the Centre for the Study of Sexual Health and HIV, has been chosen as one of the Health Service Journal’s 50 inspirational Women of the Year.

One of those who nominated Professor Anderson put it very simply: “An exemplary leader in HIV medicine and medical anthropology.”

For the past 20 years, Jane has successfully worked with some of the most vulnerable and hard-to-reach patient populations and, via her academic research, has helped other colleagues do the same.

Her appointment last year as an expert adviser to Public Health England indicates the respect she has – as evidenced by her numerous Twitter followers.

The Judges’ comments included: “It’s always good to see a citation which has really positive feedback from colleagues.”

The HSJ Inspirational Women list celebrates those outstanding individuals who are driving transformational change within the NHS. The list contains women from both clinical and non-clinical settings who stand out for their passion and ability to innovate and drive change.

Bringing our Values to life – update

State-of-the-art handheld touch devices are being introduced to wards, departments and clinics throughout the Trust to ease the way patients can provide comments and feedback about their care.

The new pads, which patients will be invited to use when they are about to leave, will also give the user the opportunity to answer in the

Friends and Family test question: How likely are you to recommend our ward/department to friends and family if they needed similar care or treatment?

Head of Patient Experience, Margaret Howat, said: “We already led the way in immediate feedback through our Patient Experience Tracker (PET) handheld computer questionnaires which were introduced at Homerton in 2009 and gained approval from health ministers at the time.

“We are now evolving the way we gain instant responses from patients to their experience through these new ‘ipads’ working with Optimum Health Technology. We will also be introducing them in clinics in the community.

“Gaining this information allows us to find out almost immediately if there are any issues we need to address in wards and departments and helps to improve the overall experience of all our patients.”

You said we did boards go up

New boards highlighting comments and suggestions made by patients and visitors – and how staff have acted on them, are now up in wards and departments.

The You said, We did boards are in prominent positions throughout the hospital and will soon be introduced to community sites too.

Head of Patient Experience Margaret Howat said: “We are always listening to comments and suggestions from patients and their friends and relatives and now want to clearly show what has been said to us, and how we have responded by taking action.”
Another year of nursing excellence

Nurses, midwives and health visitors were recognised by colleagues for outstanding care and compassion during the annual Homerton Nursing Awards 2014. The awards were presented by Dr John Coakley, our retiring Medical Director.

Homerton A&E team bag another prize

The accident and emergency nursing team at Homerton Hospital has gained more plaudits by winning one of the Teams of the Year awards at the Trust’s annual nursing awards.

The hospital’s A&E recently became the first to be given an “Outstanding” score in the Care Quality Commission’s assessment of Homerton’s services. Now they are the hospital team of the year.

The nomination said: “The feedback from patients, relatives and their carers on their experience in A&E is that they are greeted with a smile and words of comfort, and are treated with respect and dignity even at the busiest of times.”

Other winners were:

Hospital Nurse of the Year – Angela Williams

who works in the neonatal intensive care unit. Angela has led transformational work within the special care nurseries of the NICU. This work has been focused on getting babies home to their families as soon as possible with support from the community neonatal team.

The length of stay for our special care babies has reduced by a week over the last year and supported parents, often after a very long and difficult beginning to be able to start their family life with their new baby at home much sooner.

The quality of this aspect of the service has been enhanced and the number of complaints reduced. The work has also included getting babies back to their home units, increasing the number of babies who receive breast milk and generally improving the patient pathway and experience for the family.

Team of the Year

Sexual Health and Women’s services

went to the health care support workers who provide support to health visitors in Hackney and the Open Doors nursing team at St Leonard’s Hospital who provide high quality sexual health services for people involved in the sex industry.

Team of the Year Community

went to Team C heath visitor support which ensures there is a good working system in managing the vast amount of records in teams. They have worked hard covering clinics sometimes back to back and they are few in numbers compared to the number of clinics they cover. They rarely complain and are valued as important members of the health visiting teams.
Nursing awards

Midwife of the Year - Cynthia Domike.
Cynthia is an excellent midwife and role model having recently been awarded Midwifery Mentor of the Year by City University. This was due to her passion to help educate and develop our future midwives through her shared knowledge and experience. It was the first year that City University has given this award in recognition of the role played by the sign off mentor. The nomination came from the feedback midwifery students give to the university from all the sites that City University covers not only Homerton but also Newham, The Royal London and UCLH.

Community Nurse of the Year - Kirsty Blackburn.
Kirsty is a Specialist oncology nurse/paediatric palliative care nurse within the community children’s nursing team. Palliative care for children can be delivered over a number of months or years rather than in the final stages of a disease process. She has developed a care pathway/care plan linking with Great Ormond Street Palliative care team which allows children within the community to die at home.

Nursing Assistant of the Year – Marcia Green.
Marcia is selfless in her flexibility in covering clinics and providing support across the sexual health clinical sites and this has meant a smooth running of services that may have experienced difficulty otherwise. Marcia is cheery and happy and a real joy to work with. Her approach with patients has seen even the most anxious of patients become calm and trusting and thus enabled them to receive a good service.

Marcia has embraced the integration of community services within her area and has made a positive impact that is second to none in doing so.

A posthumous award was given to the family of Raymond Temple, a staff nurse in A&E for over 14 years, who died in April after a short illness. The certificate was received by Stephen Waldock, Senior Staff Nurse in A&E on behalf of the family.
The sexual health team continue their campaign to get the safe sex message across to our local communities...

Summer Loving

Homerton Sexual Health Services (HSHS) were out in force again over the summer making sure local festival goers were keeping safe and well protected!!

HSHS along with their partners from Central North West London Sexual Health and Barts Sexual Health were out in numbers testing, advising and offering support.

Festivals included Lovebox, Wireless, London Pride, Summer Rites and the Yaruba Festival. More than 400 asymptomatic tests were carried out along with loads of information on local sexual health services. Some people seemed surprised to see us offering STI testing at a music festival, however after the initial shock they realised it was a good idea as it meant they didn’t have to take time out to visit a clinic.

With the local festival season now over, David Wright HSHS Outreach Lead is now focusing on the start of the academic year.

David said: “Our main focus has now moved to the returning students. With more than 2,500 students moving into local halls of residence and with both Hackney Community College and BSix Sixth Form College ready to restart, it looks like some interesting weeks ahead.”

The team at the Wireless Festival held in July. The OutThere team promoted HSHS and Homerton as a whole. They tested 241 people for Chlamydia and Gonorrhoea and five others for HIV.

Understanding your child – new group sessions in Hackney

New group sessions for parents to help them develop confidence in their parenting skills are being launched during September and October.

The groups are being run by First Steps child psychology service as part of their continuing approach reaching out to parents who would like support in strengthening their relationships with their children, and with understanding and managing their child’s behaviour.

Assistant Clinical Psychologist Marietta Sandilands said: “We want to provide an opportunity for parents to come along to group sessions where we can discuss their child’s behaviour issues, how to develop their relationship with their child and gain more confidence as a parent. It also gives parents a chance to share their issues with other parents as well as psychologists and child mental health specialists.”

The groups are:

• The Solihull Group for parents of 0-5 year olds will run on Thursday mornings starting on Thursday September 18 at Linden Children’s Centre in Stoke Newington (running for 11 weeks)
• The Incredible Years’ Group for parents of 5-12 year olds, will run on Friday afternoons starting on Friday September 26 at Millfields Children’s Centre Clapton (running for 11 weeks)
• The Triple P Group for parents of 12-16 year olds will run on Tuesday mornings starting in October at Hackney Quest in Homerton (for eight weeks).

If parents would like to attend or find out more they can call Marietta Sandilands or Hasan Senel at First Steps on 020 7683 4611.
Helping people come to terms with diabetes

The Hackney diabetes team, based in the Diabetes Centre at Homerton Hospital, holds regular sessions to help people manage the condition.

The team provides advice on diets and lifestyle as well as measuring blood sugars and treatment options.

Diabetes Specialist Nurse Laura Elwood said: “The Hackney Diabetes Centre has been providing patient education sessions for many years. The education sessions we run are part of a national programme that provides evidence based information in a format that engages and empowers patients. At the end of the course patients feel they have a better understanding of diabetes and a skill set that enables them to cope much better with life with diabetes.”

Some comments from patients taking part in the sessions include:

“Every part of it was very helpful and well explained.”

“The course has given me new tools to help me with my diabetic control and really improved my understanding. What a fantastic course!”

It really is a team effort with administration and reception staff, the lay educators, nurses and dietitians all working together to provide the education courses both in the Hackney Diabetes Centre, GP practices and in the community.

Homerton moves maternity services closer to home

Antenatal services provided for local pregnant women are being moved nearer to their homes.

From October those pregnant women who are assessed as being low risk will be having their antenatal assessments either at their GP practice or in local children’s centres.

Community Midwifery Matron, Sarah Latham said: “We are revamping our antenatal sessions to ensure a consistent level of service across Hackney and the City. Whilst some women already receive their antenatal assessments at their GP practice, others have to attend Homerton Hospital.

“We are now taking the majority of our antenatal care out into the community with a named midwife working at a GP practice and/or a children’s centre. We are adding another four midwives to the team of 40 plus midwives to provide the new enhanced service. Women will receive continuity of care for the majority of their pregnancy with the same midwife. We have also increased the time the midwife spends with each woman.

“This service is aimed at women who are having low risk pregnancies. Those women who may need closer supervision during pregnancy will still attend Homerton Hospital for antenatal assessment. Low risk women will still have the choice of coming into the hospital to have their babies when the time is right.

“We have worked closely with GP practices and children’s centres to develop this new service and women who are already booked to have pregnancy care have been informed of the new arrangements.”
The first Homerton Health and Wellbeing event was organised by Homerton physiotherapy Move for Health Team and Homerton Health works.

The day was a great success with over 200 members of staff attending and taking part in some of the activities and picking up some health tips as well as receiving a healthy tasty lunch.

The event also included lots of stalls containing health information from Hackney library, local leisure centres, King’s Hall and Fitness First.

The event featured organised activities to get staff involved in physical activities (left) along with receiving complementary therapy treatments such as massage, acupressure and reflexology.

Kate Green (right) from Have A Go Gardening at the Sharp End was promoting gardening as a healthy activity and a fantastic way to get involved in growing your own healthy food.

Everybody attending also received a ‘goody bag’ containing Homerton Health Pen, lanyard, leaflet on local activities and health tips.

Health information stalls from Hackney and Homerton library, health wise, Hackney public health team offering free health checks and Homerton physiotherapy team promoting exercise and workplace activity and ergonomic advice.
Getting healthy

Winners of the Health and Wellbeing questionnaire raffle

Homerton Helpers – offering that little bit more

Chief Nurse Sheila Adam joined the Homerton volunteers in celebrating National Volunteer Week with a lunch party.

Sheila said: “We want to say a huge thank you to all our Homerton Helpers whose help and dedication makes a huge difference to our patients.

“We have Homerton Helper volunteers on our wards, outpatients, front reception and at Mary Seacole Nursing Home. This year saw volunteers making a difference in the discharge lounge. We continue to expand our roles and, within the next few months, hope to have volunteers at other community services including Locomotor Service at St Leonard’s.”

Patients make many positive comments about the volunteers such:

“nice to have someone to chat to”;
“very helpful; friendly and smiley – brighten up your day”;
“attentive; pleasant and kind”.

Added Sheila: “It is not only patients who appreciate the volunteers. Our staff also say ‘thank you’ to our Homerton Helpers as volunteers are making a difference, improving the patient experience and also helping them.”

Homerton has had over 340 volunteers since the programme first launched with over 100 in place at present and recruitment ongoing. Twenty-eight volunteers have been with us for a year and 14 for up to three and half years. Some volunteers come three times a week. In the last year 13 volunteers have started jobs at Homerton and two outside the Trust – but have said that it’s due to being a Homerton Helper.

A carer said just last week: “We need more volunteers as it makes people’s stay that little bit easier. Especially for people who don’t have many visitors.”

If you know someone who would like to be a volunteer please show them the Homerton volunteering pages on the internet.
The power of song

Patients and staff at the Regional Neurological Rehabilitation Unit (RNRU) have launched their own choir.

The choir was launched to mark Brain Injury Week in June and patients were joined by members of Headway East London and Graham Stroke Unit.

Julie Woods-Taylor, Speech and Language Therapist in the Unit, said:
“The choir was an idea of the patients as a way of coming together in a group and joining in a pastime which is both therapeutic and fun.”

Comments from some of the patients:
“The first get together felt like a celebration and we all had a good time. The room was full and there were people outside who couldn’t get in.”

“Some of us can’t sing but there’s always some who can. Lizzie our leader sings a little bit at a time and we all picked it up nicely.”

“I just love music – it makes you feel good.”

“[The choir] is really popular. I can’t really do it but doesn’t matter.”

“There are some people who don’t speak at all – we can’t hear them but you can see them singing and they believe they can sing. They look at the words and they sing to you – it’s just you can’t hear it. But they are taking part.”
Taking simulation training into the working environment…
‘Bob’ initiates Operation Sim

The recent move in the Trust to increase the use of in-situ simulation training as a way of addressing both staff training and patient safety has got off to a flying start in the operating theatres.

The ambitious decision to run three simultaneous scenarios not once but twice seemed a fairly daunting task but the dedication of all the team in setting this morning up seems to have paid off.

During the course of the morning around 60 members of staff, including doctors, nurses, ODPs and students, were able to take part in scenarios, watched by other staff members.

Each scenario carried a series of learning objectives and was used to highlight the importance of knowing your environment, communication and teamwork.

Dr Sam Murray of the SIM team, said: “The feedback was overwhelmingly positive and the main comment regarding future improvements was ‘can we have more?’ We are currently discussing how to provide this whilst working around a busy theatres schedule.”

The arrival of a wireless simulation manikin on ITU was one of the reasons that it was possible to run “Operation Sim”.

Now nicknamed “Bob”, the manikin resides on ITU but is for use in several departments around the Trust.

Added Sam: “Once the ITU roof has been repaired and we are back in our normal configuration, a programme of in-situ training is due to be rolled out on ITU. Following the success of the ACU programme we hope to emulate their work, enhancing our teamwork as well as identifying areas in which we can improve our practice.”

SIM team member Dr Jonathan Scrimshaw discusses resuscitation techniques to colleagues while Dr Sam Murray prepares ‘Bob’.

Bob in intensive care
The A Team
part 3

The speech and language therapy (children’s services) had a rare get together recently at Hackney Community College.

Sally Hewett, Speech and Language Team Manager, said: “It’s not often we have all the team together from around Hackney and the City so this team meet was a good opportunity to record us in the one place.”

The team provides a unique joint service which works across Homerton and Hackney Learning Trust. There are over 40 therapists who provide sessions in all of Hackney’s children’s centres, primary and secondary schools, and the majority of academies, pupil referral units and colleges.

There are also specialist therapists working as part of the multi-agency teams for children with disabilities based at Hackney Ark and the hospital team in the special care baby unit. Strong partnerships exist with University College London and City University and the service is the largest provider of therapist student paediatric placements in London.

Referrals are accepted through special education needs coordinators for school aged children. Parents of pre-school children who are resident in Hackney can self-refer by simply turning up to a ‘Talking Walk in’ session that runs multiple times each month across various locations in Hackney.

For further information please contact the SLT administration office on 020 7683 4262 or e-mail sltinfo@homerton.nhs.uk
Homerton’s Simulation Centre recently played host to several members of the local clergy.

The Centre had been approached by the hospital chaplaincy service to undertake some training for the clergy using the high tech equipment in the simulation suite.

Simulation Centre Manager Val Dimmock said: “Robin Pfaff, our hospital chaplain had been contacted by colleagues who had identified reservations about sensitivities of baptisms of extremely sick babies and wanted an opportunity to have open and frank discussions around this aspect of their role.”

With the help of Jeanette, a Senior NICU Nurse, Simon, who acted as the Father of the baby, SimNewBorn baby in an incubator and Robin we re-created the scenario in the Simulation Centre and ran it in ‘real time’.

This was followed by an interactive group de-brief and discussion, allowing chaplain colleagues to debate the practical as well as theological issues that had been giving them concern.

Participants comments included; “The atmosphere was informal and I felt I could ask questions with confidence and know they would be answered appropriately.”

“It was extremely helpful to be taken through every stage, starting with access to the sanctuary for equipment and then watching the real life emergency baptism.”

Homerton Chaplain Rev Robin Pfaff said: “The training has already been translated into real action as a new member of the chaplaincy team was called to an emergency on NICU. He later said the the training session had really helped.”

The Newcombe Library Learning hub offers a convenient learning space just off a hospital corridor.

Library Manager Kaye Bagshawe said: “The hub has proved very popular with staff. If somebody wants space for some undisturbed thinking time for elearning or training, it’s the perfect place. Think of it as a breathing space away from your busy work environment.

“Open 24/7 it is located on the Blue Corridor near to ACU – entrance with a Homerton swipe card (you can borrow a card from Newcombe Library) - and has wi-fi, PCs and comfy seating. You can access EPR and Rio on the PCs.”

… the ‘ACERS’ team who hosted a sports day in July to raise money for the British Lung Foundation. The event went really well and over £220 was raised for the charity.

Congrats to…
Changing the way we offer languages support

New arrangements for providing hospital based bilingual advocacy services have now been introduced.

In normal circumstances, the hospital advocacy service will need 48 hours’ notice for the booking of face-to-face advocacy services.

Where a request is made for a more immediate response, the requesting service or individual will be directed to use ‘the Bigword’ (telephone interpreting service).

Jane Welch Bi-Lingual Health Advocacy Manager said: “Certain exclusions will apply and will not require 48 hours’ notice. These include inpatient ward requests and also any urgent request for an advocate to support unforeseen and difficult situations such as the need to break bad news to a patient or relative.”

Why are we making these changes?

At Homerton we are fortunate in being able to offer and provide a high level of face-to-face, bilingual health advocacy provision to both inpatient and outpatient services. Staff and patients report that the service is highly valued. Complaints about the service are low and feedback is generally extremely positive. The Trust is committed to continuing to provide a high quality advocacy service.

However, demand for advocacy is increasing and now frequently exceeds supply. To ensure that we can continue to provide a high quality advocacy service at Homerton, we have reorganised the way the service is booked, planned and provided.

These initial changes are the first of a number of positive improvements the service will be looking to make over the coming months to ensure that quality face to face advocacy provision is targeted to those who have the greatest need. We would ask that you help us to introduce these changes as smoothly as possible.

Some key facts about our advocacy service

Between April and June 2014, over 3,000 referrals were received and a total of 47 different languages were requested in the hospital alone.

Over 120 languages are spoken in Hackney.

Compared to the previous year, demand rose by 25% in 2013/14.

On average the advocacy service receives over 1000 referrals per month.

One in four of these referrals is ‘unplanned’ (the referral is made with less than 48 hours’ notice).

Said Jane: “This level of unplanned requests makes it difficult to manage the service efficiently. The Trust directly employs a number of staff within the advocacy service who can interpret key languages in Hackney. However, when a request is made for a language that is not available via in-house advocates, the service uses bank or agency staff to try to meet the need – which can be costly.”

As well as face to face advocacy, the Trust commissions ‘the Bigword’ to provide telephone interpreting services. This service is available 24 hours a day, every day of the year. All languages are available through a single call to the central booking line; it takes only a few minutes to get through.

What you need to do:

If you are a department and have not already done so, please contact Jane on 020 7683 4029 (Mon/Tue/Fri) or 020 8510 7709 to request appropriate handsets for accessing the service or if you wish “the Bigword” to demonstrate its service.

Allergy team offers national guidance

The allergy team at Homerton has been asked to provide expert advice in the formation of the first guidelines on allergies to certain drugs published by the National Institute for Health and Care Excellence (NICE).

Nurse Consultant Andrew Williams was invited to take part in drawing up the guidelines using his nursing experience of treating allergies at Homerton and in Essex.

Said Andrew: “The main benefit of the guidelines are that they offer GPs information on what is drug allergy and what is not; where and when to refer to a specialist centre; and the major issue of many people being diagnosed as ‘penicillin allergic’ when they are in fact not – a problem which leads to inappropriate use of other antibiotics as well as a cost to the NHS.

“These important guidelines should start to bring clarity and reduce inappropriate drug allergy status."

The guidelines are on: www.nice.org.uk/guidance/CG183
Art

Our Values through the artistic eye

Patients in the Regional Neurological Rehabilitation Unit (RNRU) at Homerton Hospital have produced a range of artworks which reflect their ideas on what the Trust’s Values mean to patients and staff.

The exhibition has been specially commissioned by the Trust and created by long stay patients with acquired and traumatic brain injuries in RNRU.

Working with the diverse techniques of collage: painting, gluing and sticking coloured paper, photographs and words - the patients have responded to the Trust’s core values, giving a unique and original interpretation to the themes of:

SAFE
PERSONAL
RESPECTFUL
RESPONSIBILITY

Art curator Shaun Caton said: “The patients were delighted when asked by the Trust to provide their artistic interpretations of the Values.

“The work shows deeply personal, reflective responses which may incorporate what these values feel like to a patient, or how they can be represented on paper in an inventive and captivating way.

“Looking at each art work is akin to reading a puzzle or unscrambling memories of lives lived. It is a testament to the creative innovation of the patients and the artists who assist in the process of recovery in the RNRU’s healthcare programme.”

The exhibition will run from September till December in the Education Centre at Homerton Hospital.

The main hospital corridor has also been enlivened by the work of Ally Bain. Ally suffered an assault in 1999 which led to considerable neurological damage. As part of his recovery he took up photography and studied it at degree level.

He is now a professional photographer and this display, which is on a free loan to the Trust for six months addresses some of the issues of brain injuries patients.

• The RNRU was also the recipient of a cheque for £1,000 from Irwin Mitchell legal firm.
A day in the Life of Dr Mary E Black

Pirates, war zones and global health – now for Homerton

Mary joined the Trust in June this year after a national search to find 50 new senior leaders for the NHS. The NHS Executive fast-track programme runs for 10 months and is managed by the NHS Leadership Academy.

Mary is a medical doctor, health service manager, public health specialist, writer and technology entrepreneur.

As well as learning how the NHS works, her main project will be “Healthy Homerton” – working across the Trust and with local and national partners on areas affecting patient and staff health and wellbeing.

Mary said “This will involve building on what others are already doing. Homerton already has lots of good initiatives including: good counselling services for staff; an important art collection that is the envy of the country; Move for Health run by the physiotherapists; and attractive, peaceful grounds.

“There is a great deal of enthusiasm for all these initiatives and I hope we can connect with them across the Trust.

“We are hoping to aim for an excellence award in the Mayor of London’s Healthy Workplace Charter and to get national certification with Public Health England in 2015.”

At the end of September the Trust will mark World Heart day – a chance to try out some of our new ideas.

No stranger to challenging tasks, Mary’s multi-faceted career has included setting up the medical airlift for the UN during the siege of Sarajevo; building a new medical school in far North Queensland, Australia; and work on the London 2012 Olympic and Paralympic Games.

She added: “I am really pleased to be back in the NHS. My grandfather was one of the first GPs in Scotland to sign up and both my parents were doctors in the NHS. The fourth generation is just starting as my niece is in medical school. It is the most amazing organisation and the envy of the world.”

Having had a family home in Tower Hamlets since 1989, Mary enjoys cycling to work across Victoria Park.

“I have known Homerton for 25 years and it is a special place. My daughter recently had to use emergency services and they were excellent. I was pretty insistent that the NHS Leadership Academy placed me at Homerton, my local Trust, and I am glad to be on home territory after many years abroad.”

As for the pirates? “Ozren Tosic saved my life from pirates in the Bay of Bengal, so I married him. We now have two children who are both international sailors.”

Contact Mary on: mary.black@homerton.nhs.uk

Follow us on Twitter

Homerton is now a regular user of Twitter with news and updates on what’s going on in the hospital and across our community services.

Check us out on @NHSHomerton

Win a prize!

Take part in the staff survey, October 6 to mid December. Prize draw for all participants.

Contact Mary on: mary.black@homerton.nhs.uk

www.homerton.nhs.uk

RiO Release 2 will be going live

November 15 is the go live date for RiO Release 2 administration system. The new version looks very different but most of the screens for clinical recording are essentially unchanged. It does, however, provide some real benefits for staff as follows:

• it will be quicker and easier to complete forms and to manage clinic and diary entries
• an auto-save facility will populated mandatory fields within progress notes and forms aren’t lost
• rich text in progress notes will mean you can use bullet points, bold, underline and italics to present information more clearly.

Training will take place in October and November and details and dates of these will be circulated on the intranet.