



the link

A newsletter for The Whittington Hospital

...the hospital of choice for local people

June 2006

Patricia Hewitt visits Whittington

Health Secretary Patricia Hewitt visited the Whittington on Friday 2 June to meet the cancer multidisciplinary team. The visit coincided with her announcement that the NHS has met its key target of 98 per cent of all patients waiting a maximum of one month from diagnosis to first treatment for all cancers.

The multidisciplinary team includes surgeons, histopathologists, radiologists, physicians, oncologists and palliative care consultants and specialist nurses. The staff explained how our redesigned cancer services ensure that patients are treated more quickly than ever before. The Whittington oncology and palliative care department has been used as a demonstrator site to show how best to streamline services to best meet patients' needs.



Chief Executive David Sloman and Chair Narendra Makanji tell Patricia Hewitt about our plans for the new building

Medical director. Mrs Celia Ingham Clark took the Secretary of State to Victoria ward to meet patients who have recently been operated on for cancer and to see how our cancer service runs in practice.

Mrs Hewitt said "I really believe that these cancer targets are really benefiting patient care and I know that the Whittington is doing

well in meeting them.

"I am justly proud of NHS staff for the fantastic efforts they have made to improve cancer services, speed up access to diagnostic tests and treatments for patients and deliver these cancer waits targets" she said.

Patient survey shows patients happier with The Whittington

This year's national patient survey was published on 26 May. The survey, which is carried out by the Healthcare Commission each year, is based on the responses of adult patients staying overnight at hospitals across the country.

This year the Whittington's report shows

marked improvement on the results we received last year:

- Our nurses continue to give excellent care and are well trusted
- We are giving our patients the help they need to eat
- We are very good at ensuring patients are given enough privacy
- We have made substantial improvements in relieving patients' pain
- We are in the top 20 per cent for explaining the outcome of operations to patients
- We are in the top 20 per cent for offering patients both a choice of admission date and informing patients far enough in advance of their admission date.

- We have greatly improved the contact information we give to patients if they have concerns after discharge
- Our doctors and nurses are improving the way they work together
- We have improved the food we give to patients
- Our toilet and bathroom facilities are also improving.

In the next few pages of this edition we will be highlighting some of the important information that came out of the survey. A full copy of the results for the Whittington can be found on the Healthcare Commission's website www.healthcarecommission.org.uk.

(continued on page 2)

in this issue

News

A user guide to the new hospital site **Page 4**

The knowledge and skills framework **Page 5**

National breastfeeding awareness week **Page 5**

The Young Black People's consultation service **Page 6**

Sculpture consultation. Outcomes from the Questionnaire **Page 6**

Fruity Friday comes to the Whittington **Page 6**

Farewell to John Manzone **Page 7**

Jane Wilson leaves **Page 7**

Bala retires **Page 7**

Strictly come dancing **Page 7**

Building for babies news **Page 8**

Sports massage and the role of aromatics **Page 9**

Archway development framework consultation **Page 10**

World Cup in your ears! **Page 11**

Regulars

What Sloman Says **3**

Chaplain's Corner **10**

Friends of the Whittington **8**

Puzzle page **12**

Patient Survey Results

Communicating with patients

Our results in the survey about how we communicate with patients showed mixed results.

Patients were asked the following questions regarding communication:

- When you had questions to ask a nurse/ doctor, did you get answers you could understand?
- Did you have confidence and trust in the nurses/ doctors treating you?
- Did nurses/doctors talk in front of you as if you weren't there?
- How much information about your condition did you get in the emergency department?
- Did a member of staff say one thing and another say something different?
- How much information about your condition or treatment was given to you?
- Afterwards, did a member of staff explain how the operation or procedure had gone?

It is worth noting that the majority of complaints to hospitals focus not on clinical expertise but the manner in which patients are dealt with. This includes communication on all levels and applies to all staff.

Here, medical director Mrs Celia Ingham Clark gives her view on these results:

"Some areas of our communication with patients have improved with patients feeling they had been given appropriate information about operations and procedures by surgeons and anaesthetists. In addition nurses gave clear answers to questions and engendered confidence.

"However, we still need to improve the way some doctors give information to patients and answer their questions. To address this we plan to ensure doctors are included in the customer care training that is currently taking place in the hospital."



Nursing on the up!

Everyone who works in the hospital contributes in some way to the patient experience at the Whittington. Nurses and midwives at various levels make up a large percentage of those staff that can influence the way in which patients are cared for.

Last year the nursing establishments were reviewed to ensure that the right number of nursing staff were on the wards. An extra £1 million was invested in nursing posts, which has reduced our reliance on temporary staff. This has improved both quality and continuity of care for patients, and is reflected in the latest survey. Patients feel there are enough nurses caring for them on the wards, and that their call bells are answered promptly.

Staff numbers are not the only thing affecting the patient experience. A great deal of work has also been done to get the basics right.

Essence of Care is a national programme that focuses on the basic aspects of patients' care to improve the quality of experience.

Much of this work has focused on privacy and dignity and includes:

- An observation audit looking at five wards, the environment and behaviour of staff relating to the privacy and dignity of

patients. The results were reported in a previous edition of The Link.

- Clothing being stored and used for patients going home.
- 'Do not disturb' signs used on curtains around patient bedside if the patient requires privacy.
- A privacy and dignity policy has been written and has been launched trust-wide. The 2006 patient environment action team inspection noted an improvement since 2005.
- Complaints are discussed at the privacy and dignity group meetings and solutions sought.

This work is now included in all staff training, where the importance of privacy, dignity and good communication are highlighted.

As a result, staff are much more aware of the importance of privacy and dignity, and this is reflected in the improved results.

The Whittington has built on its successful 'protected mealtimes' on all wards. It is quite clear that enabling nurses to focus on food and nutrition has had a positive impact on patients. Overall, patients felt that the hospital food was much better, but more importantly, patients clearly received help from staff to eat meals. The Whittington performed as one of the top 20 per cent of hospital's surveyed in this category.

The patient survey shows that

nurses are very good at explaining to patients what is being done to them and why.

Although patient leaflets are a valuable way of giving information, it is important that the contents are discussed with patients to ensure that they have time to ask any questions. There is work to be done in this area, particularly in relation to medication and explaining side effects.

Noise, particularly at night, was highlighted as a problem for patients. Although nurses are not the only staff working at night, this is clearly an area that needs to improve. Patients who are exhausted from lack of sleep will find it much more difficult to recover.

The patient survey is a useful way of helping us understand how patients feel about their care. Overall, the work that has been carried out since the last survey has proved successful in improving our patients' experience more positive. There is work still to be done, and we look forward to building on the solid foundation that has been laid over the past year.

Improvements in pain relief

One of the major concerns for patients coming into hospital is that they will suffer pain. It is essential to manage pain well, as it can delay healing and recovery. The acute pain service at the Whittington has improved the treatment and management of our patient's pain through improved education and safer, more effective, methods of relieving pain.

The number of patients that the acute pain team treats has increased recently. We currently see approximately 1,000 patients each year. These are mainly of post-operative patients, who have patient controlled analgesia, and those who have regional anaesthesia, such as

epidurals, spinals and nerve blocks. The team monitors their pain relief and trouble shoot any problems. We also give advice over the telephone to health professionals regarding pain management.

Improvements have included:

- Education for all staff on pain relief - junior doctors attend ward rounds and more nurses

are trained than ever before

- We now have two full time acute pain specialist nurses
- We are now giving a higher number of epidurals with an increased level of success
- Through the development of guidelines, we are now seeing fewer side effects from the pain relieving medication we give
- Patients now have quicker

access to pain medication because we have a clinical nurse specialist who is able to write prescriptions

- Patients have better information leaflets about their pain management
- We use more advanced methods of controlling pain such as patient-controlled epidural analgesia and

continuous nerve block infusions

The acute pain service will be holding a pain awareness day on Tuesday 4 July. Please come along and see us at our stall near the Turning Point restaurant.

...the hospital of choice for local people



This month's Link concentrates on the results of the latest patient survey. In a service that is increasingly assessed against, or obsessed with, a plethora of targets and performance measures, this is the survey that matters the most. When all is said and done, our hospital and indeed the NHS as a whole is and should be judged on the patients' assessment of the care and the service that they receive.

For the Whittington, the survey shows that things are heading in the right direction. Patient satisfaction is up in most areas when compared to last year's survey. For nearly all areas we are at least "in the pack" – and in many cases better - when compared to other hospitals across the country and patient satisfaction with the Whittington is very good when compared to other London hospitals.

Our hard work in tackling waiting lists and giving more choice of the date and time of appointments is clearly appreciated by our patients. Equally, when patients come to the hospital

they notice how our clinical staff work together to ensure that their care is delivered in a co-ordinated manner. Patients have also noticed – and clearly pay attention to – the level of hand washing on the wards. All of this is good news and gives us much to build on.

It is particularly pleasing to see the increasing level of satisfaction with the way that we are managing and alleviating the level of pain that patients suffer when in the hospital. On page two Diana Butcher describes in detail the specific contribution that the pain department makes within the hospital. However, the improvement in this area is about the contribution that all staff make to ensuring that the patient experience is as comfortable and pain-free as possible.

Patient feedback on the environment of care is again improved when compared to last year, but presents more of a mixed picture. On the plus side, we scored better on the cleanliness of the toilets and bathrooms on the wards, which is perhaps a reflection of the level of investment we have put into the wards over the last 18 months. As you may have noticed, we are currently installing new toilets in the emergency department as part of this ongoing plan of investing in the patient environment. Satisfaction with hospital food has also improved.

On the other side of the coin, patients find the wards noisy at night and there continue to be problems with

men and women sharing bays. This situation should improve when our new building opens during the summer.

As I have discussed previously in this column, effective communication and the provision of good quality information lies at the heart of the patient experience, and is a major focus within the patient survey. I am pleased to say that within nursing in particular patients feel that communication is good, and that all communication with patients before and after their operations and procedures is also of a high standard. In other areas, however, communication could be better and this will be a focus of our work throughout the year.

I hope that you take the time to consider the patients survey, both through the articles in this edition of the Link, but also by looking at the survey report in full via www.healthcarecommission.org.uk.

I would also suggest that you consider and discuss the results within your teams and think through what you can do to build on the improvements and address the shortcomings identified within the survey.

Happy reading.

A user guide to the new hospital site

When the new building opens later this summer, the way the hospital site is organised changes significantly. This summary is designed to give you an idea of what will be happening and why. Consult the new site map as you read through these key points to remember:

✓ The main entrance will move to Magdala Avenue

The new main entrance is the primary access point for all wards and services except the emergency department and direct access to the Labour ward. This will be the entrance for all outpatient and day services. There will be a drop-off zone for cars and taxis but no parking will be permitted. In addition to a new reception facility, the patient relations office is also located here. The entrance leads directly up to Level 1 where the new Whittington Court catering and retail facilities are located, along with the undergraduate centre and the entrance to the outpatient block.

✓ The hospital's address will change

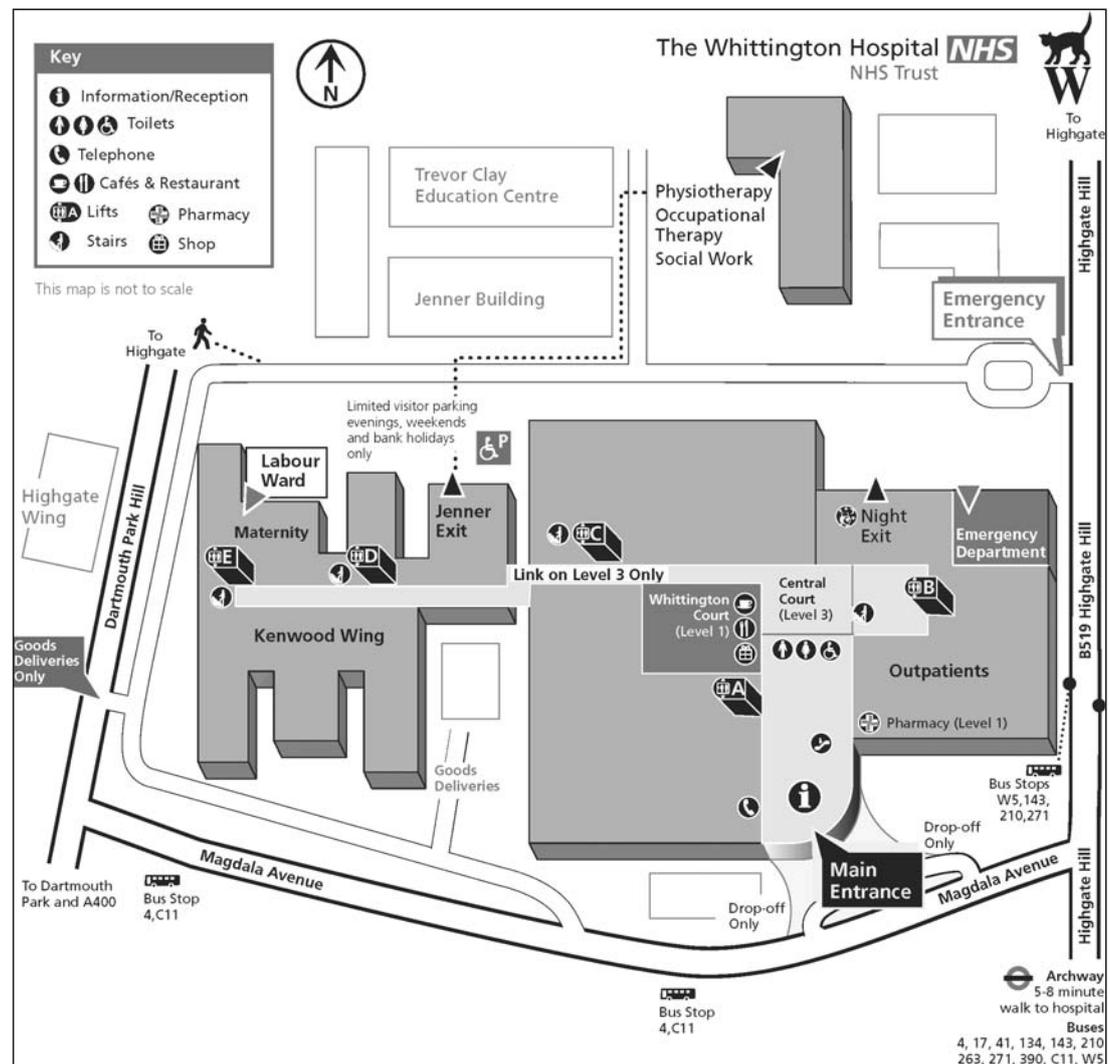
From the date of opening, the address of the hospital will be The Whittington Hospital, Magdala Avenue, London N19 5NF. The term "St Mary's Wing" should not be used, and has in fact been out of use for some years. The post code stays the same. This address should be used on all communications so please ensure all letter templates are changed.

✓ The old main entrance will close

When the new entrance opens, the current main entrance closes and will serve only as an entrance for the emergency department and Patient Transport. The latter will move there from the Great Northern Building. The shop and Upper Crust will also close and new facilities will open in Whittington Court. Patients should not be directed to this entrance for access to outpatients. A staff entrance and night exit will connect with the lift and escalators.

✓ The Great Northern Building entrance will close

This entrance closes with the relocation of the UCL under-



graduate centre and the Turning Point into the new building. Work will then start on the new Day Treatment Centre on this floor. This entrance will not reopen when the work is completed – there will only be an exit from the DTC to a pick-up point outside. Access to all parts of the GNB is via the internal hospital routes. The GNB name should not be used when giving directions or on any communications.

✓ The existing wayfinding colour codes will end

Because of the closer integration of the three main buildings around the central atrium and the way the facilities are organised across floors, the existing block-based colour system on maps and directories will cease. The site will be re-signposted immediately before the change of entrances and will be based on the example map. There will be some subtle colour emphasis across Levels 2, 3 and 4 of the three main blocks. The Orange

Zone will be renamed the Kenwood Wing, following consultation with staff working in this area.

✓ Lifts will now be identified by letter

Greater prominence will be given to lifts by giving each lift bank a letter identification, from A in the new block through to E in Maternity. All lift surrounds will be painted in the same colour, aubergine, to aid location. Lift and level are the key points to pass on when giving directions.

✓ Level 3 will continue to be the main link throughout the hospital

The principle route into and through the hospital is via the new main entrance and up to level 3, where the new Central Court atrium is located. This connects with the new imaging centre and all parts of the hospital, along a new main corridor. The existing level 3 corridor in the GNB closes. Wards in the GNB can be accessed via level 4 in the new

block. The "C Block" entrance will be renamed the Jenner Exit and can be used to access car parking and the other outlying hospital blocks.

✓ Level 2 is a controlled route

Level 2 connections across all blocks will be reinstated but will not be a public thoroughfare. This level is primarily a service route and access will be controlled from ED through to C block. The public can access Critical Care, relocated Montuschi Ward and the Assessment Ward from the new lifts. Unless going to these destinations, the public leapfrogs this floor when going up through the buildings.

Hopefully, this has given you an idea of the main changes. The exact dates for implementation will be circulated in the coming weeks as the hospital gears up for the new building. Orientation visits will also be organised around the time of opening.

The Knowledge and Skills Framework – What now for 2006?

Last year, as part of Agenda for Change, KSF outlines were devised and assigned for every post at the Whittington. This was an excellent achievement by everyone involved, and included the training of more than 350 managers/ supervisors and development of over 550 individual outlines. Many people are now fully conversant with the e-KSF electronic tool, the online administration site for the KSF.

However, implementation of the KSF can only be viewed as truly successful when we all begin to see the real benefits of it for our personal and professional development. There are a number of challenges to this:

- **Making sure people are engaged with the process.**

Are YOU familiar with your KSF outline? Do you know how to access it? It is vital that you are happy the outline for your post reflects what you do, as it will be used to appraise you in the future and inform decisions regarding whether pay gateways can be passed through.

- **Everyone needs to learn how to use e-KSF to access the framework.**

Have YOU explored the online tool? Don't be afraid to log on and have a play around – you won't break it! If you haven't used the e-KSF before, you should go to www.e-ksf.org and log in using your Whittington email address as your username, password WHITKSF. You can change these once you are into the site. Having problems logging in? Just email ksfsupport@whittington.nhs.uk and we'll get it sorted for you.

- **Finding the time.**

It's difficult sometimes to give developmental activities such as appraisal and training the time they need as there seem to be so

many conflicting priorities in all our workloads. Remember, however, that your development is a priority – by investing in people we invest in the NHS's long-term future.

The priorities for this year to finalise implementation of KSF are as follows:

- **All staff must be appraised against their KSF outlines by 30 September 2006.**

Appraisals will now be monitored much more closely by the Trust and the Department of Health, to ensure that all NHS employees receive equal access to staff development and learning opportunities regardless of where they work, the hours that they work and other factors such as gender and ethnic origin. To enable us to effectively monitor and report on appraisal within the Trust, they must be recorded on the e-KSF tool.

- **Ensuring that pay gateways are operational from 1 October 2006.**

Managers must be aware of when their staff's incremental points are so that they can ensure appraisals happen before the gateway; and that staff are supported in meeting the KSF outline where there are areas for development.

- **Continuing to develop comprehensive, quality KSF outlines for new posts and posts that have evolved.**

You may find that, one year on and with the benefit of hindsight, your KSF outline doesn't fit your post as well as originally thought. That's fine – you can review your KSF outline at any time as long as your manager and any other people in the same post as you

are in agreement. Post outlines will only now be recognised by the KSF Team in human resources if they meet the following criteria:

- Full and foundation levels are present
- The outline is submitted on the e-KSF tool and approved
- The areas of application on the outline are specific to the post and not as per the generic areas in the KSF book

As always, support is available from the KSF team if required. The team includes both management and staffside members. The support available includes formal training courses and

support with using the e-KSF (e-learning, book based and face-to-face training are all available). We are also happy to come to team meetings or deliver short presentations to departmental teams on request – and don't forget that union learning representatives are also a valuable resource. Call Ebahi Cervera, KSF Co-ordinator on 5151 or email ksfsupport@whittington.nhs.uk to discuss.

Melanie Briggs
Senior Human Resources
Manager
KSF Project Lead

National breastfeeding awareness week



Two events were held in May to celebrate national breastfeeding awareness week. On May 18 an open day was held in the parentcraft room, which was well attended by families and staff. Paul and Alex from the Asante Academy were on hand to provide massages and reiki sessions, which brought in the punters. The guess the weight of the boob competition was won by Lorraine Tinker, paediatric service manager, who received a £10 Marks and Spencer voucher. The knitted boobs were the hottest items on sale and proved to be best sellers. Two hundred and forty pounds was raised on the day and all proceeds will go towards purchasing essential items to improve breastfeeding support for women in the unit.



On 20 May we set off for Chapel Market and despite the day being wet there were no dampened spirits. The gazebo went up without a hitch and the bemused public showed their usual enthusiasm and humour in joining us. Health visitor colleagues from Islington PCT joined us for the day and helped with giving out information on breastfeeding.

There were quizzes to fill in and another go at guessing the weight of the boobs. As usual none of this would be possible without the help and goodwill of the people who donated their time and effort most generously and to those who turned up on both days to support us. A big thank you to all of you.

A special mention and thanks must go to Angela Whitting's mum who knitted all the boobs. She has orders for next year already!

Logan Van Lessen
Clinical Midwifery Manager
Islington/Haringey Teams

The young black people's consultation service

It is well established that black and ethnic minority communities often have poor access to therapeutic services. The Whittington recognises this as a problem and is committed to addressing this through a number of initiatives. The young black people's consultation service is one such initiative, it aims to improve access to mental health consultation to young black people and their families so that they can get help early with emotional problems, and make informed choices as to how to address them.

The young black people's consultation service offers free, professional and confidential consultations. It recognizes that issues of race and culture are important to some people and will attempt to provide a therapist from the same cultural background, where this is requested. The service is for young black people aged 14 to 30 years old and parents or carers of young black people aged 14-25.

What is the service?

It offers up to four confidential meetings of about an hour each to young black people individually and/or families, who feel in need of space to talk or think through personal or emotional problems about which they are concerned. These consultations are aimed at helping clients get a clearer understanding of the problem or difficulty they may have; and may also include discussion about how to go about getting further help if this is appropriate.

What is meant by black?

Black is used in an inclusive way to describe all people who

experience discrimination based on skin colour. This includes people of Asian, African and Afro-Caribbean backgrounds, as well as people of mixed parentage.

Who do clients see?

The young black people's consultation service is led and staffed by qualified and experienced black and ethnic minority therapists. Consultation meetings will be provided by a range of staff, including some who are in training at the Tavistock Centre.

Forum group

Camden Black Child and Adolescent Forum group is an information and discussion group for black parents, professionals and young people

of which Joy Clarke and Patricia Whyte are members. The group meets on a monthly basis at the Tavistock Centre from 10.30am to 12 noon.

The next meetings will take place on 3 July and 11 September 2006.

How to access the service?

Whittington referrals can be made via Patricia Whyte or Joy Clarke for pregnant women or by direct written referrals for non-pregnant women or male patients.

For more information

Contact Valerie Wilton on 020 8938 2507
Tavistock Centre, 120 Belsize Lane, London NW3 5BA

Sculpture consultation. Outcomes from the questionnaire

Thanks to the 120 people who responded to the Sculpture Questionnaire, the Arts Committee have been presented with the task of working its way through a lot of conflicting and irreconcilable views. This, the cynic will say, is a convenient way for the committee to get what it wanted in the first place; but our two students from Byam Shaw Art College have made a detailed appraisal of both the ticked boxes and the written views of respondents and have prepared the ground for the objective scrutiny of the results which the Arts Committee are bound to respect.

Interim findings suggest that the cat, inevitably, featured strongly in people's preferences, which will disappoint the person who said 'No more cats please.'

The Foyer came out marginally in front as the preferred location, with the Embankment a close second, but there is less of a consensus as to what should go in the Foyer. There was a lot of interest expressed in a light-reflecting chandelier, a calming

soft-edged sculpture and in coloured glass in the tower. The Committee will now weigh up the pros and cons, take professional advice, speak to sculptors and other artists and make a commission.

The best outcome of the exercise of course is the evidence that there are lots of excellent ideas for enhancing the new building; and though at present we probably only have the resources to think about a single artwork, in due course we might find funders or sponsors to put some of the other ideas into effect.

And that of course is before we even start looking at the intriguing potential for artwork inside the building.

Rose Streatfield and Dennis Lye, students on secondment from Byam Shaw College and Andrew Smith, Arts Coordinator

Fruity Friday comes to the Whittington



Children at the Whittington Hospital Class enjoyed a very healthy lesson on Friday 25 May. Together with a group of year six pupils from St Joseph's, one of our local primary schools, we created a wonderful array of fruit kebabs and fruit smoothies.

The pupils first discussed the wide variety of fruits from all corners of the world and talked about their favourite fruit. They then made their own individual kebabs, creating a variety of colourful and tasty treats. Later they teamed up to create some interesting smoothies to which they gave imaginative names. The children loved creating their own drinks and trying out everyone else's.

Some of our pupils created a wonderful smoothie for the deputy head of St Joseph's, aptly named Ms Richards' Delight. Another pupil took some of her creations home for her mother to try.

Hopefully, all our pupils will continue to eat lots of fruit and create their own smoothies.

A big thank you to Jaynes Florist, 260 Kentish Town Road NW5 2AA, for the donation of the fruit.

Farewell to John Manzone



John, pictured left, with Lorraine Backshall and Jason Whittaker from supplies and stores

John Manzone retired from The Whittington on Friday 26 May after 37 years. He started work in the portering department at the Whittington in the summer of 1969.

In 1970 John moved to work at St Bartholomew's Hospital, returning to the Whittington in 1972 as storekeeper in the supplies department. Over the next few years John became an important member of staff in the department.

In 1986 John was appointed to deputy stores manager. It was around 1990 the supplies department decided to set up the Top Up system for medical and non medical products. John and Dell spent months together setting the system up that the hospital still employs today. A few years later John became the Top Up team leader where he passed on his expertise to others and developed the function of the supplies department.

In his retirement John plans to travel to sunny shores with his wife, relax and eat fine foods. We would like to take this opportunity to say thank you and good luck from all at the Whittington.

**John Manzone
Jason Whittaker
Logistics Manager
Lorraine Backshall
Supplies and Logistics
Manager**

Jane Wilson leaves



Patient information co-ordinator Jane Wilson left the Whittington at the end of May after 13 years. Wishing her farewell imaging consultant Dr David Grant, said: "Jane originally came to work on a outpatients project in 1993 and from that it was found that what patients really wanted was good simple information.

"Jane has worked tirelessly, with great enthusiasm and dedication over the years to produce excellent patient information. She also set up patient panels which have had input into many areas of the hospital. She has received national and international recognition for her work".

Jane said she was sorry to be going. "The Whittington Hospital has been very supportive through the years and I really did enjoy my work here" she said.

Welcome to.....

Clayton Hutson, Barbara Danielski, Norlette Spencer, Robert Lindo, Eliza Nazuruk, May Yao, Andrew Blackman, James Cocker, Edlyn Dela Cruz, Gladys Nsiah, Adeola Oluwoye, Perla Ramos, Jaroslava Tumova, Sarah Way, Doris Atando, Nowelyn Ndanatsei, Palitha Gunratne, Michelle McMath, Nokukhanya Mzaca, Lilian Ogieva, Neneh Pratt, Trupti Roberts, Anne O'Byrne, Ewa Babisz, Eustacia Philbert, Reema Fairbain-Wehlage, Margaret McCarthy, Chandra Jethwa

Bala retires



Kandsamy Balasekaram known as Bala retired from the imaging department at the end of May after 34 years service as a radiographer at the Whittington. Bala trained as a radiographer in Sri Lanka and his first job was at the Whittington, where he worked as a neuro radiographer with Dr Bernstein.

Bala was an excellent radiographer and to every patient he x-rayed he gave his undivided

attention and his caring manner made even the most anxious feel at ease. He was very fond of children and could produce the best x-rays even with the most difficult children. This made him very popular with the paediatricians, who always wanted Bala to x-ray their patients.

The other qualities Bala had was to teach the radiography students and the junior registrars during their stay in the imaging department. He supported them and instilled confidence in their work. Many of his colleagues would ask Bala's assistance when dealing with difficult examinations. He just had that quality of making everything look so simple.

All staff in imaging and many other friends he made during his time at the Whittington will miss him and would like to wish him a very happy retirement.

**Mahera Chaudry –
Imaging Department**

Strictly Come Dancing

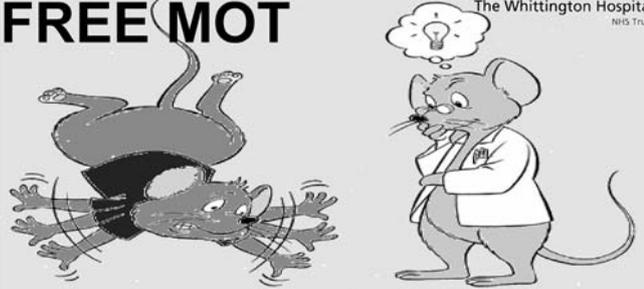


The Women's and Children's directorate hosted a splendid evening of dancing on Friday 19 May. Gaye Henson and Soo Tai, along with a team of volunteers, organised a fabulous dancing competition, meal and raffle. David Carr and Mez Aref were victorious in the salsa competition with a passionate dance to Jennifer Lopez, whilst graceful

Gaye Henson and local GP Dr Christian won the prize for the best waltz. The audience were also treated to two excellent exhibition dances by Gladys Yeboah and Rosanne Spry before taking to the dance floor themselves.

The Whittington Hospital NHS Trust

FREE MOT



- Have you or a member of your family had a slip, trip or fall?
- Do you feel unsteady on your feet or have any problems with your balance?

For free screening, help and advice come along on
Tuesday 27 June 2006, 9.30 am – 2.30 pm in the main hospital foyer

News from the Friends

The Friends annual general meeting was held on Wednesday 25 May. Steve Radford, our new chairman, welcomed members present, who braved the bad weather of the day.

As our two speakers are very involved with work in the hospital, the chairman invited them to speak first. Consultant midwife Rachel Ambler gave a very interesting talk on Building for Babies, and the reasons for upgrading the Labour wards and neonatal intensive care unit. Many more women wanted to have their babies at the Whittington Hospital, because it is a very friendly and helpful unit, but the present facilities are not suitable.

When Rachel applied for her post as a consultant midwife, she also realised, that the hospital was kindly and outgoing and she is delighted with her appointment. Mr Spence-Jones, consultant obstetrician and gynaecologist then gave a most informative talk on the modern care for maternity patients and the neo-nates. There are more than 3,000 deliveries a year, more mothers would like to come to the Whittington if it were possible. Hopefully the appeal 'Building for Babies' will enable this to happen.

After thanking the speakers, our chairman gave a resume of our efforts during the last year, where we supported the wards

for the elderly and the stroke unit. This year we will help the 'Building for Babies' appeal, which we have already started. Our president, Mrs Joan Dacre-Crawford said she had enjoyed her first year and was honoured to be asked to replace Mary Graham, who worked for the hospital for many years.



Thanking the members of the committee for their help and support over the year, the chairman invited us to partake of tea, where he thanked Mr Theodore Mallinson, (pictured above) who was retiring from the Friends, after many active years. Mr Swallow, the previous chairman was unable to attend the meeting but sent a letter, also thanking Mr Mallinson for his support since joining in 1978. Steve Radford presented him with an inscribed salver as a memento. Mr Mallinson made a short reply, saying he had enjoyed helping the Friends and the hospital.

Everybody enjoyed a lovely tea. It certainly was a most pleasant and enjoyable meeting.

Tilda Siebert
Hon Publicity Officer

Friends at Highgate Festival

Once again, on Saturday 17 June a few members of the Friends of the Whittington will be attending the Highgate Festival in Pond Square from 12 noon until 5.30 pm.

On sale will be fundraising items usually sold on the Friends' table in the main entrance three morning a week, including second hand books and the humorous Whittington tea-towels.

There will also be a tombola and a large selection of hand-made embroidered greetings cards and masks in child and adult sizes.

Building for Babies news



This month we are pleased to announce that the newly elected Mayor of Haringey, Councillor Gina Adamou, has chosen Building for Babies as her special fund for which she will fundraise during her period in office.

Councillor Adamou took over the chand of office from Councillor Eddie Griffith at the annual meeting of the council on 22 May and is the first female councillor of Cypriot origin to hold the mayoralty of Haringey.

We will be holding an evening of baroque music in the lower gallery of Lauderdale house on 19 June at 7.30pm.

Mezzo soprano Helen Fetto, a final year music student at Exeter studying under Julie De'Arth Lancaster, will be singing:

- 'Bel piacer' from Handel's Rinaldo
- Cantate: 'Piango, gemo, sospiro...' by Vivaldi
- 'Alla caccia dell'alme e de' cori' by Vivaldi
- 'Amor ch'attendi?' and 'Tu ch'hai le penne, Amore' from Le nuove Musiche by Caccini
- 'Chi vuol la zingarella' from I Zingari in Fiera by Paisiello
- 'Danza, danza fanciulla gentile' by Durante
- 'Weep you no more sad fountains' by Dowland
- 'Maledetto sia l'aspetto' by Monteverdi
- 'Lascia ch'io pianga' from Handel's Rinaldo

The Whittington Hospital **NHS**
NHS Trust

Building for Babies Appeal Summer Baroque Soiree

Featuring Helen Fetto (*mezzo soprano*)
Belinda Jones (*piano*)

Venue Lauderdale House
Lower Gallery
Highgate Hill
London
N6 5HG

Monday 19 June 7.30pm

Tickets £10 (*pre-booking*)
£12.50 (*door*)

Contact Building for Babies
Fundraising Office on: 020 7288 5641

Building for Babies
Raising money for sick and premature babies



Helen Fetto (mezzo soprano)

'I'll drink to that'

"But I heard drinking was good for you!" Recent research has stated that a moderate alcohol intake can reduce stress and the risk of heart disease, helping you live longer. However, current data suggests that this may only apply to men over 40 years and women after the menopause. The reasons for this are not clear; evidence implies that the benefits may be due to components found mainly in wine, especially red wine, which contains flavonoids and other antioxidants. However, other lifestyle factors may be involved. The best known effect of alcohol is a small increase in HDL cholesterol (the good cholesterol) but regular physical activity can

raise it to a greater degree.

Drinking may also improve your sense of well being and make you feel attractive and confident. However, in reality it can have the opposite effect. Alcohol is high in calories and it stimulates your appetite, so you are more likely to snack whilst you drink, which can lead to weight gain. Alcohol also acts as a diuretic, meaning the body loses more water than usual. So, when you drink, you should also have non-alcoholic drinks to prevent your body and skin becoming dehydrated. Alcohol dilates the blood vessels near the surface of the skin too, causing broken veins. Worst still, some of the alcohol consumed is excreted straight through the urine, breath and sweat, making you smell bad.

"So, is drinking really any good for you?" Alcohol, in moderation, does have some

benefits, but these are far exceeded by the harmful effects of drinking too much, such as liver diseases and cancers. Right now, how alcohol affects cardiovascular health merits further research: a balanced diet,

high in fruit and vegetables and low in saturated fat, and regular exercise are safer alternatives. You can enjoy a drink but be sure to know where the benefits end and the risks begin.

"What is moderate drinking?" This is measured as a daily rather than a weekly allowance. You are far better off drinking a small amount often than bingeing at the weekends and you should have a couple of alcohol free days a week. Daily allowances vary depending upon your sex: women should not exceed 2-3 units per day; while 3-4 units per day are safe for men.

If you have drunk too much on one occasion, you should avoid alcohol for at least 48 hours to give your body chance to recover.

Beverage	No of Units	Kcal
1 pt Lager		
- Fosters	2	193
- Stella	3	256
1 pt Bitter	2	180
1 pt Cider	2	200
175ml glass wine	2	120
125ml glass champagne	1.5	95
25ml spirit	1	
- Vodka		55
- Gin		56
- Baileys		87
- Whiskey		50
Alcopops	1.5	
- Smirnoff Ice		176
- Bacardi Breezer		180

Stephanie Jones, Dietetic Assistant, Clinical Nutrition Service

Sports massage and the role of aromatics

Middlesex University's London Sport Institute and Department of Human and Healthcare Sciences are continuing their successful series of clinically oriented sport and health seminars with 'Sports Massage and the Role of Aromatics'.

The seminar is on Wednesday 14 June 2006 from 7pm-8.30pm. It costs £20 and will take place at Holborn Union Building, Room 1, A6 (level 2), The Whittington's Archway Campus, Highgate Hill, London N19 5LW. To book a place, contact Mary Michael on 020 8411 5737 or email m.michael@mdx.ac.uk. For further information, contact Jane Simmonds on 07813 582 206 or email j.simmonds@mdx.ac.uk.

The introductory session will be presented by Jane

Simmonds, physiotherapist and senior lecturer in sport rehabilitation. She will review the role of massage in enhancing performance and preventing injury among athletes and dancers.

Following this, Lisa Nelson, medical herbalist, remedial massage therapist and lecturer at

the University will explore the use of essential oils and topical herbal applications for improving performance and treating and preventing injury in athletes. She will draw on her own experience and published work in the field of aromatics, including the use of essential oils to stimulate 'aroma memory' to enhance performance.

Aromatics have been used in sports medicine for thousands of years from the times of Galen to the warming rubs of today. The seminar is particularly topical given the recent national debate on the use and effectiveness of aromatherapy.

Discover the underwater world of fish and friends & learn to dive at the 52 Club. Angel Divers are a PADI dive club for NHS Staff, Family and Friends.

Test the water...

See what it's like under the water in a Try Dive Session - £25

Become qualified...

We offer a whole range of courses from PADI Scuba Diver, and Open Water Diver to Rescue Diver and Divemaster

Refresh or Review your skills...

Already dive but it's been a while? Try a Scuba Review from £30 or we can arrange an Open Water review session too.

Dates - pick one that suits you...

June 3rd July 1st
June 10th July 8th

& more will be scheduled each month.

Meet us...

We'll be having drinks in the bar at the 52 Club, Gower St from 6pm on Thursday 8th June. Hope to see you there.

Interested?

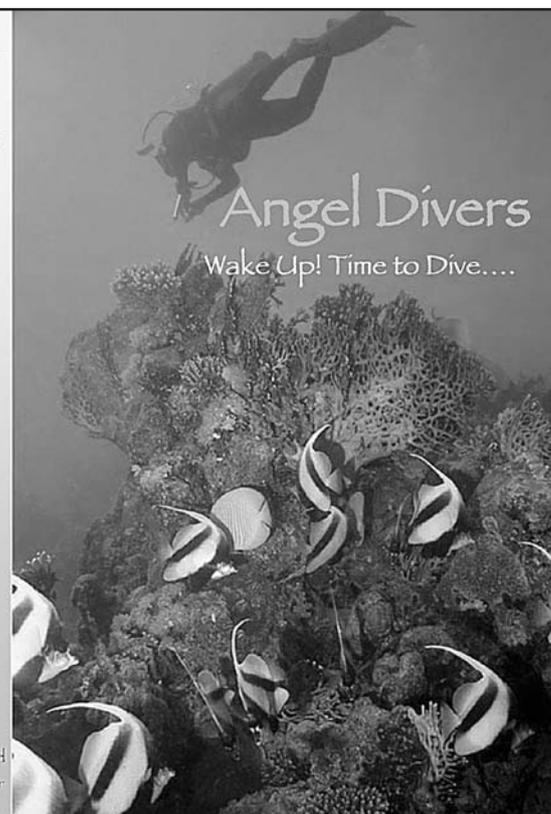
Contact Kathy or Eva on:

Phone: 020 8374 4388

Email: angel.divers@uclh.org

Website: www.angeldivers.co.uk

Pool sessions are on a Saturday morning - leaving you the rest of the weekend to tell your friends all about it. All equipment is provided, but don't forget your cossie and towel!



Chaplain's Corner

**By Revd Daphne Williams
Co-Head Department of
Spiritual and Pastoral Care**

Do you remember when England won the World Cup? I do! My parents and I were going on holiday and we arrived at the guest house early on a Saturday afternoon. We rang the bell. We peered behind the desk and round the corner – but where was everybody?! After a while my father and I set off to explore, leaving my mother in the hall with the cases. Upstairs at the front we found a large sea view lounge. It was packed – not with people enjoying the view but with all

eyes focussed on a not very big television in the corner. Guests and staff alike were watching the world cup final. I don't think it had occurred to my parents that this was the day! I remember that a staff member tore himself away and showed us our room; whereupon my father decreed that we'd go out and explore the town while there would be fewer people around!

So you can see, with an upbringing like that, I am left somewhat bewildered by the current world cup frenzy. To me, if someone has a broken metatarsal what matters is that it heals well so they have no more problems in the future – but apparently I am being simplistic! And I also would have thought that there were rather more important issues

around in the world today than people kicking a black and white ball. Sorry; I am just not on a football wavelength! But why am I apologising?

When I was first ordained, it came as a huge shock to me that many people, on discovering either my job or my title, would apologise for not going to church, or not being religious. Why apologise? If the person is happy with the way they have sorted their life, why apologise for not doing something extra?

I have a hunch that, just like me with the football, they sense some sort of cultural pressure that they ought to be at least interested. I think it was the late M. Scott Peck who coined the phrase, 'hardening of the oughteries'. But oughts impose guilt. As adults we can

choose to push them aside. 'Have to', or 'want to', are much healthier responses.

In many situations we are obliged to do certain things because they are part of a commitment we have undertaken. A lot of what we do at work is like this. In other situations we choose to do something because it is what we want to do. I choose to practice my Christian faith because for me it makes sense of who I am, and holds the rest of my life in meaning. If you are searching for hope or meaning, giving a faith community a try might be a good choice – but please do it because it is your choice, not because anyone else puts pressure on you. And for those of you who choose to watch the football – I hope you enjoy it.

Archway development framework consultation

Islington Council is producing a development framework for Archway. This will set out what type and scale of development would be acceptable, and what other requirements need to be included in a planning application. These could include a proportion of affordable housing, contributions to transport improvements, or other factors.

The framework is intended to pave the way towards the redevelopment and it is important that local residents, businesses and others have a say in what it contains.

Last year there was consultation on what Archway should be like in the future. There was a great deal of support for redeveloping the Archway Mall and the island, replacing the existing buildings with medium density, mixed use development and building a public square. Respondents also wanted improvements to public transport and better provision for pedestrians and cyclists.

The study team, which

includes architects Building Design Partnership (BDP), transport consultants MVA and commercial advisors Donaldsons, have produced four examples to show how the framework could be interpreted by a developer to meet these aspirations. These can be viewed at a public exhibition that is being held on:

- **Saturday 17 June** Archway Market 10am – 4pm
- **Monday 19 – Thursday 22 June** Shop unit Corner of Junction Road and Vorley Road 10am – 5pm
- **Friday 23 June** Jargrave Park School Summer Fair – 2pm – 4.30pm
- **Saturday 24 June** Archway Swimming Pool 10am – 1pm
- **Monday 26 June to Friday 30 June** Shop unit Corner of Junction Road and Vorley Road 10am – 5pm except Monday 10am – 9pm
- **Saturday 1 July** Caxton House, 129 St John's Way – 10am – 4pm

Everyone is invited to come along to the exhibition and discuss the options with the

study team. The comments received will help to identify a preferred option that will be then adopted by the Council as part of the emerging Local Development Framework. See

www.islington.gov.uk/environment/planning/majorschemes/archway/ for more information, or contact Islington Council Planning Division on 020 7527 1869.



SUPPORT



Building for
Babies

Lovely cards cost only £1 each or 90p if 10 or more purchased. We have dozens more as well as giftwrap, posters, postcards, invitations, stationery and accessories.

*Contact me for a brochure:
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**All orders taken will support the
Building for Babies**



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I.D. 8585)
Tel 07941 944 977
e-mail: anita13fe@yahoo.co.uk or
anita.willis@whittington.nhs.uk**

World Cup in your ears!

Hello from the Whittington's very own radio station. It can't have escaped your attention that the Federation Internationale de Football Association's big tournament is about to begin. In other words, the World Cup! If you are wanting to know what's going on in Germany then we will be keeping you posted on the results of the games throughout the tournament right up until finals day on 9 July.

For those of you who are not football fans, never fear, we will continue to broadcast our regular schedule of music, your requests and topical news stories - look out for our volunteers on the hospital wards

and let them know what you want to hear.

One other piece of news from us this month - 1 June marks the five year anniversary of our radio station being based at the Waterlow Unit of the hospital - we've done a lot since then and are looking forward to the next five years!

We'll be back next month with more news - in the meantime keep listening to us on Channel 7.

Abbi
Volunteer, Whittington Radio



The HOSPITAL DOCTOR AWARDS 2006

ORCHESTRATING CLINICAL EXCELLENCE
Thursday 23rd November, 2006
Hilton Hotel, Park Lane, London.

ARE YOU SUCCESSFULLY ORCHESTRATING CLINICAL EXCELLENCE?

If so, why not enter the Hospital Doctor Awards 2006, and gain the recognition that your team deserves. With a wide range of categories, the Hospital Doctor Awards celebrate teamwork and spread best practice. And, if your team is short listed, you will be invited to the prestigious awards ceremony at the Hilton Hotel, London.

Strike the right chord with your team and write your entry now.
Contact Kathy Lambart on 0800 5877601 for an entry pack. The closing date for this year's programme is 7 July, 2006.

This years categories are: COPD MANAGEMENT TEAM OF THE YEAR, SURGERY TEAM OF THE YEAR, ONCOLOGY TEAM OF THE YEAR, TRAINING TEAM OF THE YEAR, RHEUMATOLOGY TEAM OF THE YEAR, DIABETES TEAM OF THE YEAR, DERMATOLOGY TEAM OF THE YEAR, CRITICAL CARE IN ANAESTHESIA TEAM OF THE YEAR, PSYCHIATRY TEAM OF THE YEAR, CARDIOLOGY TEAM OF THE YEAR, GASTROENTEROLOGY TEAM OF THE YEAR, INNOVATION TEAM OF THE YEAR, PARKINSON'S DISEASE TEAM OF THE YEAR, CONTINENCE CARE TEAM OF THE YEAR, ACUTE MEDICINE TEAM OF THE YEAR

Brought to you in association with:

SPECIAL

INVITATION

To all Whittington staff, consultants, patients and friends

WHITTINGTON NIGHT

on
Thursday 6 July (5.30-8pm)

**Third Year BA,
Postgraduate and
Foundation Degree
Show**

at
**Byam Shaw School of Art
2 Elthorne Road, N19**

Bar and Food

**Proportion of proceeds from sale of artworks
to go to Whittington Hospital Art fund**

Radiologists go bananas



On 16 May, consultant radiologist Dr Caroline Allum and specialist registrar Antony Gough-Palmer took a trip to London Zoo to see a gorilla with pneumonia.

The sickly ape received an x-ray, which happily showed that he was not in need of a chest drain, and an ultrasound scan to make sure there wasn't any fluid on his lungs.

Look out for Caroline and Antony on television as the pair were filmed in action by the BBC's Supervets programme, which is due to be shown in the autumn.

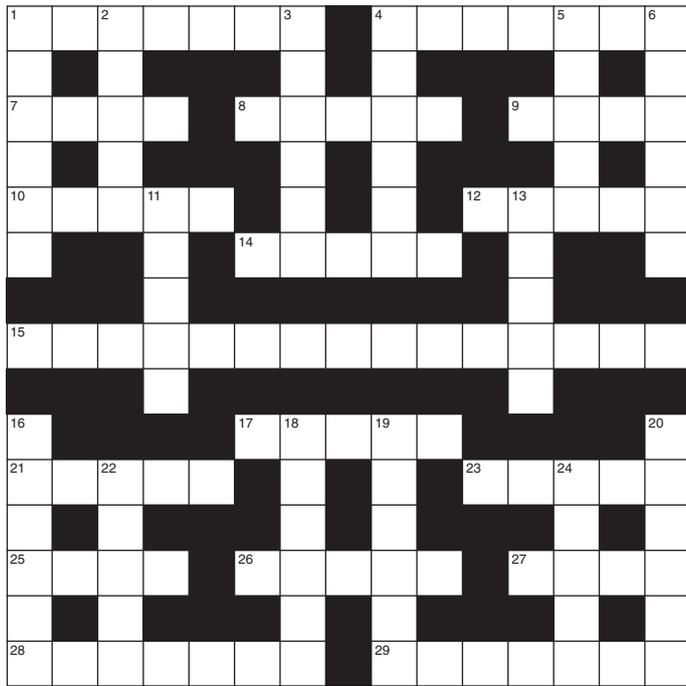
Congratulations

To consultant surgeon Hasan Mukhtar and his wife Morna Carroll, senior human resources manager who had a baby boy Dil born just before lunchtime on Thursday 1 June.



Puzzle Page

Compiled by Ellen Beckett



Across clues:

1. Life jacket named after an American actress. (3,4)
2. Brand of stationery clip with a spring. (7)
7. Main part of a church. (4)
8. A run scored in cricket without hitting the ball. (5)
9. Low hill of sand. (4)
10. The Florentine or other iris. (5)
12. An examination of accounts. (5)
14. Original first name of Marilyn Monroe. (5)
15. A dealer in property. (4,6,5)
17. Any poisonous snake of the genus Naja. (5)
- 21 & 23. Academy award winning actor in the film On Golden Pond. (5, 5)
25. Sir Thomas; Lord Chancellor to Henry VIII (1529-32). (4)
26. To hinder from growth. (5)
27. Film remake released on the 6th June 2006; The... (4)
28. American actor Tracy; associated romantically with Katherine Hepburn. (7)
29. Informal term for the beginning of time, The....(4,3)

Down clues:

1. 5th American President; James (1817-25). (6)
2. The young of an eel. (5)
3. American or Canadian for a dinner jacket. (6)
4. Soft silvery-white metallic element; Atomic Number 56. (6)
5. A member of an ancient order of priests. (5)
6. Densely populated slum area of a city. (6)
11. European country. (5)
13. Constant habit or custom. (5)
16. A river in Southern England. (6)
18. An edible marine bivalve mollusc. (6)
19. Actor Mickey or footballer Wayne. (6)
20. A precious stone, generally red. (6)
22. Of ancient and medieval Scandinavia. (5)
24. A wanderer. (5)

Solutions to last month's Link crossword



Crossword winner: Stuart Biggs (again)

Conundrum

A certain crime is punishable if attempted but not punishable if committed. What is it?

Please send your answers to: Deborah Goodhart, JENNER BUILDING

Last month's answer to:
What does a racehorse eat?

Was: Fast food
Winner: John Barton – Stores

Sudoku

			7	5				3
		4						8
6	5	3			8			1
				2		4		9
	7						2	
9		5		8				
3			4			7	6	5
1							3	
5				3	2			

Solution to last month's Sudoku

3	2	4	7	1	5	6	9	8
5	8	6	9	3	2	4	1	7
1	7	9	8	4	6	2	5	3
6	4	2	1	9	3	8	7	5
7	3	1	6	5	8	9	2	4
9	5	8	4	2	7	1	3	6
8	6	3	2	7	1	5	4	9
4	1	5	3	8	9	7	6	2
2	9	7	5	6	4	3	8	1

How to Play Sudoku:

Fill the grid with the numbers 1 to 9 so that each row, column and 3x3 contain the numbers 1 to 9.

Please send your answers to:

Deborah Goodhart, JENNER BUILDING

Let us have your comments, ideas and stories for The Link. Send them to
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