

## Rotary back paediatric emergency department



The Rotary Club of Islington, Highgate and Muswell Hill presented a £1,300 cheque to Whittington chairman, Joe Liddane at a dinner on Wednesday 27 May. This will be used towards equipment in the paediatric emergency department.

The Club raised this amount through a quiz night held at the hospital in February. Joe Liddane, accepting the cheque, thanked the Rotarians for their generous support and said the hospital looks forward to a continuing partnership in the future.

Joe Liddane (left) accepting the cheque from outgoing Rotary chairman Mr Norman Brooker.

*Fashion Fundraiser*  
featuring  
**laLESSO**

Thursday 2 July at 6pm  
At Flutes Wine Bar and Brasserie  
2 Highgate High Street  
Highgate, London N6 5JL

Tickets £20  
includes fashion show,  
drink and canapes.  
Clothes are available  
to buy on the night.

For tickets and enquiries call 020 7288 5641 or  
email fundraising.department@whittington.nhs.uk

In aid of The Whittington Hospital's Care of  
Older People appeal and a fundraising auction  
will benefit SOKO, a sustainable charity in Kenya.  
www.whittington.nhs.uk/COOP  
registered charity no.: 1056452  
www.lalessos.com www.soko-kenya.com

Flutes | SOKO style | holts

## Wallace and Gromit get it wrong at Whit!

The characters Wallace and Gromit brightened up the smiles on Ifor ward when they visited on Wednesday 3 June.

The animated duo dropped into the play area on Ifor to encourage people to take part in national Wallace and Gromit's 'Wrong Trousers Day' on Friday 26 June. For this year's 'colourful' theme, Wallace will swap his trousers for a giant rainbow-coloured pair in support of the event, which raises money for children's hospitals and hospices. Wrong Trousers Day is a popular community event, which raises thousands of pounds by inviting people to pay a pound to wear wrong trousers in aid of their local hospital.



The Whittington Hospital  
Charitable Funds

Do you know your  
'Two Fat Ladies'  
from your  
'Doctor's Orders'?

If so, you will be sure to enjoy  
Whittington's night of

**BINGO**

in aid of the  
Care of Older People appeal  
at The Whittington Hospital.

Come along on Thursday 18 June 2009 at 7pm,  
Charlotte Despard Pub  
and be in with a chance to win  
**£200 worth of cash prizes!**

Tickets cost £10,  
which includes bingo and a buffet dinner

For more information, please contact  
7288-5641/5983 or e-mail  
fundraising.department@whittington.nhs.uk

Charity Number: 1056452

in this  
issue

### News

Full time smoking cessation  
at the Whittington Page 2  
Voluntary services  
say thanks Page 2  
Pennies from Heaven Page 2  
Aussies visit  
Whittington Page 3

Cash and Banking  
has moved! Page 4  
Donate a  
Remembrance Gift Page 4  
International Nurses  
Day Page 4  
Swine Flu update Page 4

Sarah Jane Mitchell Page 5  
Dysphagia Training  
Centre of Excellence Page 6  
Payroll's star! Page 6  
National Falls Awareness  
Day 2009 Page 7  
What is the Bradford  
Score? Page 8

Security update Page 8  
Patient information Page 9  
Do you play football? Page 9  
Iron – the essential  
mineral Page 11  
Improving access  
to services Page 11

### Regulars

What Sloman Says 3  
Carbon Corner 5  
Whittington Radio 9  
Friends of the Whittington 10  
Chaplain's Corner 10  
Puzzle page 12

## Full time smoking cessation at the Whittington

The Whittington now has a full time smoking cessation specialist working from our respiratory department and is the first hospital in London to employ a designated stop-smoking advisor.

Julie Browne joined the Whittington at the start of May and will be providing support and advice for patients and staff on the best way to quit.

Julie is a trained councillor

and worked for Lambeth PCT with pregnant women to help them stop smoking. Following this Julie joined Southwark PCT as a stop-smoking coordinator.

Julie will be working with the respiratory clinic, 3A, on Monday afternoons and Tuesday, Wednesday and Thursday mornings.

**To book an appointment phone 020 7288 5236.**



## Voluntary services say thanks

On 15 May Middlesex University student volunteers donated five potted plants to be replanted in the hospital grounds. Antoinette Webber met with Jacqui Waterhouse, community volunteering programme officer, said she would like to say a huge thank you to the students for

their very pretty and colourful donation. The plants have been passed to Jon Russell.

The student volunteers were given certificates on 21 May at a ceremony on Hendon campus to reward their help and hard work. Throughout the year, the students have helped schoolchildren, families, and the environment. They also raised more than £10,000 to help various charities.

**Antoinette Webber  
Voluntary Services Manager**



Jacqui Waterhouse is pictured with her colleague from Middlesex University

## Pennies from Heaven

On Wednesday 27 May the fundraising team set up a Pennies from Heaven stall to launch the payroll scheme to staff. The scheme is simple: net salaries are rounded down to the nearest pound with the spare pennies being donated this year to the Whittington Care of Older People appeal. It is a very convenient and affordable way to give to charity. The most anyone can give per



**Chairman Joe Liddane with communications intern from USA Brooke Hamilton**

payslip is £0.99 every month.

Staff who signed up on the day include chairman, Joe Liddane (pictured), as well as Lorraine Sills and Paula Wallace.

**To sign up download a form from [www.whittington.nhs.uk/fundraising](http://www.whittington.nhs.uk/fundraising) and click on 'Pennies from Heaven' on the side bar. For more details contact the fundraising office on 020 7288 5641 or at [penniesfromheaven@whittington.nhs.uk](mailto:penniesfromheaven@whittington.nhs.uk)**

## Dear Editor

The new Whittington Cat stalking the roof over the hospital entrance reminds me of what I think was the first use of our feline friend as an emblem on hospital stationery. This was sometime in the late seventies or early eighties when we thought the image of the

hospital could be softened a bit by association with Dick's furry companion. I just wonder if funds could now be found for some lighting at night (perhaps just for the eyes) as the visual powers of our visitors are not up to those of our Cat.

**Dr Barry Hoffbrand  
Governor**

## UCL Flexible Learning

**The Whittington is just minutes away from a centre of expertise on using information to improve health.**

The UCL Centre for Health Informatics and Multiprofessional Education (CHIME) based at the UCL Archway (Whittington) Campus offers a range of postgraduate qualifications and CPD courses in health informatics. These are designed for clinicians, technologists, managers and administrators, and **places are available for September.**

Topics covered include:

- ▶ electronic health records;
- ▶ patient safety;
- ▶ healthcare quality;
- ▶ research methods;
- ▶ clinical information systems;
- ▶ how to create high-quality patient information;
- ▶ ethical and legal issues.

**Find out more:**

- ▶ Visit [ww.chime.ucl.ac.uk/study/](http://ww.chime.ucl.ac.uk/study/)
- ▶ Mail [courses@chime.ucl.ac.uk](mailto:courses@chime.ucl.ac.uk)
- ▶ Call the Programme Administrator on (020) 7288 3487

...the hospital of choice for local people



**Last month we heard that the standardised mortality rate (SMR) for the Whittington hospital was 73.1, the second best of any hospital in the country.**

This is a measure of the clinical outcomes of the care that our patients receive. We have now got the results of the annual patients' survey. This is more a measure of what our patients think about their overall experience of using the Whittington. Put together, these measures give us a sense of how well we are serving our local community, and how we are shaping up in our aim of being the hospital of choice for local people.

I am delighted to say the patient survey shows a real improvement on last year, and the results were amongst the best in London. There was an improvement in the level of patient satisfaction against 53 of the 62 questions asked and in 16 areas we are placed in the best 20

per cent of hospitals in the UK: this was true for only three areas in 2007. Given the emphasis and investment we have put into combating infection, it was particularly pleasing that the patients were very complementary about our infection control practices. It was also very reassuring to receive such positive feedback on how well we are respecting patients' privacy.

As ever, there are also things that we need to improve. Whereas patients were particularly complimentary about the level of information provided by the emergency department, this was not the case across all services. We also need to communicate consistently well with our patients, and ensure that we never talk in front of them as if they weren't there. And we need to make sure that patients know how and where to ask for help and support if and when they need it.

These real improvements in the patient survey results reflect well on the work of all staff right across the hospital. However, we now need to move on from simply asking patients what they think of our

service just once a year using a 16 page questionnaire. As such we are now implementing new kiosks in outpatient areas and handhelds in the ward that will collect patient feedback regularly and in real-time. Each patient will be asked how well we have performed against the things that matter to them, like hospital cleanliness and whether they were treated with dignity and respect. They will also be asked if they would recommend the Whittington to their friends and family, an important measure of whether we are indeed the hospital of choice.

The survey information will be fed back to all wards and department, and I hope will inform your own responses to improving the service that we offer to patients. I look forward to hearing about it.

## Aussies visit Whittington

**Matt Carrodus, chief executive, Dr Michael Wright, president, and Jon Goodman of General Practice Gold Coast in Australia visited the Whittington on Monday 11 May. The visit was part of a trip looking at the UK's primary health care system, and in**

**particular its reforms over the last decade, and its impact on primary care, general practices and GPs. General Practice Gold Coast is an Australian Division of General Practice which represents around 420 GPs on the Gold Coast.**

Director of Primary Care Siobhan Harrington (*pictured right with the delegation*) showed them around the Whittington and they met various staff including Whittington chief executive David Sloman, before visiting local GP practices.



## Cash and Banking has moved!

On Monday 11 May, the Cash and Banking Office moved from the Jenner Building to its new location on Level 1 of the Outpatients Block.

Chairman Joe Liddane visited the new office to witness it all running smoothly in its new home.

To find the new Cash Office, go down the corridor to the right of the Admissions and Appointments Office. The Cash Office is on the right-hand side,



in between the staff entrance to the Pharmacy and the Pre-assessment Clinic. We hope that this new location will be more accessible for patients and staff.

The opening hours (9 am to 4.30 pm Monday to Friday) remain the same. The telephone numbers are also unchanged: 020 7288 5135, 5136 and 5457.

## Donate a Remembrance Gift

A remembrance gift is a special way to celebrate the life of a loved one and recognise a cause they cared about during their lifetime.

There are many ways to make a gift. You may like to make a donation to The Whittington Hospital Charitable Funds instead of buying a floral tribute for a funeral.

Alternatively, you may want to raise funds for our work on a more long-term basis and fund a project that is dedicated to

giving better patient healthcare and support.

You can make a one-off donation anytime, or you can donate on a regular basis, for instance to commemorate a loved one's birthday or an anniversary. If you would like more information please contact us on 020 7288 5641 or email [fundraising.department@whittington.nhs.uk](mailto:fundraising.department@whittington.nhs.uk)

**Marjorie Isabelle**  
Fundraising Manager

## International Nurses Day

Tuesday 12 May was International Nurses Day, which marks Florence Nightingale's

birthday.

Director of Nursing, Deborah Wheeler said; "I'd just like to take this opportunity to say thank you to all the nurses and midwives at the Whittington who work so hard to look after the patients in their care."



## Swine Flu Update

You may know that we recently had a case of swine flu in the hospital. The trust was well prepared and all went according to plan - which we have had in place for many months and the patient is now

well and in the community. In the meantime we must be sensible about the risk of swine flu and must not spread worry. However, many experts believe there may be a pandemic, if not now, possibly in the future. We should get accustomed to guidelines on how to minimize the risk of infection.

### Tips for reducing the risk of flu infection

A major health awareness campaign was launched by the Department of Health at the beginning of May to reduce the risk of infection. Here are the top five tips to keep the flu bug away:

1. Frequently wash hands to prevent the virus from spreading
2. Soap and water as well as alcohol gel is effective against the virus
3. Catch your sneeze or cough into a tissue, dispose the tissue, and wash hands
4. If you develop flu-like symptoms, don't come to work
5. Get a flu injection against seasonal flu every autumn

TOOLS  
BOOTS  
CLOTHING  
GARDEN ITEMS

est. 1920

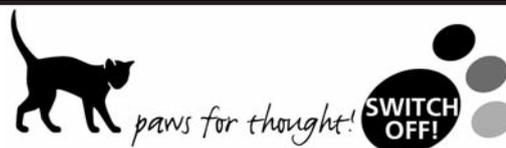
**THOMAS**  
BROS

800 HOLLOWAY ROAD  
LONDON  
N19 3JH

020 7272 2764

**15% OFF**  
WITH THIS VOUCHER

# Carbon Corner



## Carbon emissions from water

When people think of carbon emissions they usually think of energy use, such as gas or electricity, but water usage is also part of the equation. At the Whittington Hospital last year we used over 92,000 cubic meters of water. Figures from Thames water say that for every 1000 m3 water supplied, and every 1000 m3 sewerage treated, is responsible for 650 Kg co2. So The Whittington is responsible for nearly 60 tonnes CO2 emissions by virtue of the water it uses.

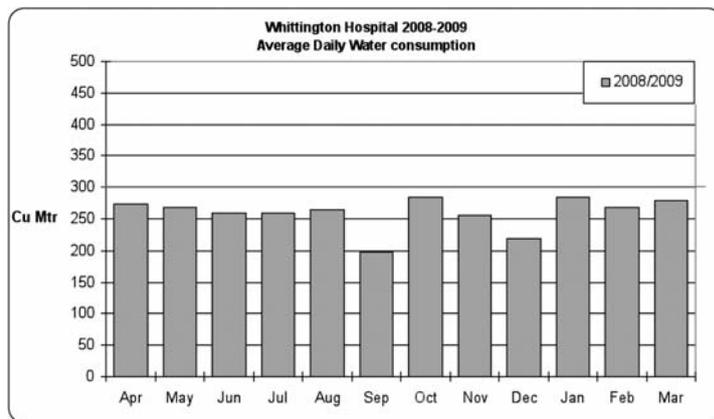
The reduction of water usage

forms an integral part of the Trusts Sustainability Strategy and a number of water saving devices have been installed by our Estates department, such as waterless urinals.

The chart shows the average daily usage of water per month. 250 Cu Mtrs is enough to fill 2,500 baths, or run a washing machine nearly 4,000 times per day. Water is essential for washing and maintaining a high degree of hygiene, but we should be on the guard against wastage.

### Follow these tips to avoid wasting water

1. Report leaking or dripping taps – phone the Estates help desk 3600 – and get them fixed. Dripping taps can lose a lot of water over



time if left.

2. Avoid running your dishwasher until a full load is available if possible.
3. Take a shower instead of a bath – it will use half of the amount of water.
4. Do not leave taps running unattended.

5. Faulty toilet cisterns can waste a lot of water – report as soon as a fault is noticed.

Finally – saving water is not an excuse to cut back on washing. Always wash your hands regularly throughout the day and follow the hand washing policy at all times.

## Sarah Jane Mitchell 1966 – 2008



Sarah Mitchell worked in the paediatric department at the Whittington Hospital as a registrar at various times in the late 1990s and early 2000s. She was an exemplary doctor, utterly reliable and dependable both in emergencies and in routine clinical work. She combined this conscientiousness and devotion to her work with a delightful personality and sharp sense of humour.

Whilst at the Whittington Sarah was diagnosed with breast cancer and underwent treatment from which she appeared to make a good recovery. She subsequently moved to Australia where she

took up a consultant post as Director of the Western Australian Neonatal Transport Services, based in Perth. However, a short time later she developed a relapse, despite which she continued to work, travel and enter triathalons in between respites from chemotherapy. She was married to Steve Cartledge, a devoted husband, who is also known at the Whittington for work he did advising on internal communications.

We felt it appropriate, as a department, to commemorate Sarah, in some small way, on Friday 22 May which was the first anniversary of her death, we met in the Ifor Seminar Room, when Dr Heather Mackinnon, who was Sarah's mentor and of great support to her, spoke movingly of Sarah's life and read from the funeral oration delivered by her husband. A photo of Sarah was also unveiled.

**Mervyn Jaswon  
Consultant**

**Café Metro**  
At Archway Tower  
4 Junction Road  
London  
N19 5RQ

Phone/Fax  
020 7281 1883

**10% OFF**  
with this ad

**FREE LOCAL DELIVERY**

## Whittington Hospital: Dysphagia Training Centre of Excellence



**Back row left to right: Camille Paynter, Najmah Zafar (speech and language therapists), Gabriella Procida, Beth Knight, Emma Nelken (students), Naomi Cocks (lecturer and placement coordinator at City University)**  
**Front row left to right: Alexia Young (speech and language therapist), Yoko Fukuda, Elle Gillan (students)**

The speech and language therapy department were recently involved in an innovative pilot clinical placement for five City University speech and language therapy students.

The adult acute speech and language therapy team put together a comprehensive training package in collaboration with City University looking at assessing adult patients with acquired dysphagia (swallowing problems). The speech and language therapy team based at the Whittington Hospital will now be known as a Dysphagia Training Centre of Excellence by City University.

The Whittington Hospital was one of two hospitals approached to pilot the placement and offered to focus on adult acute care. Five students attended for five consecutive days during January.

The intensive placement enhances the collaborative

relationship the speech and language therapy department has with City University, as well as providing increased variety of clinical placement opportunities with the speech and language therapy department.

The adult speech and language therapy team felt one of the major benefits of the placement was the focus on collaborative working within the team. In addition to promoting our reputation within the speech and language therapy profession, the pilot provided the opportunity for development of clinical supervision skills across the team as well as to continue to promote the Whittington Hospital as an excellent teaching organisation.

The department will continue to work collaboratively with City University to fine-tune the placement, and provide advice to other hospitals when the intensive placement is launched.

## Payroll's star!

In May Helen Storey from payroll took a lead part in 'Thoroughly Modern Millie' at Broxbourne Civic Hall.

Helen gave an irresistible performance as the headstrong Millie, freshly arrived in the Big Apple in her bobbed hair and short skirt, determined to be 'modern' and to push through her 'bold scheme' of marrying for financial security, not love. (The modern woman, she thinks, is guided by reason rather than romance). Of course life – and love – conspires to upset her plans. As in all good fairy-tales, our heroine eventually learns wisdom, but not before we have been treated to some terrific songs, fabulous dance routines and memorable comic moments, as we follow Millie's progress through a world of seedy hotels, speakeasies and police line-ups.

Helen's range and versatility as a performer are astonishing. She belted out her big numbers to whoops of acclaim from the audience, and tugs at our heartstrings in the more reflective pieces. Challenges like the brilliant 'Speed Test' are surmounted with aplomb. But it is really the combination of her talents as singer, dancer and brilliant comic actor that make this show such a constant delight. Although she cannot help but steal the show, Helen has strong support from the rest of the cast (especially the athletic Simon Latter as her leading man and the superb Vicki Avery as the devious Mrs



Meers) and the chorus line (look out for the tap-dancing stenographers in the offices of the Sincere Trust Insurance Co where an army of 'stenogs' dream their romantic dreams under the thumb of the fearsome Miss Flannery).

The company more than did justice to the witty script. The subplot about people-trafficking in the Chinese community is handled, on the whole, with sensitivity. The production was endlessly inventive and has all the heart and warmth of an amateur production, without sacrificing the attention to detail you expect of a West End show.

**Justin Parker**  
**Payroll**

## New Electronic Survey Devices

From Monday 1 June and throughout the summer, electronic survey devices will be available in various departments of the Whittington

Hospital. In total, 30 devices will be used with 12 fixed devices for outpatients, the day treatment centre and the emergency department, and 18 portable devices for all wards. The purpose of the device is for patients to provide feedback to staff at the Whittington with opinions or concerns. The Whittington is dedicated to communicating with patients and staff to maintain a comfortable and healthy environment.

# National Falls Awareness Day 2009

In the UK, an older person dies every five hours as a result of a fall. One study found that 80 per cent of older women said they would rather be dead than experience the loss of independence and quality of life that results from a bad hip fracture and subsequent admission to a nursing home.

The WHO findings from A Global Report on Falls Prevention: Epidemiology of

Falls show that, among older people over 64 years of age who live in the community, 28 to 35 per cent fall each year. Among those who are 70 years and older, approximately 32 to 42 per cent fall each year and the frequency of falls increases with age and frailty level.

Older people who are living in nursing homes fall more often than those who are living in the community.

Approximately 30 to 50 per cent of people living in long-term care institutions fall each year, and 40 per cent of them experience recurrent falls.

Falls represent the most frequent and serious type of accident in the over-65s, destroying confidence, increasing isolation and reducing

independence. It can result in fractures which can have a devastating effect on an older person's function. Falls can also result to a spiral of prolonged hospital stay, exposing them to further risks such as infections.

Since 2005, a National Falls Awareness Day (NFAD) has been held yearly. It engages health professionals and older people in an awareness campaign that has proved popular across the whole of the UK. The aim is to make people realise that falls are not an inevitable part of ageing and that there are steps that can be taken to reduce a person's risk of a fall.

The Whittington Hospital has been an active partner in the National Falls Awareness Day celebration. Since 2005, the physiotherapy department, in cooperation with other departments who are involved with the elderly, has been holding different activities to raise awareness of falls and its

prevention.

This year, the falls awareness day will be holding stalls in the foyer outside of the N19 restaurant. Care of Elderly professionals will be giving advice about falls prevention, walking aids assessment, keeping fit, blood pressure checks, healthy eating and advice regarding medications in the elderly. It will be from 11 am to 3.30 pm on June 23, 2009.

There will also be a short Tai Chi demonstration and talk around lunch time.

All people who are 65 years and over and those who have regular falls are encouraged to visit the stalls and get advice on how to improve their quality of life and minimise falls.

For more information regarding falls awareness day events in your area, please go to [www.helptheaged.org.uk](http://www.helptheaged.org.uk).

**Rhommel Go  
Physiotherapist**

## Making an exhibition of itself at 60!

### Calling all past pupils, teachers and staff!

Sixty years on – the Whittington Hospital Class is still delivering outstanding education for young people with medical needs.

To mark the 60th anniversary of the Whittington Hospital Class, the current pupils, together with history students from Mount Carmel Technology College for Girls, are creating an exhibition spanning the last 60 years.



### We need your stories, anecdotes and reminiscences!

If you, or a member of your family were ever a pupil, teacher or member of hospital staff and wish to share your memories of the hospital class at the Whittington, please contact us:

**E-mail: [mala@iforward.islington.sch.uk](mailto:mala@iforward.islington.sch.uk)**

**Telephone: 020 7272 3070 ext. 4479 / 020 7288 5587**

**Write to: Mala Perera**

**Whittington Hospital Class, Ifor Ward**

**Whittington Hospital, Magdala Avenue, London N19 5NF**

*We're looking forward to hearing from you.*



The Whittington Hospital  
Charitable Funds 



## Care of Older People Unit Appeal

We are raising money to improve the care of our older patients by providing:

- Better access to vital equipment
- Improved rehabilitation facilities
- A more relaxed social environment

To give elderly patients the best service locally, we need to raise £100,000.

### Can you help?

For more information contact the fundraising team on 020 7288 5641 / [fundraising.department@whittington.nhs.uk](mailto:fundraising.department@whittington.nhs.uk) / [www.whittington.nhs.uk/COOPappeal](http://www.whittington.nhs.uk/COOPappeal)

Reg. Charity No.: 1056452

The Whittington Hospital  NHS Trust ...the hospital of choice for local people 

# What is the Bradford Score?

It is a recognised system adopted by the Whittington for calculating sickness and takes into account the total days lost over the period and the incidents of absence that have resulted in the total days lost.

The formula is calculated as follows

**SxSxD = Bradford score**

## Where

**S = the number of occasions in the last 52 weeks**

**D = the number of days' absence in the last 52 weeks**

## So for example

1 absence of 14 days = 14 points

7 absences of 2 days = 686 points

14 absences of 1 day = 2744 points

## How it is used

The Bradford score best measures recurrent, short spells of absence. These are the absences, which are usually more difficult to identify and monitor.

The trigger point agreed by the Whittington is 128 points, which equates to e.g. 4 episodes of a total of 8 days per year.

From the example above you can see how quickly the score accumulates, this is important

because it means your manager will be able to pick up the situation quickly before it becomes too serious.

The Bradford scores are only used as a trigger to investigate each individual situation to establish if there are any underlying causes. The health and well being of staff is important and proactive absence management and early intervention is crucial to help support staff in improving their attendance.

The Bradford score system is also a good way of identifying those whose unsatisfactory absence record needs to be addressed.

## Your Bradford score

The estimated cost of sickness for the Whittington in 2008/09 was £1.2 million in direct costs alone, the indirect cost of employing temp/agency staff, effect on service delivery, etc is estimated to be at least a further £1.2million.

This level of cost cannot be sustained and so managers will be monitoring sickness very closely under the Sickness Absence Guidelines.

It is important that you know your current Bradford score and are familiar with the Sickness Absence Guidelines which can be found on the intranet by clicking on to 'HR and Employment' under 'Trust Policies'.

If you would like any further information please contact [azra.nasir@whittington.nhs.uk](mailto:azra.nasir@whittington.nhs.uk).

# Farewell to Professor Johnson

At the Trust Board on 20 May, the chairman and chief executive bade farewell to Anne Johnson who has been the UCL representative on the Whittington's trust board for the past four years.

Anne who lives in Dartmouth



Park Hill is the Professor of Primary Care told those present how much she had enjoyed her time on the Whittington Hospital Trust Board.

# Royal College of Nursing Congress 2009 in Harrogate



**Dr Sheila Shribman pictured with Noel O'Connor and Jo Carroll**

Jo Carroll, Lead Nurse for Safeguarding children and Noel O'Connor, ED Charge Nurse attended the Royal College of Nursing's Congress 2009 in Harrogate as voting members representing the Children and Young People's Forum.

The debates were lively and distinguished guest speakers for Congress included Prime Minister Gordon Brown and Conservative Party Leader David Cameron, this was the first time that a Prime Minister had addressed the RCN at a

Congress in person. Sir Michael Parkinson, Government's Dignity Ambassador also spoke about his personal experiences caring for his mother.

The Children and Young People's Forum held a dinner where invited delegates had time to network and also hear speeches from invited guests including Dr Sheila Shribman, National Clinical Director for Children, Young People and Maternity, Anne Casey, FRCN and Dame Elizabeth Fradd, FRCN

Anne Casey, FRCN who's work on the 'Partnership/Family Centred Care Model of Nursing' is well known to all children's nurses and who is the editor of Paediatric Nursing was also encouraging Jo and Noel to write for publication. The Journal had recently celebrated its 20th year of publication.

**The podcasts of the various speeches, debates and resolutions can be found on the RCN website [www.rcn.org.uk/newsevents/congress/2009](http://www.rcn.org.uk/newsevents/congress/2009)**

# Security update

Over the past 12 months the Whittington Hospital security team has been making many changes, ensuring we continue to provide a professional and efficient service, whilst doing our best to create a safe environment for staff, patients and visitors.

Last year was a busy year for Security – in line with overall statistics, much busier than previous years. There have been over 700 security related incidents that we have attended during our working day, and we have also ejected from site over 200 people whose behaviour was considered unacceptable. At the same time, a large proportion of the 534 reported 'violence, abuse and aggression' incidents have been attended by Security as an immediate response.

As part of our continuing development, the Security

Department has been trialing a Body Worn CCTV System specifically designed for Police Officers dealing with anti-social behaviour in the high street. The Body Worn CCTV System not only records video footage in real time, but also records abusive language and threats for evidential purposes should the incident go to court. This trial is proving to be a great success, being a considerable deterrent by its mere presence, and has also been used to record anti-social behaviour in and around our Emergency Department, and when removing people from within the hospital out of hours.

Lastly, can I take this opportunity to remind all staff, patients and visitors NOT to leave valuables unattended in any location, and to report any suspicious behaviour to Security Control seven days a week, 24 hours a day on 020 7288 5566.

**Peter Brown  
Security Manager**

# Whittington Radio is expanding

Yes indeed it's true. In fact LNR took on 10 new volunteers, all of whom started in early May. This now brings us to a total of approx 40 members which is great news indeed. Why the surge in numbers? Well we have recently promoted the idea of increasing the number of presenters so that we can produce a greater number of shows for the patients of Whittington. Being a volunteer, some people cannot always commit as much as we would like however, some people had left even before the proper training had begun. We needed to find out why this was happening. It was established that some people didn't feel that there was much direction

at the beginning and were not sure what was expected of them as a prospective radio presenter. The result is that we have now introduced a much better structure in order to keep people interested and involved. In other words, we realised that a certain degree of "hand holding" was needed for these newbies and to make sure that they were given proper care and attention. The result is a happier set of volunteers who have all finished their initial 4 weeks induction. They will now be trained on radio technique and will soon be presenting their respective shows in about six weeks time. Take a look at our website for further information on what's really going on at Whittington Radio at

[www.londonnetworkradio.co.uk](http://www.londonnetworkradio.co.uk)

**Darren Entwistle**  
Chairman of LNR

# Patient information

Ensuring that patients have written information that they can keep and share with their families is an important way of helping to ensure that they understand their condition and care, and are able to give their informed consent to any treatment plan that is suggested.

In September 2008 a Patient Information Policy was developed to set out how we will develop user-friendly information that is readily available and kept up to date (available on the intranet). If you are interested in updating or developing new information in your area please tread the policy, particularly section 5.1 which provides guidance on writing patient information, and appendix A, which is the checklist that information will need to meet in order to be approved.

The policy is supported by a plan that sets out the agreed actions to be taken for the next year to develop up to date information for all conditions and procedures that are common to the population of the Whittington. A Patient Information Steering Group chaired by the Director of Primary Care has been established to drive this work and ensure that it is patient focused and linked to patient satisfaction and safety.

The aim is for the leaflets to be available electronically, meaning that staff can print them off as they are needed for individual patients, this avoiding running out, or having out of date copies in the system. We also plan to put the most common leaflets on our web site too, so that patients and public can access them directly if they so wish. They will all be proof read by non-clinicians to ensure they are jargon free and user friendly.

**Veronica Shaw**  
Assistant Director of Nursing

# Do you play football?

**Want to join the Whittington team who beat Arsenal celebrity team last year?**

**In August the Whittington football team will be playing a friendly match. Details to follow.**

To train for this event there will be football practice every Wednesday from 3 June at Tufnell Park football ground, Campdale Road, N7 at 6 pm

***Anyone is welcome to come along!***

If you want to attend, please call Andy Syrichas on 07961 843 832 or email Michael at [michael.nwsu@whittington.nhs.uk](mailto:michael.nwsu@whittington.nhs.uk)

**Archway Market**  
[archwaymarket.org](http://archwaymarket.org)

FOR THE BEST ENGLISH PRODUCE AND INTERNATIONAL CUISINES PLUS BOOKS, JEWELLERY, CURIOSITIES...

**20% OFF TEDS VEG**  
WHEN YOU SPEND £10 OR MORE

**SATURDAY 10-5PM 0777 333 5384**

The advertisement includes a map showing the location of Archway Market at the junction of Highgate Hill, Archway, Junction Road, St. Johns Grove, and Holloway Road, near the Upper Holloway Overground station. It also features a photograph of fresh produce and a circular discount offer for 'TEDS VEG'.

## Chaplains' Corner

**So what would you go for?  
A moat for your mansion?  
A house for your ducks?  
Mountains of bed linen?**

As I write the saga of MPs' expenses is still rumbling on. Maybe the rules did allow some of these things, but there's the law and the spirit of the law.

Understandably, much of the public outrage about all this has come about because MPs seem to have got into a mentality of one rule for the general public and another for themselves. That is not a good place for the law makers to be

in; in fact it is not a good place for anybody.

I was recently involved in helping to dedicate the hall at a new green burial park. There are times when it feels as though much of my working life is around death and funerals, but this was a joyous occasion. One of its great positives was the mix of people involved. As well as people from several Christian traditions, the group included a Buddhist, a Hindu, a Jew, a Pagan, and a Humanist. Each of us was asked to say a few words about the faith or philosophy we represented, and then share our words of dedication. I was particularly struck by the Humanist who, while affirming their belief that this life is all there is, simplified their philosophy for life as, 'Do as you would be done by'.

Looking more broadly, whilst the rationale behind it varies considerably, 'Do as you would be done by' can actually be found within almost every religion and philosophy for life. MPs take note!

*So what about us?* Are you an, 'I'm entitled to it so I'll jolly well have it', sort of person, or are you more of a, 'My friends and colleagues would help me out, and I don't want to let them down'? For example, what goes through your head when you feel a bit off colour? It happened to me recently and I am almost ashamed to say all I could think about was that I didn't want to mess up my Bradford Score for sickness absence! From time to time most of us have a significant illness and we really cannot work. That's life. Yet most of us

also have 'iffy' times and it is not difficult to argue that taking a 'sicky' when it is not essential is just as much an abuse of the system as many of the MPs expenses. You can probably think of other examples of questionable behaviour too; the pen, the phone call . . . little things maybe, but they add up; and if someone took or used yours . . . !

'Do as you would be done by' looks at the positives rather than attacking the negatives. Adopting such a way of being at work, as well as in the rest of our lives, might help us and the patients we are here to serve more than we expect.

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

## News from Friends of the Whittington

This year's annual general meeting was held on 28 May. The chairman, Steve Radford, welcomed Friends and visitors, and after the usual formalities were completed, he introduced our speaker Dr Rosaire Gray.

Over 50 members from The Whittington Friends attended the Annual General Meeting. Steven Radford was reelected as Chair and Eric Hill as his deputy.

Apart from the usual matters of business Dr Rosaire Gray talked about the Whittington Charitable Fund's new appeal for the Care of Older People unit, in which Dr Gray is a consultant.

Dr Gray talked about the types of conditions that arrive on the wards, how patients are treated and how, by providing better equipment and rehabilitation facilities, elderly patients can maintain or regain

independence.

The chairman then closed the meeting and invited everyone to join him for tea. A most enjoyable and friendly afternoon was had by all, and it was good to see our president Mrs Joan Dacre-Crawford and several Friends of many years and we had our picture taken (right) in the garden afterwards.

We will be taking part in The Fair in the Square, Pond Square, Highgate on Saturday 13 June from 12.30 - 5.30.

The Friends will also be at The Holloway Arts Festival Big Day Out in Whittington Park, off



Holloway Road on Saturday 4 July from 1 - 6 pm.

We will be running a tombola and selling our usual fund-

raising items, so please come and support us and enjoy all that the two festivals have to offer.

**Spaghi Pizzeria Ristorante**  
0207 687 2066

6 Archway Close N19 3TD  
www.spaghi.co.uk

9am-11pm Tues-Sun  
9am - 5pm Mon

## Pizza & Pasta Madness

(Tues-Wed 5pm-11pm)

Pick any two Pizza or Pasta dishes and we'll give you the least expensive FREE. Now that's how we put money back into your pockets.

- Homemade Fresh Pizza Dough
- Fresh Local Ingredients Sourced Daily From The Markets
- Selection Of Fine Wines

Set 2 course Lunch for only £6.95 Mon - Fri  
Set 2 course Dinner for only £9.95 Tues - Sun  
All day breakfast available Sat & Sun

Let someone else do the dishes tonight

# Iron – the essential mineral

## What is Iron?

Iron is an essential element in humans and forms part of the molecule haemoglobin which is found in red blood cells. It is involved in a lot of processes in the body but one of its main functions is to bind to oxygen from the lungs and deliver it to all the tissues and organs around the body, such as the muscles, brain etc.

Our bodies contain about 2 to 4 grams of iron; two thirds of this is found in haemoglobin, and iron levels in our bodies can change according to how much iron is absorbed from the digestive system.

The amount of iron absorbed from our bodies can be affected by certain factors, for example more iron will be absorbed during times of increased need e.g. during pregnancy and when there are depleted stores and less when there is adequate or surplus iron in the body.

Unlike other minerals, the human body is not able to excrete much iron and an excess build up of this mineral in the body can prove harmful.

## Requirements

The amount of iron we need varies with age, gender and clinical condition. About 1 mg iron/day is lost from the body via urine, faeces, sweat and dead skin. Iron requirements increase during periods of growth, particularly the rapid growth in adolescence and pregnancy and in women of reproductive age. Menstruation accounts for an additional iron loss of roughly 20 mg iron / month.

The minimum requirement for absorbed iron is therefore about 1 mg/day in an adult male and about 2–3 mg/day in menstruating women and adolescents.

**The recommended nutrient intakes (RNI) for iron each day are listed in the table below:**

Gender	Age	RNI
Males	11-18 years	11.3mg/day
	> 19 years	8.7 mg/day
Females	11-50 years	14.8 mg/day
	> 50 years	8.7 mg/day

## Dietary sources of Iron

Dietary sources of iron that are from animal sources, like meat, are known as 'haem iron' and this type of iron is well absorbed in the body.

Iron present in non-animal sources such as cereals and vegetables are known as 'non-haem' iron and is not as well absorbed by the body as animal sources. A food or drink rich in vitamin C e.g. fruit juice or a piece of fruit, can improve the iron absorption from these type of foods if eaten at the same meal.

There are certain foods/drinks that can reduce the iron absorption and should be avoided when you are trying to increase you iron levels.

These include strong tea, which contains tannin. This reduces the absorption of iron.

## Good sources of haem iron:

- Red meat
  - Liver\* and offal meats
  - Black pudding
- \*not recommended in pregnancy*

## Good sources of non-haem iron:

- Fortified breakfast cereals
- Green leafy vegetables
- Pulses
- Dried fruit
- Bread and cereal foods made from UK fortified white flour

## Iron deficiency anaemia

A lack of iron in the diet can lead to iron deficiency anaemia which can lead to symptoms such as tiredness, breathlessness, poor concentration, paleness and poor wound healing. High risk groups include infants over the age of 6 months, menstruating women, pregnant women, vegetarians and vegans and people with poor absorption problems or excessive blood loss.

Clinical anaemia is diagnosed when blood haemoglobin levels fall below a certain level (13g/dl for men and 12.0g/dl in women although this may vary with age and local reference values.

Correcting iron deficiency anaemia solely by increasing dietary iron can take a long time and often iron supplements are required to aid this process but a good diet which includes iron-rich foods is important to prevent or reduce the risk of developing iron deficiency anaemia.

**Jane Huston  
Senior Dietitian**

## Improving access to services



Over 30 staff from across the trust took part in a three day workshop to look at the current clinical administration system for referral to treatment. This workshop is one of the first steps in referral to treatment project aimed at improving patient access to services and reduce some of the complexity that staff deal with on a daily basis. Staff involved in this project will have the opportunity

to gain an NVQ Level 2 in business improvement techniques.

During the workshop staff plotted the steps that patients, clinicians and administrative staff have to negotiate each day to get patients from initial referral to treatment. Workshop participants visited different departments and teams across the trust to find out more about the current work going on. Dr Ahmed Chekairi from the day treatment centre anaesthetics team helped inspire new ideas with a presentation on the Lean work that the DTC anaesthetics team have implemented.

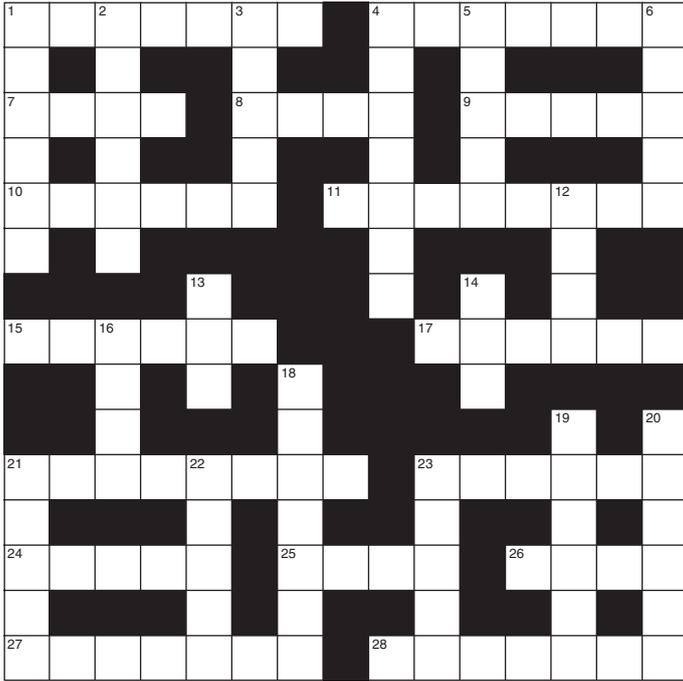
By the end of the three days staff had generated many great ideas for saving time and energy which deserve more working through. These ideas were used to create action plans. The next step will be to agree the referral to treatment

project plan to help focus and prioritise the changes staff want to make to the system. The difference about this project is that the staff working along the clinical administration system will be members of the local improvement teams and they will develop the action plans and implement the new ways of working and gain a NVQ in Lean (Business Improvement Techniques) too.

Over the summer the transformation programme team plan to hold some lunchtime sessions to provide more information and an opportunity to ask questions and get involved. If your team would like to find out more about this work then contact Adam Smith head of clinical service improvement, transformation programme team, email: adam.smith@whittington.nhs.uk or on 020 7288 3194

# Puzzle Page

Compiled by Ellen Beckett



## Across clues:

- Latin phrase meaning confidential. (3,4)
- Discoverer of the process of electrolysis. (7)
- Mormon state. (4)
- Semi precious stone, variety of chalcedony. (4)
- US former child star appointed US Ambassador to Ghana in 1974. (5)
- A sugar-coated seed or almond. (6)
- The cube of a million. (8)
- English poet, author of Paradise Lost. (6)
- Japanese art, cultivation of trees. (6)
- Relating to reasoning and calculation. (8)
- US novelist of The Naked and the Dead. (6)
- Highly venomous snake. (5)
- Hot dry wind blowing down a mountain valley, esp. in the Alps. (4)
- The central boss of a shield. (4)
- British sculptor, Sir Jacob ..... (7)
- US boxer, World heavyweight champion 1919 to 1926.

## Down clues:

- Plaster used to coat exterior walls. (6)
- German composer of a German requiem. (6)
- Baden-Powell was founder of this movement. (5)
- Ballroom dance to syncopated music. (7)
- James Dean played this without a cause. (5)
- Frontier region opened up by the Klondike gold rush. (5)
- Long-necked wading bird. (4)
- 13 & 14. Two Biblical characters or a collection of odds and ends for sale? (3,3)
- Fish of the cod family or another name for heather (4)
- Imaginary animal with a lion's body and eagle's beak and wings. (7)
- Hoofed mammals of South Africa. (6)
- Historically and poetically a great merchant ship. (6)
- State secondary school in France. (5)
- Alan Ladd portrays this stranger who helps a family of homesteaders. (5)
- An ecclesiastical residence. (5)

Solutions to last month's Link crossword



Crossword winner: Frances Conway – Women's Health

## Sudoku

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

Solution to last month's Sudoku

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

## Conundrum

What was Michaelangelo's first name?

Please send your answers to: Deborah Goodhart,  
JENNER BUILDING

Answer to last month's conundrum

What was the name of the Benedictine monk who legend has it invented Champagne?

Was: Dom Perignon

Winner: Hilary Pawlak - Volunteer

## 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  
The Press Office, Jenner Building, The Whittington Hospital, Magdala Avenue, London N19 5NF  
Telephone: 020 7288 5983 Fax: 020 7288 5858

email: [deborah.goodhart@whittington.nhs.uk](mailto:deborah.goodhart@whittington.nhs.uk)

Editor: Deborah Goodhart