

the link

A newsletter for The Whittington Hospital

...the hospital of choice for local people

July/August 2009

Birth centre opens

The Whittington is proud to announce the arrival of its new Birth Centre. In addition to the eight birth rooms in the labour ward the birth centre offers five further rooms, each with an ensuite bathroom and a double bed for women and their partners so they can cherish the arrival of their newborn together.

The atmosphere on the birth centre is calm and provides the ideal ambiance to promote normal birth. Four of the rooms

have deluxe birthing pool and multi track equipment which includes a birthing stool, ball and sling to facilitate active birth.

Maggie Thomson consultant midwife says "We have been privileged to be fully involved in the planning and development of the birth centre from the beginning down to the choice of the soft furnishings.



We are delighted with the finished product and proud to have the most striking birth centre in London. Opening the new centre has breathed new life into the unit which has resulted in a huge amount of interest from local women and we look forward to providing the highest quality care in such wonderful surroundings".



Africa to the Whittington!

On Thursday 2 July a Fashion Fundraiser was held in aid of The Whittington Hospital's Care of the Older People appeal at Flutes wine bar in Highgate High Street. Over 120 people attended the steamy event.

The clothes were by Kenyan label La Lesso manufactured in Kenya, and their summer collection is fun and stylish with an emphasis on colour. La Lesso's fashion uses beautiful African fabrics and uses it to make contemporary feminine clothing.

The models were from local schools and the show was arranged by Olivia Kennaway of La Lesso and Lydie Schwartz of Style Actually. Jewellery was lent by Jason Holt of Holts and african baskets were provided by Voodoo Blue.

Fashion journalist Funmi Odulate presented the show with the proceeds of the auction going to the Kenyan charity SOKO, a project that aims to provide a solution to Kenya's economic crisis by promoting community-driven and environmentally aware trade in fashion.



Legs Eleven

The Whittington's bingo night, for the Care of Older People appeal, on Thursday 18 June was a terrific success. Over 60 people came along to the Charlotte Despard pub on Despard Road for a delicious Mexican supper followed by 10 hilarious games of bingo!

Local actor Toby Longworth, known for his roles in IT crowd, Extras and most recently in the BBC's Reggie Perrin was an excellent caller - having never played bingo or called before was soon in his element with ducks and fat ladies.

Overall winner on the night was Ellen Beckett, long time compiler of the Link crossword who won £100!



in this
issue

News

Fun in the Sun!	Page 2
Smoking and the Whittington	Page 2
Nurse Recruitment Day	Page 2
Diabetes Day	Page 4

Photodynamic therapy Page 4

National Falls Awareness Day Page 4

Food catering for patients at the Whittington Page 6-7

Food myths debunked Page 7

Artwork in the Neonatal Intensive Care Page 8

Whittington Achievement Awards Page 8

Round the clock support from Health Records Page 9

Linked appointments Page 9

Payroll officer caught Page 9

The Holy Month of Ramadan Page 10

The Great Highgate Fun Run 2009 Page 11

Paediatrics teaching at the Whittington Page 11

Regulars

What Sloman Says	3
Whittington Radio	4
Friends of the Whittington	5
Carbon Corner	5
Chaplain's Corner	10
Puzzle page	12

Fun in the Sun!

Highgate's Fair in The Square event took place at Pond Square on Saturday 13 June. Sunshine lit up the streets, and so did the smiles and laughs of many children and parents. Organisers said the event was the biggest and best festival the village has ever seen with entertainment, a host of musicians performing and gourmet food served. The Whittington had a stall and there were also more than 100 other stalls lining the surrounding roads. Children of

all ages enjoyed themselves with face painting and story telling, along with the festival's successful first dog show. Thanks to all who attended and made the fair such a success!



Smoking and the Whittington

Lets keep on treasuring our clean air!

The ban on smoking in the Whittington and its grounds has been in force now for nearly two years, helping to protect the health of staff, patients and visitors.

To support this, the hospital can also offer skilled help to all smokers who use the hospital if they wish to have a go at giving up, which would of course improve the lives of smokers as

well as the immediate environment. Most of us are now aware that second hand smoke is extremely dangerous, but also no-one likes to see cigarette ends and empty packets scattered everywhere.

Unfortunately it seems that the message hasn't quite got through to everyone yet. We need a fresh wave of enthusiasm from staff to make everyone they come into contact with aware of the Smokefree policy, to remind patients, visitors and other staff that they must leave hospital premises completely if they wish to smoke, and that there is an excellent stop smoking support service in the outpatients department on the 3rd floor.

For an appointment to talk about making a quit attempt with Julie Browne, the Whittington's own stop smoking specialist, Phone: 020 7288 5236 (clinic 3a) fax: 0207 288 5060 Or email: Julie.browne@whittington.nhs.uk

Whittington staff member's award winning photo

Nathalie Pitters of Women's Health was runner up in the Urban Shots Photography Competition under the 'My Archway' category. She took a photograph of some visitors at the hospital admiring the view out of the window on the fourth floor. Nathalie has always enjoyed photography but wasn't sure if she would make the deadline for the competition.

We are glad she did, so her beautiful photo can be recognised! Her photograph was displayed at the Holloway Arts Festival on Saturday 27 June.



Nurse Recruitment Day



On Monday 8 June, over 90 nurses and student nurses interested in joining the Whittington's nursing staff attended a recruitment day at the hospital. There were a range of vacancies across the Trust and the nurse management team and human resources team were aiming to recruit nurses for areas including, medicine, medical assessment unit, ITU, surgery, oncology and care of older patients. There were also opportunities to join our temporary staff bank.

The purpose of holding the recruitment day was to meet the changing needs of the hospital, while remaining flexible and being proactive about supplying the right nurses for positions in the hospital. The recruitment day resulted in the appointment of 30 permanent nurses who will all start working here before the end of August. A further 12 nurses were appointed to the temporary staff bank.

Senior HR managers, Rebecca McKenzie-Young and Morna Carroll said that events

like this provide a very good way of recruiting and they will be happening more frequently in the future. A further recruitment day took place on Friday 3 July looking for nurses to work in the emergency department and medical assessment unit.

Individuals who were waiting to be interviewed mentioned that they had heard about the nurse recruitment day on the NHS website, the RCN bulletin and through the grapevine. They had also heard stories of the hospital's excellent reputation from friends or family that are already members of staff, and from reading papers and the internet. Individuals expressed that they felt grateful to be able to apply for positions at the Whittington. The positive aspects that the interviewees hope to bring to the hospital include; experience in their department, listening and communication skills, a positive and caring attitude, and being a role model to others they help.

The Whittington is looking to employ people who are dynamic, forward thinkers, excellent communicators and passionate about delivering the best care possible for our patients and local communities. By joining the Trust, these nurses will be given the opportunity to develop and enhance their knowledge and skills and gain further relevant experience. We would like to thank all of those who took the time out of their day to apply and be interviewed for positions and all who participated in making the day a success.

Flutes

wine bar and brasserie

2, Highgate High St, N6 5JL

Specialising in brasserie dining, wine bar/
lounge, special events and local community
support

FOR WHITTINGTON STAFF ONLY

**20 per cent discount off regular bar and a la carte
dining at all times!!
(show hospital ID for discount)**

Open 12-12 daily, 2 for 1 bar, limited promotion 5pm-8pm

...the hospital of choice for local people



This is the last column that I will write for the Link as I am leaving the Whittington in September to take up post as the Chief Executive of the Royal Free.

Without wishing to resort to sentimentality or cliché, this is a genuinely bitter-sweet moment in my career. I have thoroughly enjoyed my time at the Whittington and have made a great many friends over my five years at the helm. Before I came to the Whittington the word on the street was that it was a very friendly hospital and a great place to work. For once the rhetoric proved to be the reality rather than an urban myth: it has been a rewarding, fun, challenging, and thoroughly enjoyable time.

The stories and the thoughts that I will carry with me are all about the staff and the patients. Each and every one of you has made a huge contribution to the real improvements that we have made in the quality of services that we offer to patients and to local people. My favourite events have always been the long-service awards, the doctors bash at Lauderdale house, the occasional party on the tennis court and of course the annual staff awards ceremony. JJ receiving the award for the staff member of the year will be an abiding memory, as will the

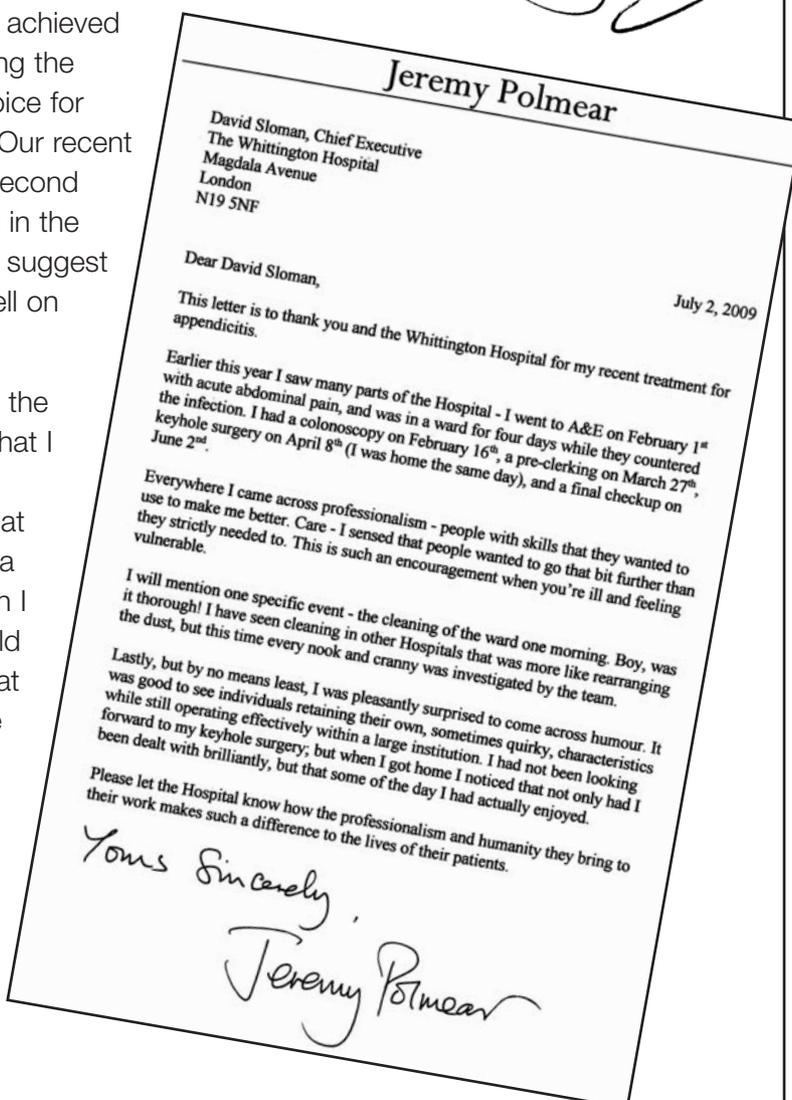
party in the atrium to mark the opening of the new building and the collective sigh of relief at the opening up of the stairs.

And as for the patients, I hope that we got it right for all of the people for most of the time and for most of the people all of the time. And that we will never give up on aiming to get it right for all of the people all of the time, no matter how challenging and complex our jobs can often be. Rather than listen to me, I copy below a recent letter that I received from a grateful patient about the care that he received at the Whittington. If we could do this for all of the patients all of the time then we really will have achieved our aim of being the hospital of choice for local people. Our recent rating as the second safest hospital in the country would suggest that we are well on the way.

As I pass on the baton I hope that I leave the Whittington in at least as good a shape as when I arrived. I would like to think that we never have and never will lose sight of the need to put the patient at the centre of everything that we do. I

would also like to think that we never have and never will lose sight of the importance of what we do, and the fact that local people rely on the Whittington and on your skill and dedication when they themselves are at their most vulnerable.

Thank you for all of your help, loyalty, humour and patience over the last five years: you are a truly great bunch of people. I hope that you look after and support my successor as well you have looked after and supported me.



Photodynamic therapy

The dermatology department at The Whittington Hospital has been growing for the last seven years. Since her appointment three years ago Dr Natasha Kapur, consultant dermatologist has set up a weekly doctor-led PDT service.

Photodynamic Therapy is an alternative to surgery, cryotherapy (freezing), chemotherapy or radiotherapy. The therapy begins by preparing the skin and then applying a special photosensitising cream to the affected cancerous or pre cancerous area. The patients can then go home or wait in the hospital and three hours later a special red light source is shone on the pre-treated area for approximately ten minutes. The treatment will only work if both

procedures are combined on the skin. Re-application of the cream and light procedure may be necessary depending on the type of lesion being treated. There are no long term side effects and no maximum dose and leaves no scarring, and therefore is an effective and safe method of treating skin cancer.

There is A1 evidence for this therapy to be used for Bowen's disease and superficial Basal Cell carcinomas and therefore is the treatment of choice.

Natasha won the Geoffrey Dowling Fellowship from the British Association of Dermatologists and learnt and performed research in this area in The University Hospital in Bern, Switzerland. She has also successfully completed clinical trials in this field having been chosen as 'The London site' for a recent multi-centre international trial.

Visit the Dermatology link at: <http://www.whittington.nhs.uk> or contact Dr Kapur's secretary on 020 7288 5266



Dr Natasha Kapur

Diabetes Day

On 7 May, The Whittington Diabetes Team hosted a Diabetes Day filled with helpful information. This is the third year this event has been held and once again it proved to be very successful, with a strong attendance from primary care. The programme covered major national and local issues, including the management of hypertension and insulin pump therapy, which has been made available recently at the Whittington. Attendees parti-

cularly enjoyed discussing real cases and the challenges of preconception counselling and preparing for pregnancy in diabetes. Feedback for the day was excellent and respondents gave the Diabetes Team a major list of future important topics. This will definitely be an annual event!



National Falls Awareness Day

On 23 June, it was National Falls Awareness Day. The first floor foyer of the hospital was converted to an extravaganza for older people. Physiotherapy, Occupational Therapy, Pharmacy, Clinical Nutrition and the Dorothy Warren day hospital worked together to set up stalls and information booths about preventing falls. Leaflets and information packets were given out. About 300 people were given professional advice about exercise and keeping fit, healthy eating, medication and

safety in the home environment. Free blood pressure tests as well as strength and balance assessments were done on the day. People's walking aids were assessed and new rubber ferrules were fitted and new walking sticks given out.

A Tai Chi master was also there and held an interactive demonstration. People of all ages joined in the fun! A free raffle draw was also held at the end of the day. Prizes such as shoes and tired legs cream were given away to lucky people who visited the information stalls.

It was a successful Falls Awareness day. People who participated were very appreciative and are looking forward to next year's big event.

**Rhommel Go
Physiotherapist**



News from the Whittington Radio

Well, we attended this year's Highgate Summer Festival (Fair in the Square) and we had a great time interviewing all sorts of people from across the local area. The day was filled with fun and entertainment for ALL and if you didn't make it on the day you missed live entertainment including belly dancing, a steel band, various music groups, a fencing demonstration, the petvet dog show, a bell ringer, an array of local charities and Societies, Pearly Kings and Queens, a fire engine for the kids, an arrangement of quirky stalls, and much much more. We even managed to interview local MP, Lynne Featherstone. If

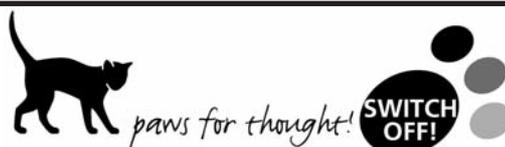
you didn't get there this year, then I would highly recommend you get there in 2010 and you may well be one of the lucky one's to be greeted by a microphone from your very own local community hospital radio station.

Darren Entwistle

Patient safety walkabouts

Each month every executive team member will visit an area of the hospital to meet staff and observe and talk about patient safety issues. The first visit took place on 30 June with medical director Celia Ingham Clark and director of finance Richard Martin visiting the birth centre and labour ward.

Carbon Corner



In June The Whittington Hospital NHS Trust published its Carbon Reduction Strategy. The hospital is committed to playing a leading role in the drive to reduce carbon emissions. This will help the national efforts to reduce the impact of Climate Change, arising from increasing Carbon Dioxide levels in our atmosphere.

The Whittington's strategy has developed an action plan over the next few years, until 2015, which will deliver a reduction in the environmental impact of The Whittington Hospitals' activities, in line with government targets.

There are 10 areas the Strategy looks at where we can be more environmentally friendly and hence more sustainable.

The five main ones of these are:-

Energy and Carbon Management

The Trust is committed to reducing its 2007 Carbon footprint by 10per cent by 2015. This means a reduction of over 900 tonnes Carbon Dioxide on our annual usage over the next 6 years. These emissions arise from the Trusts use of gas and electricity and so these need to be reduced by changes in technology, increased awareness and increased vigilance for avoiding wasting energy.

Procurement and Food

Procurement is recognised as being the largest contributor to the carbon footprint of the NHS and it is the Trusts strategy to work in partnership with suppliers to lower the carbon impact of all aspects of procurement; make decisions based on whole life cycle costs; and promote sustainable food throughout its business.

Travel and Transport

To move towards more sustainable travel the Trust will consistently monitor business mileage; provide incentives for low carbon transport; and promote care closer to home, telemedicine, and home working opportunities.

Water

The strategy includes a commitment to reducing water usage to a more sustainable level through avoiding waste from leaks and the increased usage of technology and modern equipment to make better use of the water we do use.

Waste

The strategy outlines the Trusts commitment to reducing the quantity of waste produced and increasing recycling where possible. Over the next few years to 2015 we will reduce waste arisings by 10 per cent or more and increase recycling rates.

Please read the strategy document for more details. It

can be found on the Intranet, under Trust Policies, or see the Sustainability notice board in Kenwood Wing, level 3.

The implementation of the Strategy will be overseen by the Sustainability Strategy Group but progress with the individual areas mentioned will be the responsibility of small focus groups. If you would like to be involved in one of these focus groups then please e-mail carbonfree@whittington.nhs.uk or allan.perry@whittington.nhs.uk stating which group you would like to be involved in. Alternatively contact the lead for each group directly. They are:-

- **Energy and Carbon Management** – Steven Primrose and Allan Perry
- **Procurement and Food** - Cecil Douglas and Neil Thornton
- **Travel and Transport** - Cecil Douglas and Jenni Karley
- **Water** - Steven Primrose and Allan Perry
- **Waste** - Steven Packer and Allan Perry

News from the Friends of Whittington Hospital



At our April committee meeting we were told that Margaret Farr and Eve Knott were retiring. For many years Margaret was secretary, membership secretary and sales table organiser. Eve had for very many years been organiser of sales table in

the hospital basement until it was disbanded owing to the new building.

At the AGM in May Mr Radford presented both ladies with a memento. Also remembered with a memento was Mr John Walker who did the sales trolley on his own for many, many years. He was delighted to be remembered.

As I went on a holiday soon after the AGM the editor of this publication wrote the report to go with the photograph in the last Link.

Ventnor on the Isle of Wight was my holiday destination where from 1869-1969 a wonderful hospital was situated for the diseases of the chest (pictured opposite). The only early treatment apparently was-FRESH AIR! I welcome the improvement in medicine.

Tilda Siebert
Hon. Publicity Officer



NEW QUIZ

MONDAYS @ 8PM

at The Victoria, 28 North Hill, Highgate, London N6

Eight rounds with a prize for each round
Picture, video, music and jackpot rounds

Entrance just £1 per person

20 per cent off food for quiz entrants

'QuizQuizQuiz run the best quizzes in the country!'

Bamber Gascoigne

(Legendary host of University Challenge)



Food catering for patients at the Whittington

Nutrition is an important part of a patient's hospital stay. If the right food is offered to patients, and their cultural needs are met, it can aid recovery and give patients a feeling of comfort and well being. The Whittington Hospital currently has 427 beds, so provides 854 hot meals plus 427 breakfasts each day. The budget per person, to provide all meals and drinks, currently stands at £6.64 per patient per day,

Over the last few months lectures and focus groups have been held to which many Whittington Members participated. On the subject of patient food some interesting questions were asked which we would like to share with you along with our replies.

What menu choices are available at the Whittington?

There is a two week menu cycle which helps limit repetition for our shorter term patients. Within that cycle there are three menus;

Main – Paediatric – Care of Older People *[contains softer, easier to eat choices]*

There are three daily services:

Breakfast menu offers a choice of cereals, porridge and bread and spreads.

Lunch menu offers hot choices, usually two or three, plus a cold salad option. There is always a hot and cold pudding.

Evening meal includes a choice of a hot meal or sandwiches for a lighter meal, yoghurts, cheese and crackers.

All menus are coded to show healthy options, soft options and gluten free. Halal and Kosher meals are available as well as pureed meals for patients with diagnosed swallowing difficulties.

Offering hot and cold options at both the lunch and evening meals allows patients' choice to be better catered for. Many patients feel more comfortable when they can have their meals at a similar time as they do when at home.

Example menus showing calories and protein content based on a standard serving:

Example 1	Example 2	Example 3
Breakfast: Breakfast cereal, orange juice & a slice of bread and marmalade	Breakfast: Breakfast cereal, orange juice & a slice of bread and marmalade	Breakfast: Breakfast cereal, orange juice & a slice of bread and marmalade
Lunch: Braised chicken and lentils with creamed potato and vegetables Lemon mousse	Lunch: Beef and onion pie, creamed potatoes and vegetables Apple pie with custard	Lunch: BLentil & apple bake with potatoes and vegetables Rhubarb crumble & custard
Supper: Quiche, boiled potatoes & salad Yoghurt, fruit & cheese and biscuits	Supper: Macaroni and cheese with salad Yoghurt, fruit & cheese and biscuits	Supper: Spinach and pasta with salad Yoghurt, fruit and cheese and biscuits
Provides: 1850 calories; 73g protein	Provides: 2000 calories; 63g protein	Provides: 1850 calories; 60g protein

Are there healthier, low fat options offered?

Yes, at each of the main meals there is at least one dish which meets the healthier eating criteria. A healthier choice option provides no more than 15g total fat and no more than 5g saturated fat. Salad, fruit and low fat yogurts are available at each mealtime.

What happens if patients miss a meal when away from the ward?

There is a snack box service for those who may have missed their meal. Nursing staff can order a snack box from our catering team for patients that may have just been admitted or been elsewhere in the hospital for treatment at service mealtime. The snack boxes usually contain a sandwich, fresh fruit, yoghurt, cheese and biscuits and a juice drink.

Where does the food come from?

The Whittington Hospital does not cook meals on site. Instead we operate a Delivered Meal Service, a cook/ chill system, whereby meals are delivered from an outside company (currently Anglia Crown) to the hospital pre-cooked, in a chilled state.

Each ward has a 'regeneration trolley' which heats the food to the correct temperature for a set time. For the lunchtime service, the meals are delivered at 10am to each ward in insulated boxes. The meals are temperature

checked before being placed in the regeneration trolley which is set at 30c or below. From 11.30am the trolleys are set to heat up and regenerate the food. Before lunch is served all the heated food is checked to ensure it has reached the required temperature of at least 72oc.

How do patients choose the food they want?

At the Whittington Hospital, we encourage patients' to choose their meals as close to the mealtime as possible. They are asked to fill out a daily menu card with their choices for the following day's lunch and evening meal. These are collected and collated by the catering department. We hope through this process patients will be more inclined to 'fancy' and enjoy what they have ordered.

As meals are delivered to the hospital in advance, the catering department uses information based on the popularity of meals from previous weeks and months to determine how many portions of each menu choice are ordered from Anglia Crown. This system of ordering meals from the supplier based on the popularity of meals from previous weeks means our patient can order food from day to day, unlike some hospitals where patients have to order a week in advance. Like you and I most people do not know what

they will 'fancy' or want to eat a week in advance. Therefore in these circumstances a lot of the food can be wasted as dissatisfied patients will leave their food or indeed may well have been discharged before their choice of food ever arrives! Added flexibility is provided through the meal service system being based on a bulk service system (a system where meals are served from a multi-portion tray) as opposed to a plated meal service. The bulk service system therefore offers some scope for patients to choose an alternative meal at the point of service or to request additional helpings.

How is the food served on the ward?

All meals are served on the wards by ward staff. This is beneficial to patients as portion size and their likes and dislikes can be better catered for.

The Whittington runs a 'Protected Mealtime' policy which operates on all wards at lunchtime for an hour whilst meals are being served and eaten. Ward rounds, drug rounds and any non-urgent procedures have to stop. This ensures nursing staff have the time available to assist patients' requiring help with eating and drinking and also allows patients to eat without interruptions. We also have a number of volunteers who are trained to assist patients with meals where required.

Is hospital food nutritionally adequate?

Based on national guidelines hospital meals should provide between 1200-2500kcal range per day and between 55-60g proteins per day. Mid morning and mid afternoon snacks are also available.

Who decides the menus?

At the Whittington there is a Catering Group that meet monthly and some of the elected governors are involved with, and included in, that group. The aim of the group is to develop and improve nutritional care, food services and appropriate menus for the patients, whilst ensuring that the menus chosen comply with national guidelines for hospital catering and nutritional content.

The team is made up of:

- Catering and facilities managers
- Catering company provider (currently Anglia Crown),
- Clinical nutrition service manager
- Nutrition assistant
- Speech and language therapist
- Elected governors

Does the hospital listen to patient feedback about the food?

As well as the lectures and focus groups mentioned at the beginning, regular in-house food tasting sessions are held. These are carried out on the wards at lunchtime involving the Director of Nursing, Catering and Facility Managers

and the Clinical Nutrition Services Manager. Patients on the wards are asked for their opinions on all aspects of the food and catering services during these sessions. The results of these sessions give us the opportunity to regularly evaluate the food being served, feedback the results to the meal suppliers and discuss how meals may need to be improved. Alongside this Anglia Crown, who supply the meals, independently conduct their own patient surveys at the hospital once a month to evaluate the meals and ask patient opinions.

When menus were redesigned 18 months ago there was input from patients, the catering department, hospital dietitians, an Anglia Crown dietitian and a speech

and language therapist to ensure nutritionally balanced meals were provided as well as choices that are acceptable to the demographic of patients' that attend this hospital.

Patient quotes;

"It's the first time I have come into hospital and the food is lovely. The salmon bake is something I would want to buy" – a patient on Victoria Ward

"The lunch today was really tasty, would like it every day" – quote relating to the kosher lunch on Cavell ward.

Gemma Bourke, Care of Older People Dietitian
Laura Rose, Dietitian

Food myths debunked

Do you know which of these food myths are true or false?

- The experts are always changing their minds about what healthy eating really is
- Healthier foods are always far more expensive than other foods
- If the label says 'low fat' or 'reduced fat' then the product will always be a healthy choice
- Margarine contains less fat than butter
- Fruit juice can be harmful to teeth

The experts are always changing their minds about what healthy eating really is

False - It might seem as though nutrition experts regularly change their minds and don't agree with each other. But, in fact, the main messages about healthy eating have stayed the same for some time.

For example, the message to reduce the amount of fat we eat has been the same for more than 15 years, and we were being told about the importance of fruit and veg as long ago as the Second World War. Then the advice was to 'dig for victory' and grow our own.

When we do hear contradictory messages about healthy eating, this is often because new scientific findings tend to be reported in the media before they have been fully researched, and without the findings being put into context.

Healthier foods are always far more expensive than other foods

False - Although it's true that some healthier ingredients can be more expensive, often you only need to use them in very small amounts. And sometimes choosing the healthier alternative can actually save you money.

You can make meat go further by cooking it in casseroles or stir-fries with cheaper ingredients such as beans, pulses or seasonal veg. Basing your meals on starchy foods such as rice, pasta or bread is not only a good idea for a healthy balanced diet, but these foods are also good value and can make a meal go further.

A good way to save money is to cook batches of dishes such as chilli, curry or stew, and freeze them in handy portion sizes. When you cook a batch or save leftovers, it's important to cool the food quickly (in one to two hours), then freeze it in sealed containers. And always

make sure you reheat food until it's steaming hot all the way through.

If the label says 'low fat' or 'reduced fat' then the product will always be a healthy choice

False - To claim that a product is 'reduced fat' the amount of fat must be at least 30% lower than standard products. But these types of foods tend to be high in fat and energy in the first place, so the 'reduced fat' version can still have quite high amounts of both.

Foods labelled 'low fat' or 'reduced fat' aren't necessarily low in energy. The fat is replaced by other ingredients, so the product can end up with the same or an even higher energy (calorie) content.

Also, if you're tempted to use more of a reduced-fat product than you would of the full-fat version, you might end up having the same, or even more, fat and energy.

Margarine contains less fat than butter

False - Butter and margarine contain different types of fat, but both contain a similar amount of fat. So whichever one you choose, remember to use it sparingly.

Fruit juice can be harmful to teeth

True - The sugars found naturally in whole fruit are less likely to cause tooth decay because the sugar is contained within the structure of the fruit. But, when fruit is juiced or blended, the sugar is released. Once released, these sugars can damage teeth, especially if fruit juice is drunk frequently.

But fruit juice is still a healthy choice. One glass (150ml) counts as one of the five fruit and veg portions we should all be aiming for each day.

To help keep teeth healthy, it's best to have fruit juice at mealtimes, particularly for children. Milk or water are good choices for children to drink between meals.

Artwork in the Neonatal Intensive Care

On 23 June the neonatal intensive care unit put up some specially commissioned original artwork by healthcare artist, Rebecca Cresswell from Wolverhampton in the West Midlands. The walls in the special care baby unit are now decorated with her unique pictures designed to enhance the environment with humour, colour, and to help make the visit to the hospital more comfortable.

Rebecca's extraordinary artwork contains fantastical scenes, where sweets grow on trees and trees are made from lolly pops. The bright colours and silly characters in her pictures send off a friendly and playful vibe into the unit's environment.

The art celebrates the special loving bond between infant and parent, and 'child friendly' creatures are displayed to entertain and bring joy to little ones.

Can you spot the Whittington cat? In his free time he likes to roam around through the

artwork, waiting for you to spot him! Use your imagination to ponder what the character's personalities might be like, or how 'sweet' life would be if trees really were made of lolly pops!

Rebecca hopes the artwork welcomes children and adults

and brightens up the faces of all who view it. She wants to thank everybody who made this installation possible, especially the Building for Babies appeal for funding the unit's refurbishment and her work.



Cat daze and lolly pop trees



Meal for two



Dewey's big sheep round pp



Seaside outing



Catalicious



Toby and Ralph hit the park



Too many mouths to feed

FACE IT the anti ageing & beauty clinic

17 Highgate High Street, N6 5JT
020 8340 1770

www.faceitbeauty.co.uk

Three free treatments per month for nurses etc
- first come first served -

Can't apply again for another 12 months.

For all staff 10 per cent offered to use on treatments.
Make sure to bring I.D. because it must be shown to
take up offer!

The Whittington Hospital

NHS Trust

The Whittington Achievement Awards

Do you know someone who has made an exceptional contribution to the Whittington Hospital during 2009?
Have they:

Any member of staff can nominate an individual or group for an award. Have they:

- ✓ Improved the quality of experience for patients using our services in line with the Whittington Promise
- ✓ Involved patients in measuring clinical outcomes to further improve services
- ✓ Developed clinical services that further improve the Whittington's position as the hospital of choice for local people
- ✓ The ward with the highest rolling score for hand hygiene and cleanliness gained from the visible leadership audits
- ✓ Improved the Trust's efficiency

Nomination forms (downloaded from the intranet, or requested from ext.5983), must be sent in by Friday 28 August to Deborah Goodhart, Press Office, Jenner Building.

Entries will be judged by a panel of directors, governors and staff representatives, and winners will receive their awards at a presentation at the annual public meeting on Wednesday 16 September

...the hospital of choice for local people

Round the clock support from Health Records

From the 1 June the Health Records department has changed its working patterns so that they now operate a 24-hour service Monday-Friday. The primary role of the overnight staff, working two shifts 1600-2400 and 0001-0800, is to support ED and provide medical notes for the overnight admissions.

Previously overnight admissions have a temporary set of case notes made up which are then invariably used throughout their admission, denying clinical staff important information on the patient's previous history.

This change in working patterns is the latest in a range of initiative from Health Records in its drive to improve the availability of medical records. The department has already made huge strides with an average of only 30 missing notes files out of the 1000 plus case notes pulled by records staff each day. Much of this success is due to the case note tracking system which allows records staff to accurately know where records are and therefore provide them for every

patient attendance. However this system is only as good as its weakest link and every missing note represents a clinical risk. All staff are reminded of their responsibilities with regard to case notes:

- All notes are to be 'tracked in' on the case note system by the receiver as soon as they arrive.
- When notes are finished with they must be tracked to 'in transit'
- Notes should only be held outside the records department for the minimum time, normally less than 14 days.
- Notes must **never** be taken from an area, even for a short

time, without the current owner's permission and must always be tracked to any new location.

The last point of these is particularly important, records staff waste huge amounts of time because of notes not being in the place they are tracked to and when they cannot find them this also effect patient care. The Trust has invested considerable time and money in improving Health Records but to ensure that the original case notes are always available requires the whole support of the whole Trust.

For further information contact: Jon Green General Manager DOSS ext 5644.

Linked appointments

Since the start of the year a small team has been working on a project to shorten our waiting times and improve the patient experience. We are currently at the first stage of this project which involves the development of the administration processes around the booking of diagnostics services and then be able to link them with the outpatient follow ups.

This first stage is the linking of imaging based diagnostics. This has involved moving the booking of all appointments from the RIS system to PAS and then introducing new processes for staff to be able to book both the imaging and outpatient appointments together.

The project has followed two guiding principles:

- The system should ensure that we no longer ask patients to walk to different bits of the hospital to deliver pieces of paper.
- Appointments should be made by agreement with the patient, either face to face in outpatient clinics or within 36 hours of their outpatient appointment via the phone.

To achieve this the project has now:

- Moved the booking of all imaging modalities to the PAS system

- Set up an evening booking service that phones all patients unable to be booked face to face in clinic for clinical reasons. This service books both imaging appointment and outpatient follow up.
- Trained OPD staff to be able book both appointments where it is clinically appropriate face to face in clinic.

We are currently linking up to 75 per cent of appointments successfully in clinic's 1B, 3A, 3D, 4A and 4B. However it is important for all staff to be aware of this new process and no one should now be sending patients with imaging requests forms to imaging, these should all be collect at clinic reception following the patient's consultation. Although it is still early to gauge the full affect of this the first area to phone book linked appointments, Orthopedic MRI, has seen a dramatic reduction in MRI cancellations and DNAs from 15% and 11.5 per cent respectively in 2008 to 5 per cent and 0.8 per cent since the project started in February 2009.

The next stages of this project are to continue to embed the linking of imaging appointments and to move on to linking the Trust's other diagnostic services.

For further information contact: Jon Green General Manager DOSS ext 5644

Payroll officer caught

On 9 June a former Whittington payroll officer was sentenced at Blackfriars Crown Court to one year's imprisonment for defrauding the Whittington of £21,953. The Judge described

her behaviour as "premeditated and organised" and "very dishonest".

Local counter fraud specialist, Nigel Sedgwick, of Parkhill Counter Fraud Services, led the Trust's investigation and was commended by Islington Police and the CPS for the standard of evidence produced.

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:

<ul style="list-style-type: none"> • Better access to vital equipment • Improved rehabilitation facilities • A more relaxed social environment 	<p>To give elderly patients the best service locally, we need to raise £100,000.</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------

Can you help?

For more information contact the fundraising team on 020 7288 5641 / fundraising.department@whittington.nhs.uk / www.whittington.nhs.uk/COOPappeal

Reg. Charity No.: 1056452

The Whittington Hospital  *...the hospital of choice for local people* 

Chaplains' Corner

Suddenly, though at one level I knew it was coming for years, my biological clock, which has been ticking away unnoticed, strikes 65 and the word "retire" no longer just refers to a football player limping off the field after a bad tackle.

"Retiring" means you are entering a phase of life when, if you get up three times a night it's not because the baby is crying....A time of life where people (sometimes) stand up and offer you a seat on the bus or the tube....A time when you slip unnoticed into nostalgia: "when I worked in Africa in the 1970's....". Yes, you've guessed, I am about to take retirement from the NHS and I have been given this space to make a final visit to Chaplain's Corner.

I started working as a chaplain in 1987 - A local Baptist minister said he was retiring and another Free Church Minister was needed to take his place and do a few hours each week at a local Mental Hospital. It was quite intimidating to start with, because all the wards were

locked and the master key they issued me with was large and bulky. Nobody seemed to want me to be in there, when I did manage to get through the door. It took me some time before I realised that I could enter the ward, speak to the staff in charge and then just sit and wait and people would come to me and start to chat. The time passed really quickly. It was more interesting as the weeks went on and I got to know people by name.

When I moved to North London, other opportunities to do chaplaincy work arose at local mental hospitals and Units. Then in 2003, my job-share partner Revd Daphne Williams and I made a successful joint application for the job we now do at the Whittington Hospital, and since then the department has changed and developed to become a very different face of pastoral and spiritual care.

The longer I do the work the more convinced I am of its importance. When I started off as a chaplain, I could be accused of thinking that I had all the answers to life's deep questions, but as I gained experience I soon realised I didn't have easy answers to give. On many occasions, I have stood with the grieving

parents, beside a grave of a longed-for baby who has died prematurely and found myself lost for words when the formal funeral prayers have been said. I hoped that my silent presence helped them to cope with their tragic loss. At these moments I remember that in the Bible, when Job had lost all his children and possessions and his friends came to comfort him, they remained silent with him for seven days before they spoke a word. It's the same kind of presence that can be known on the wards. A staff member whom you scarcely know greets you as Chaplain and you hope they know that you come as a friend, a comforter, an ear that is open to listen and part of the overall healthcare team meeting spiritual and pastoral needs in patients and staff who need it.

In these days when the area of London the hospital serves has many different cultures and races represented among its residents, it has also become important to recognise and affirm the religious and spiritual diversity around us. Part of my work as a chaplain of a local hospital has been to act as a link between Whittington and this cultural and spiritually diverse "patch"

and I have learnt a great deal about this important dimension of life. I hope that the experience gained has enabled the Chaplaincy Team to be more culturally aware and better able to serve everyone who comes into the Whittington, staff member, patient, service user or relative.

I want to close this short article by paying tribute to all those who help to keep the Whittington going, the cleaning staff, the porters, the clerical and non-technical staff, as well as the nursing and clinical staff and managers; the guy who walks up and down with his trolley making deliveries around the hospital, the midwife tired after a long shift who still has time to help the chaplain make contact with the parents, the manager struggling to meet the budget and keep their Team happy, and there are so many others. Thank you all for your contribution to such a happy and fulfilling season of my life, and from my Christian standpoint I say, may God bless you all.

David Curtis
Co-Head of Department of
Spiritual and Pastoral Care

The Holy Month of Ramadan

Ramadan is an important Muslim festival and lasts for a month, starting this year towards the end of August. It is considered by Muslims as a great blessing from Allah and they congratulate each other on its arrival. Fasting which is required from dawn to dusk during the month is not just about refraining from food, drink and sex, but it is time for reflection and self-purification. The purpose of the fast is to help develop self-restraint, Allah-consciousness, compassion, a spirit of caring and sharing and love of humanity. As opposed to mere starvation or self-denial, it is also an act of worship and

obedience to Allah, thanksgiving, forgiveness, spiritual training, and self-examination. Muslims believe that fasting elevates the human spirit and strengthens the will power as you learn to rise above your lower desires. Muslims are expected to forgo

all "bad habits" such as smoking, cursing and gossiping, verbal abuse, fighting and lying, as these actions render the fast worthless.

The end of Ramadan is celebrated by the Festival of Eid ul-Fitr -Festival of Fast-

Breaking. It is a joyous time beginning with a prayer, and accompanied by celebration, socializing, festive meals, donations to the needy and sometimes very modest gift-giving, especially to children.



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

The Great Highgate Fun Run 2009

On the morning of Sunday 4 October 2009, the annual Highgate 5k Fun Run will take place around London's Hampstead Heath, in aid of The Whittington Hospital's Care of Older People Appeal, to improve the treatment and rehabilitation equipment available for elderly patients, as well as improving the wards' facilities.

We are expecting over 500 runners on the day, and a famous face will be opening and running the race - Dermot Murnaghan from Sky News launched the race last year - and even one or two other celebrities may jog around the route, just for fun!

The race follows a 5k route, on path, through woodland and passing the beautiful Kenwood House, before finishing off by Highgate ponds. Goody bags and drinks will be distributed to all finishers.

Please call 020 7288 5641 or email fundraising@whittington.nhs.uk to register.

The Great Highgate 5k Fun Run 2009



**Walk, Jog or Run
5k for Charity**

Sunday 4 October 2009

Run starts at 11am - registration 9.30am at Highgate Society, 10 a South Grove, N6 6BS

Help raise money for the Whittington Care of Older People appeal by taking part in the greatest north London run!

Register now for your place and reserve your goody bag!

Cost of Entry:

Adult	£15
Under 16's	£8
Family of upto 5	£40

Register on www.whittington.nhs.uk/funrun and follow instructions to register

Alternatively call Marje on 020 7288 5641 or email fundraising@whittington.nhs.uk

The Whittington Hospital Charitable Funds 

Event organised in conjunction with All About You Gym, 3 Broadbent Close, Highgate Village, N6 5JW

Whittington Hospital Charitable Funds Charity Reg. No. 1056452



Company of Elders



On Tuesday 23 June, BBC1 aired a documentary on Sadler's Wells 'Company of Elders' of which Eve Dewhurst, a Governor of the Whittington, is a member. The Company of Elders is a dance company with 25 performers between the ages of 61-85. They have performed at places including

the Albert Hall and the Venice Biennale. The Company of Elders gives an inspirational performance and is the jewel in the crown of Sadler's Wells.

As well as being a Governor at the Whittington, Eve is an actor and used to work with 'Interact' reading to stroke patients on Cloudsley Ward. She has also received care and treatment for cancer at the hospital. As a Governor, Eve wants to become involved in the work to improve environmental conditions and patient facilities, and make sure areas maintain the excellent standard as the new critical care and chemotherapy units. Eve wants to show her gratitude for the wonderful care given at the Whittington and wants to make a difference in many areas.

Paediatrics teaching at the Whittington

We are going to blast our own trumpets! In the recently collected data from the PMETB (postgraduate medical education and training board) we received the highest accolade. Trainees in Paediatrics from all over London rate the Trust in which they work and this information was collected early in 2009 and distributed in June. At the Whittington we scored 'outstanding' in the overall impression category. We were the only North London trust to do so. To score at this level trainees must rate the

institution above the 95th percentile. Similarly we backed the only two successful academic trainees for paediatric fellowships at the Royal Society of Medicine (Sarah Eisen and Sara Hamilton, *pictured below*).

As lead for paediatric postgraduate and undergraduate education at the Whittington, I believe that the quality of postgraduate training is mirrored in the undergraduate setting. Year on year we get excellent feedback from undergraduates who do their paediatric rotation at the Whittington. This is because we have worked hard to become a 'learning team' ensuring that we pay attention to the learning environment, the needs of our learners and the inclusion of learners in the team.

**Dr Caroline Fertleman
Paediatrician**



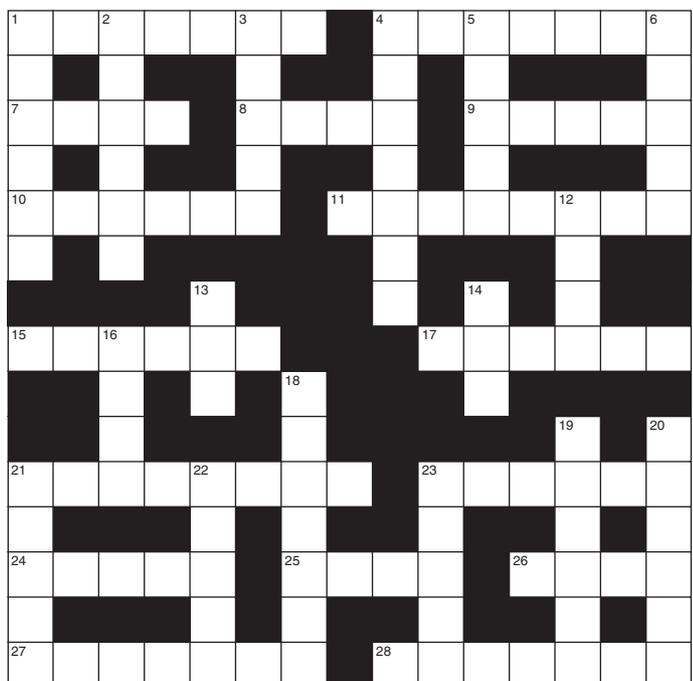
Dr Sarah Eisen



Dr Sara Hamilton

Puzzle Page

Compiled by Ellen Beckett



Across clues:

- 1. Stone tablet found in Egypt in 1779. (7)
- 4. To hang. (7)
- 7. Indiana Jones and The Temple of? (4)
- 8. Official literary language of Pakistan. (4)
- 9. Synthetic material. (5)
- 10. Sacred Egyptian beetle. (6)
- 11. Holiday resort and port in SE Spain. (8)
- 15. Large flatfish. (6)
- 17. Perplex or tease. (6)
- 21. Of a menu; each dish charged individually. (1, 2, 5)
- 23. Slang term for a train spotter. (6)
- 24. Jewish doctor of law. (5)
- 25. Extinct flightless bird which was native to Mauritius. (4)
- 26. Steering apparatus on a boat. (4)
- 27. Whale with a spiral tusk. (7)
- 28. Boarding home for felines. (7)

Down clues:

- 1. Pungent root eaten as a salad vegetable. (6)
- 2. An advertising catchphrase. (6)
- 3. Digit of the hand. (5)
- 4. Unkempt and dingy. (7)
- 5. Relating to sound waves. (5)
- 6. Move to music. (5)
- 12. Slang term for food. (4)
- 13 and 14. French term for a witty saying. (3, 3)
- 16. Small flightless South American bird. (4)
- 18. A fortress in or near a city. (7)
- 19. Athens country. (6)
- 20. Of clothes; scanty. (6)
- 21. Scottish island in the Firth of Clyde. (5)
- 22. USA and Canadian Mennonite sect. (5)
- 23. Hawaiian greeting or farewell. (5)

Solutions to last month's Link crossword



Crossword winner:
Eluned Ellis - Haematology

Sudoku

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

Solution to last month's Sudoku

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

Conundrum

What invention allows you to see through walls?

Please send your answers to: Deborah Goodhart,
JENNER BUILDING

Answer to last month's conundrum

What was Michaelangelo's first name?

Was: Michaelangelo

Winner: Ricky Crump

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

Editor: Deborah Goodhart