Comprehensive Spending Review – what does it mean for us?

The Comprehensive Spending Review has, at the time of writing, been announced in the last 24 hours, and was followed by a letter from NHS Chief Executive David Nicholson describing some of the key messages for the NHS.

It is too early at present to know exactly what the implications are for our health community and this Trust, but across Gloucestershire, as you know, (see page 2), many of you are actively involved in developing QIPP (Quality, Innovation, Productivity and Prevention) proposals and plans and these are ongoing.

David Nicholson says: “The ambition of the quality and productivity challenge is not to maintain the status quo, but to continuously improve services for patients and value for money. We know from evidence that better, safer care is also more cost effective care.”

In summary the key points from the spending review for the NHS are that:

- Total expenditure will be protected. Within that increase, NHS revenue will increase year on year and there will be a further redistribution of £1bn by 2014/15 to support greater integration between health and social care.

- In common with the wider public sector the NHS must make unprecedented productivity savings in order to keep pace with demand. David Nicholson, NHS Chief Executive said: “Our assessment 18 months ago of the scale of the £15 – 20bn quality and productivity challenge has been borne out and it is more important than ever that we pursue those quality and productivity improvements. Every penny of those savings will be available for reinvestment in frontline healthcare.”

- The settlement also represents an opportunity to support integration between health and social care services at a local level, which is something which has been raised in our QIPP staff events on a number of occasions.

Chief Executive, Dr Frank Harsent said: “We will continue to work in partnership with the health and social care community in Gloucestershire and our ongoing open communication and engagement with staff will be critical to make sure that our health community remains healthy and that we continue, across acute and community services, to provide the best possible care for patients.”
Staff Matters

Staff turn out to have their say about QIPP

More than 500 staff turned out in September and October to find out more about and have their say about QIPP in Gloucestershire.

QIPP stands for Quality, Innovation, Productivity and Prevention and has been described as the most important challenge facing the NHS for the foreseeable future.

For the Gloucestershire health community this means we are looking afresh at our services to ensure that we:

- focus on the quality of clinical care
- meet the growing demand for healthcare services
- continue to live within our means and achieve maximum value from the resources available.

One of the key principles underpinning the QIPP programme is that there is a robust engagement process which is why eight QIPP staff meetings have been held at CGH and GRH, plus numerous Divisional and Specialty-focused meetings giving staff the opportunity to find out more and give their views about the questions posed by the QIPP challenge.

There have been special QIPP sessions for Foundation Trust Members, community partners, including, for example, members of the Local Involvement Networks (LINks), carers organisations, local authorities and members of the County Council’s Health, Community and Care Overview and Scrutiny Committee.

In September a newspaper supplement was published in the Gloucestershire Citizen and The Echo and a website went live containing an online version of the information booklet ‘Your NHS – Maintaining Quality, Improving Efficiency’ which invited everyone in Gloucestershire to respond to a QIPP survey.

Within our Trust, Divisions have also been identifying ideas and proposals to take QIPP forward, using the QIPP Planning Template.

Chief Executive, Dr Frank Harsent, said: “The discussions we have been involved in show that staff are engaging with challenges of QIPP – and clinical staff are seriously considering ways of providing services differently.”

The next phase of the QIPP programme, will be to take the feedback from the first phase and put together more specific proposals for change. Staff within our specialties will of course be central in putting those proposals together, and all of those proposals will be subject to a further, full programme of engagement with opportunities for all staff and the public to have their say.

As soon as there is more detail to share with you there will be communications using global email, Outline, Team Brief and the Trust Intranet and Website, or if you have questions or you cannot access web information you can email comms@glos.nhs.uk

Finding out more: http://www.nhsglos.nhs.uk/content/involved/qipp/qipp_homepage.html

To read the QIPP presentation to staff go to the Trust Intranet Home Page

OUTLINE DEADLINES 2010/2011

November Edition
Submission deadline: Friday 29th October

December Edition
Submission deadline: Friday 26th November

January Edition
Submission deadline: Friday 31st December

February Edition
Submission deadline: Friday 28th January

March Edition
Submission deadline: Friday 25th February

April Edition
Submission deadline: Friday 25th March

Editorial Team

If you would like to submit an article for Outline, please contact the Communications Office on 08454 223120 or email comms@glos.nhs.uk

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<th>Role</th>
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<tr>
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<td><a href="mailto:sarahJ.smith@glos.nhs.uk">sarahJ.smith@glos.nhs.uk</a></td>
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Trust appoints new Chair

We were delighted to announce the appointment of Professor Clair Chilvers to the position of Chair.

Professor Chilvers is currently Chair of Nottinghamshire Healthcare NHS Trust, one of the largest mental health and learning disability service providers in the UK.

Professor Chilvers said: “I am absolutely delighted to have been appointed and look forward very much to working with the team in Gloucestershire. In my current role I have aimed to provide clear strategic thinking but also to keep my feet firmly on the ground by visiting all areas of my current Trust. My favourite way to do this is to work alongside a healthcare assistant for a half a day.

“I believe passionately that the most important people in the NHS are the people who use our healthcare services and their families. I look forward to my new role in Gloucestershire and to continuing the strong leadership shown by Dame Janet Trotter.”

Chief Executive, Dr Frank Harsent said: “I am very much looking forward to working with Professor Chilvers, whose experience and approach will I feel be a great asset to our Trust during the significant challenges ahead.”

With a strong background in academia and the senior civil service, Professor Chilvers’ trained originally as a Medical Statistician and spent most of her research career as a cancer epidemiologist at the Institute of Cancer Research, University of London.

Dame Janet Trotter will remain in post until Professor Chilvers takes up her position on January 1st 2011.

Board Meeting

The Trust’s main board meeting was held on Friday 24th September.

A&E targets have been affected by the influx of junior doctors, but are expected to settle down. We will continue to aim for 98% rather than the 95% Monitor target. There was also extensive discussion around the Cancer wait targets and the desire for GP’s to link more directly with clinical colleagues at the Trust.

The 1 year review of Utopia took place recently. Despite all efforts, emergency admissions are still rising and the SPCA is not having the impact that the PCT and ourselves would wish. Discussions are in hand.

Non-executive Director Maria Bond agreed to be NED champion for Health & Safety following the report from the HSE.

The next public meeting of the main board will take place at 9am on Friday 29th October 2010 in the boardroom, 1 College Lawn, Cheltenham.

Financial Update

At the end of September there was £6.6 million of the £30 million still to save. We are £0.8 million behind the financial plan with regards to income and expenditure.

Governors

Congratulations to our new and re-elected Governors, who were appointed following elections held in July.

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<th>Jenny Hinks (NEW)</th>
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Partnership Working

Providing vital training to healthcare workers in Kambia

Staff from Gloucestershire Hospitals NHS Foundation set off this month on their second training visit to Kambia in Sierra Leone.

In 2008 our Trust agreed formal links with the Kambia Hospital as part of its strategic partnership working, which is of benefit to both the African Hospital and our own Trust.

While around 20 days of paid staff time is funded by the Trust, the remaining time spent in Kambia and in preparation for visits is given by those staff as annual leave.

Sierra Leone is recognised as having one of the highest prenatal mortality rates, infant mortality and maternal mortality ratios in the world. Its infrastructure has been ravaged by civil war which finished in 2002 after 10 years of conflict.

In 2008 the Kambia Appeal joined with the Tropical Health Education Trust (THET) to produce an evaluation of what had been achieved to that point. As a result a formal visit was made the following year by Dr Richard Kerr-Wilson representing the Trust, Sarah Williams of THET and David Holmes of GHT.

Following the visit, the Kambia Appeal shifted its focus to providing training and education. An application was made to the UK International Health Links Funding Scheme for a grant to fund the training, and this saw the establishment of a three year training programme.

The grant approval coincided with the first training visit earlier in 2010 which was undertaken by a range of staff including a consultant gynaecologist, a consultant general surgeon, consultant paediatrician, senior sister, senior radiographer and medical student. This was funded in part by the grant, but also thanks to the proceeds of a Tropical Medicine Course run by Mark Whyman and a curry night.

Appeal representative in Kambia, Mr Moses Kabba, arranged for 16 of the community health officers and trainee CHOs (whose training was funded by Kambia Appeal), were available for the course, with their training and expenses met by the Appeal. Also 10 qualified doctors from the Medical School in Freetown and two senior surgeons came on the course.

At the time of writing the Kambia Appeal Team from GHT were away on their second training visit.

To read more about Kambia, its people and the work of the Appeal go to http://kambia.org.uk/new/

Green Oranges helps Kambia Appeal

Dr Emily Joy spent two years working in Sierra Leone with Voluntary Service Overseas just at the beginning of the rebel incursions. She had promised to return, an easy promise to sign off an epilogue, but not the sort of thing you do with three small children and a country torn apart by civil war. However seventeen years later the Kambia Appeal finally helped her keep her promise. She worked at Kambia Hospital for six weeks whilst her children went to the local school.

The new edition of her book Green Oranges on Lion Mountain has just been released and includes an update of her recent visits. Royalties are going to the Kambia Appeal www.kambia.org.uk which runs a link between Cheltenham and Kambia Hospitals offering training and support to improve maternal health in the district.

The book is available in bookshops and via Amazon (http://www.amazon.co.uk/product-reviews/1903070295)
Maggie’s Centre Opens its Doors

The Cheltenham Maggie’s Centre will be opening in October.

The Centre, on College Baths Road, next to Riverside House, has been a long time in the planning but after many years of fundraising the doors will now open.

There has been a major programme of renovation and the construction of a new high quality extension at the centre, which is designed as a place where people feel welcomed and inspired, with safety and comfort in mind.

Maggie’s is a “drop in” centre for anyone who has been affected by cancer. It can be used by people who are undergoing treatment for cancer, or those who have come to the end of their treatment and are feeling vulnerable and anxious, or those who feel they may be at risk of developing a cancer. It is also available to families, friends and carers who are affected by cancer. The Centre is free of charge.

Maggie’s Centres provide practical, emotional and psychological support both in weekly support groups and on an individual basis. Visitors can join regular timetabled group activities such as rest and relaxation, creative writing and nutrition workshops or they may just want to come in for a cup of tea and a chat to a cancer professional. A benefits advisor will also be available to offer advice.

The Centre will work alongside the Trust staff and strong links have been made as clinical oncologist, Dr Sam Guglani is the clinical lead of Maggie’s, and its centre head is Jane Fide, who many will know as the long-standing lead clinical nurse specialist in breast care for the Trust.

Trust staff are welcome to hold small group meetings in the Centre and cancer support groups are also welcome to use the Centre as a venue.

Trust staff were invited to an open evening at the centre in mid-October and had a chance to look around this beautiful building and to find out what the Centre has to offer.

If anyone would like to know more, please contact Jane Fide on jane.fide@maggiescentres.org or Tel: 01242 250611.

Safety First

We recognise the important role played by our staff in helping to create a healthier and safer workplace. We know that consulting our employees about health and safety can result in;

Better decisions about health and safety – because they are based on the input of a range of people in the organisation, including employees who have extensive knowledge of their own job and our hospitals.

Stronger commitment to implementing decisions or actions – because employees have been actively involved in reaching these decisions

Greater co-operation, trust and joint problem-solving – because employers and employees talk to each other, listen to each other and gain a better understanding of each other’s views

We already have a number of Trade Union sponsored Safety Representatives within our Trust and recognise the valuable role that they play, whether by investigating incidents and complaints, making representation on general matters affecting health and safety, carrying out workplace inspections and attending the Health and Safety Committee meetings. It is very important that we also extend this opportunity to our non union members, to ensure we have the widest and most inclusive representation possible. It is very important that we achieve representation across all of our major staff groups;

Admin and Clerical
Allied Health Professionals,
Estates and Ancillary
Healthcare Scientists
Medical and Dental
Nursing and Midwifery

So if you have an interest in health and safety and would like to represent your colleagues on these key issues, please contact Andrew Seaton, Director of Safety on 08454 225760 or David Smith, Director of HR & OD on 08454 225090 or via email. Full training will be provided and you will be expected to carry out your duties and training in paid time. For further information on the important role of being a Safety Representative, you can also refer to the HSE website and the following advice: http://www.hse.gov.uk/pubns/indg232.pdf
Safer Hospitals

Lower risks bring Level 2 rating and save £1.5million

Acute services within our Trust were successfully granted Level 2 NHSLA risk rating for Acute Standards in September. Together with the success in Maternity Standards results earlier in the year, this means a £1.5million discount to the Trust.

Audrey Sothcott, who led the Acute standards project has a list of around 50 staff from right across the Trust - clinical and non-clinical, support and frontline - who helped to make the assessment a success.

Audrey said: “All of those involved know who they are and they deserve huge thanks. But I would like to say a particular thank you to the staff of Wards 7b, 5a and 6a at GRH who really stepped up to the mark when the assessor paid an unannounced visit with less than a day’s notice. I felt very proud, this is their evidence of day to day safety processes that we’re presenting, and people can lose sight of that.”

The NHS Litigation Authority (NHSLA) is a Special Health Authority established in 1995 to administer the Clinical Negligence Scheme for Trusts (CNST) and provide a means for NHS organisations to fund clinical negligence claims.

Discounts on ‘contributions’ are granted by the NHSLA when the Trust’s Risk Management systems comply with the Risk Management Standards for Acute Hospitals.

The Level 2 rating brings with it a 20% discount and as our Trust’s premium for 2009/10 is approximately £7,400,000, split between Maternity and Acute Services, this amounts to a saving of £1,480,000 in a full year. The discount comes into force during the quarter following inspection, so the Trust began to feel the financial benefit from October 1st.

Andrew Seaton, Director of Safety, said: “At the heart of these prosaic-sounding standards and assessment is the desire of the Trust to deliver higher quality patient care and safer services for everyone in our hospitals, including staff and better governance. This is a real achievement for the Trust and took massive effort by the safety and quality team and all those staff who brought the evidence together.”

This rating also contributes to our Monitor rating and CQC Quality Risk Profile of the Trust.

The standards and assessment processes:

- Provide a structured framework for effective risk management activities, to deliver quality improvements in patient care and the safety of patients, staff, contractors, volunteers and visitors and organisational governance
- Increase awareness and encourage implementation of the national safety agenda for the NHS;
- Encourage and support organisations in taking a proactive approach to improvement;
- Empower organisations to determine how to manage their own risk;
- Help to put risk management/safety first at the centre of all we do;
- Reduce the level of claims by reducing the number of adverse incidents and the likelihood of reoccurrence;
- Assist in the management to the organisation of other inspecting bodies and stakeholders, including patients.

The results against Acute Risk Management Standards for Level 2

NHSLA Score out of Ten
Governance 9/10
Competent/Capable Workforce 8/10
Safe Environment 9/10
Clinical Care 10/10
Learning from Experience 9/10

What next?

A developing action plan will look at what we need to do to make sure that we maintain our Level 2 rating; agree how we aim to achieve Level 3, which brings a 30% savings in the next 24 months, and the actions needed to comply with five non compliant criteria.
MRSA screening

The Trust screens most adult elective and all adult emergency admissions for MRSA. The Trust’s MRSA Screening Group has identified issues with the labelling of MRSA screening swabs/samples that have resulted in some specimens not being able to be processed. This has resulted in delays to treatment and care for our patients. It has also resulted in a missed or delayed opportunity to arrange for topical MRSA suppression treatment to be given.

How can you help?

By ensuring that the pathology minimum data set (the minimum amount of identifying information) is accurately recorded on both the screening samples and the accompanying request form.

What is the minimum data set that should be recorded on the request form?

1. The patient’s surname
2. The patient’s forename (not just an initial)
3. The patient’s date of birth (not age) or unique identity number (MRN or NHS)

Please note if a unique identifier has not been given the current residential address must be stated on the request form.

What other information should be recorded on the request form?

- Source of request e.g. state the ward/dept or clinic area (patient location)
- Location of where the report should be sent to if different from the source of request
- Requesting (consultant) clinician
- Relevant clinical details such as:
  - Previously MRSA positive
  - Transfer from another trust or from another country
  - Patient in contact with an MRSA positive patient e.g. contact screening in bay
  - Preoperative screening and type of surgery

How will I know the result?

Once you have taken and sent the request, the results will need to be checked and documented by the requester or consultant team. The results are available as printed blue (microbiology) laboratory reports sent to the “report location” and also are available electronically on the pathology system (PathChelt or PathGlos) linked to PAS.

The samples take a minimum of two days to be processed from date of receipt in the Microbiology Department. Negative results may be available in as few as two days, but positive results usually take longer as supplementary tests will need to be performed. The results of MRSA Screening should be documented in the health record the same as any other clinical investigation. Any paper lab reports should be filed in the health record. A written acknowledgement of any positive result should be recorded in the health record along with any planned actions taken in response to any positive results. The patient should be informed of the result.

MRSA screening prior to elective surgical procedures

MRSA screening performed in this context should be planned to take place well in advance of the date for admission. Ideally a minimum of 14 days should be allowed to allow sufficient time for sample analysis, reporting and response to the results.
NET Cancer Awareness day – 10th November

Neuroendocrine tumours (NETs) are rare types of cancer that many of us have never heard of.

Each year approximately 2,000 people in the UK are diagnosed with a type of NET and because these tumours are mainly very slow growing, there is thought to be 15,000 people living with this type of cancer in the UK alone. It is twice as common as pancreatic cancer, yet many people have never heard of it.

To raise awareness of this cancer, many NET charities across the world have come together to organise the first worldwide NET awareness day on Wednesday 10th November 2010.

If you would like more information on NET’s please contact Donna Norman, Rare Cancer CNS for the 3 Counties Cancer Network on 08454 22 2471 or if you would like to get involved in a fund raising event please visit www.netpatientfoundation.com for a fund raising pack.

Pathology colleagues have been having continuing problems with CSF (Cerebro-spinal Fluid) transportation. If the samples don’t reach pathology within a 4 hour window, they can’t be processed for certain tests. It’s really important that we get this right for patients, as the specimens are difficult and painful to collect via lumbar puncture.

The tests involve the cellular elements of the fluid, but CSF is a poor support medium for cells, so they deteriorate rapidly as soon as the fluid is withdrawn from the body.

This means the clock is ticking: we generally have a 4 hour window for most tests, after which a diagnosis cannot be made.

Therefore, we need rapid transport and good communication between the clinician taking the sample and the laboratory. Some of the samples need to be transported between CGH and GRH for most tests, after which a diagnosis cannot be made. The current issues affecting CSF tests are as follows:

- clinicians take a sample without letting the lab know - so pathology are not alerted and not looking out for it
- clinicians taking samples out of hours (or not allowing sufficient time for transport) for the tests which pathology can only perform “in hours”
- breakdown in communication - where somewhere along the pathway, the message that the sample is urgent has been lost
- pathology reception not using an urgent “pod” to transport specimens
- clinicians using the air-tube system rather than requesting a porter to transport the sample by hand

It’s important that we work as a team to resolve these issues and ensure that patients aren’t undergoing invasive tests that can’t then be used for diagnosis. More details on the transport pathway and the tests can be found on the Intranet:

And the winners are...

The commitment and dedication of staff working at the Trust was recognised at a special awards evening on 11th October at the Chase Hotel in Brockworth.

Now in its third year, the Celebrating Success Staff Awards aims to thank staff for their hard work, their innovation and for the outstanding care they provide for patients.

Excellence Awards for eight categories were awarded to members of staff and teams who had been nominated by colleagues for their contributions to Trust services.

Dr Frank Harsent, Chief Executive commented “Every award winner has been judged to be exceptional, irrespective of their roles within the Trust. Every nominee, as well as many other members of staff, also deserve a mention for the outstanding service they provide to our patients.”

In addition, other members of staff were presented with Long Service Awards to celebrate the length of time they have worked for the NHS. Members of staff were also presented with Learning and Development certificates, qualifications they have achieved while simultaneously carrying out their ‘day jobs’ at the Trust.

David Smith, Director of Human Resources and Organisational Development, said: “The awards ceremony is a truly uplifting experience. Once again, the stories behind all this year’s nominations were compelling and inspirational.”
**Excellence in Patient Care – Winner**  
**Susan Hughes – Physiotherapy Assistant Practitioner**

Susan is a Physiotherapy Assistant Practitioner who leads on the care and rehabilitation of patients who have undergone the life-changing surgery of amputation. Everyone who nominated Sue talked about her caring nature and that she provides essential emotional support to patients who have undergone frightening and life-changing surgery.

One young serviceman injured in Iraq said: “Sue has given me my life back. I can do things that I thought I would never do again.” Sue said: “I feel surprised and privileged to have won this award, it is an honour to be recognised for the work that I do with this specialist patient group.”

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**Excellence in Safety – Winners**  
**Jeanette Welsh, Jon Pye and Jim Hamilton**

Jeanette Welsh, Jon Pye and Jim Hamilton worked together to develop an IT solution to the very human issue of safeguarding adults. The Trust Safeguarding Log allows Safeguarding Alerts provided to the Trust by other agencies to be stored securely and accessed in a fast and easy way by clinicians. While Jon and Jim developed the IT system, working closely with staff to ensure that it met the needs of clinical staff, Jeanette was responsible for training staff to use it.

Jeanette Welsh said: “I am really excited that we have won the Excellence in Safety Award. None of us could have done this alone, it has been a real team effort to get the system up and running smoothly.”

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**Improving Working Lives – Winner**  
**Helen Warrener, Divisional PA to the Women’s & Children’s Division**

Helen Warrener nominated for improving the working lives of those she assists and supports on a daily basis. A recurrent theme in the multiple nominations she received was for her cheerful willingness and her ‘can do’ attitude.

Helen said: “It’s a privilege to work for the NHS and I’m surprised and delighted to have been nominated for this award. It’s lovely to have my achievements recognised by my colleagues and to feel valued and supported by the Trust and its staff.”

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**Excellence in Partnership – Winners**  
**Bev Farrar and Carol Forbes, Learning Disability Liaison Team**

Although a small and relatively new team, Bev and Carol have made a significant impact on improving the experience of care for people with a learning disability, their families and carers.

Bev and Carol commented: “We are delighted to have our work recognised in this way. The Hospitals Trust has made tremendous progress towards ensuring the needs of people with Learning Disabilities are met and the developments within the acute services are really exciting.”
Staff Awards

Excellence in Clinical Services – Winners
Diabetes Nurses and Diabetes Dieticians
The Diabetes Specialist Nurses and Dieticians have excelled in providing a prompt and efficient service to patients and have built a strong team within the department.

Julie Campbell, Lead Diabetes Specialist Nurse said: "We are all overwhelmed with this award and feel valued and appreciated that the Trust has recognised our hard work. I am delighted that our continuing dedication to providing care to people with Diabetes has been appreciated."

Excellence in Quality and Efficiency – Winners
Portering and Pharmacy Teams, Releasing Time to Care project
Following a Rapid Improvement Event focused on Releasing Time to Care, members of the portering and pharmacy teams developed new ordering and delivery systems for IV fluids to the ward areas.

The new system required both teams to think and work differently, to think ‘outside the box’ to come up with a completely new way of doing things. Both teams did this with good humour, and by making the changes themselves, with minimal fuss and true professionalism at all times.

Excellence in Leading and Developing Services
There were 3 winners of this coveted award this year, as the judges were unable to choose between the final shortlisted entries – The Breast Screening Team, A&E Nurses at Cheltenham General and A&E Nurses at Gloucestershire Royal. All three were given the award.

The Breast Screening Team were rewarded for the exemplary teamwork involved in the move to the new unit at Thirlestaine Road Breast Centre. Caroline Dobson, Superintendent Radiographer said “We are delighted to be given this award which means so much to us. Without the hard work and loyalty of the entire team, the Thirlestaine Breast Centre would not be the success it is.”

A&E Nurse Teams at GRH and CGH were recognised for their dedication to maintaining the highest of clinical standards from the start of the UTOPIA project. The introduction of UTOPIA changed our emergency departments almost overnight on the first Wednesday of August 2009, resulting in attendances rising by around 25%.

Senior Sister Sherri Cheal, Sister Alison Ashley and Sister Kathryn Nicholas were singled out for their excellent and efficient leadership. Both teams of A&E nurses were commended by colleagues who said “The way they function as a multi-disciplinary team is an example to the whole organisation.”.
Long Service Awards

Pauline Baker Secretary
Jacqueline Baldwin Bank Staff Nurse
Alison Barnswell Office Admin Assistant
Kong Yoon Bartholomew Medical Laboratory Assistant
Rowena Angel Bevan Radiographer
Linda Bevan Radiographer
Lucy Bignall Clinical Physiologist
Nick Butler Clinical Pharmacologist
Cambridge Catherine Clinical Nurse Specialist
Michaele Caudrey Staff Nurse
David Clifford Senior IT Server Systems Technician
Jane Dainty Ward Stewardess
Jane Davies Radiographer
Debbie Dean Clinical Governance and Risk Manager
Wendy Downs Physiotherapist
Gill Dobson Physiotherapist
John Drew Training Officer - Porters
Jane Evans No 2 Admin Assistant
Simon Forsyth Principal ODP
Sheelaigh Franklin Nurse
Vivien Garland Secretary
Louise Gittins Nurse
Andrea Harford RA Agent
Cheryl Harris Nurse
Christine Harris Hard Tissue Assistant
Clive Hotchkins IT/Telecommunications
Sallyanne Howe Staff Nurse
Sally Anne Jordan Care Assistant
Ray King Estates Officer
Susan Lee Radiographer / Mammographer
Dr David Ling Radiographer / Interventional Cardiologist
Shalmadine Locke Radiographer
Joanne Lowthel Nurse
Patricia Lamia Clinical Pharmacologist
Martin McVann Reporting Services Development Manager
Shana Manning Ward Clerk
Janice Mason Senior Nurse
Janice Mason Maternity Care Assistant
Sandra Morgan Medical Laboratory Assistant
Catherine Munn Deputy Matron
Margaret Nation Health Care Assistant
Mandy Newbold HR Systems Manager
Gillian Neville Radiographer / Radiographic Assistant
Susan Parker Contracts Administrator
Donna Parke Nurse
Cornelia Parry Ward Sister
Tony Perrins Head of Financial and Procurement Systems
Gillian Ranshaw Radiographer / Mammographer
Alison Round Radiographer
Philipa Rusher Senior Sister
Jan Sketchley Kaye Deputy Clinical Systems Manager
Gail Smith Receptionist
Angela Symes Nurse
Karen Thomas Nurse
Anthony Tottle Radiologist
Kathryn Treagardl Sister
Jan Wateridge Nurse
Jennifer Webber Assistant General Manager
Deborah White Nurse
Fran Wilson Nurse
Graham Wilson Biomedical Scientist

Learning & Development Certificates

Florrie Adams NVQ Certificate in Assessing Candidates using a Range of Methods (A1)
Julius Agudara FDQ Level 2 NVQ in Cleaning and Support Services, EDI Certificate in Adult Literacy and Numeracy
John Alder Level 2 Award in Health and Safety in the Workplace, George Alexander Level 2 Award in Health and Safety in the Workplace
Norman Allimia Level 2 Award in Food Safety in Catering
Nazima Allimia Level 2 Award in Food Safety in Catering
Everald Anderson Level 2 Award in Food Safety in Catering
Teresa Andrews Level 5 Award in Leading and Managing Services
Patsy Ainsondey Level 3 Award in Team Leading
Gillan Atkinson Minute Taking Workshop
Denise Bailey Level 5 Award in Leading and Managing Services
Elizabeth Barnes HR, GRH, European Computer Driving Licence
Martin Bailey European Computer Driving Licence Level 2, Minute Taking Workshop
Charlene Baker NVQ in Health & Social Care Level 2
Sue Baldwin NVQ in Health & Social Care Level 2
Alison Balf Level 2 Award in Team Leading
Theresa Banks Level 2 Award in Health and Safety in the Workplace
Barbara Barber Level 2 Award in Food Safety in Catering
Richard Barkfield European Computer Driving Licence Level 2
Elizabeth Barnes Level 2 Award in Food Safety in Catering

Lynne Barnes Level 2 Award in Team Leading
Chloe Barrett Level 3 Health Awards NVQ: General Healthcare Support
Allison Bates Microsoft Office Specialist in Core Training for Microsoft Excel 2002 (X), Lucinda Bates FDQ Level 2 Award in Literacy, Numeracy and ICT Awareness, Level 3 Award in Assessing Candidates using a Range of Methods
Richard Bayliss Level 2 Award in Food Safety in Catering
Sangita Baynes Minute Taking Workshop
Celina Beausmont-Hutchings European Computer Driving Licence Level 2
Kathleen Bell Level 2 Award in Team Leading
Jane Benfield Level 5 Award in Leading and Managing Services
Simon Bennet European Computer Driving Licence Level 2
Hatter Nick NVQ in Health & Social Care Level 2
Mary Nickell Level 5 Award in Leading and Managing Services
Denise Bishop Level 2 Award in Food Safety in Catering
Shirley Bonnie FDQ Level 2 NVQ in Cleaning and Support Services
Angela Boucher Minute Taking Workshop
Hazel Bowen FDQ Level 2 NVQ in Cleaning and Support Services
Stacey Brown FDQ Level 2 NVQ in Cleaning and Support Services
James Breen Adult Literacy and Numeracy Level 1, OCR Level 1 Certificate in Adult Literacy and Numeracy
Linda Brown European Computer Driving Licence Level 2
Sandra Brown Minute Taking Workshop
Adam Bullingham Level 2 Award in Health and Safety in the Workplace
Flora Bumpstead Microsoft Office Specialist in Core Training for Microsoft Word 2002 (XP), EDI Level 3 NVQ in Business and Administration
Lizzie Bunker Level 3 Health Awards NVQ: General Healthcare Support
Jane Burnham EDI Certificate in Adult Literacy and Numeracy
FDQ Level 2 NVQ in Cleaning and Support Services
Sally Burgs Level 5 Award in Leading and Managing Services
Esteban Canete FDQ Level 2 NVQ in Cleaning and Support Services, EDI Certificate in Adult Literacy and Numeracy
Will Carr NVQ Certificate in Assessing Candidates using a Range of Methods (A1)
Ray Casi FDQ Level 2 NVQ in Cleaning and Support Services, EDI Certificate in Adult Literacy and Numeracy
Elisaph Clapham Certificate in Testing Techniques
David Chaudray Bachelor of Science in Applied Health Studies
Rebecca Clapton Minute Taking Workshop
Allison Clare Gray Level 2 Award in Health and Safety in the Workplace, EDI Level 3 NVQ in Business and Administration
Grace Clarke Level 2 NVQ in Peripatetic Care Support
Theresa Cliff Level 5 Award in Leading and Managing Services
Laura Cletterbuck Level 2 Award in Health and Safety in the Workplace, Level 2 NVQ in Support Services in Health Care
Emma Collins European Computer Driving Licence Level 1
Jean Collins Level 2 Award in Health and Safety in the Workplace
Wendy Collins Level 2 Award in Health and Safety in the Workplace
Julie Connell Master of Science in Educational Management (with merit)
Christopher Cook First Aid at Work, Level 2 Award in Health and Safety in the Workplace
Zara Cooley Level 2 Award in Team Leading
Russ Constable Minute Taking Workshop
Trevor Cotterell FDQ Level 2 NVQ in Cleaning and Support Services
Ann Cottle Level 2 Award in Health and Safety in the Workplace
Kim Croucks Level 2 Award in Team Leading
Sharon Cross FDQ Level 2 NVQ in Cleaning and Support Services
Gary Croucher Level 2 Award in Health and Safety in the Workplace, EDI Certificate in Adult Literacy and Numeracy, Level 2 NVQ in Support Services in Health Care
Julia Cullen NVQ in Health & Social Care Level 2
Darlington Ruby Level 5 Award in Leading and Managing Services
Luke Coulton First Aid at Work
Samuel Croy Level 2 Award in Health and Safety in the Workplace
Joanne Davies Certificate in Adult Literacy and Numeracy, FDQ Level 2 NVQ in Cleaning and Support Services
Katie Davies Level 5 Award in Leading and Managing Services
Juanito De Lima FDQ Level 2 NVQ in Cleaning and Support Services
Antonio Demaffis FDQ Level 2 NVQ in Cleaning and Support Services
Emma Dempsey EDI Level 3 NVQ in Business and Administration, Level 2 Award in Team Leading
Jane Dennett EDI Level 3 NVQ in Support Services in Health Care
Bivyakanth Dhanay Level 6 Award in Leading and Managing Services
Patricia Dickerson Level 2 Award in Health and Safety in the Workplace
Tim Dickerson EDI Certificate in Adult Literacy and Numeracy, Level 2 NVQ in Support Services in Health Care
Lucia Post Level 2 Award in Food Safety in Catering
Ceri Dougan Level 2 Award in Team Leading
Colin Dowling Level 2 NVQ in Support Services in Health Care
Rosalind Drain Minute Taking Workshop, EDI Level 3 NVQ in Business and Administration
Clare Drew First Aid at Work
Natalie Drew First Aid at Work
Jonathan Dudek FDQ Level 2 NVQ in Cleaning and Support Services
Abby Duffin NVQ in Health & Social Care Level 2, Level 2 Award in Food Safety in Catering
Ben Dutton European Computer Driving Licence Level 2
Alison Dunn Level 2 Award in Team Leading
Amy Dunn Minute Taking Workshop, Level 2 Award in Team Leading
Tyrene Ebanks Level 2 Award in Food Safety in Catering
Sonja Edwards Level 7 Award in Executive Coaching and Leadership Mentoring
Kimberley Ellis NVQ in Health & Social Care Level 2
Sue England European Computer Driving Licence Level 2
Edward Evans EDI Level 3 NVQ in Business and Administration
Emma Evans Level 2 Award in Health and Safety in the Workplace
Naillie Exner Minute Taking Workshop, Level 2 Enhanced Diploma for IT Users
Max Fowler FDQ Level 2 NVQ in Cleaning and Support Services
Caroline Fletcher Level 2 Award in Team Leading
Edwardian Footen Level 2 Award in Food Safety in Catering
Carol Ford Level 5 Award in Leading and Managing Services
Jackie Foster Microsoft Office Specialist in Core Training for Microsoft Word 2003, European Computer Driving Licence Level 2
Ben Foxhall First Aid at Work
Susan Freeman EDI Level 2 NVQ in Business and Administration, Minute Taking Workshop
Morgan Gai First Aid at Work
Liam Gallagher First Aid at Work
Alexander Gape EDI Certificate in Adult Literacy and Numeracy, FDQ Level 2 NVQ in Cleaning and Support Services
Leon Gardner Level 3 Diploma in Diabetic Retinopathy Screening
Dee Gibson-Wain Level 7 Award in Executive Coaching and Leadership Mentoring
Linda Godding Level 2 Award in Team Leading
Joanna Goody Level 2 Award in Team Leading
Natalie Gore Level 2 Award in Team Leading
Chris Gould Minute Taking Workshop
Daniel Mutua Govera Bachelor of Science in Specialist Practice
Rebecca Grady Level 2 Award in Food Safety in Catering
Juliet Grant FDQ Level 2 NVQ in Cleaning and Support Services
Ros Greenhalgh Level 5 Award in Leading and Managing Services
Alasdair Gregory Minute Taking Workshop
Anne Grove Level 2 Award in Team Leading
Rosie Grundy Level 2 Award in Food Safety in Catering
Maureen Haines Level 3 Health Awards NVQ: General Healthcare Support, Certificate in Clinical Mamnogamy
Ralph Holies FDQ Level 2 NVQ in Cleaning and Support Services
Rob Hollifield European Computer Driving Licence Level 2
Marie Harrington Level 2 Award in Team Leading
Emma Harker Level 2 Award in Team Leading
Barbara Harvey Level 7 Award in Executive Coaching and Leadership Mentoring
Jane Harris Level 2 Award in Team Leading
Lynette Harris FDQ Level 2 NVQ in Cleaning and Support Services
Julie Harvey-Stewart Minute Taking Workshop
Amina Hassan Level 2 Award in Food Safety in Catering
Michelle Hastings NVQ in Health & Social Care Level 2
Ray Hathway Level 2 Award in Waste Management Operations (Open Route)
Alan Hatton Level 2 Award in Team Leading
Katrina Hawkins Microsoft Office Specialist in Core Training for Microsoft Word 2003
Joan Hayes Level 5 Award in Leading and Managing Services
Sharon Henry Level 2 Award in Health and Safety in the Workplace
An estimated 820,000 people (8000 in Gloucestershire) are living with dementia in the UK. Making life easier for people living with dementia in the county and those who care for them is the aim of an innovative new project.

The Living Well Handbook has been developed to allow people living with dementia to communicate their likes, dislikes, medical and lifestyle needs to carers and healthcare staff.

Developed by NHS Gloucestershire alongside partners from our Trust and other community groups, it contains everything from personal details to current prescriptions. It can be accessed by the different services and professionals who provide care and support.

It also provides essential information for carers at a time when it’s most needed, this can be anything from advice on council tax benefits to end of life care planning.

Vanessa Roberts, Lead Nurse Manager for Old Age Medicine at Gloucestershire Hospitals NHS Foundation Trust, said the handbook would provide an invaluable tool for staff.

She said: “For the Hospitals Trust, the book will enable us to engage with the patient and their carers in an informed way. We will be able to identify the needs of the patient more accurately.

“The Living Well handbook will also help us provide the care the patient wants by encouraging and supporting the participation of patients, their family and carers. Our knowledge and understanding of each patient will be enhanced by this new initiative.”
Patient Experience

Safeguarding Adults with Learning Disabilities

It's important that all staff are aware of patients with learning disabilities, and ensure that they are safely managed when they attend our Hospitals. Every ward should have received a fact pack about this issue, and ensured that all staff have seen it. This is an issue that is everyone's responsibility, and not just for clinical staff. An E-Learning pack has also recently become available.

The Equality Act (Formerly the Disability Discrimination Act) makes it a duty for health services to make reasonable adjustments for these patients. Examples of reasonable adjustment include booking double appointments and getting the patient seen quickly to avoid queuing.

A Peer Review of services for people with Learning Disabilities took place on 14th October, and the outcome was extremely encouraging.

Maggie Arnold, Nursing Director said “Since the appointment of the Learning Disability Liaison Nurses last year, we have come a long way in a short space of time.”

Staff will begin to notice new alerts on patient’s notes which will tighten up the flagging system and make all staff aware of the relevant patients to ensure we care for them in the best possible way. This will be transferred to PAS in due course.

If an alert is on the notes, staff should follow the Reasonable Adjustment Guidelines (part of the fact pack).

Staff should also look out for the Hospital ‘traffic light’ assessment, which patients with learning disabilities should fill in with their relative/carer. This can enhance the particular knowledge and information about the patient, and allow us to support them better. If the patient does not have one ask if they would like to complete one. The Learning Disability Liaison Nurses can supply the assessment to the wards and the A&E departments also have copies.

For more information, please contact the Learning Disability Liaison Nurses, Beverley Farrar or Carol Forbes on 08454 224985 or 08454 224953.

Raising awareness of womb cancer

On 28th September, The National Forum of Gynaecological Oncology Nurses and The Eve appeal held a briefing and brunch in London as part of an awareness raising campaign.

Womb cancer has recently become the UK’s number one gynaecological cancer, but public awareness is still low. The Eve Appeal and the National Forum for Gynaecological Oncology Nurses (NFGON) have produced the first set of key messages for women on the main symptoms to look out for.

Speakers at the event included Gloucestershire patient Sarah Leather-Ley, who talked movingly about her womb cancer journey.

Staff member Lisa Peck, Gynaecological Cancer Clinical Nurse Specialist and National Forum of Gynaecological Oncology Nurses committee member commented “I am so proud to be part of the NFGON and working with Eve Appeal but I am also extremely proud of OUR wonderful patient Sarah – she really is a star!”

For more information, contact the Eve Appeal www.eveappeal.org.uk

Help raise funds for The Eve Appeal – and treat yourself at the same time - to some beautiful new award winning products from ‘all for eve’ – the philanthropic beauty and lifestyle brand developed by George Hammer. All net profits from ‘all for eve’ go to The Eve Appeal.

The key early signs and symptoms of womb cancer are:

- Vaginal bleeding after the menopause
- Vaginal bleeding between periods

If you have any abnormal bleeding, tell your GP straight away. If this abnormal bleeding continues or worsens then return to your GP and explain this to them.

The leading risk factors for getting womb cancer are:

- Being over 50 years old
- Being overweight. The risk of womb cancer increases significantly in women with a BMI (Body Mass Index) of more than 25
- Having diabetes

The following actions may reduce the risk of developing womb cancer:

- Maintaining a healthy physically active lifestyle to prevent becoming overweight (a Body Mass Index greater than 25) and prevent the development of type 2 diabetes
- Use of a combined oral contraceptive (COC)

Remember early diagnosis can save lives.
THINK glucose is a major new national programme for acute hospital trusts from the NHS Institute for Innovation and Improvement. GHNHSFT and the diabetes team have established a countywide multi-professional THINK Glucose team consisting of a Diabetes Consultant, Diabetes Specialist Nurse, Diabetes Specialist Dietitian and Clinical Pharmacist.

THINK Glucose is designed to improve the care of inpatients with diabetes, including when admitted for problems unrelated to diabetes.

Why THINK Glucose?

The prevalence of diabetes is rising with one person being diagnosed every 3 minutes (Diabetes UK, Press Notice, Jan 2009)

- 10 to 20% of all inpatients in every NHS hospital have Diabetes (DOH Statistics)
- Diabetic patients spend longer in hospital than non diabetic patients (3 days longer on average)
- Insulin errors and poor management of hypoglycaemia are a major cause of patient risk, delayed discharge and litigation
- Healthcare professionals have a varied understanding of Diabetes & Diabetes Care.

What are the benefits?

- Improved Patient Safety
- Efficient & Evidence Based Risk Management of inpatients with Diabetes
- Reduction in “near misses” and “significant events” related to Diabetes leading to considerable savings from litigation
- Reduction of length of stay resulting from standardised discharge planning

THINK Glucose in our Trust

- The THINK Glucose core team plan to focus on training on key wards at both GRH and CGH:
  - GRH – Acute care units A and B, Ward 7A, Ward 6B and Cardiology
  - CGH – Acute care unit C, Cardiology, Oakley and Hazleton

- Each ward will be provided with training aimed at all ward based staff with particular reference to 2 main areas of diabetes care:
  1. Prompt referral to the diabetes team using the THINK Glucose patient assessment traffic light system
  2. Correct identification and management of hypoglycaemia

Hypoglycaemia is defined as any recorded capillary blood glucose < 4 mmol/L

Symptoms include: sweating, hunger, tremor, nausea, dizziness, palpitations, confusion. Every ward should have copies of the hypoglycaemia treatment protocol accessible via GHNHSFT intranet site.

Referral to the diabetes team

Please refer to THINK Glucose traffic light system for referral. Referral should be made within 2 working days of admission via the diabetes secretaries. Referrals will be accepted from any member of staff via the secretaries. The diabetes team will then aim to see the patient within 1 working day of referral.

GRH Secretaries 8606/8602 CGH 3680/3157

For more information visit www.institute.nhs.uk/thinkglucose or contact a member of the diabetes team.
New schemes support people who have had a stroke in Gloucestershire

It is estimated that 1,440 people in Gloucestershire will have a stroke each year, many spend the rest of their lives living with the effects of stroke. This can include physical impairments and often communication problems such as aphasia which affects people’s ability to speak and to understand reading and writing.

Two new schemes to help support people who have experienced a stroke have been launched in Gloucestershire.

Commissioned by NHS Gloucestershire and Gloucestershire County Council and run by charities The Stroke Association and Connect, the schemes comprise of a ‘Befriending Service’ and a series of county-wide support groups.

Jill Crook, Director of Clinical Development and Engagement at NHS Gloucestershire, said the two schemes offered clear benefits to those who have had a stroke.

She said: “Help does not stop once you have left hospital and the Befriending Scheme and support groups give people a chance to socialise as well as helping improve communications skills which are often affected when people have a stroke.

The Befriending Service, run by the communication charity Connect, aims to bring together people who have had a stroke to share their experiences with new patients and offer advice and support. Already run successfully elsewhere in the region, the scheme can help remove the feeling of isolation often felt by those left with communication problems as the result of a stroke.

Sally McVicker, Director of Services at Connect said: “We are delighted to be providing this service for people with stroke in Gloucestershire. At the heart of the concept is the idea of people with stroke and aphasia supporting other people who are in the same situation.”

To find out about the Befriending Scheme, please contact Teresa Cicuttin, Befriending Co-ordinator Gloucestershire on 07896 682438 or email: teresacicuttin@ukconnect.org

Opening the door on Claudia’s Closet

At the end of September, the Claudia’s Closet charity handed the Trust a cheque for £3,020 which they had raised specifically for refurbishing the waiting area in Oncology Outpatients area for Teenagers and Young Adults.

Claudia’s Closet was set up by five sixth form girls after the death of one of their close friends, Claudia Paul. At the age of 14, Claudia was diagnosed with Ewing’s Sarcoma, a rare form of bone cancer. Unfortunately, Claudia died in the summer of 2006, and this inspired the girls to set up what is now ‘Claudia’s Closet’.

The girls aimed to raise money to help teenage in-patients. Their previous project was to help Gloucestershire Royal Hospital improve their facilities for inpatients, with the help of Dilys Neil. They succeeded in creating a fully-equipped room in the hospital for the patients’ entertainment and relaxation.

When the girls left Dean Close School the charity was handed over to five other sixth formers and they are hoping to carry on the amazing work done by the previous team. The money raised is for refurbishing the waiting area at CGH for patients aged between 16 and 25, so that they can relax and entertain their friends.

If you require further details please contact Dilys Neil (dilys.neil@glos.nhs.uk).
Weird Science

Silver River, the production company behind Grow Your Own Drugs, and Supersizers Go..., are currently producing a brand new Science programme and have asked us to help them look for willing participants. The programme will uncover the amazing world of latent abilities.

It might be someone with unusually long thighs, an ability to hold their breath for ages underwater or a perfect musical pitch – whatever it is, if that potential were identified, unlocked and nurtured, a whole world of opportunity could be opened up to them. For example, someone who has watched Top Gun and thought ‘that should have been me’, this programme may reveal they were really born to be a jet fighter pilot as their latent ability makes them the perfect candidate.

As these latent abilities go undiscovered in most of us, there’s no way of knowing until you’re tested for them. They’re looking to hear from anyone who wants to find out if they might have an amazing ability that could lead to a life changing opportunity.

The deadline for applications is 1st November 2010.

Emergency? Call 2222

Emergency Response to Security Incidents is obtained by using the 2222 Emergency Number and stating that it is a Security Incident. Switchboard staff will ask for your name and location and brief details of the incident then dispatch assistance to you. They will also contact the Police on your behalf if requested.

Attempts to contact Security or Portering direct may not elicit the desired response.

Please do not contact this number for non emergency use.

Christmas Cards

Christmas card order form

Please return this form, together with your cheque (payable to The Pied Piper Appeal) to: The Pied Piper Appeal Office, Gloucester Royal Hospital, Gloucester, GL1 3NN. The Pied Piper Appeal now accepts card payments, please call 08454 226119

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Staff benefit: Subsidised massage: Monday and Thursday 6.30pm – 8.30pm (West Block OPD CGH) To book, phone Samantha Franklin, 07870 656181 Price - £16 per hour

Birdlip & Brimpsfield Playgroup at Birdlip Village Hall: Mondays, Tuesdays 9am – 12 noon rising 3’s and over, Thursday 9am to 12 noon from 2 years old (accompanied until 2 yrs 9 months). Come and see us play! Telephone our play leader on 07914 091427.

To place an advert, please contact comms@glos.nhs.uk. Alternatively, place your advert on the ‘Staff Classifieds’ section on the intranet under useful pages

Crabtree & Evelyn are delighted to offer the staff at Cheltenham General and Gloucestershire Royal 20% discount at our Cheltenham store

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Visit your pharmacy

Pharmacists are experts on medicines and how they work. They are qualified to give advice on things like coughs, colds, sore throats, aches and pains, sprains and stomach upsets.

Gloucester Health Access Centre
Walk-in service – open 8am til 8pm 7 days a week
The centre offers a walk-in service for minor ailments and injuries such as minor cuts, bites and stings and allergies.

Find us at: St Michael’s Branch Surgery, St Michael’s Square, off Brunswick Road, Gloucester, GL1 1HX. Tel: 01452 336290 (Please note the Access Centre will be moving to Eastgate House, Eastgate Street, Gloucester in January 2010).

Call your GP surgery

If you have a ‘flare up’ of a long-standing illness such as kidney or lung disease, bronchitis, asthma or diabetes that is not responding to self care or advice from your pharmacist.

For information about healthcare options
Text: WELL to 60777*

To find out more call NHS Direct on 0845 4647 or visit www.choosewellglos.nhs.uk

*Each text costs one standard network rate message. See our website for full details.