

Staff Celebrate Red Peg Day

Winter | 2009

WINTER
NOW
BEFORE

IN THIS ISSUE:

New Big Staff
Conversation

Hospital infection rates
fall to new low

Special trip to
Disneyland Paris

Averil's Christmas Message

Dear colleagues,

This has certainly been one of the busiest yet most enjoyable years I can remember at this Trust, and not only because we were identified as one of the 13 most improved Trusts in the country.

2009 brought some unexpected challenges, not least of all the need to tackle swine flu. I would encourage all staff to have the vaccination. In fact, our staff embraced several new Trust-wide events, including The Big Conversation, Red Peg Day and the return of fondly-missed favourites such as the summer Open Days and October Fun Run. If we learned anything this year, it was that we do so much better when our efforts are all combined, and we owe it to our patients to build on this progress and work to achieve a double 'Excellent' rating in 2010.

2010 gets off to an exciting start with another Big Conversation for staff on 9 January, where we will be obtaining your views on the Barnet, Enfield and Haringey Women and Children's strategy. Before then, may I take this moment to wish you all Seasons Greetings and many good times to come in the New Year. Thank you all for your continued support.



The Trust Chairman, Baroness Wall of New Barnet attended the recent State Opening of Parliament with Averil Dongworth, Chief Executive as her guest.

Averil Dongworth

Coffee and mince pies

Please drop in for mince pies with the Chairman on Wednesday 16 December, from 2:30-4pm, in the Spice of Life Restaurant, Barnet Hospital and Friday 18 December, from 2:30-4pm, in Greenfields Restaurant, Chase Farm Hospital. If you are unable to be spared for long from your ward or department, you are welcome to pop down for a 'takeaway' for your colleagues.



BCF NOW is produced by the Communications Team. Please send any news, information or events that you would like included in the next issue to CommunicationsTeam@bcf.nhs.uk

Trust identified by Care Quality Commission as one of the 13 most improved in the country

This distinction is a result of the Trust's standing in the 2008/09 NHS performance ratings. The ratings are derived from a comprehensive assessment that draws on thousands of items of data, targeted inspections and intelligence from patients and the public. The Trust was rated 'Good' for overall quality of services and 'Good' for financial management. To do this well, it had to perform strongly across a broad range of standards and indicators.

The Care Quality Commission have expressed a desire to publicly acknowledge the Trust's achievements and thank them for all they have done on behalf of patients. You can read the letter from the Care Quality Commission on the Trust website, under About Us, Annual Health Check.

Get the swine flu vaccination now – if you can't catch it, you can't pass it on

Keeping the whole of the NHS running effectively during the swine flu pandemic is a vital challenge this winter. Vaccinating staff is the most effective way we can build up NHS resilience and stop swine flu from causing disruption in the months ahead.

Swine flu and seasonal flu vaccination clinics for all Trust staff are being held on:

- **Friday 11 December, 9:30am-12:30pm,** lounge area of the Education Centre, Barnet Hospital.
- **Saturday 12 December, 8:30am-12:30pm,** Boardroom, Palm Ward, Barnet Hospital.
- **Saturday 12 December, 8:30am-12:30pm,** Occupational Health Department, Chase Farm Hospital.
- **Wednesday 16 December, 10am-1pm,** Occupational Health Department, Chase Farm Hospital.
- **Thursday 17 December, 8:30am-12:30pm,** lounge area of the Education Centre, Barnet Hospital.

Important information and advice about swine flu, including vaccination dates, is available on the Trust intranet, under Swine Flu.

New Big Staff Conversation “ ”

Following the successful Big Staff Conversation event that took place in April 2009, the Trust made a partnership bid to NHS London and was successful in securing £92k to hold three further events in 2010 to focus on staff involvement and engagement in the Trust.

The next of the Big Staff Conversation events, which are run in partnership between staff side and management, will take place on **Tuesday 19 January 2010** at The Royal Chase Hotel, The Ridgeway, Enfield from 2pm-5pm. The main focus of the conversation with staff will be the implementation of Phase One of the BEH Clinical Strategy which focuses on Women and Children's services.

Invitations have been sent out to 100 staff with the majority from the Women and Children's Directorate. The criteria for selection has been random to ensure all levels of staff from Women and Children's are represented at the event. All staff who have received their invitation should protect the date and time in their diaries and discuss with their line managers. Attendance at this event must be given utmost priority.

There will be two further Big Staff Conversation events held in March and May 2010.

If you have any questions about the Big Staff Conversation event in January 2010, please contact either Yemisi Oluyede, Management Lead or Noeleen Behan, Staff Side Lead.



New workplace mediation

In April 2009 the statutory dispute resolution procedures were abolished. A revised ACAS code of practice has been put in their place that sets down a number of principles for employers and employees to follow in grievance and disciplinary situations.

According to the ACAS code, employers and employees should seek to resolve disciplinary and grievance issues in the workplace. The HR team have developed a project called 'RESOLVE' in partnership with both staff side and management colleagues. The project identified 'champions' who would act as trained mediators to resolve workplace differences before they escalated to more formal issues. The HR department was successful in a bid for CPD funding to train a mix of HR, management and staff side members, 20 of whom successfully completed a week-long mediation course run by ACAS during February and March 2009. They can now offer this service to all Trust staff.

What is mediation?

Mediation involves an impartial person helping two or more individuals or groups reach a solution that is acceptable to everyone. They ask questions that help to uncover underlying problems, assist the parties to understand the issues and help them to clarify the options for resolving their conflict. It can be used at any stage in a dispute but is often most effective if used early on.

What can I expect to happen in mediation?

The mediator will start by talking to those involved separately, to find out about the situation and the effects it is having. Then they will help you start thinking about how things can be improved. The mediator won't take sides or judge who is right or wrong. Because the aim is to repair working relationships, they will help you focus on the future, not the past.

How can I access mediation?

You can access mediation by discussing it with your line manager or the HR Advice Centre on ext. 1800. We have also set up a confidential hotline for you to leave your contact details. A trained member of the mediation team will get back to you within 48 hours (except over the weekend period) and arrange a meeting with a mediator if you wish to take this forward. The number to contact is 020 8216 4286.

Consultation on changes to the NHS Constitution

A consultation proposing the inclusion of new rights in the NHS Constitution has been launched.

The consultation proposes:

- a new right to access services within waiting times
- a new right to NHS Health Checks for 40-74 year olds
- possible further rights to be incorporated into the Constitution in the future
- a new role of 'Constitution Champion'.

You can comment online at www.dh.gov.uk/nhsconstitution or email NHSConstitution@dh.gsi.gov.uk.

All responses should be submitted by 5 February 2010.



**THE NHS
CONSTITUTION**
the NHS belongs to us all

Changes to acute care in North Central London

Primary Care Trusts commission health services, and in London, this is now being coordinated on a "sector" basis, with the capital divided into six geographical sectors. The North Central London sector comprises Barnet, Camden, Enfield, Islington, and Haringey. The chief executive of the North Central London sector is Rachel Tyndall, chief executive of Islington PCT.

Health services across the North Central London sector are being reviewed as part of Healthcare for London to deliver better quality care and better value for money to all patients. The NHS is facing a significant shortfall in funding over the next few years and patterns of care are changing. We need to respond to these changes.

This review covers five PCTs (Barnet, Camden, Enfield, Haringey, and Islington) eight acute trusts (Barnet and Chase Farm, Great Ormond Street, Moorfields, North Middlesex, the Royal Free, Royal National Orthopaedic, UCLH and the Whittington) and three mental health trusts.

The review will look at health services right across this area and across all trusts, and will include delivering services through the new polysystems model, so that existing GP practices can work with new polyclinics to ensure better care for all patients. The review is looking at which services should be provided across 5 hospitals – the Whittington, Royal Free, Barnet, North Middlesex and UCLH – and is still developing the options for consultation at a later stage.

The review is still at a very early stage – options for discussion have not even been finalised by clinicians yet. Any proposals which are then made by clinicians will require formal consultation and further discussion with health professionals, patients and the public before final decisions are taken.

Proposals will therefore take months to consult on and discuss before final decisions are taken. So it would be entirely wrong to rush into hasty decisions, or jump to any early conclusions.

Although formal consultation on the options has not yet started, people can email their views to the review team via NCL.Queries@islingtonpct.nhs.uk.

Changes to General Managers

Wendy Calder, General Manager for Critical Care and Anaesthetics, has returned from maternity leave. Congratulations Wendy on the arrival of Petra.

Stephen McConnell, having looked after Wendy's area while she was on maternity leave, is now Interim General Manager for Emergency Medicine.

Elizabeth Raidan, General Manager for Women's and Children's.

Goodbye to Karl Munslow-Ong, General Manager for Women's and Children's and good luck in his new role at Homerton University Hospital.

New staff bring wealth of experience to implementation of Clinical Strategy

Eve McGrath, Foundation Trust Project Manager, joined the Trust in August. She is also assisting with the clinical strategy team on planning for provision of additional accommodation at Barnet Hospital which will house the expansion of Women's and Children's services at Barnet Hospital in 2011. This will include implementation of plans for the transfer of non-elective Women's and Children's Services, including neonatology, out of Chase Farm Hospital to Barnet Hospital and to North Middlesex University Hospital.



Eve is currently on secondment from North Middlesex University NHS Trust where she worked as an associate director with responsibility for a range of services including emergency planning, trust wide communications and risk management. Prior to joining us she had been on secondment to NHS London as Specialist Advisor for Emergency Planning for one year.



Lawrence Mack, PhD, has been appointed to the post of Head of Strategy. He comes to the Trust from the United States with 25 years of healthcare experience, including most recently as the Vice President & Chief Administrative Officer of Bay Children's Physicians at Children's Hospital & Research Centre in Oakland, California, USA.



Richard Watson, Clinical Strategy Project Manager, joined the Trust in November. He will be working on the Trust's implementation of the Barnet, Enfield and Haringey Strategy beginning with the Women and Children's Directorate. Richard has come from Healthcare for London where he worked on developing the pan-London clinical model for children and young people and the London trauma system.

Please join us in welcoming all three to the Trust.

BEH Strategy

In July 2009, the decision was taken to implement the BEH Strategy in phases, separating out the business cases according to site and service. It was agreed that Women's and Children's services would be implemented first and be complete by spring/summer 2011, while urgent care, emergency inpatients and planned care developments will be ready in 2013.

Phase 1 – Women's and Children's Services

- Obstetric, neonatal, inpatient emergency paediatric, emergency gynaecology services will move from Chase Farm Hospital and be provided at Barnet Hospital and North Middlesex Hospital
- A stand-alone Midwife-Led Unit and Paediatric Assessment Unit will be provided at Chase Farm Hospital.

Phase 2 – Urgent Care, emergency inpatients and planned care developments.

Urgent Care:

- Centralising A&E services and the associated emergency inpatient beds at Barnet and North Middlesex Hospitals
- Chase Farm Hospital will have a day-time Urgent Care Centre (including paediatric and older people's assessment units).

Planned Care at Chase Farm Site:

- An elective inpatient centre will be provided on the Chase Farm site
- A range of other services including outpatients, diagnostics, rehabilitation, intermediate care etc. will be maintained or developed.

These moves will allow the consolidation of emergency and consultant-led obstetric and neonatal specialist services on the Barnet and North Middlesex University Hospital sites, and the development of Chase Farm Hospital as an elective and ambulatory care site with a day-time Urgent Care Centre and a stand-alone midwife-led unit.

Planning for the changes at BCF

A project board has been set up to take forward the changes proposed for women and children's services at BCF. The board is supported by a project team led by Simon Weldon as project director and the team is working closely with the Women and Children's Directorate.

The business case for phase one has been approved and work has started on developing operational and workforce plans for the new developments with detailed design work of the new facilities starting in the New Year.

Staff from the Women and Children's Directorate will have an opportunity to hear more about the clinical strategy and feed in the views at the Big Staff Conversation on the 19th January. A newsletter is also being developed focusing on the clinical strategy and there will be more information on the intranet as the project develops.

Trust doctors and GPs given glimpse of big-picture future

A collection of 100 local doctors, including consultants from the Trust and GPs from several North London boroughs, were given an insight into the future of the world economy and its impact on the NHS by Rohit Talwar, one of the country's most renowned futurists.



Mr. Talwar, CEO of Fast Future Ventures Group, spoke of the changes the world would see in population growth, migration, climate change, increased lifespans and technical innovation over the next 50 years. These included improvements in education standards in the developing world, which would influence where the medical advances of tomorrow were more likely to originate from. He also pointed out that the increased economic clout of more populous countries (particularly those in Asia) could manifest themselves in emerging markets that would attract talented people from other parts of the world, including Europe.

Rather than give answers to how the NHS would deal with the challenges resulting from such change, Mr. Talwar encouraged the assembled doctors to consider the facts and begin thinking of their own answers. He reminded the audience that it took a forward-thinking decision to set up the NHS in the first place and that the ability to move with the times is therefore an inherent part of NHS culture.

The event was also a chance for local GPs to network with the consultants they regularly refer to, thus putting 'faces to names', and to view displays highlighting advances in several key specialties such as Cardiology, Stroke Services and Cancer treatments. The liveliness of the conversations and the engaging manner of the guest speaker created an enjoyable atmosphere for the evening, which also produced some very useful feedback for the Trust from the GP community. Similar events are already being planned for the future.

Trust staff celebr

Staff from all departments and professional groups joined forces in a cross-site awareness of the importance of patient privacy on 25 November... 'Red Peg Day'.

Red Peg Day was dedicated to reminding staff of the importance of leaving ward bays alone when the curtains have been drawn around the bed. Appropriate levels of privacy are an important part of patient dignity, with red plastic pegs often used to keep the curtains closed.

Senior nurses including matrons and patient experience leads ensured that as many staff as possible – including those not based on the wards – were wearing the red plastic pegs on their work clothes during the day. The campaign, widely promoted across the hospitals via the slogan “Don’t be a Curtain Crasher”, saw the pegs being modelled by clinicians, patients, administrative staff and contractors across both sites. A League of Friends musician joined in the fun by playing his harp whilst wearing a peg inside the front entrance of Barnet Hospital.

Averil Dongworth, Chief Executive, said Red Peg Day was “an excellent chance to involve the 4000-strong workforce in a single act of recognition of patient rights.” Terina Riches, Director of Nursing, added she was “delighted” by the positive response the staff had given to the event, describing its success as “proof of how quickly our staff take patient matters to their heart.”



ate Red Peg Day



Infection rates fall to new low

MRSA cases at the Trust are 50% lower than they were at this time last year. 11 cases of MRSA have been reported so far this year. Since the introduction of the Aseptic Non-Touch Technique (ANTT) there have been no cases of MRSA blood stream infection related to IV Therapy.

IV Therapy Nurse speaks at ANTT conference

Farshid Meesaq, IV Therapy Nurse, had the honour of presenting at the 2nd national ANTT conference in November. Farshid told the conference about how introducing ANTT at the Trust has led to a significant reduction in intravenous-related MRSA bacteraemias.

Members of staff investigated for fraud

Any incidents of fraud deprive the NHS of resources needed for the care of patients so all allegations are investigated.

Following the Trust's participation in the National Fraud Initiative, a nationwide data matching exercise between all public bodies, we identified staff who had worked for other employers whilst claiming sickness absence from the Trust at the same time.

The Trust's Local Counter Fraud Specialist (LCFS) David Bennett investigated the allegations and obtained evidence that the subjects had each worked on several occasions for other employers, some of these occasions dating back to 2005, whilst having been on either short or long term sickness absence.

The evidence collated was passed to the Human Resources Department to take action in accordance with the Trust's disciplinary policy. Following this process all four individuals have now left the Trust. Any monies earned by the subjects during the periods of sickness absence whilst they had worked elsewhere, were recovered.

David Carter, Director of Finance said "All fraud against the Trust deprives the NHS of resources needed for the delivery of patient care and the continuing improvement of NHS frontline services. We will investigate all potential fraud and will take action for amounts, large or small".

David Bennett conducts training sessions on Fraud Awareness. There are also training sessions for Authorised Signatories. If you would like either of these training sessions then please contact David on 07786 856 972 or David.Bennett@parkhill.org.uk.

Trust to embark on Environmental Campaign

We have all heard about climate change in the news, we have all felt the effect of rising fuel prices and we all know at least a little about the things we should be doing to combat our environmental impact.

The Trust is now launching a coordinated scheme to increase everyone's environmental awareness, the aim of which is to lower the Trust's Carbon Footprint.

Last year the Trust was responsible for emitting 21,500 tonnes of carbon dioxide into the atmosphere at a cost of £4 million. We are sure that with the support of staff at the Trust we can reduce that number just by making small changes to the way we behave in work.

In order for this campaign to be a success we desperately need YOUR help. We plan to create a network of Energy Reps across the Trust who will act as a local point of contact for environmental issues – ensuring that problems and ideas are communicated to Estates. If you would like to volunteer to be an Energy Rep for your area or if you would like any further information on the campaign please contact Herman Wa, Energy and Environment Manager at sustainability@bcf.nhs.uk.

New hospital beds bring new benefits to inpatients



Over the past twelve months the Trust has purchased 200 new electric beds and 350 new mattresses. 30 of the new beds arrived at Barnet Hospital in November, offering inpatients a more comfortable experience on our wards.

The beds have been designed with risk management, ease of use and servicing in mind. They include the patented Bio-Contour profiling system for pressure reduction, making them more comfortable to lie in than the beds they replace. Their structure and weight also provides unique benefits in other key areas, including falls prevention and manoeuvrability, being significantly lighter than other electric hospital profiling beds.

Perhaps most importantly, they are designed with the aim of being the easiest in the world to clean and decontaminate, and are steam cleaner compatible.

Sexual Health clinic marks World AIDS Day

Staff at the Clare Simpson clinic, the sexual-health service, marked World AIDS day with a series of events to increase awareness of sexual health and remove some of the stigma around those who suffer from related diseases.

On Saturday 28 November, at Edgware Shopping Centre, and on Tuesday 1 December, at Barnet Hospital, clinic staff ran a stall explaining how to make appointments and also offering them if required. The staff also gave out red ribbons, leaflets on sexually-transmitted infections,

and – where age-appropriate – condoms. A service of remembrance and celebration was also held in the hospital chapel.

This was be the first of many events that the Clare Simpson staff plan to hold in the local community to dispel the myths surrounding sexual health clinics and encourage the public to make appointments. Jacinta Ryan, lead nurse at the clinic, said: "We feel that this is a good way of letting people know what we do and how they can access the clinic and its services."



New technology marks major progress for Breast Cancer Screening service

The North London Breast Screening Service (NLBSS), has completed the replacement of all its analogue screening devices with digital technology.

Digital mammography is similar to standard mammography in that x-rays are used to produce detailed images of the breast, detecting potential cancers that are too small to be felt by the patient or a doctor. However, a digital receptor and computer are used to record the image rather than a film cassette.

The result is an image that is both sharper and more readily available than that obtained from the old devices. This leads to earlier detection for more women than before and therefore faster intervention and improved survival rates.

This will improve the experience for some women who may have previously been asked to return for a second mammogram due to a poor quality image being taken on a mobile screening van. Their images will now appear instantly when the mammogram is taken so that any repeats required can be carried out straight away. It will also facilitate the age extension bringing the lower and upper ages to 47-73 year olds set out in the national Cancer Reform Strategy. This is because it is a more suitable technology for women who may be premenopausal.

Implementation of the technology by the NLBSS began in July and the last patient to be screened with an analogue device was examined in mid-November.

There are 82 screening services across the UK, but the NLBSS is one of the largest. It is also only the 6th to date that has fully upgraded to the new technology and is the first to do so in London.



End of an era as last woman receives analogue screening

Meet the Matrons

A new initiative was piloted in October to obtain patient/user feedback, with that feedback in a non-hospital environment.

The Meet the Matrons initiative was set up under the rationale that people may find it easier to be critical of services in a perceived neutral environment, rather than on actual hospital grounds. The methodology is

informal and is obtained through structured conversations, but focuses on key elements of the national patients survey.

Meet the Matrons was piloted at the Spires Shopping Centre in Barnet and therefore feedback related to Barnet Hospital. The Director of Nursing, Deputy Director for Patient Experience and one matron conducted the pilot. 25 members of the public were interviewed, of which 19 were former patients and 6 were relatives of former patients in the hospital.

Observations made by patients included both negative and positive comments and some commented that they felt that asking people in this way made them feel as if we were really interested in what they thought.



Above left: Terina Riches, Director of Nursing, left: Kay Laurie, Deputy Director for Patient Experience and above: Tony Allen, Matron

New network for minority staff launched

A new network aimed at improving the career prospects of minority staff at the Trust has been launched in the presence of some of London's most impressive Black and Minority Ethnic (BME) role models.

The network allows staff to share experiences, receive advice and gain inspiration from each other's successes, ensuring that all staff – including those from white as well as minority backgrounds – have access to the same training and promotion opportunities. Speakers included Baroness Rosalind Howells of St. David OBE, the first black woman to sit on the Greater London Council's Training Board and Nola Ishmael OBE, who in the 1980s became the first BME nurse to be appointed Director of Nursing in London.

The next BME Forum is being held on 18 December, from 10am-12noon, in the Boardroom, Trust HQ, Chase Farm Hospital.



John James, Joy Nichols MBE, Nola Ishmael OBE, Baroness Margaret Wall (Trust Chairman), Juliet Alexander, Jan Oliver, Marcia McKnight (Director of Communications)



Look after yourself as well as your patients

Staff Self-referral to Physiotherapy

Do you suffer from muscle or joint aches that make it difficult to do your job? If so, the Trust's new Staff Self-referral Scheme for Physiotherapy can help you, by offering

a service for all staff that does not require a GP referral.

You can access the scheme via an online self-referral form on the Trust Intranet, under Work for Us, Occupational Health or pick up a form from the Therapies Department at either Woodlands Unit, Barnet Hospital, C2A Physiotherapy Department, Chase Farm Hospital or the Occupational Health Department, Chase Farm Hospital.

For further information please contact Alison Hill on ext. 5751.

Successful secondment for A&E Staff Nurse

Congratulations to Nicola Drew, Staff Nurse in A&E at Chase Farm Hospital who recently graduated with honours as a RSCN at Hertford University...



Disability Forum

The Trust has set up a Disability Forum for disabled staff to address the outcome of the 2008 Staff Attitude Survey and ensure all staff with disabilities are given the opportunity to discuss issues affecting them in the workplace.

The Disability Forum is the voice of disabled staff. It provides an opportunity to express options about a number of workplace issues and aims to make a difference by helping remove barriers in the workplace on how people see disability. The role of the Disability Forum includes identifying issues affecting disabled staff, making sure the views of disabled staff are heard and that they have access to information such as support from the Disability Adviser and Access to Work Scheme.

Disability Forum meetings are being held on:

19 February	10am-12noon	Boardroom, Trust Headquarters, Chase Farm Hospital
14 June	10am-12noon	Boardroom, Level 3, Barnet Hospital
16 September	10am-12noon	Boardroom, Trust Headquarters, Chase Farm Hospital
18 November	11am-1pm	Boardroom, Level 3, Barnet Hospital

Special trip to Disneyland Paris for paediatric patients

Fifteen lucky paediatric patients from the Trust got the chance to mingle with a host of animated celebrities recently on the 16th annual Company of Hackney Carriage Drive to Disneyland Paris.

The Company of Hackney Carriage Drivers are a charitable organisation set up in 1994 to send children with life-limiting conditions on an all-expenses paid trip to the fantasy theme park in the French capital. The journey takes place in London taxis, escorted by English and French police and ambulance crews throughout the trip, and driven by the taxi's owners. Each taxi costs around £1250, with the costs covered by large local businesses. The invitations cover not just the patient, but a sibling and parent/carer for each child. Specialist Paediatric doctors and nurses accompany them on the trip to ensure their medical needs are met at all times.

Treats such as this have an obvious benefit in raising the morale of young patients, but they also provide a chance for parents to share special memories with their children away from the hospital environment without worrying about their distance from medical assistance. All who attended this year's trip had a great time, as can be seen in the photographs, and the hospital is planning to send more patients next year. Their fun may have been had in a world of fantasy, but the hospital would like to thank the charity, its drivers, and the staff who joined them for helping to make it a very believable reality.



Margaret Ghorri

Margaret Ghorri, a receptionist in the Clare Simpson clinic, passed away on Sunday 18 October. She died peacefully in the North London Hospice with her family around her.

Margaret joined the Clare Simpson clinic in 1995 when the service was still in its infancy. An integral part of the team, her caring attitude towards patients never went unnoticed, and they would always ask after her if she wasn't around.

Her years of dedicated service were rewarded with a highly-commended nomination for the Hidden Star Award at this year's OsCARS. As she stepped up to accept her award she showed no sign of the illness she was fighting. Margaret had been battling cancer in recent years, but returned to work earlier in 2009. Soon after she received her commendation before a crowded hall of fellow nominees, her illness sadly returned.



Margaret receiving her highly-commended certificate from Sam Kane.

She will be greatly missed by all of the staff in the Clare Simpson Clinic. The Trust would like to offer its condolences to all of Margaret's family and friends and is proud to have called such a kind, dedicated professional one of its staff for the last 14 years.

A number of family and friends took part in the 5k Fun Run in October, raising over £1000 in Margaret's memory. Donations can also be made in memory of Margaret at the following websites for the North London Hospice and Cancer Research:

www.justgiving.com/margaretghori

www.justgiving.com/annemargaretghori

Help us reach £10,000!

Thank you to everybody who has sent in their 5k Fun Run sponsorship money. Please send any remaining sponsorship money as soon as possible to Peter Butler, Fundraising Manager. The 5k Fun Run next year will take place on 3 October 2010!

Trust Board meetings in 2010

The Trust Board meets in public every other month and members of the public and staff are very welcome to attend.

Trust Board meetings are a chance for staff to hear about the strategic running of the Trust, to listen to the progress being made towards current Trust goals, view the decision-making process behind the future direction of Trust services, and ask questions during the allocated public part of the meeting.

The meetings have traditionally taken place on Thursdays. **However, from 2010 onwards, they will take place on Fridays. The dates are:**

15 January 2010

12 March 2010

14 May 2010

9 July 2010

10 September 2010

12 November 2010

All meetings take place in the Boardroom, Maple Block, Chase Farm Hospital, start at 10am and finish at approximately 12.30pm.

Further information is available on the Trust website, under About Us, Trust Board Meetings.

