

Newsletter

January 2018

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We wish you all a very Happy New Year. All good things are contained in this first edition of 2018. We hope you enjoy it.

Ramp and rails

The works are now complete on the new ramp and safety handrails to the entrance by the Kidney Treatment Centre and Adult Learning Centre. This entrance to the building is now fully open again for the two areas above and all other departments and wards should be accessed via the main entrance.



"No act of kindness, no matter how small, is ever wasted."

Aesop



A big thank you to **Sherwood Park School** children who came in and sang carols for us in the main reception in December. They are pictured above with music Teacher, Annette Morley and Sarah Putney, Paediatric Diabetic Nurse as the children collect for JDF (Juvenile Diabetes). Everyone enjoyed the singing and the children seemed to enjoy themselves too. After their lunch they went up to the patients on Meadow View who were eagerly waiting for the children to sing. Patients and visitors clapped and cheered as the children arrived.

Hospital Watch and Coffee with the Cops

Volunteers are required to be the Point of Contact (POC) for Hospital Watch across the QMH site. Any members of staff wishing to volunteer, please contact Peter Bates, Operational Estates & Facilities Manager or Denise Webb, Site Services Facilitator who are located in the Estates & Facilities Department (junction 4).

Coffee with the Cops continues to be a success with monthly surgeries held by the Longlands Police Department in the Snack Box. Please look out for the signs around QMH for the next surgery. Date and time to be confirmed.



Information point

We will shortly be installing an 'infopoint' machine in the main reception area which will be such a help to patients, visitors and staff. It will have five buttons which will put you through to five different areas free of charge. These areas will be:

Local taxi firm - to book a cab

Hospital Watch - to report anything suspicious or that may be concerning you around the site

NHS Smokefree - a local smoking cessation

line to help people who wish to give up smoking

Switchboard - a direct way to contact the hospital switchboard especially out of hours when the reception desk is not staffed

PALS - Patient Advice and Liaison Service offer confidential advice, support and information on health related matters. PALS provides a point of contact for NHS patients, families and carers.



Generator testing

Please note the dates below which will be when the main generators are tested at Queen Mary's. Please be advised this will cause the lifts in main reception to be out of action for this period of time, which will always be from 7am to 8am.

10 January,	14 February,	14 March,	11 April,	14 May,
13 June,	11 July,	8 August,	12 September,	10 October,
14 November,	12 December			

The above dates are not considered to vary but any changed date will be notified across the site.

News in brief

Pavement outside main building - We expect works to be starting this weekend on the paved area, under the canopy directly outside of the new main reception and Urgent Care Centre. This will be carried out over a two week period and at weekends to ensure minimum disruption to all.

TfL bus information - We hope to install a digital sign which will display live bus arrival information. This piece of technology will be able to display from two to eight local bus stops alongside a map. Once installed it will be beside the 'infopoint' in main reception.



More space for ophthalmology (eye) patients - We are increasing the waiting area for patients waiting to be seen in the eye casualty on the third floor. A bay in Hockenden is currently being refurbished to enable patients to wait in a more comfortable environment and the reception area in Hockenden will also be utilised by Ophthalmology to ensure patients are not left feeling isolated. Work is due to finish by 12 January.

Your news and questions

If you have any interesting news from Queen Mary's new or old you would like to share, views about anything within this newsletter, or any questions you would like to ask about what is happening around Queen Mary's, do get in touch. If you would like this newsletter emailed to you please do let us know. Contact details are: denise.webb@nhs.net or you can telephone on **02039 107391**.