

the open doors

November/December 2012
issue 30



St George's opens its doors for 2012 Community Open Day

Welcome to St George's Hospital app released

St George's Healthcare has launched the Welcome to St George's Hospital mobile phone app, putting all the information that patients, their friends, families and carers need at their fingertips when visiting St George's Hospital.

The app includes:

- Information for inpatients
- Information for outpatients
- Information for visitors
- Contact details for inpatient wards, outpatient services and useful numbers
- A news feed from the St George's Healthcare website
- Feedback mechanisms
- Scalable hospital map with locations of wards

The app can be downloaded from the App Store prior to coming to St George's Hospital.

The app has been developed in-house by the trust's communications team, working with St George's Healthcare patient groups, after patients told the trust that they would like more information available to them on their phones so that they always have the information they need with them.



Scan this code on your smartphone for more app information.

CONTENTS

- 3 A word from...**
Miles Scott, chief executive
- 3 Trust news**
- 6 Membership matters**
Medicines information service for patients
Focus on nutrition
- 8 Patient perspective**
Emily Holyfield and son Giorgio
- 9 Spotlight on**
Focus on bone boost service
- 10 Patient feedback**
Past and present
- 11 Patient safety**
- 12 Christmas at St George's**

Front cover shows six year old Ismeal Sissoko getting his blood pressure checked at the St George's 2012 Community Open Day.

With thanks to Yusuf Ozkil, Colin Wren, Andy Gulland and Aubrey Wade for their photography services.

the gazette is written and published by the communications unit. The opinions expressed do not necessarily represent those of St George's Healthcare NHS Trust. If you have a story for *the gazette*, please email: communications@stgeorges.nhs.uk

the gazette

St George's Hospital Heart Attack Centre catheter lab has London's best survival rates



The catheter lab at St George's Hospital is achieving the best survival rates in London, a report published by London Ambulance Service (LAS) shows.

St George's Hospital is one of eight designated Heart Attack Centres in the capital, and home to a state-of-the-art catheter lab which is used to perform lifesaving angioplasty for patients suffering a heart attack and other serious heart conditions. 72.4% of patients suffering from cardiac arrest who were

brought directly to the catheter lab at St George's Hospital survived, according to the Cardiac Arrest Annual Report 2011/12. The overall survival rate for patients taken to Heart Attack Centres in London was 63.3%.

Angioplasty is a procedure where a catheter is inserted into an artery where a blockage is causing the heart attack. A small balloon is inflated to open the artery and a tiny tube called a stent is then inserted to keep the artery open. Angioplasty

is recognised as the best possible treatment for a heart attack. Pitt Lim, consultant cardiologist and clinical lead for cardiac intervention, said: "This report clearly demonstrates that patients suffering a heart attack have a much higher chance of survival when they are taken directly to a Heart Attack Centre with a modern catheter lab. We provide one of the most effective cardiac intervention services in the country and a 24/7 enhanced heart attack service which saves many lives each year."

Annual report looks back over exciting year

St George's Healthcare's annual report 2011/12 has been published in a number of formats to try and cater for everybody's needs.

The best way to read the report is on the St George's Healthcare website at www.stgeorges.nhs.uk/annual

The report is optimised for mobile phones so the layout will automatically adjust to your phone's screen size, and there



are also versions available for eReaders and Kindles, as well as a pdf version. A summary report will also be available on the website and around St George's and Queen Mary's Hospitals and health centres across Wandsworth.

Anybody who would like to be sent a copy of the annual report summary in the post should contact the communications team on 020 8725 5151 or at communications@stgeorges.nhs.uk

A word from...

MILES SCOTT

chief executive

As we approach the end of 2012, it provides us with a chance to look back on the achievements of St George's Healthcare over the past 12 months. It has been a successful period for the trust, and the prospects for the year ahead look very exciting indeed.

The trust's annual report and AGM in September shows how far we have come in the development and performance of our services, as well as in financial terms. Our advances demonstrate our commitment to providing safe, high quality healthcare to all our patients, which would not be possible without the dedication of our hard-working staff.

The announcement of the helipad being built at St George's Hospital next year is very welcome news which is a further sign of how, as one of the country's leading healthcare institutions, we are investing for the future. You can read more about the plans for the helipad in this issue.

This issue of *the gazette* also celebrates the success of our community open day, held in October. It was wonderful to see so many members of the public take an active interest in the work of the trust, and I hope those who attended were able to learn more from our many stands on the day.

Readers can learn more about the measures we have in place to ensure patients receive the nutrition they need during their stay in hospital. You can also read about initiatives the trust has adopted to become more sustainable, and learn more about the bone health service, a pioneering community service which helps patients with bone health issues.

Finally I would like to wish everyone a very happy Christmas and best wishes for the New Year.



The pathology stand offered a closer look at chromosomes

St George's opens its doors for the 2012 Community Open Day

On Saturday, 13th October, St George's Healthcare NHS Trust and St George's, University of London opened their doors to members of the public for the 2012 St George's Community Open Day. Members of the community of all ages were

invited to take a behind-the-scenes glimpse at the workings of a busy NHS hospital and university. The day showcased around 40 of the trust's departments and visitors enjoyed guided tours of one of the hospital's operating theatres, CT

scanner and the simulation unit, while many took a step back in time to learn more about the history of St George's.

University researchers were on hand to speak about their pioneering projects into new medicines and treatment, while student ambassadors provided practical demonstrations of bandaging skills, blood pressure monitoring and prosthetic-finger making.

Miles Scott, chief executive, said: "My thanks to everyone who came along and I hope that everyone enjoyed themselves. I look forward to future events celebrating both the trust and university."



Chris Anderson, urology consultant, shows visitors how robotic surgery is performed during the operating theatres tour

Royal visit for St George's paediatric intensive care unit

The paediatric intensive care unit (PICU) at St George's Hospital, was officially opened by HRH Princess Alexandra on Friday, 14th September.

The refurbishment was generously funded by the Giauque family, who live locally, and includes a dedicated parents' area which enables families to get some rest while their children are on the unit.

The Princess met families, staff and former patients during her tour of the unit.



Our photo shows Mr and Mrs Giauque with HRH Princess Alexandra and Carol Kennelly, matron for PICU

Electronic order communications improving safety and efficiency responsible

Electronic order communications has been successfully introduced into several areas of St George's Hospital.

This is the second step in the trust's journey towards a single integrated patient record, following the introduction of a new clinical information system in 2010.

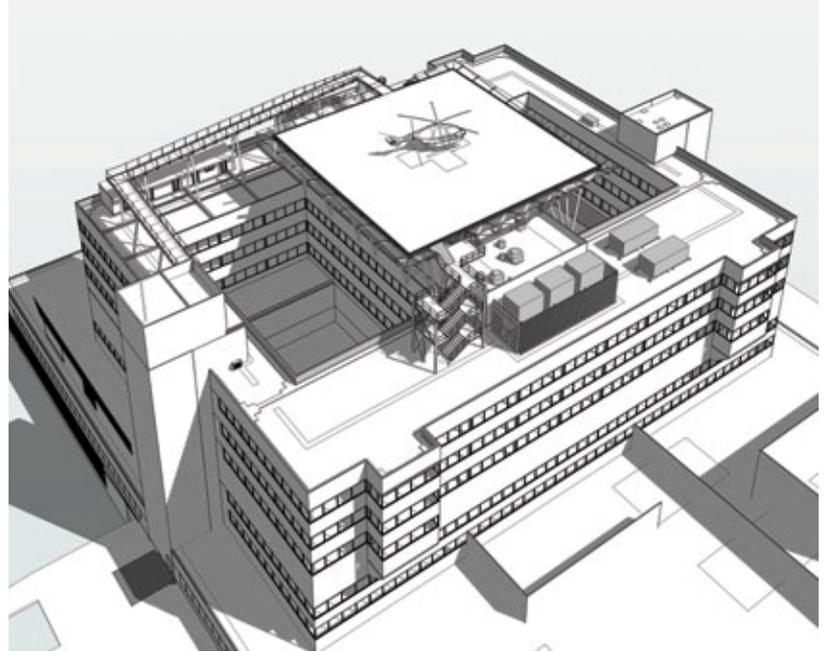
The new system means staff switching from the use of paper forms when ordering pathology and radiology tests and moving to a fully electronic on-screen ordering system. This allows clinical staff to order tests electronically and view results on screen as soon as they are available, reducing the amount of time spent waiting for results and enabling staff to treat and discharge patients more effectively.

It also ensures that information is more accurate and significantly reduces the risk of errors which can result in delays to patient care.

Electronic order communications has been rolled out in a phased way, department by department, since early October 2012.

Chief executive Miles Scott said: "A large amount of preparation took place to ensure that all staff were ready and trained to use the new system which so far has proved to be robust and effective.

"It has been a very challenging few weeks for radiology, but throughout staff have been tolerant, patient and adapted well to the changes. It is a key achievement and I'd like to congratulate everyone involved."



Artist's impression of the new helipad on St James Wing

St George's to build South London's first hospital helipad

In September 2012, St George's Healthcare announced that it has been granted formal planning permission to develop a helipad at St George's Hospital. It will be only the second hospital helipad in London and the first south of the river. The development will be partly funded through a grant of £1million from the County Air Ambulance Trust HELP (Helicopter Emergency Landing Pad) Appeal.

The facility will be built on the rooftop of St James Wing, with direct lift access to the hospital's state-of-the-art accident and emergency department. It will support air ambulances bringing the most seriously injured casualties for emergency treatment at the hospital,

which provides the Major Trauma Centre for the South West London and Surrey Trauma Network.

Heather Jarman, clinical director for major trauma, said: "We are at a pivotal time in the development of trauma care systems. With the emergence of Major Trauma Centres and rapid transfers, patients are getting the life-saving care they need, quicker than ever before. Helicopters are essential to the success of these systems.

"At the moment, air-lifted patients from south west London and Surrey often travel past St George's Hospital, which naturally delays their care at a time when every second counts."

Building work for the helipad, which will cost £4million in total, is scheduled to start in December 2012 and it could be operational by summer 2013.

Safer Better Smarter: Improvement Programme aims to help drive high quality, efficient care

St George's Healthcare has launched an Improvement Programme to support frontline staff to identify ways to change the way they work, deliver efficiencies and ensure that the trust is delivering high-quality, safe services.

The trust is working with GE Healthcare to train staff in improvement methodologies and approaches, and will be working with staff to help them use these approaches to identify and lead change projects that will deliver benefits for patients.

The programme, underpinned by the words Safer Better Smarter –



Around 200 members of staff attended the launch

developed by staff in workshops and focus groups – was formally launched on 6th September. An audience of around 200 staff received presentations from Miles Scott, chief executive, Alison Robertson, chief nurse and director of operations, and a number of clinicians from across the trust, demonstrating how they have implemented change to drive improvements and

create safer, more efficient care. Staff also took part in practical improvement exercises to help them visualise how to think creatively and make positive changes in their workplace.

Amanda Evans, head of the Improvement programme, said: "There are a number of exciting projects underway already, including the training and

development of our clinical staff to become change leaders, along with projects looking at the development of integrated pathways, following the patient journey from GP through to community and secondary care. We are also exploring the development of our bed-based services, outpatient departments and seven-day working practices."



Mary Saunders, clinical lead occupational therapist, shows five year old Nadal Hanif how to make the most of his powered wheelchair.

Productive community services Wandsworth a national beacon



The NHS Institute of Innovation and Improvement were so impressed with the trust's wheelchair services results in releasing time to care as part of the Productive Community Services programme that they asked them to be a national case study to highlight the benefits of the programme to other community services across the country.

Speaking about the programme, Jane Attrill, head of rehabilitation services, said: "The Productive Community Services programme has helped us to increase the amount of time we get to spend with each patient and increase the number of patients our therapists are able to see each day.

"We provide wheelchair services to 15,000 service users from across south west London and Surrey. The programme is helping us

to make sure that whether dealing with a therapist, rehabilitation engineer or team administrator, our service users are getting a consistent quality of service."

Caroline Stanfield, wheelchair service team leader said: "Everything's much more organised, we know where things are, we can get to things much quicker. We've also been sending out a questionnaire to patients every few months, and most people are saying very positive things about the service. We are getting equipment out to clients quicker because our stock control is better, which also means we have been able to fund some equipment that we might have had to wait longer for in the past."

A video about the wheelchair service's experiences is now available to watch on the NHS Institute's website www.institute.nhs.uk

Pre-operative care centre improving patient experience

The new pre-operative care centre (POCC) at St George's Hospital opened in July 2012.

Following the Tooting Walk-in Centre service's move into the redeveloped A&E, the vacated space was transformed into the POCC, providing a new specialist environment for a service that was previously delivered from a range of locations across St George's Hospital.

Claire Painter, head of surgical nursing, says that the POCC will improve the planned admission process for both staff and patients.

"Pre-operative care is an essential part of the planned care pathway, enhancing the quality of care in a number of ways. For example, if a patient is fully informed, they will be less stressed and recover from their operation more quickly, while a health check ensures good medical health before anaesthesia and surgery."

Sue Hutchinson, consultant anaesthetist, adds that bringing



staff together will help improve patient safety and help staff learn new skills. She said: "We have worked hard to make sure that the new care pathways within the POCC improve communication between all staff groups at the trust, with a fully joined up approach across acute and community care improving discharge planning and follow up care at home.

"Being based in one location will mean that over time staff can gain experience of different specialities and procedures, creating a more experienced and flexible workforce which will reduce cancellations and improve patient outcomes. Reducing cancellations will mean that the trust will have more available theatre capacity to treat more patients."

Annual General Meeting

The trust's Annual General Meeting (AGM), held on 27th September, provided an opportunity to showcase the trust's successes during the 2011/12 financial year. The event, held in the Monckton Theatre, was attended by over 100 members of the public, patients and staff. As well as updates on trust performance, the audience also heard a presentation from the sickle cell and thalassaemia service about their work.

The evening ended off with a question and answer session, where members of the public were able to put questions direct to the chair and chief executive.



Toyah Willcox opens new children's exhibition at St George's Hospital

Television presenter and former pop star Toyah Willcox officially opened a new children's art exhibition at St George's Hospital on 19th October. The exhibition, which is sponsored by Bedford

Hill Gallery in Battersea, is a collection of paintings donated by children in Kathmandu, Nepal.

Toyah, who is the gallery's patron, and guest of honour, His Excellency Dr Suresh C. Chalise, the Ambassador of Nepal, enjoyed a tour of the display and met with patients and members of staff on the paediatric wards.



His Excellency Dr Suresh C. Chalise and Toyah Willcox with one of the pictures from the exhibition

Medicines information service for patients

St George's Healthcare has a dedicated helpline for patients who have a question about their prescription. This provides access to a medicines information pharmacist who can help with medication queries.

Balpreet Dhanda, senior medicines information pharmacist, said: "The centre receives hundreds of calls every year from patients who need to know more about their prescription. One of the most common questions we are asked by patients discharged from hospital is 'Could my new medicine be causing these side effects?' We can then investigate and provide more information to the patient."

Important things to know about your prescription

Jyoti Singh, high-risk medicines pharmacist team leader, says there are four questions a patient should know the answer to when looking at their prescription:

- **HOW?** "How should I take my medication?"
- **WHEN?** "When should medication be taken? Is it best to take medicine on an empty stomach, after meals? How often do I need to take it?"
- **WHY?** "Why do I need to take this medication?"
- **WHAT?** "What are the possible side effects?"



Pharmacy medicines information centre

Contact 020 8725 1033
Monday to Friday,
09.30-17.00hrs.

One of the trust's pharmacists will take your call and can help answer your question. Please have your medicines to hand when calling.

The centre will need to record your name, date of birth and contact details before proceeding with your enquiry. All information is confidential and is recorded and stored in accordance with the Data Protection Act.

Members invited to participate in clinical audit project

Clinical audit is one of the methods used by the trust to ensure patients receive expected standards of care and helps to identify areas for improvement.

The team work with services across the trust to design audits against the expected standards of best practice as outlined in our health care policies and guidelines. The data collected is then analysed, and the results are reported to the service so that clinicians and managers are able to decide on the changes necessary to improve the quality of care.

The audit team are also looking for ways to improve practice and have two new initiatives underway.

The first is the recent introduction of KeyPoint software. This gives a greater scope for the collection of data, allowing improved accuracy of data entry and offering efficiency in the analysis and presentation of results. This new system will improve the quality of audits and help to increase the number of audits conducted each year.

The second initiative involves engaging patients and public members to participate in a trust clinical audit project.

Members are invited to take part in this project and become involved in helping improve trust services. Participants will work with the clinical audit department and will have support at each stage of the audit process.

Those who are interested or would like to know more about this initiative can email clinicalaudit@stgeorges.nhs.uk

Help us improve our website

The communications team have launched a survey to find out what people think of our website www.stgeorges.nhs.uk.

The survey will help make sure that our website is as helpful and as easy to use as possible for our patients, their friends and families, our staff and everybody else who uses the site.

All of the feedback will be used by the communications team to make improvements to the site over the coming months. Let us know what you think by taking the survey at:

www.surveymonkey.com/s/sghwebsurvey

Scan this code on your smartphone to take the survey



FOCUS ON NUTRITION

Significant improvements have been made during the year to enhance nutrition for patients.

A nutrition operational group was set up last summer to enable closer working with clinical staff and initiatives to develop and improve services. The group has reviewed the way the trust assesses patients on admission and throughout their stay and this has led to the introduction of a revised nutrition screening tool. The Malnutrition Universal Screening Tool (MUST) is a validated, nationally-recognised tool that is used within St George's Healthcare to identify those patients at risk of malnutrition and enables staff to intervene with an appropriate action plan for those patients who require it. The revised MUST tool incorporates a colour coded care plan with actions to be taken according to the score. The paediatric team has also implemented a nationally recognized nutrition screening tool specifically for children called the Paediatric Yorkhill Malnutrition Score.

Chris Flatt, head of dietetics, said: "Nurses, healthcare assistants, dietitians, speech and language therapists and MITIE (St George's Hospital's catering provider) all play a vital part in meeting the nutritional needs of our patients. The operational group has shown the benefit of these staff working jointly to improve the patient experience in this important area."

Menu choice

At St George's Healthcare, new menu layouts have been introduced to help patients make more informed choices about the meals they choose.

Catering for patients is managed by a multidisciplinary group, which includes staff from dietetics, facilities and nursing, patient representatives and MITIE.

The team work to make sure that meals are nutritionally balanced and that food quality is good, appetizing and of the correct texture and consistency. The nutritional composition of the food is reviewed by the dietetic team to ensure it is nutritionally appropriate for patients to eat.

Jenni Doman, general manager for estates and facilities, said: "One of the main themes we find is that there is no 'one size fits all' model when it comes to meals for patients. It is essential that patients have an adequate choice of meals throughout the day and that these meals have all the necessary nutritional requirements needed to keep patients well."

A review of meal options for specific patient groups such as senior health, maternity, paediatrics and renal services has already taken place to ensure that the right meal options are offered to patients. Patients have taken part in trialling and tasting these meals in conjunction with the above groups to ensure that they are satisfied with the menu choices offered.

Service for people who struggle with language after stroke

St George's Healthcare's Wandsworth Community neuro team (WCNT) and the charity Connect work alongside each other to provide a valuable service that meets the long-term needs of people with aphasia. Aphasia, which often occurs after a stroke, is a condition where people struggle to communicate. One in three people that have a stroke may develop aphasia as a result.

Jenny Freeman suffered a stroke in June 2012 and was admitted to St George's Hospital's hyper-acute stroke unit. While in hospital, Jenny discovered she had aphasia. She said: "It was a very frightening time for me because I didn't know what anybody was saying. It was just a word, it didn't mean anything."

Jenny was then identified as a suitable candidate for the WCNT early supported discharge service. This service enables appropriate stroke patients to leave hospital early and receive intensive therapy at home. Camilla Barber, speech and language therapist, worked with Jenny on improving her understanding of spoken language and word retrieval.

Jenny said: "The support that Camilla gave me was invaluable."

Jenny was also referred to the Befriending scheme run by Connect in Wandsworth. Connect is a charity that supports people with aphasia and organised for a 'befriender' to visit Jenny at home. Befrienders can offer support, friendship and encouragement as they understand what living with aphasia means. Jenny said: "My befriender was a brilliant, lovely lady. She said you can do it. That's what you need: someone to push you."

She had such a positive experience that as a way of giving something back Jenny is now a befriender herself. She wants to encourage others from her own experience. She said: "It's easy to give up but you have to fight. You can put your life back together again; it happens very slowly but it happens."

For more information on any of the services offered to people with aphasia, call the WCNT on 020 8812 4060, Nathalie Trepel at Connect on 020 7367 0840 or visit www.ukconnect.org

For further information contact:
Anne Cleary head of nursing, patient experience and quality on 020 8725 3300 or Jenni Doman, general manager estates and facilities on 020 8725 0781



Congratulations to **Annett Blochberger** who won the overall individual award and to the **trauma and orthopaedics team** who won the overall team award!

Emily Holyfield and son Giorgio

Emily Holyfield has nothing but praise for St George's Hospital's maternity and neonatal units after having her baby, Giorgio, at the hospital in July 2012.

Emily and her partner, Ruggero, live in Steyning, West Sussex with their six year old daughter Eva. When she fell pregnant, Emily had a high risk blood test result and so to rule out any chromosome disorders, she was referred to St George's fetal medicine unit at 16 weeks for an amniocentesis. Although the chromosome test was thankfully later revealed as negative, at the time of the amniocentesis, Aris Papageorghiou, consultant in obstetrics and fetal medicine, detected that Giorgio had a Congenital Diaphragmatic Hernia (CDH). He said: "Congenital diaphragmatic hernia is a birth defect of the diaphragm where a malformation allows the organs to push into the lung area preventing the lung from developing properly. This condition can be life-threatening unless treated appropriately and there is usually a 50 per cent survival rate for babies diagnosed with this condition in the womb."

Emily said: "The team who were treating me were exceptional. I was treated with the utmost sensitivity, but also given clear information regarding the condition and the options that were available to me. This non-judgemental advice was so outstanding at an extremely difficult point and the staff were so professional and sensitive in their handling of this news."

Emily and her partner met with key surgeons and paediatricians so they could ask questions about the next stages if they were to continue with the pregnancy and came

to a decision based on their expertise. Emily said: "After a lot of research, conversations with my family and a huge amount of consideration we decided to continue with the pregnancy."

After Giorgio was born, he spent three days on the neonatal unit before undergoing surgery for his condition. The surgery, which was performed by Stefano Giuliani, consultant



Two-day-old Giorgio on the neonatal unit

paediatric surgeon, and his team, went well and Giorgio spent the next week recovering on the neonatal unit and then seven days on the special care baby unit.

Emily said: "All the staff on the neonatal unit and the special care baby unit were outstanding." She also started breastfeeding Giorgio after 17 days, who had until then been fed by a nasogastric tube. Emily said: "Theresa Alexander, the breast feeding specialist was amazing and really encouraged me to not give up. She instilled confidence in me with her knowledge and I could tell that she was greatly respected by her colleagues."

Giorgio was discharged after 17 days to Worthing Hospital and is doing well. He is still under the care of the trust's neonatal team and will undergo regular check ups for the next year.

"What I found the most



HAPPY FAMILY: Giorgio, Emily, Eva and Ruggero

many charities. Bobbie Everson, one of the family-centred care coordinators on the neonatal unit (a role jointly funded by the trust's neonatal charity First Touch and the national baby charity Bliss), helped Emily sort out a few personal issues. The family also stayed at Ronald McDonald House. Emily said: "Not being local to Tooting, staying at Ronald McDonald House was a great help and somewhere I could lay my head after a tiring and often emotional day in the hospital. House manager Jeanette Hill's warmth kept me going!

"I have also, from the time Giorgio was diagnosed with CDH, benefited from the support of charities such as Arc (Antenatal Results and Choices) which offers specialised support when parents receive a worrying screening result or when a fetal anomaly is diagnosed in their unborn baby, and CDH UK, the CDH support charity."

Emily said that from the first moment she came to St George's Hospital she experienced professionalism, consistency, expertise and exceptional care plus outstanding human warmth.

"I was so impressed by the hospital on all levels and cannot put into words my gratitude for the immense support I received. There are so many staff that work above their job description and put that extra thing in that makes St George's Hospital a very special place."



Giorgio and his sister, Eva

exceptional about my experience at St George's was the excellent communication between departments - all the nurses, midwives and teams were updated with our situation and so I did not have to explain things when Giorgio and I were moved from the delivery suite to Gwillim Ward and then to the neonatal unit. On an emotional level this really helped me as I did not have to explain my personal situation each time which was really difficult for me to do."

Emily and her family also benefited from the care of

Spotlight on...

BONE HEALTH

Set up earlier this year specifically to deal with the problems of bone health in Wandsworth, the bone health service, part of the integrated falls and bone health service, is the first of its kind in the UK.

Based at St John's Therapy Centre, the service is run by Dr Katie Moss, consultant rheumatologist and osteoporosis specialist, and Bernadette Kennedy, lead for falls and bone health.

Katie says: "Wandsworth has one of the highest rates of hip fractures in the country. Because of this we want to be identifying patients early on in their diagnosis of osteoporosis before their first fracture occurs, or at least when their first minor fracture occurs. If we can pick them up and treat them then we are likely to be able to prevent them having a hip fracture when they are older. This is important as we know that hip fractures and vertebral fractures are associated with very high morbidity and mortality."

One in three women and one in 12 men over the age of 50 in the UK have osteoporosis, and every year 300,000 people suffer fragility fractures (a fracture from a fall from standing height).

Factors such as being female, older age and a family history of hip fracture or osteoporosis can make a diagnosis of osteoporosis more likely. Women who are post menopausal (particularly if they have had an early menopause) or after a hysterectomy are more at risk due to the changes in oestrogen levels.

Patients who have been on



Emma Wickington, exercise facilitator, putting her bone boost class through their paces with a Nordic walking expedition across Wandsworth Common

long-term steroids for a variety of conditions and male patients suffering from hyper-gonadism and some other conditions affecting hormone levels are also more likely to develop osteoporosis. Lifestyle factors such as smoking, drinking, poor diet, lack of exercise or frequent falls can also be associated with poor bone health.

Key to identifying patients early is the bone health service's work with local GPs to make sure that they know how to identify patients who are at most risk.

"We know that GPs only have 10 minutes or so with each patient. It can be hard to remember to consider all of the risk factors for osteoporosis as well as every other medical condition on top of dealing with the specific issue a patient has booked an appointment to discuss" says Katie.

"I would strongly encourage GPs who have any queries about a patient with osteoporosis to contact us. We're very happy to speak to GPs about their patients, and also the bone boost service will be a good source of advice in that area as well with education programmes for GPs and other local healthcare professionals coming soon."

Bernadette says that raising awareness of bone health issues is vital to improving outcomes for patients. She said: "By giving patients the appropriate lifestyle advice and helping them to make changes to their way of living we can bring in the evidence-based practice that we

know will improve their bone health.

"There is a wealth of evidence telling us that relatively simple things like changing a patient's diet and getting them to do weight loading exercises and strength training can increase the density of specific bones."

The service delivers regular physiotherapy sessions and exercises tailored to individual patients in local health centres, community centres and in patients' own homes.

Bernadette says that that these sessions have an important role to play in helping improve patient's mental health and wellbeing as well as their bone health. "The patients have really enjoyed the social impact of the classes in that they actually make new friends. They've all got bone health disease, whether that's early stages or much later, and the groups provide a support network for the patients. They all enjoy the exercise, and enjoy doing it together. When we started the sessions you could see that people were not sure about it, but as the week's progress you can see the group become more confident and more willing to stretch that bit further."

The service has started Nordic walking classes in parks across Wandsworth, and has also started zumba classes. Both of these have gone down well with the people using the service.

"People tell us that they truly look forward to coming to the sessions to see the different ways they can make themselves

stronger. Some of these people loved dancing before they became ill and never thought they would be able to do it again. It is great that we are able to show them that getting older and having osteoporosis doesn't mean you have to pack in the activities you enjoy and resign yourself to a life on the sofa" says Bernadette.

The service also makes sure that the patients are following their prescribed drugs regime. "We know that nationally and internationally that compliance with bone health medication is very poor" adds Bernadette.

"Having a pharmacist in the bone health team has helped make sure that everybody is educated and knowledgeable about the importance of taking their medication properly. We also have a specialist practitioner for osteoporosis who supports compliance with medication as well as the lifestyle changes."

If you are registered with a Wandsworth GP or are a Wandsworth resident and have a Lambeth GP, your GP will be able to discuss the risk factors with you and refer you for a dexta scan to determine whether your bones are osteopenic or osteoporotic. Your GP will then be able to refer you directly to the bone boost service or the falls service if more appropriate.

Find out more about bone health on our website www.stgeorges.nhs.uk Please contact the Wandsworth integrated falls and bone health team on 020 8812 4079 or at stgh-tr.wandsworthfalls@nhs.net

Past and present

St James Wing

This busy wing is named after the old St James' Hospital in Balham. St James' Hospital opened in 1911 and was managed by the Wandsworth Board of Guardians until the introduction of the NHS in 1948, where control was then passed to Wandsworth Hospital Group Management Committee.

During World War One it was an auxiliary military hospital to the First London TF (Territorial Force) General Hospital, with 68 of its beds allocated to wounded or sick servicemen. In 1930 it became a general hospital and between 1931 and 1936 the hospital was expanded and two new blocks containing six extra wards were added. In 1935 new x-ray and physiotherapy departments were built and, in 1936, a further extension to the nurses' home provided lecture rooms



St James' Hospital in Balham
Acknowledgements to Terry Gould and David Uttley and their book 'A Short History of St George's Hospital and the Origin of its Ward Names.'



The accident and emergency department is located in St James Wing

for the Nurses Training School as well as accommodation for 44 nurses.

During World War Two the hospital suffered exterior damage from incendiary bombs which damaged three wards, the boiler house and laundry as well as outside the gates.

In 1974, St James and St George's Hospitals were brought together under a District Management Team

responsible to the Merton, Sutton Wandsworth Area Health Authority and then in 1982 the Wandsworth District Health Authority. By this time, medical staff of the two hospitals had integrated, and plans had been finalised for the two hospitals to be combined on the St George's Hospital site. St James' finally closed in 1985, and the old site is now used for residential purposes. There were a number of renowned

medical men and women who worked at St James' Hospital and two of these, Norman Tanner and 'Pop' Vernon now have wards or units named after them at St George's Hospital.

Today, St James Wing houses some of the hospital's busiest services including the emergency department, the Acute Medicine Unit and the trauma and orthopaedic wards among others.

Patient feedback...

Every year the trust cares for more than a million patients, many of whom take the time to write and express their thanks. In every edition of *the gazette* we publish a selection of those letters.

FAO trauma and orthopaedics

I wish to express my gratitude for the care I got from Dr Dominic Nielsen. I had been suffering from an excruciating pain in my ankle that nearly crippled me. On my very first visit to Dr Nielsen, he diagnosed a slack tendon. It has taken a year but now I can walk about without a walking stick and crucially there is no pain! Please extend my sincere thanks to Dr Nielsen and his team.

FAO neonatal unit

My husband and I wanted to place on record our appreciation for the care and attention our daughter received, in particular from the nursing team in the special care baby unit where she spent almost

all her stay. We cannot praise the staff highly enough – each of the nurses combined real technical skill and professionalism with immense kindness. They work brilliantly as a team, with uniformly high standards. They also provide the babies with affection and attention, not just medical care, and they look after the parents too. It is just fantastic and so important that St George's is able to provide this service to families.

FAO coronary care

I have been attending St George's for coronary care. I have received care and attention which has been exemplary. The clinical and nursing care were first rate and the courtesy shown to me was outstanding. I would also like to express my thanks to the surgeon and ward staff involved in my care.

FAO accident and emergency

I visited A&E today as I had been injured by a knife. Having been to A&E before with my husband I expected to be there for a few hours, but there has been a big change. We saw the triage nurse before registering, and I was called pretty soon afterwards. The doctor who saw me was very polite and helpful. I was there for no more than 40 minutes, and I was very impressed. Well done St George's!

FAO A&E, ICU, ENT and Florence Nightingale Ward

I recently had my first ever stay at hospital with a case of epiglottitis. I was feeling pretty desperate when I went to A&E but thankfully I was diagnosed within minutes of arriving and received excellent care throughout my week-long stay. I can't overstate the relief I felt from being in safe hands after days of suffering at home. A massive thank you to the

intensive care and ENT teams and the staff on Florence Nightingale ward for their compassion and professionalism.

FAO Tooting Health Clinic

I visited the clinic today, and I must say the service I got was very helpful, understanding and most welcoming. The nurses were very good, as were the ladies at the reception desk. They are all doing a very good job.

FAO ICU and Benjamin Weir Ward

Please pass on to Mr Chandra, his team and all the staff my sincere thanks for the wonderful care I received during and following the mitral valve surgery I had in August. Every member of staff was unfailingly helpful, cheerful and caring and everyone contributed to making my stay in hospital a pleasant experience. Thank you all so much!

WHO Surgical Safety Checklist improves teamwork and patient safety

In September 2012, the trust held a patient safety week campaign around safer surgery as part of the National Patient Safety Agency's national safer surgery week.

Various activities took place during the week including a webinar which was held at the trust to discuss safety in the operating theatre. Key anaesthetists and surgeons from across the UK spoke about safer surgical procedures and throughout the session, the importance of the WHO Surgical Safety Checklist was highlighted.

The WHO Surgical Safety Checklist is a patient safety initiative that assists clinicians in ensuring that the correct patient is being operated on and that the site and nature of the operation are correct. This is done by completing a checklist which includes a pre-operative and post-operative assessment.

Dr J-P van Besouw, consultant cardiac anaesthetist and President of the Royal College of Anaesthetists, was a key speaker at the session. He said: "Research has shown that the WHO Surgical Safety Checklist has improved both teamwork and safety. There is also evidence to suggest that it improves time management in theatres with smoother and quicker procedures being undertaken."

The trust implemented the checklist in 2010 and it has become successfully implemented in nearly all theatres across St George's Hospital, with good feedback from staff who recognise the benefits of the checklist.

Other speakers at the webinar included Professor Norman Williams, President of the

Royal College of Surgeons and Chair of the Clinical Board of Patient Safety, who spoke about how the checklist had proven to be successful in decreasing post-operative complications.

The seminar was well attended by trust staff and is also available to watch online at www.patientsafetyfirst.nhs.uk

All you need to know about... sustainability

What has the trust done to promote sustainability?

A new environment and sustainability committee has been set up to ensure that all departments are doing their part to reduce our carbon footprint.

The committee brings together all partners in the trust, including the St George's, University of London team, as well as the key departments involved in working in seven key areas.

Neal Deans, director of estates and facilities, said: "This committee is important to the trust as it builds on the work that has already been achieved to reduce carbon emissions using more sustainable methods."

The trust also organises events to raise awareness of sustainability amongst patients and staff.

An NHS Sustainability Day of Action was held at St George's Hospital earlier this year, which provided an opportunity to inform all patients, visitors and staff what the trust is doing to become more sustainable, and was also a chance to show people what they could do in their own homes and communities.

How have we improved?

- 375 tonnes of waste was recycled at the trust in the year 2011/12
- This is over ten times the amount of waste recycled in 2005 (34.73 tonnes)
- 1100 tonnes of waste was produced by the trust in 2011/12
- This was over 200 tonnes less than the waste produced in the previous year

How to be more sustainable

Sustainability is important at all levels, even on a smaller scale at home. Here are some ideas which could help to reduce your carbon footprint:

AT HOME

- Switch your light bulbs to energy efficient versions – this will reduce carbon and save money in bills
- Wash clothes at a lower temperature in the washing machine wherever possible
- Store your plastic carrier bags to be reused for each shopping visit, or buy cloth bags which last much longer

AT WORK

- Ensure everything is switched off when you go home for the day – PCs, printers, light switches, etc.
- Print on both sides of the paper when printing documents, and reuse any extra unwanted pages to make notes
- Consider your route to work – could you use public transport more often to come to work?

CHRISTMAS AT ST GEORGE'S

DECEMBER 2012

- 5th** Friends' of St George's Christmas raffle draw
- 11th** Great Gustos choir singing carols in main entrance at 17.00hrs
- 12th** Carol service at 14.00hrs in the chapel, St George's Hospital
Wolfson carol service on Thomas Young at 15.00hrs
- 13th** Ronald McDonald House Christmas raffle prize draw
- 14th** Cast of Polka Theatre's Christmas show *The Wind in the Willows* visit children's wards
- 15th** St George's Hospital Charity – collections at Royal Albert Hall's Jingle Bell Christmas and Messiah at 15.45hrs, 19.00hrs and 22.15hrs
- 19th** St George's Hospital Charity raffle draw - to take place at 18.30hrs in the main entrance with Christmas carols from Colliers Wood Chorus
Carol Service in the day room on Mary Seacole Ward, Queen Mary's Hospital
- 22nd** St George's Hospital Charity - collections at Royal Albert Hall's Christmas Carol singalong and Carols by Candlelight 15.45hrs, 19.00hrs and 22.15hrs
- 23rd** St George's Hospital Charity - collections at Royal Albert Hall's Christmas with Aled Jones and Carols by Candlelight at 15.45hrs, 19.00hrs and 22.15hrs
- 24th** St George's Hospital Charity - collections at Royal Albert Hall's Carols by Candlelight at 16.45hrs
Carol singing around the wards at 17.00hrs
Christmas Eve Roman Catholic Mass at 19.30hrs in the chapel
- 25th** Roman Catholic Mass at 10.00hrs
Anglican/Free Church service at 11.15hrs
Both services take place in the chapel, St George's Hospital
Morning Communion service on Mary Seacole Ward, Queen Mary's Hospital
- 26th** Roman Catholic Mass at 12.30hrs in the chapel, St George's Hospital

Christmas Festival at the Royal Albert Hall

There's no such thing as a free Christmas Festival at the Royal Albert Hall. But if you like the idea of viewing one of the festive concerts in the run-up to Christmas in return for a bit of bucket collecting, please get in touch with the fundraising office.

For the fourth year, we have been given the huge privilege of being offered the retiring collections for cancer services at St George's. This year the collections will also benefit the Paul's Cancer Support Centre in Clapham. In order to make this happen, we need volunteers to help with the collections after each concert. So, please do let us know if you, friends or family can help with any of the following concerts:

Concert	Date	Concert start time	Collection time
Jingle Bell Christmas	Sat 15th Dec	13.30hrs	15.45 hrs
Jingle Bell Christmas	Sat 15th Dec	16.45hrs	19.00hrs
Messiah	Sat 15th Dec	20.00hrs	22.15hrs
Christmas Carol singalong	Sat 22nd Dec	13.30hrs	15.45 hrs
Christmas Carol singalong	Sat 22nd Dec	16.45hrs	19.00hrs
Carols by Candlelight	Sat 22nd Dec	20.00hrs	22.15hrs
Christmas with Aled Jones	Sun 23rd Dec	13.30hrs	15.45hrs
Christmas with Aled Jones	Sun 23rd Dec	16.45hrs	19.00hrs
Carols by Candlelight	Sun 23rd Dec	20.00hrs	22.15hrs
Carols by Candlelight	Mon 24th Dec	14.30hrs	16.45hrs

Email: giving@stgeorges.nhs.uk
if you can support one or more of these collections

Book your staff Christmas lunch now!

Looking for a venue for your staff Christmas lunch? The Ingredients Restaurant will be holding its Christmas lunch menu in the Hyde Park Room between 12.00hrs and 14.00hrs from 12th to 14th December. Cost is £10 per head and the menu is an all inclusive traditional Christmas lunch which includes turkey, roast potatoes, pigs in blanket and vegetables with Christmas pudding and drinks. A vegetarian option is also available.

To book a table please call Richard or Tony on 020 8725 1947 or the MITIE helpdesk on 020 8725 4000 or email Richard.boney@stgeorges.nhs.uk.

Will you be doing your Christmas shopping online?

If so you can help raise money for St George's Hospital Charity, at no cost to you, every time you shop online. This is because thousands of stores have signed up to donate a percentage of every purchase our supporters make online when they discover and download Give as you Live. It takes seconds to get involved and then when you shop at your favourite stores this Christmas, they will donate part of every purchase you make to us. Download Give as you Live by visiting our special address www.giveasyoulive.com/join/giving-to-georges

Grand Christmas Raffle

Once again, St George's Hospital Charity will be running its Grand Christmas Raffle. Tickets cost £1 each and prizes include two tickets to a performance of your choice at the Royal Albert Hall, a Kindle, a Christmas cake from Deelicious, a Pilates class for 6 at Boomerang Pilates studio in Kew, champagne and more.

Tickets are available from the Fundraising Office, main entrance, Grosvenor Wing.