

the

St George's Healthcare



NHS Trust

the gazette

Dragon Children

issue 13 August 2009

**The newly-refurbished
Child Development Centre
officially opened by Damon Hill**

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Adeola Talabi, with her framed certificate

Award for Unsung Hero

Receptionist Adeola Talabi has been named as an 'Unsung Hero' for her rapport with patients and dedication to her job in the 2009 London Health and Social Care Awards.

Adeola has worked for the Portering Department for seven years following her transfer from Domestic Services at the Bolingbroke Hospital and is currently part of the reception team in Grosvenor Wing at St George's Hospital. She received her award at a special event held at BAFTA in May, after being nominated by the hospital's Portering Manager, Tony Shiel.

The 'Unsung Hero' award recognises the contribution made by volunteers and non-

clinical staff in London's NHS and social care organisations. Awards in 13 other categories, highlighting different aspects of excellence in care, were made on the night.



Adeola was praised by Tony for her relationship with visitors and patients, as well as her flexibility, hard work and her commitment to customer care. She was one of the first St George's staff members to take the NVQ Qualification in Support Services.

Tony said: "What Adeola has done in her own quiet and unassuming way has been nothing short of special. I can praise her to the roof, but what really counts is what patients think, and as they tell me again and again how her care and rapport make such a difference to the hospital, I can think of no better recommendation for this award. Adeola really is the 'smiling face of St George's.'"

Speaking about her achievement Adeola said: "I am very happy to have received this award. It was a very proud moment for me and my family."

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. The next edition will be published October 2009. If you are a staff member with a story for **the gazette**, please email: communications@stgeorges.nhs.uk

Stroke and trauma update

Healthcare for London has confirmed that St George's is to become one of capital's four major trauma centres and be designated a hyper-acute stroke unit following a public consultation carried out earlier this year.

As a major trauma centre, St George's will take patients in from south west London and Surrey with serious injuries for immediate access to specialist care and the most appropriate treatment. St George's will work as part of the South West London and Surrey Trauma Network (SWLSTN). All A&E departments within the network will continue to provide trauma services with St George's designated as the major trauma centre.

As a hyper-acute stroke unit, St George's will provide expert emergency care to stroke patients, which will include access to a CT scan and thrombolysis (clot-busting drugs), if appropriate, within 30 minutes. Once stabilised, patients will be moved to the stroke unit or to a local hospital closer to home.

Knighthood for St George's consultant



Professor Sabaratnam Arulkumaran

Professor Sabaratnam Arulkumaran, renowned for his work advancing women's health and maternity care, was honoured in this year's Queen's Birthday Honours List announced in June.

Professor Arulkumaran, a consultant and Head of Obstetrics and Gynaecology at St George's, University of London, has been appointed a Knights Bachelor for services to medicine.

Professor Arulkumaran was "delighted" at the knighthood, which recognises his work in maternity care. He says: "I was completely overwhelmed when I received the letter informing me that I would be receiving such an honour.

"The area of medicine I work in brings huge rewards of its own. I began working in obstetrics and gynaecology because I was fascinated by the 'magic of birth' and the happy ending in the vast majority of cases for the couple, their family and the staff. After so many years in the same field, I continue to be passionate about this great service and making a difference to patient care and women's health.

"I am lucky enough to come across inspiring obstetricians and gynaecologists from all around the world and every one of them enjoy what they do and are also the champions of sexual and reproductive health and rights of women."

Professor Arulkumaran's career in obstetrics and gynaecology clinical practice stretches almost four decades - more than 25 years of which have included academic research and teaching. He has been at St George's since 2001.

His key achievements include the development of a "clinical dashboard" to provide clinicians with the relevant and timely information they need to inform decisions that improve the quality of patient care.

Chief Executive, David Astley, said: "This award is deserved recognition of the immense contribution that Professor Arulkumaran has made to maternity care both in his clinical work and through research."

Principal of St George's, University of London, Peter Kopelman, also congratulated Professor Arulkumaran on his award: "I am immensely proud of the work Sabaratnam does at St George's and within his other professional roles. He is a truly inspirational clinician and a true professor to the students at this University."

★ STOP PRESS

A fire at Mayday Hospital in Croydon saw St George's come to the rescue to offer treatment and support to their patients on Wednesday 8 July.

St George's and Epsom and St Helier University Hospitals NHS Trust, treated patients who were diverted from the Mayday after the fire broke out.

Chief Executive, David Astley, said: "This incident is a great example of how the NHS pulls together in times of crisis. It has been an exceptionally busy summer already for St George's with our A&E receiving record numbers of patients. Working with colleagues from both Mayday and St Helier, we were able to ensure that patients continued to have access to hospital services in south west London."

A word from David



“It's certainly been a busy summer with swine flu cases increasing across the UK and a June heat wave hitting London. Our A&E has seen record numbers of patients with the knock-on effects felt across the Trust. I am aware of the commitment that staff are making to ensure that St George's continues to provide the highest standards of care and my thanks go to you all.

August's issue of *the gazette* celebrates some notable successes, including the opening of the newly refurbished Child Development Centre and the award of innovation funding for bowel cancer testing. My congratulations also to Professor Sabaratnam Arulkumaran, appointed a Knights Bachelor for services to medicine and Adeola Talabi, receptionist in Grosvenor Wing, named as an 'Unsung Hero' in the London Health and Social Care Awards.

Colleagues will have read in my July One Message about plans to launch the Trust's *iCLIP* programme in December. The success of *iCLIP* goes hand on hand with the success of the Trust as we look to improve the quality of services we offer to our patients. More detail about plans for *iCLIP* can be found in this issue of *the gazette*.

Finally I would like to draw readers' attention to View from the top which this month comes from Mike Bailey, Medical Director and Deputy Chief Executive. Mike plays an important role at the Trust helping to strengthen links between clinical staff and management.

Changing culture

The NHS London Partnership has awarded St George's funding for a project which will engage staff in Bands 1 to 4 in activities to build self-esteem and improve their service to patients and other staff, following a successful bid by Staffside and the Trust's Transformation team.

The NHS London Partnership is an organisation set up by employers, trade unions and NHS London to encourage partnership working and the development of world class staff.

The project 'Building a world class service culture' will initially involve staff in Acute Medicine and Estates and Facilities in training, workshops and visits outside the Trust to see customer service in the commercial sector.

The project, which aims to improve both staff and patient experience, will be set up by Staffside representatives and the Transformation team. It will also include addressing issues which impact the workforce, such as bullying and disrespect by other staff, identifying staff who already excel at providing good service, and encouraging staff to be involved in service development.

Alan Thorne, Director of Transformation, said: "The Trust is committed to working with its staff, and their representatives, to creating a culture of improvement in which staff feel respected and valued, enabled to do a good job and invited to contribute to providing a better service for patients, visitors and other staff."

Jane Pilgrim, Staffside Secretary, said:

“ This project will help to motivate, empower and inspire our staff at grass roots. I see this as the beginning of a new positive culture for St George's. There will be a day, not too far away, when all staff feel that they are valued and appreciated and treated as partners rather than employees. ”



MP opens St John's

David Astley with Ann Keen MP

Professor Ann Keen MP, Parliamentary Undersecretary of State for Health, officially opened St John's Therapy Centre in July, visiting St George's own Day Hospital.

The centre combines services from St George's, NHS Wandsworth, and the South West London and St George's Mental Health NHS Trust, giving patients access to a range of health professionals and services on one site.

St John's is home to Trust services previously based at the Bolingbroke Hospital, including the Day Hospital, x-ray and Outpatients clinics. Its full range of services, including NHS Wandsworth's stroke service, podiatry service and speech and language therapy service and two GP practices, has been running since December 2008.

Having taken a tour of the building and spoken with patients and staff, Ann Keen joined guests in the reception area to unveil a plaque commemorating the day. Addressing staff and patients, she said: "Due to my nursing background, it is always a pleasure to return to the health service and witness first hand the amazing work carried out in centres, clinics and hospitals across the country.

One of the most noticeable things about St John's Therapy Centre is that in such a short space of time, this modern healthcare facility has made such a huge difference to people's lives and the quality of care they receive."



Trust staff at St John's

iCLIP gets the go ahead

The Integrated Clinical Information Programme (iCLIP), St George's version of the National Programme for IT, has been given a start date of Monday 21 December by the Trust.

The new system will help to improve the quality of care by reducing errors and helping staff to manage and process patients more efficiently.

iCLIP was originally planned to be rolled out across St George's in November 2008. This was delayed at the request of the NHS London after several London Trusts encountered difficulties during their deployments.

St George's has learnt valuable lessons from other London deployments, as iCLIP

Manager, Ian Frost, explains, "The intervention from NHS London gave us the chance to revisit our own implementation plans. In hindsight, they were far too ambitious, and we've moved to a phased approach as a result. The deployment will now be conducted in manageable stages over several years, rather than across-the-board, as previously intended."

A single, integrated system for clinical care, operational and business management will bring many benefits to

both staff and patients, including reduced clinical risk, better access to services and less reliance on paperwork. However, the key to success lies with Trust staff, explains Ian, "Our staff have a massive role to play. We are working hard to make sure everyone is fully prepared and we're identifying *Champion users* in each department who will help the deployment run smoothly."

The first phase of deployment, which begins in December, will replace PAS, provide an integrated A&E system, better bed management capabilities and data warehousing. Theatre and therapies management will follow in spring 2010.

Stephen Nussey, is the Trust's Clinical lead for the iCLIP project. He says: "We are totally committed to providing training and comprehensive support and will be getting in touch with people very soon with details of training programmes and staff briefings."



For more information about training, staff briefings or background to the programme, visit the iCLIP pages on the intranet or call the iCLIP team on ext 1183.

St George's in the news

July's heatwave led to record numbers of patients attending St George's A&E department and put the media spotlight on the work of staff at the hospital.

ITV London interviewed A&E consultant Dr Samer Elkhodair on the effects of the heatwave and how to 'stay cool' for a feature that was broadcast on *London Tonight* on Thursday 2 July.

Dr Elkhodair was also interviewed by *The Times* newspaper for a story published on the heatwave on Friday 3 July.

Save the date

St George's Annual General Meeting is on Tuesday 29 September.

The event for staff, patients and public, is in the Monckton Lecture Theatre between 6pm and 8pm.



Ward gets Wi-Fi

Patients on Ruth Myles ward are now able to surf the net thanks to the installation of Wi-Fi on the ward. This project was initiated by the cancer patients' group ICE (Improving the Cancer Experience), and will benefit patients on the ward as some are often isolated for considerable periods of time. The vouchers used for a Wi-Fi session are paid for from the Ruth Myles Charitable funds.

Patient Natalie Pell enjoys surfing the net

Getting a grip on bowel cancer testing

Innovation funding has helped a St George's Consultant Gastroenterologist realise an idea for a device to aid doctors carrying out colonoscopies (examinations of the lower bowel).

A colonoscopy is carried out with a long, thin, flexible camera which can be inserted into the body, enabling doctors to spot problems, such as clumps of cells which may develop into cancer.

However, controlling and manipulating the camera from the outside can be tricky.

Dr Richard Pollok came up with the idea of using a grip that could be attached to the scope and give more leverage to help doctors guide the camera to the area to be examined.



He approached NHS Innovations London and, after making sure that the patent was secured, they approached a product development company and provided them with £6,000 to come up with a practical solution.

Ten prototypes later, the team came up with something that would solve the problem and be commercially valuable. It has now been licensed to an outside company and the royalties will come back to St George's and Dr Pollok.

"There were a number of obstacles along the way", explains Dr Pollok. "I had the original idea but needed a bit of help to bring it to life, and to develop and protect the patent. NHS Innovations provided the funding and the expertise to make it happen.

"We are now testing the new 'gripper' and it is particularly useful to help trainees develop their skills. We hope to publish the results of a recent assessment of the device by 25 colonoscopists at the United European Gastroenterology conference this year. We anticipate the device will improve training of future colonoscopists and the service we provide for our patients and hopefully generate some revenue," he added.

NHS Innovations London has expertise in identifying and assessing potential clinical innovations, and would welcome approaches from anyone working in the clinical research arena. Ideas from Trust staff should be discussed at an early stage with NHS Innovations London (kevin.mageean@nhsinnovationslondon.com) or the Joint Research Office, based within St George's University of London (pcraven@sgul.ac.uk).



Urology nurses Katie Height and Caitriona Kelly with volunteer patient advocate Charlotte Ennis

Former patient volunteers her time to help others

Every Wednesday Charlotte Ennis, a volunteer patient advocate in the urology department, volunteers her time to talk to patients to find out about their stay at the hospital.

Having been a long stay patient within St George's herself, Charlotte felt that she wanted to give something back as a thank you for the treatment she had received. Her consultant, Ken Anson, suggested that she become a patient advocate.

Before venturing onto the wards, Charlotte spent time establishing herself among patients and staff by attending pre-ward meetings and taking part in infection control activities. Once she felt confident that patients and staff alike were comfortable with her presence on the ward, Charlotte began to go around and chat to patients.

Charlotte now acts as an intermediary between patients and staff as she captures feedback from the patients within the urology department. She said: "My approach to gauging patients' experience is through a questionnaire that I have developed. When I first started off, I interviewed about 80 patients. I then took that information home, analysed it, and presented it at a clinical governance meeting.

"I am pleased to say that the feedback that I have received from both patients and staff has been very positive. I think that patients like having someone to talk to about problems they may have, and these problems can often be easily resolved and need not be made into bigger complaints."

Charlotte is also a member of the Outpatient Transformation Steering Group and has been asked to speak at the Patient Involvement and Empowerment Conference next year.

Charlotte is now looking for another ex-patient who is equally passionate about improving patients' care to volunteer and join her in the work she is doing around the Trust.



Anyone interested can contact Susan Taleghany, Voluntary Services Manager, on 020 8725 1452.

And they're off...



Damon Hill and Chair, Naaz Coker, with the plaque to mark the opening

The newly-refurbished Child Development Centre (CDC) was officially opened by Damon Hill OBE, former Formula One World Champion, in June.

The refurbishment was funded out of a £550,000 fundraising campaign in 2007, led by St George's Hospital Charity, which was supported by a handful of very generous donors. The modern design provides a welcoming and stimulating environment for the children and families visiting the CDC. New facilities include five safe and modern therapy rooms, a new gym facility, a dedicated 'quiet room' for parents to speak confidentially with doctors and therapists, and a new multi-sensory room with specialist equipment to enhance sensory development.



Young Lily Allen enjoys the party with dad, James.

The CDC, first established in 1985, offers a range of services which focus on the assessment and treatment of children with developmental difficulties. In close liaison with parents, carers and other professionals, the Centre aims to provide a

truly holistic service to meet the identified needs of children and their families.

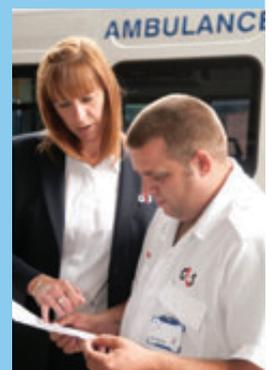
The Centre holds more than 20 specialist clinics, enabling the Trust to provide a coherent and integrated service to 600 children a year who live with cerebral palsy, neuro-muscular problems or a developmental delay. In addition to clinics, the team of paediatric therapists work closely with families to provide a very strong support network. The Centre's unique location within a large teaching hospital enables it to deliver seamless care to patients and to share learning and good practice with colleagues and students.

Multi-Professional Assessments offer a truly integrated assessment of children with the most complex needs, bringing together all professionals involved in the child's care to ensure the most coherent care package is developed for that child.

New look for patient transport

The Trust's non-emergency patient transport provider, GSL, was acquired by another company, G4S, last year and new branding for uniforms, ambulances and signage has been introduced as a result.

G4S's service to the Trust, now operating from the new patient transport lounge in the main entrance, Grosvenor Wing main entrance, remains the same as before. Non-emergency patient transport is for patients without means to travel and with a clinical need. It is often used by patients who must travel in a bed or wheelchair, or who require assistance during their journey. The Trust's Transport Assessment and Booking (TAB) team assess patients' eligibility and book transport and can be contacted on ext 0808.



Team Leader Samantha Ives with Ambulance Care Assistant Dave Smith

Meet Jim Blair

The Trust's Consultant Nurse in Learning Disabilities and the UK's first person in this role in an acute care setting.

“My appointment here, interim from October last year, was made permanent in June. People with learning disabilities have a higher than average attendance at hospital but their experience of care and their outcomes are often poor.

Even more seriously, people with learning disabilities have died unnecessarily in hospital because of failures to understand or address their particular needs as well as a lack of accountability and leadership. Death by Indifference (Mencap 2007) highlighted this and demanded action to address this situation. My post seeks to address these concerns.

I spend 60 per cent of my time at the Trust and the other 40 per cent as Senior Lecturer Learning Disabilities for Kingston University and St George's University of London in the Faculty of Health and Social Care Sciences. I will be delivering clinical education in action to medical and healthcare students through initiatives such as opportunities for students to shadow me, ward-based learning activities, and direct education from people with learning disabilities, their families and supporters.

I am involved in the admission, treatment and discharge of patients with learning disabilities from across the Trust. I accept referrals by phone or email about any patient who has, or is suspected of having a learning disability. The majority of referrals I receive are from Acute Medicine but other referrals come from Learning Disability Nurses, Doctors, Therapists and Social Workers in the community and from parents and people with learning disabilities. My close relationships with Learning Disability professionals who work in other settings means I can identify the patients who come under their care, and information can be quickly shared. This in turn ensures I can help clinical staff here understand a patient's particular needs, contributing to better and safer care.

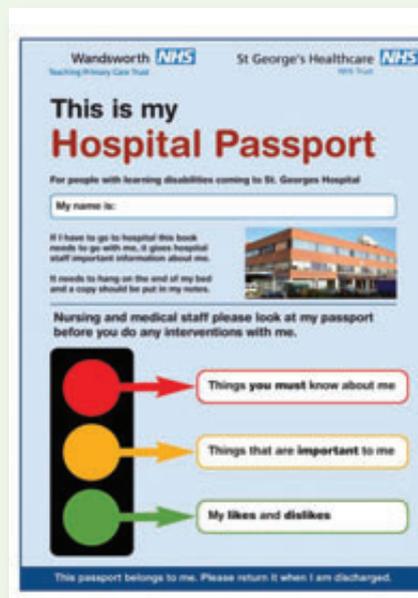


Jim Blair with learning disabilities patient John O'Neill

I always encourage staff to communicate directly with a person with learning disabilities. The hospital passports are key to increasing understanding. These contain information about the patient and are filled in by the patient with their families and carers. This ensures staff have vital information about a patient. Information in passports has already been

used to improve patients' care and their experiences of being in hospital.

My agenda also includes challenging attitudes and discrimination where that exists. I am keen to support staff in ensuring that we provide care in accordance with legal frameworks and within a human rights approach. I am leading on changes across the Trust to



ensure that wherever possible clinical practice and protocols address the needs of people with learning disabilities. This has included recruiting Learning Disability Champions from among clinical staff who can take forward the aim of raising awareness and challenging and shaping practice.

I facilitate a group of 18 parents of children and adults with learning disabilities. The group, LD Caring Solutions was formed in 2006. It aims to share concerns, identify priorities and communicate these to those involved in providing and planning services at a local, regional and national level. The parents work alongside me to educate health and social care professionals.

A central focus of my work is to embed systematic structures to enhance the care experience. In order to improve the quality of care we provide, I am creating a panel of experts by lived experience – people with learning disabilities, family members and carers to guide, evaluate and develop how we deliver care.

I am available to provide you with clinical leadership, support, advice, guidance and reassurance. Together we can get it right; not just for people with learning disabilities and their families, but for everyone.



Jim's contact details -

07768145283 or
jblair@sgul.kingston.ac.uk

Useful websites:

www.easyhealth.org.uk –
accessible health information

www.mencap.org.uk/gettingitright - good practice
guidance in acute care

www.intellectualdisability.info – important information
for all health professionals

→view from the top

Mike Bailey, Trust Deputy Chief Executive



Mike Bailey is the Trust's Deputy Chief Executive and one of its Medical Directors. He is also a practicing clinician. Mike believes clinical staff have a vital role to play in managing and developing quality services for patients.

How do you combine being a doctor and a member of the Executive team?

→I spend half my time practicing as a urologist and half my time at the management end. It's important for Medical Directors to keep practicing and remain in touch with what happens on the shop floor. Maintaining that clinical commitment also helps to maintain credibility among other clinicians, so when I talk to them about management decisions they know that I'm still considering things from a clinical perspective.

Why is having doctors as managers important?

→Having clinicians as a core part of the management framework has helped the Trust to become more patient focused. We know that delivering safe patient care is not only good for our patients, but is cost effective. Clinicians also need to understand the financial and target constraints placed on the hospital. By understanding the management process they can help the Trust to deliver better care and identify ways for us to improve.

There are many examples throughout St George's where clinicians engaged in management have identified ways to increase efficiencies and deliver better care for patients. Our bid for major trauma status was led by clinicians and the excellent performance in our stroke services is also down to clinicians taking the lead in the management of their services.

How many clinicians are involved in management?

→Since March, we have a divisional chair

for each of our three clinical divisions – Ken Anson for Surgery, Cancer, Neurosciences and Anaesthetics, Eric Chemla for Medicine and Cardiothoracics, and Val Thomas for Children's & Women's, Diagnostics and Therapies.

Each of these chairs is a clinical consultant, answerable to the Chief Operating Officer for management of their clinical division.

In total there are over 60 clinicians in management positions within the trust; that accounts for around 20 per cent of the total number of consultants.

What do you see as the Trust's main challenges?

→People in the Trust have worked very hard to deliver good clinical outcomes. Maintaining this good performance is a key challenge for us. For instance, our hospital standard mortality rate and infection control performance are excellent; we must ensure that these standards are kept up while we continue to develop our services.

The financial challenge the Trust faces is clearly going to be front of mind for many people, but there are less obvious tests which are emerging for St George's. A key issue for us is how we cope with all the new work coming into the hospital. The Trust has made successful bids for more trauma and stroke cases and several specialist clinical networks are developing. The increased work load from these areas will be significant.

I am confident that the Trust can manage the increased numbers coming in, while continuing high quality services with good patient outcomes, but our relationship with Primary Care will have a part to play. We need to strengthen and improve how we communicate with our colleagues in Primary Care. The solution to successfully managing the increased numbers coming into the hospital may well be in working more closely with Primary Care to provide services in different settings.

What do you do to relax?

→I try to keep fit, which I do mainly by training for and participating in triathlons, usually Olympic distance, but also middle distance and one 'ironman' (an extended distance triathlon).

I have five children and six grandchildren (another on the way) who we see most weekends. Watching the grandchildren grow up is a great experience, and thoroughly to be recommended. I try to go to concerts and the theatre, but not as often as I should.

*St George's in bloom

The summer sun (and rain) has brought into bloom a huge variety of flowers across St George's.

Pictured here are just a selection of the colours and forms on view in the grounds of the hospital, cared for by a team working under Head Gardener, Bob Holdawanski.



Nutrition and hydration vital to good patient care

Nutrition and hydration are serious patient safety issues. Research shows that malnourished patients experience higher rates of complications and stay in hospital 30 per cent longer than well-nourished patients.

Adequate nutrition and hydration should therefore always remain at the forefront of care, and the Trust has done some work to raise the profile of this important area among staff.

"Every member of staff received a leaflet outlining the importance of good nutrition and hydration with their June payslip," says Jayne Quigley, Deputy Director of Nursing. "It might seem obvious but it's easy to

forget just how critical this issue is. Nutrition is essential for life, as vital as medication and other types of treatment."

Jayne continues, "Every adult patient should be screened using the MUST tool on admission, and on a weekly basis thereafter." The MUST (malnutrition universal screening tool) enables staff to assess how much help and supervision a patient needs with their eating.

Staff also have a duty to ensure patients are kept well hydrated and to treat signs and symptoms of dehydration if they arise, says Jayne, "Providing fresh water to patients helps to keep them hydrated and improves their wellbeing. It also demonstrates care of patients in a way that relatives and visitors can see."



Patient Nellie Guttman tucks in to her lunch



For more information about nutrition and hydration, visit the Trust's *Adult nutrition and hydration policy* on the intranet.

TB research trip for Che

Che Cootauco, TB Clinical Nurse Specialist, returned to her home country, the Philippines, in March to conduct a research study about health promotion and tuberculosis.

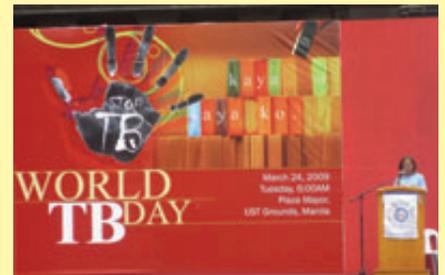
Her five-week trip was sponsored by the Department of Health through the Royal College of Nursing (RCN), as Che obtained a travel and research award for RCN members working in the field of tuberculosis.

Che explains: "The Philippines has a high prevalence of TB and the disease is the sixth leading cause of deaths and illness, killing around 75 people a day. It is most common among the poor, city dwellers and in people age 15 to 54, affecting a large number of working people. Due to the great impact of TB on the country's productivity, it has become the number one challenge of the country's infectious disease control."

Che was in the Philippines for World TB Day on 24 March to witness how that event is marked. She reports: "The national capital region Manila kicked off the World TB Day celebration with a marathon, followed by a costume parade held at the grounds of University of Sto Tomas which the media covered. It was amazing to witness the creativity and unity of the Filipinos to fight against TB."

Che also attended a key national forum on TB, Malaria and HIV, and was involved in other celebrations and educational events with TB healthworkers, as well as visiting many organisations in the course of her research.

Che said: "I was very lucky to receive the help of colleagues who work in the same field as me in the Philippines. They were able to direct me to the correct channels and arrange meetings to complete my study. I have visited the Department of Health, Philippine Coalition



Cured TB patient sharing her story during the World TB Day event held at the grounds of University of Sto Tomas

against Tuberculosis, World Vision International, Philippine Tuberculosis Society, Tropical Diseases Foundation, and the National Health Promotion Unit, as well as seeing clinical staff in different settings working directly with patients.

"In the past 10 years, the National Tuberculosis Programme in the Philippines has made significant advances in improving the quality and extent of measures leading to better TB control, prevention, case management and better survival of TB patients. This is thanks to the initiatives of its Department of Health, partnerships across public and private sectors, assistance from international organisations, and the introduction of the Directly Observed Therapy Short-course (DOTS), a World Health Organisation strategy which involves healthcare workers closely supervising patients to ensure compliance with treatment."

Che will be presenting her study to the next RCN annual conference and at London TB Nurses events. She will also be writing articles for nursing magazines and will link in with the charity, TB Alert.



Che at the 5th Partnership Forum to Fight TB, Malaria and HIV held at the Philippine International Convention Centre

Dignity signs are a UK first

St George's has introduced the UK's first hanging dignity signs, designed to help the Trust protect the dignity and privacy of patients staying on the wards.

The signs remind all staff to ask the patient before entering their bed space when the curtains are closed. They are double-sided so also provide a message to patients, explaining that staff respect their privacy and won't open curtains without asking first.

"Protecting patient dignity on the wards is an ongoing challenge for the Trust and the event of hospital staff walking in and out of closed curtains without warning often compromises patients' comfort and is damaging to their experience at St George's," says Head of Nursing Jayne Quigley, who leads on the Trust's dignity project.

The idea of a sign integrated with the curtain came after several wards began using pegs to clip curtains closed, explains Senior Communications Manager, Samuel Ridge. "The pegs and cardboard signs being used were quite effective, but weren't very practical. The pegs are fiddly and we were concerned that patients could step on them if they were dropped."

Samuel worked closely with Jayne 'Blue Peter-style' to develop the unique



Nurse James Anderson with the dignity sign

design and the first signs went up on Allingham Ward in early July – a full roll-out is underway across the Trust. Made from specially sealed plastic, they wipe-clean so are infection control safe, and because they hang over and move with curtains, they tuck away neatly when the curtains are drawn back.

"The feedback from the wards that piloted the signs earlier in the year was very positive," says Jayne. "We're really confident that they will prompt staff to think more about the importance of patient dignity."



Dignity is concerned with how people feel, think and behave in relation to the worth or value of themselves and others. To treat someone with dignity is to treat them as being of worth, in a way that is respectful of them as individuals. When dignity is present people feel in control, valued, confident, comfortable and able to make decisions for themselves.

During May and June, the Trust took part in an international exchange programme, organised by HOPE, the European hospital and healthcare federation, which accepts participants from 27 European member states. Celia Garcia Menendez from Spain (far left), Kerstin Akerlund from Sweden (centre), and Anne Verhaegue from Belgium (far right) spent three weeks at St George's, learning about the British healthcare system and various areas of the Trust's work.





Bike Day at St George's

There's no better time than right now to get kitted up and out pedalling! As part of the Trust's drive to promote healthier living, St George's hosted its annual Bike Day on 18 June.

Staff were encouraged to come down to the Grosvenor Wing main entrance and receive a free bike service from the brilliant Doctor Bike (who will service your bike from home), get free breakfast vouchers and try their luck on the Pedal for Health Penny Farthing. Tooting's local cycling Police constables were also there to heighten awareness regarding anti-theft campaigns in the borough.

The rise in cycling popularity is thanks in no small part to Government initiatives like the 'Ride to Work Scheme' helping make cycling an accessible, cost-effective, not to mention healthy, transport alternative. For more information regarding Ride to Work Scheme at St George's, contact the Facilities department.

Senior Physiotherapists, Helena Talbot Rice and Melissa Williams, with PC Josh Taylor at the Bike Day

Coordinators help families to understand organ donation

The idea of donating organs or tissue after death can be a sensitive subject, but having trained donor coordinators at St George's provides an opportunity for families to make this important decision as part of their loved one's end-of-life care.

Jo Coles is a specialist nurse working both for St George's and NHS Blood and Transplant, the special health authority responsible for overseeing organ donation. Penny Pavey is an Ocular (eye) Donor Coordinator, again holding a joint post for the Trust and for Moorfields Eye Hospital. Their roles are to provide advice, support and leadership in increasing awareness of organ and tissue donation.

Jo works closely with staff in the hospital's Intensive Care Units as it is patients who die in ICUs who are most often organ donors. "Raising the subject of organ and tissue donation with grieving families is often difficult for healthcare professionals. Staff can

overcome these anxieties by referring families to us early and we will support staff and families by broaching the subject when the time is appropriate," says Jo.

"Studies have shown that families are comfortable discussing donation but have felt that the timing of the approach was poor. My role is to interact closely with families, meeting their needs and answering their questions, which are sometimes complex. Spending time with families is fundamental in broaching the subject of donation and providing them with the knowledge and information they need to make the right decision for them."

Donated organs are given to the best match out of the 7,948 patients in the UK who are listed as actively waiting for some kind of organ transplant (figures from NHS Blood and Transplant from April 2009). Receiving an organ donation is often the only cure for those with end stage organ failure.

Jo's colleague Penny Pavey, who was an A&E nurse in north London before she

became an Ocular Donor Coordinator, works in Bereavement Services. Here she can review the notes of patients who have just died at the hospital and identify potential donors. Eye donations must be made within 24 hours of death and so can come from a broader group of patients. "People identify very closely with the idea of someone being able to regain their sight through eye donation, and many are comforted by the idea that something good has come out of what is otherwise usually a sad and difficult event. The donated eyes go to Moorfields and both the cornea, the transparent front part of the eye, and the scera, the white of the eye, can be used to help patients with vision problems. We recently had a case where the donation from a 96-year-old patient helped an eight-year-old girl to see."



Both Jo and Penny can take calls about patients who may be potential donors, and to give support and advice. To contact Jo Coles, please call 07792 904 317 or pager 08700 555500 quote TC20. To contact Penny Pavey, please ring 07984 337204.

The Moorfields Eye Bank can be contacted on 0207 253 1199.

Improving health in south Wandsworth – *have your say*

NHS Wandsworth is running a public consultation to ask local residents and healthcare staff for their views on proposals to improve health services in south Wandsworth.

Improving health in south Wandsworth explains NHS Wandsworth’s plans for a radical redesign of health services - using a polysystem approach. This means a network of existing GP surgeries, dentists, pharmacies and community services all working together to make healthcare easier to access, and more convenient for local people.

A polyclinic hub will be at the heart of the polysystem by providing a new health centre to which GP surgeries and other health organisations will be linked. As well as offering GP services from 8am to 8pm, seven days a week, it will provide many of the services available at hospitals, such as x-rays and blood tests, as well as treatment for an injury that is not life threatening. There will also be a much wider range of support services such as mental health clinics and independent living support.

NHS Wandsworth is proposing to develop three polyclinic hubs in south Wandsworth:

- A hospital-based polyclinic including an urgent care centre at St George’s Hospital
- A polyclinic hub at Brocklebank Health Centre
- A polyclinic hub at Balham Health Centre

The consultation ends Monday 7 September. Public meetings were held in June and July across to give people an opportunity to hear more about the detail of these proposals and ask questions. Questionnaires have also been distributed throughout the local community, including at GP surgeries, health centres and public libraries. The questionnaire can also be filled in online at www.wandsworth.nhs.uk.

Dave Finch, Joint Medical Director, NHS Wandsworth said: “We are asking local people, GPs, other healthcare professionals and our staff how we should move forward with our proposals to

develop new health services and polyclinic hubs in south Wandsworth. For example, we would like to know what services are most needed at which centres.

“Our proposals are built from feedback we received from more than 1,400 local people at the end of last year in ‘Let’s talk health in south Wandsworth’. We want to thank everyone who gave us their views of existing local health services last year and want to encourage them to take the time to now tell us what they think of our exciting proposals to make healthcare in south Wandsworth more convenient and accessible for local people.”

Feedback received from this formal consultation will help NHS Wandsworth how best to take these proposals forward over the next few years in a way that best meets the needs and expectations of local people.



This map shows the area involved in the consultation. Marked are the polyclinic hubs and the locations of the GP surgeries which could refer patients to the polyclinics for some services.



Finance on the way to Wembley

In June, St George’s Finance Department fielded two teams at the annual Healthcare Finance Managers’ Association five-a-side Football Tournament at Wembley...well, Hanger Lane actually.

The two-hour Friday drive round the North Circular clearly impeded performance as the elderly Dragons team could only muster one draw in the group games whilst the slightly more youthful Knights managed one win in the group games. Although neither team troubled the knock out stages, a thoroughly enjoyable time was had by all.

Top LR- David Dodgson, Dominic Sharp, Tak Pang, Stuart Hull, Amit Ubhi, Silvan Koterba, Ruairi Hughes Front LR - Bhavesh Patel, Kevin Harbottle, Alan Thorne, Azhar Choudhury, Thomas Wakeling.

Art appreciation

In June, Arts for the Teaching and Healing Environment (AfTHE) invited all staff and guests to an evening of culture at the 6th Annual Arts Event at St George's Hospital.

The Annual Arts Event at St George's is a chance to focus on the artworks, spaces and gardens that enrich the environment of St George's Hospital for patients, visitors and staff. AfTHE believes that high quality environments promote good health, aid recovery from illness and improve staff morale. This year the committee celebrated the new entrance to St George's, with the major commissioned artwork, *Calligraphy of Light*, by artist Rebecca Salter. St George's Hospital Charity, which funded the refurbishment, is a supporter of AfTHE.

The event began with refreshments served in the Patient Transport Lounge off the main entrance, Grosvenor Wing, and a welcome address from Anand Saggar, Chair of AfTHE, followed by a talk from Rebecca Salter.

Peyton Skipwith, an art expert, answered questions on artist Edward Bawden, whose painting of St George's Hospital at Hyde Park Corner is a feature of the main entrance. The conservator Elizabeth Holford was also present to discuss conservation of the bronze sculpture 'St George and Dragon' and the Bawden painting.



The modular unit arrives at St George's

Trust's progress on single sex accommodation

St George's continues to work hard to improve the patient experience and one of the ways this is happening is through increasing single sex facilities.

The Trust was successful in obtaining funding from the Strategic Health Authority (SHA) earlier this year to help roll out this project. The funding was used to purchase a modular ward, which will allow the Trust to create single sex medical admissions units.

Dr Geraldine Walters, Director of Nursing, Patient Involvement and Infection Control, has been the Board-level champion for single sex facilities. She said, "Staff have worked really hard to try and maintain single sex facilities, but this is difficult to achieve when balanced with the need to isolate patients with infections and maintain the four-hour A&E target, given that we have so few single rooms. The additional money from the SHA for the new ward will really help us to do better in terms of privacy and dignity."

The modular units are manufactured to a high standard and are built to last 60 years and beyond. The new area is attached to Richmond Ward.

Sharon Welby, Assistant Director of Capital Projects, said, "This is a brilliant example of how good team work and co-ordination between Estates and

Facilities staff and clinical staff enabled us to produce a new 15-bed ward in less than six months".

As *the gazette* went to press, patients were due to move into the ward on Thursday 30 July following a ten-day period of hospital commissioning. The ward houses 15 beds and nine shower rooms / WC's. This includes five single rooms with en-suite facilities, two four-bed bays with en-suite facilities and a two-bed bay.

Patrick Mitchell, Chief Operating Officer, said, "St George's is committed to improving single sex facilities within the Trust. The funding from the SHA has enabled us to take this project a step further to provide these new improved facilities. I think everyone was surprised to arrive back at work that Monday to find a new ward had arrived over the weekend.

"Dr Dan Forton, Clinical Director for Acute Medicine, and Dr Marcus Simmgen, Care Group lead for the Acute Medical Admissions Unit, should be congratulated on the efforts they and their team took in designing the unit. Sharon and her team should be commended on the success of the implementation of this new extension to the acute medical ward."

Works to the second floor, offices and staff facilities, and to the brick outer layer will continue until mid-August and works to relocate the Executive barrier-control car park are scheduled to be completed at the end of August.

Walking the Wandle

A team of Tooting trekkers challenged themselves to the 11.4 mile walk along the River Wandle in June to raise money for St George's Hospital Charity. The walk, held in conjunction with Wandle Valley Festival, led the trekkers from Wandsworth Town Station and along the river, ending in Wandle Park, Waddon. A total of 28,879 steps was recorded on one walker's pedometer!

Despite the rain, spirits remained exceptionally high, with the total raised reaching in excess of £2,500, which will benefit the hospital's outdoor spaces and corners of refuge.

Emily Simons, one of the walkers, said: "As a local resident and patient of St George's, I have found the hospital grounds a real delight. It is so important for patients, visitors and staff to have pleasant surroundings to escape to.

This work has done much to improve the hospital surroundings for the benefit of all.

"Walking the Wandle was a great way of raising money for St George's Hospital grounds in combination with learning about the Wandle River, and taking the time to appreciate the many delights that this long-overlooked stretch of waterway offers the residents of Wandsworth, Merton, Sutton and Croydon."



(l to r) Rohini Alvis, Sian Booth, Tanya Butt, Janet Carson, Theresinha Fernandes, Christine Carney, Claire Pitaluga, Helen Mullahy, Emily Simons, Alan Thorne, Stephen Hickey, Kay Harris and Pauline Greenidge.

New joint fundraising committee

April 2009 saw the first meeting of the Joint Fundraising Committee at St George's.

The Committee is jointly appointed between the Trust and the St George's Hospital Charity.

Its main purpose is to take decisions on priorities for major fundraising campaigns, monitor the progress of such campaigns, and maintain an overview of all other fundraising activities and opportunities at St George's. The Committee does not undertake active fundraising but will use its knowledge, influence and contacts, where appropriate, to assist those who are engaged in these activities on behalf of St George's.

There are a number of charities or groups actively involved in engaging people's affection and support for the Hospital. Representatives from the charities meet on a quarterly basis with members of the Executive team to share experience, resolve common issues and provide peer support for one another.

Naaz Coker, who chairs the new Committee said: "We will continue to work together to build an effective fundraising partnership between the Trust and the St George's Hospital Charity. Working closely together we aim to get some serious, pro-active joint fundraising underway. With the help of all the charities at St George's, we can show what can be achieved with charitable money."

Ambulance Pull

In June, Tooting saw the three emergency services joining forces to pull a 4250kg ambulance along a three-mile route.

This gruelling challenge was made even harder by the hot weather; however, the goodwill presented by the cheering crowds encouraged the team of police, firemen and ambulance crew on. Thanks to them, £1,000 was raised for the benefit of St George's Hospital Charity.



A new charity is supporting fundraising for St George's Neonatal Unit

The Ickle Pickles is a new charity focusing on helping neonatal units provide incredible levels of care to premature and sick babies.

The charity focuses on purchasing specialist equipment and improving facilities for families.

Its aim in 2009 is to raise £90,000 for The Friends of St George's NNU to help turn 'Ickle Pickles' into, in the words of Ickle Pickles founder Rachael Marsh, "lovable little monsters".

The charity is kicking off its campaign on Sunday 9 August with the Ickle Pickle Parade - a two-mile walk around Tooting Common.

Staff are invited to bring their families and enjoy the fun-packed garden fete, which takes place at the finish line. There you can whizz round the funfair, take an Ickle Pickle challenge or leap on the bouncy castle. Entertainers will clown around while you check out the stalls and games, enjoy a BBQ or just relax to some great live music.

Tickets are £5 for adults or £10 for a family. Children under 10 can walk for free. Register online to qualify for your Ickle Pickle Goody Bag - retrievable on the day. Go to www.icklepickles.org to find out more.

