



# the e tt e n z e n g

June 2012  
issue 28

***Take That* star opens  
new children's garden**



### Rainbow Team passes first year with flying colours

A tea party was held at St George's this April to celebrate the first anniversary of the trust's Rainbow team.

The team offers an enhanced service to women with non-complex pregnancies. Expectant mothers are given the choice to have their appointments at home or at the hospital, and also the option to have a home birth at any point during their pregnancy. The party was held in the Hyde Park Room, with babies delivered by the team attending with their parents.

## CONTENTS

- 3 A word from...**  
Miles Scott, chief executive
- 3 Trust news**
- 5 Patient perspective**  
Margaret Box, Urology patient
- 6 Membership matters**  
St George's Healthcare NHS Trust: the next decade - Members invited to help shape our future
- 7 Living our values awards**
- 8 Spotlight on**  
Hazel Gleed, emergency planning and liaison officer
- 9 Going for gold - Olympics special; Patient feedback**
- 10 Patient safety; Past and present**
- 11 Top tips**
- 12 Charity news**

Front cover shows *Take That's* Mark Owen with former patient Christian Blandford, whose family and friends have raised large amounts of money for St George's Hospital Charity.

With thanks to Yusuf Ozkizil, Colin Wren and Andy Gulland 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](mailto:communications@stgeorges.nhs.uk)

## New food campaign tackles malnutrition in the community

The trust's community based nutrition and dietetic team has signed up to a new scheme raising awareness of malnutrition in the UK.

Launched by the British Dietetic Association in November 2011, the 'Mind the hunger gap: stamp out missing meals in the UK' campaign aims to put the spotlight on levels of malnutrition among older people.

It is estimated that over three million people in the UK are at risk of malnutrition, with one million of those estimated to be older people living in their own homes.

Heather Harmsen, community dietitian, said: "Malnutrition can lead to poorer immune responses, reduced muscle strength, slow wound healing and depression. Community Services Wandsworth have signed up to this campaign to put the spotlight on malnutrition. We hope to provide specialised dietary advice, support and training to create awareness around malnutrition in community care."

## HIV tests in A&E aim to save lives



Patients attending St George's Accident and Emergency (A&E) department are being offered HIV tests this spring.

In the UK around 91,500 people are known to be living with HIV and the number of people diagnosed with HIV acquired in the UK has doubled in the last 10 years. However, it is also thought that around 25% of people infected with HIV are unaware of their condition.

The St George's Hospital pilot, which targets patients aged 18 to 65, aims to save lives by reducing the number of cases of undiagnosed HIV. Testing will be offered to patients attending A&E who are having routine blood tests.

Dr Melissa Hempling, consultant in emergency medicine, said: "We carried out a pilot study in 2011 that showed routine HIV tests in A&E can detect undiagnosed cases. This and other initiatives showed an increase in the diagnosis of HIV outside a sexual health setting, and we hope to build on this.

"The testing is safe and reliable and only takes a minute. The earlier you are diagnosed with HIV, the easier it is to treat, and the majority of people diagnosed early now go on to lead long and normal lives. People whose HIV is undiagnosed are not only more likely to become seriously ill and die from the virus but can also infect other people while they are unaware of their condition."

A word from...

**MILES SCOTT**

chief executive



Thank you to all of those readers who contacted us to provide feedback on the March issue of *the gazette*. I am pleased to say that our decision to widen the distribution of the magazine to our public members seems to have gone down well and provided an opportunity for readers to suggest content ideas for future issues.

In April the trust entered a new financial year, one in which we must continue to focus on maintaining and improving our clinical and financial performance. During 2011/12 good progress was made in key areas, including the delivery of a £6 million surplus which will be invested in improving patient services. The trust also met challenging targets for infection control (including MRSA and C.diff), cancer, the four-hour emergency access and 18 week waiting time standards. I would like to congratulate staff from across the trust for their continued hard work on behalf of patients and while we should be careful not to rest on our laurels we should also recognise what was a good year for St George's Healthcare.

The June issue of *the gazette* looks at areas of care where we are continuing to improve the patient experience and outcomes, including the advancement of minimally invasive surgery to treat our cancer patients and looking towards the future with the opening of our new children's garden. These achievements will help raise our game with patient treatment, and I look forward to building on this success in the coming months.

This summer is set to be a truly unforgettable year for the country. With fewer than 100 days to go until the start of London 2012, this issue of *the gazette* shines its own Olympic torch on some of the members of staff who will be involved in this global event through providing expert support, volunteering and even as part of Team GB.

The celebrations will begin in June as a nation comes together to mark the Queen's Diamond Jubilee. St George's Hospital has a long association with the Royal Family from the days when it was located at Hyde Park Corner. Indeed Queen Elizabeth II officially opened the new hospital when it completed its move to Tooting in 1980. Our 'past and present' section this month looks in more detail at the trust's links with the monarchy.

I hope you enjoy reading the gazette and would welcome feedback you have via email to [communications@stgeorges.nhs.uk](mailto:communications@stgeorges.nhs.uk).

**Miles Scott**, chief executive

**New technology is pushing the boundaries and saving lives**

Heart patients treated at St George's Hospital are benefiting from cutting-edge technology that is helping clinicians to save the lives of those who have suffered a cardiac arrest.



The LUCAS 2 is an automated chest compression device that takes over the 'cardiac massage' part of cardiopulmonary resuscitation (CPR) when a patient goes into cardiac arrest. This allows clinicians to perform emergency treatment quicker which increases the patient's chance of survival. St George's is one of only three pioneering heart attack centres in London currently using the LUCAS 2.

Patient Cliff Daubney, from Surrey, was one of the first patients at the hospital that the device was used on. He said: "The care I have received from the team at St George's has been phenomenal. The nurses are wonderful and have made me very comfortable during my stay here. This machine is an amazing piece of equipment, and will help save the lives of many patients."



Patient Cliff Daubney with Breege Skeffington, senior sister, coronary care unit

**Bigger picture improves patient care**



Nursing and therapy staff at the Wolfson on Thomas Young neurorehabilitation ward at St George's Hospital are looking at the big picture to help improve patient care.

Large laminated photographs of equipment required to help with patient mobility are placed above each bed so that staff understand what kind of assistance is required.

Richard Sealy, principal therapist for neurorehabilitation, said: "In the past when we had the transfer of patients with nursing staff, there would sometimes be a degree of misunderstanding, and so we looked at ways to address this.

"We have lots of pictures of the equipment that a patient may need for their transfers and when moving around. These pictures are put up by the physiotherapy team when assessing patients, and are taken down by nurses when patients leave the ward."

Mary Holland, sister for neurorehabilitation, said: "The pictures work really well, as staff know instantly the needs of each patient. It also helps patients understand their needs better, and leaves little room for mistakes.

"It is a simple idea, is very cheap to do and has encouraged cohesion between the nursing and therapy teams."

The idea has been so successful that it is now being trialled on the stroke unit at St George's and a presentation on the scheme will be made at the European Stroke Conference, which takes place in Lisbon during May.



## Take That star opens new children's garden at St George's

Take That singer Mark Owen took time out of his busy schedule to officially open a new children's garden at St George's Hospital on Friday 27th April. The singer, who lives in Wandsworth, met with patients, parents and staff during his visit and also made time to go around the children's wards.

The children's garden, funded by donations to St George's Hospital Charity, provides areas for play, rest, relaxation and learning.



Mark with the Bellamy family: former patient Joseph, Megan and their mum Louise

It was designed using the ideas of young patients and includes a vegetable patch and an animal enclosure. Mark provided an extra special surprise by presenting a cheque for £20,000 on behalf of the Take That Trust.



Mark presents the cheque to Ruth Meadows, divisional director of nursing and governance for children, women, therapies, diagnostics and critical care

## St George's Day celebrated across trust

Babies born at St George's on 23rd April were given a special gift by trust staff to celebrate their arrival; copies of the children's book 'That's not my dragon...'

The books, kindly donated by Usborne Publishing, were given to all newborns to celebrate the patron saint of England.

Rachel Watson (pictured right with husband Adam and twin boys) gave birth to twin boys on Gwillim Ward and was treated to two copies of the book. She said: "We haven't chosen names for them yet, but I'm sure we can

include George somewhere!"

The hospital's Ingredients restaurant also served a menu of English favourites, while the Friends of St George's sold roses all day in the main entrance foyer.



## AAA surgery mortality rate lower than national average

An audit by the Vascular Society of Great Britain and Ireland has shown St George's has one of the lowest mortality rates in the country for abdominal aortic aneurysm (AAA) surgery. The audit, the first of its kind, found that across a two-year period, the mortality rate for patients undergoing an operation to treat AAA was 0.8 per cent, far lower than the average mortality rate of 1.9 per cent in hospitals that perform the procedure regularly.

AAA is a swelling in the aorta, the body's biggest artery, which can rupture. Whilst it is much

rarer in women, the condition affects thousands of men every year in England and Wales. Ian Loftus, consultant vascular surgeon, said: "These figures are a real achievement for the trust. As a specialist cardiovascular centre we benefit from having sophisticated equipment and experienced surgeons. The state of the art equipment here enables us to repair an aortic aneurysm using keyhole surgery." The audit also showed that the national average percentage of fatalities from AAA surgery had fallen significantly, from 7.5 to 2.4 per cent.

## Staff help make dream a reality for Jasmine



Every little girl's dream is to be a bridesmaid! Three and a half year old Jasmine was due to have that dream in October this year at her parents' wedding.

Sadly, Jasmine was diagnosed with acute myeloid leukaemia last year and although she responded well to initial treatment, relapsed in October 2011. During her treatment she became critically ill and was transferred to St George's Hospital Paediatric Intensive Care Unit (PICU) in March.

Jasmine's condition stayed critical to the point that her prognosis was extremely poor. Parents Laura and Duncan were desperately sad that they may not be able to fulfil her dream and so staff pulled together to see what might be possible.

Chaplain Claire Carson arranged a licence for the marriage to happen in PICU. Other arrangements were made by PICU staff and the estates team for flowers, photographs and make-up for the bride, and a wedding breakfast was provided by MITIE at very short notice for the couple and guests. Claire

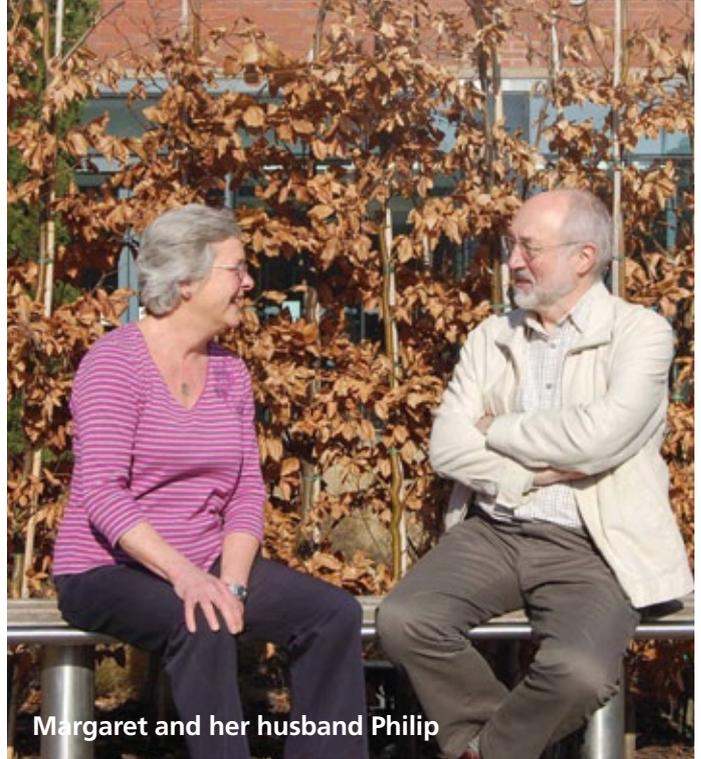
conducted the ceremony to marry Laura and Duncan and despite the critical nature of Jasmine's illness that day she was very much involved in the service; holding her mummy's hand and her flowers. Jasmine's grandma Elizabeth was also present along with the best man and matron of honour. Laura and Duncan were amazed that arrangements were able to be made so quickly and, although very worried by Jasmine's condition, felt they could not have had a more special service.

Carol Kennelly, matron for PICU, said: "This was the first wedding ceremony to be conducted on PICU and had everyone feeling quite emotional. We were so pleased to have been able to support Jasmine's dream and extend our very best wishes to the family.

"The PICU team would like to express their thanks to everyone who was involved in organising this special occasion."

# Margaret Box, UROLOGY PATIENT

Urology patient Margaret Box is back to teaching music again after undergoing innovative treatment for bladder cancer just over a year ago.



Margaret and her husband Philip



Margaret and urology consultant Matt Perry

63-year-old Margaret was diagnosed with bladder cancer in October 2010. After undergoing surgery at St George's Hospital to have the tumour removed from her bladder in December 2010; doctors discovered that the cancer had spread within her bladder.

Margaret and her husband Philip discussed the options for treatment with Matthew Perry, consultant urologist, who explained each course of treatment in detail. Margaret chose to have chemotherapy followed by a robotic cystectomy; which involves the removal of all or part of the bladder.

Margaret had no issues with the idea of robotic surgery. She said: "Matthew very gently explained the extent of my illness and the different courses of action I could take. I didn't have any reservations about the type of procedure I was going to have and, it was only afterwards, that I appreciated just how innovative robotic surgery for the treatment of this cancer is!"

Margaret is one of the first people at St George's to undergo a radical robotic cystectomy. This minimally invasive technique is an alternative to the traditional open surgery that is usually used when performing this

procedure. Currently only a handful of hospitals are performing this surgery in the UK.

There are many advantages to robotic surgery, including less trauma to the patient which leads to less blood loss and a faster recovery time. It also means a shorter stay in hospital, reduced infection risk and a faster return to normal life.

Matthew Perry said: "Margaret is an incredible woman. She has faced up to her disease and the treatments with an energy and positive attitude throughout. Her acceptance of chemotherapy, which potentially could have affected the nerves in her fingers and ears, and therefore impact on her livelihood and love of music,

was typical. Her willingness to be one of the first patients at St George's to undergo robotic surgery for bladder cancer again shows her bravery and forward thinking."

After her operation Margaret spent 12 days in hospital and after five days felt comfortable enough to stop taking painkillers. She has not needed any since. She has high praise for the level of care she received from staff at St George's. She said: "Everyone I came into contact with during my treatment was very friendly and accommodating. The day I was due to have my first course of chemo was a Friday, and as Saturdays are my busiest days with students, I requested that my appointment be moved to a Monday to make things easier. They did this straight away with no hassle."

Margaret is an accomplished musician and a music teacher and spent some years playing the flute for the Welsh National opera and at festival ballets. "We performed 69 Nutcrackers in one season one year!" she recalls. Her speedy recovery meant that she could go back to her flute and piano teaching in just under two months after surgery.

She was also back on her bike within five weeks and she and Philip were able to go on a cycle and camping holiday in France.

For more information about bladder cancer please visit [www.actiononbladdercancer.org](http://www.actiononbladdercancer.org).

# St George's Healthcare NHS Trust:

# THE NEXT DECADE

## Members invited to help shape our future

The trust is currently refreshing its corporate strategy, which will set out our key priorities for the next ten years. As part of this process we would like to hear from our staff and members to engage with and generate discussion around our objectives.

This is a time of great change in the NHS, both on a national and local level. Although we currently have a set of aims, it is important that we review them regularly to make sure we are responding appropriately to the needs of our patients and staff.

We want to make sure we are delivering on the following aims:

- patients want to be cared for here
- GPs want to refer their patients to one of the trust's services
- staff are proud to work at the trust
- trainees want to come and learn here

As an aspiring foundation trust, it is important that we involve our members more in the processes that shape our healthcare services. We want to discuss our emerging strategic aims with our staff and members over the coming months.

The trust will be holding two meetings for our members on the following date:

### Monday 25th June

14.30 – 15.30hrs

John Parker Lecture Theatre, ground floor,  
Atkinson Morley Wing

18.30 – 19.30hrs

Lecture Theatre A, ground floor, Grosvenor Wing

It is important for members and staff to attend one of these meetings if you have any comments to make on the trust's strategy. Your input would be greatly valued and will inform our decisions as we move towards a crucial phase in the future of the trust.

If you are not able to attend either of these meetings, but would like to feed in your views, you can contact Karen Larcombe, programme director, via email: Karen.larcombe@stgeorges.nhs.uk or by post: Karen Larcombe, programme director, Room 21, First floor Grosvenor Wing, St George's Hospital, Blackshaw Road, Tooting, SW17 0QT for a copy of the feedback form.

## MEMBERS' EVENTS

Please note that booking is essential for all events. Contact 020 8266 6132 or email [members@stgeorges.nhs.uk](mailto:members@stgeorges.nhs.uk) to reserve your place.

All events, times and venues are subject to confirmation on booking.

### Keeping to the beat: sports cardiology and London 2012

Presented by Professor Sanjay Sharma, consultant cardiologist, medical director for the London Marathon and cardiologist for the London 2012 Olympic Games

- Wednesday 30th May  
14.30-15.30hrs Michael Heron Lecture Theatre, 1st floor, Hunter Wing
  - 19.00-20.00hrs Lecture Theatre F, 1st floor, Hunter Wing
- Sanjay is featured in our Olympics special article on page 9.*

### Learning to live with breast cancer

- Wednesday 13th June  
12.15-13.15hrs Seminar room, the Rose Centre

### The next decade: St George's Healthcare corporate strategy

- Monday 25th June  
14.30-15.30hrs John Parker Lecture Theatre, ground floor, Atkinson Morley Wing
- 18.30-19.30hrs Lecture Theatre A, ground floor, Grosvenor Wing

### Big bangs, rising tides and the Olympics: emergency planning at St George's

Presented by Hazel Gleed, emergency planning and liaison officer

- Wednesday 27th June  
14.30-15.30hrs Lecture Theatre F, 1st floor, Hunter Wing
- 19.00-20.00hrs Lecture Theatre F, 1st floor, Hunter Wing

*Hazel is featured in our spotlight piece on page 8.*

## Events a success with members

Over 50 members attended the Rose Centre in April to hear an expert presentation from Evelyn Smith, clinical nurse specialist on breast screening.

Members (pictured) also attended a heritage tour of St George's and the neighbouring university, highlighting the rich history shared by both institutions.

Future events are listed in the *Members' Events* box. To reserve your place please contact the membership office.



LIVING OUR VALUES AWARDS:

# MEMBERS ASKED TO CHOOSE OVERALL AWARD WINNERS



The trust's *Living our values* awards scheme recognises individual staff and teams who embody the values of Excellent, Kind, Responsible and Respectful. The awards, supported by St George's Hospital Charity, are made four times a year with the winners profiled in *the gazette*.

As we work towards achieving foundation trust status so we would like to involve our public members in choosing the overall *Living our values* individual and team award winners for 2011/12.

The July issue of *the gazette* will include profiles of all the winners from 2011/12 together with details of how to vote for the overall individual and team winners.

## Trust Values

Underpinning the trust's four values are a set of principles which staff are expected to show towards patients, visitors and other members of staff.

### excellent

- Look after our patients as we would like to be looked after ourselves
- Set ourselves high standards and be open to new ideas
- Be professional in our approach and in our appearance
- Promote and share best practice

### kind

- Anticipate and respond to patients' and carers' concerns and worries
- Support each other under pressure and consider the impact of our actions on others
- Help people find their way if they look unsure or lost
- Smile, listen and be friendly

### responsible

- Have patient safety as our prime consideration
- Be responsible for ensuring good patient experience
- Use resources wisely
- Challenge poor behaviour in others
- Learn from experience including our mistakes
- Say sorry when things go wrong

### respectful

- Keep patients, families and carers involved and informed
- Protect patients' dignity and confidentiality
- Wear our name badges, introduce ourselves and address people in a professional manner
- Respect colleagues' roles in patient care and experience
- Value and understand the diversity of those around us

Spotlight on...

## HAZEL GLEED, emergency planning and liaison officer

### What is an emergency planning and liaison officer?

The emergency planning and liaison officer (EPLo) is charged with, on behalf of the chief executive and alongside key colleagues, ensuring that the organisation can fulfil its legal responsibilities as set out in the Civil Contingencies Act 2004.

In practice, this means that we have to be able to treat and care for patients that are brought to us following a major incident such as a train crash or a bombing. Or during an internal incident such as flooding or a power failure it means we would need to keep our services running appropriately and safely during this time. When incidents do occur, the EPLo helps ensure that plans are implemented and helps identify lessons and actions that will improve our response in future incidents.

### What do you do in your role specifically for the trust?

As the EPLo, I am a team of one or a team of 8,000 whichever way you want to look at it! I prefer the latter, as I could not be successful in my role without the time, help and support of everyone else around the trust.

I work with colleagues across the trust to help ensure that the plans we write are practical and feasible, that people understand their roles and have access to training and an opportunity to practise their roles before their skills are tested out in a real incident!

I also work with colleagues in partner organisations including the ambulance, fire and police services, local council and other NHS organisations to ensure that our plans align with each



other. We map, test and exercise our plans together and this helps us understand how each other's organisations work and improves the working relationships.

### Describe a typical day for you.

I know it's a cliché, but there really is no typical day! Some days I am supporting colleagues on various projects, for example the lift refurbishment projects, and others are spent developing and delivering training or being trained. I attend many meetings as part of the internal and external governance of emergency planning and am sometimes found at my desk developing or updating plans. A few days are inevitably spent on helping support real incidents and events like the London riots or public sector industrial action day last year.

### How long have you been at the trust?

I have been at St George's since 2002 and have worked in a number of departments including radiology, general medicine and surgery. I have been in the EPLo role for three years now, having started just as the influenza pandemic H1N1 in 2009 was declared.

### Best aspects of your role?

I love the variety. There are a wide range of projects that

require business continuity or emergency planning input, as well as the core functions of my role that need to be done. My job is never finished; there is always a planning gap or risk to be covered, a plan to be updated, new staff to train, new challenges being identified and improvements to be made.

### More challenging aspects of your role?

There is always the challenge of engaging people when everyone has so much else to think about! Most emergency planning work is best done in the calm before the storm, rather in the middle of the storm itself, and identifying the lessons and getting the actions completed afterwards is important too.

### What is the biggest incident you have worked on?

It depends how you describe 'big'! The influenza pandemic of 2009 was definitely the longest incident as it ran into months.

The forthcoming London 2012 Olympic Games is the largest sporting event in the world and is going to be on our doorstep for the summer!

### Key issues for people to think about now?

Coming up imminently is the Queen's Jubilee which will require some planning and a bit

of thinking for anyone working or planning to travel that weekend.

However the Olympic Games, which will dominate the summer here in London, is definitely the key issue for people to think about! We know that the as part of the Olympic bid, London promised that the NHS would deliver business as usual, and so we are working hard to raise awareness with our patients and staff to ensure that they are all aware of the potential impacts, particularly in relation to travel times to and from our healthcare sites.

### What do you do in your spare time?

I don't have a huge amount of time to truly call my own. I try and pick up my children from school and spend time with my family. I am also a parent governor at my local primary school. I recently ran the London Marathon 2012 for St George's Charity, raising money for paediatric emergency department which I have used on numerous occasions! I ran a time of 4hr 46mins which I was pretty chuffed with!

Hazel will be running a members' event on emergency planning at St George's on 27th June. For more information, visit page 6.

# Going for gold - OLYMPICS SPECIAL

With less than 100 days until the London 2012 Olympic Games begin, *the gazette* speaks to staff members who will be closely involved in the world's biggest sporting event.

**Abi Walker**, core trainee 1 (CT1) in surgery, is hoping to be part of the Team GB Hockey squad at the Games

"I decided to take a career break at the beginning of the year to focus on training for the Olympics, and we currently train five days per week. I find out in mid-May if I have been selected for the team.

"Being the host country gives us an amazing opportunity, and will hopefully be a big advantage to us in the competition. We have five group matches to begin with, and if we play well I think we have a real chance of winning a medal."



**Sanjay Sharma**, consultant cardiologist, is lead cardiologist for the Games and lead clinician for the marathon, triathlon, long distance cycling, long distance swimming and the 20k m walk

"As well as being lead clinician for six events, I will head a team of six cardiologists supporting various polyclinics in the Olympic village to care for athletes and spectators with potential cardiac problems.

"I am very excited about the Olympics coming to London. It will be a fantastic opportunity to raise awareness of the benefits of exercise and sport amongst our youth."



Sanjay will be running a members' event on sport cardiology and London 2012 on 30th May. For more information, visit page 6.

**James Armian**, communications officer, will be a Games Maker at London 2012

"I will be based at Wimbledon for the tennis event. As a Games Maker, I will be one of over 70,000 volunteers who have applied to be part of one of the biggest events in the world.

"The application and training process has taken nearly two years, and being so close to the Games now is really exciting. I am counting down the days to the opening ceremony!"



## Travel advice for patients and staff

London will be much busier than usual during the Olympic Games period which means that journeys will take longer. The Olympic Games period runs from Monday 16th July to Sunday 16th September 2012.

Staff and patients are encouraged to check their route before travelling to ensure they leave enough time to get here.

You can check your route on the Get Ahead of the Games website: [www.getaheadofthegames.com](http://www.getaheadofthegames.com) or by using any other travel information source.

## Patient feedback...

Every year the trust cares for more than 800,000 patients and many of those patients take the time to write and express their thanks. In every edition of *the gazette* we publish a selection of those letters.

### FAO staff of Cheselden Ward and maxillofacial team

This is just a brief line to thank the staff of Cheselden ward for their good humour, care and attention to me over the past week.

And of course my thanks are especially due to the maxillofacial team who managed expeditiously and efficiently to repair the damage I had inflicted upon my face.

### FAO James Hope Ward

Thank you for the professional and efficient treatment that I received from your staff at James Hope ward. I was a day patient and could not fault the care and consideration shown to me by your very committed staff. I would like to particularly mention staff nurse Victoria Davies who looked after me during the day.

Dr Usha Prasad, the consultant cardiologist and her team need to be congratulated for their expertise and genuine care of patients. I am pleased to sing their well-deserved praises, and am very thankful.

### FAO oncology

I should like to congratulate you on one of your staff, Sarah Henderson. I have been a cancer patient for many years, and although there are good cancer nurses and doctors, Sarah is outstanding. When I'm being seen by her in the clinic I feel privileged. Please give her a pat on the back as she deserves to feel good about herself. I wish all the nursing staff were Sarah Hendersons!

### FAO gynaecology and day surgery

Following a diagnosis of breast cancer two years ago I was advised to undergo genetic testing which revealed I carried the faulty BRCA2 gene. Since then I have been under the gynaecology department having regular screening for ovarian cancer.

I was admitted to the day surgery unit in January for an operation to remove both ovaries and tubes conducted by Mr Hayes to reduce my risk of developing ovarian cancer.

I am so grateful for the care and expertise Mr Hayes and his team have shown during my visits to his clinic for screening, and also for my operation. On the day of the operation I was so well looked after by the staff at the day surgery unit.

From the nurse that looked after me before and after surgery, to the talented team in the operating theatre, I really cannot express enough how much I appreciated their kindness and care.

## MEDICAL RECORDS maintaining a high standard

Health records are one of the most important elements in hospital medicine.

The information contained in the record, such as written notes, referral letters, printed results on investigations and tests and documented communication between patients and clinical staff serves as a central store for planning patient care. It is therefore crucial that health records are kept up-to-date and that all aspects of a patient's care is documented in their record.

Healthcare staff have both a professional and legal duty to maintain high quality health records. A simple mnemonic, CIA, can help staff remember that entries should be:

- Clear
- Intelligible
- Accurate

Dr Richard Lau, chair of the Health Records Committee, said: "Good record keeping is essential for clinical audit and patient safety. It should illustrate a continuity of care between different clinical teams, showing how and why clinical decisions were made.

"While future developments in IT will make inroads in providing us with electronic health records, the emphasis on accurate record keeping remains crucial to the ongoing care of patients."

### Did you know?

- Over 500,000 records are stored at libraries within the trust, with around one million records in offsite storage
- The number of records out on loan at any one time due to outpatient and inpatient activity is in the region of 15,000. It is therefore crucial that health records are tracked across the trust as they are taken to clinics and wards
- The Department of Health sets out guidance on how long a health record should be kept for and states that records should not ordinarily be kept for longer than 30 years

## Past and Present Celebrating our royal connections

In celebration of the Queen's Diamond Jubilee past and present reflects on St George's links with the monarchy

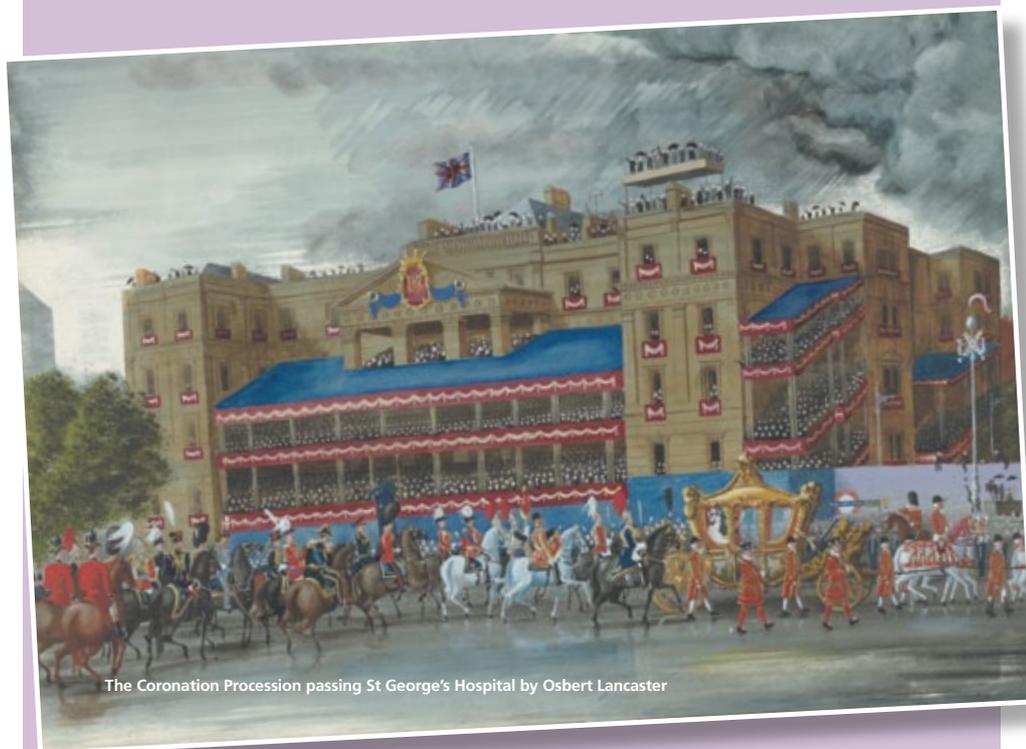
St George's is one of the oldest hospitals in London. Originally founded in 1733, it was based for 250 years at Lanesborough House, now the Lanesborough Hotel, on Hyde Park Corner. Throughout the 18th and 19th centuries, St George's established itself as a leading teaching hospital, and many of its doctors - such as Edward Jenner - became famous in the history of science and medicine for their advances.

The Lanesborough site gradually expanded as medicine advanced, and the first lecture in the new Medical School was given in 1803.

As the decades went by and demand for more beds, more staff and more space grew, it became clear that St George's needed to find a new site. The Grove Fever Hospital site in Tooting was chosen in 1950. Services grew slowly on the new site, but it was not until 1973 that the building of St George's as we now know it began and gradually blocks were added to both the medical school and hospital, including the first ward block, Lanesborough Wing, in 1980.

In November 1980, the Queen was invited to officially open the St George's Hospital and Medical School site in Tooting. She was given a tour of the hospital and met patients and staff on the wards. In her speech she acknowledged that she would "miss having her own hospital at the bottom of her garden."

Today, St George's Hospital is part of the wider St George's Healthcare family which, as well as acute hospital services, provides a wide variety of specialist and community hospital based care and a full range of community services to children, adults, older people and people with learning disabilities.



The Coronation Procession passing St George's Hospital by Osbert Lancaster

©Crown copyright: UK Government Art Collection.

## UNATTENDED APPOINTMENTS COST TIME AND MONEY

### Did you know that patients who do not call to cancel an appointment cost the trust over £6m a year?

Not attending an appointment also means that other patients who could have used that slot have to wait longer for their appointment. Patients who did not attend (DNA) may also have to be referred back to the care of their GP and then need to be re-referred into the trust, causing further delay to their treatment.

The trust has done a great deal in recent years to try and reduce DNA rates. Text and voicemail reminders are used to remind patients of their appointments. These are sent at both 28 and seven days prior to the appointment. The 28 days reminder allows patients to cancel their appointment if necessary and for that slot to be re-used for another patient. The seven day reminder acts as a final reminder for the appointment.

Appointments can be cancelled by calling 020 8725 0007 (new appointments) or 020 8725 3000 (follow-up appointments). Where possible, patients are encouraged to



give as much notice as they are able to of their cancellations although patients who cancel their appointment more than once may also be referred back to the care of their GP (subject to circumstance).

Patients can also help the trust by ensuring that we have current contact numbers. Our clinic staff will be happy to update patient details either via the contact numbers provided or in clinic.

## All you need to know about... cholesterol

Cholesterol is a type of fat found in the body and used for a whole number of bodily functions. Paul Collinson, consultant chemical pathologist, tells us how important cholesterol is in our daily lives.

### What is cholesterol?

Cholesterol is present in all of the cells of your body. It keeps you waterproof. If you had no cholesterol in your body, you would simply be a puddle on the floor. It is also used to make a number of important chemicals in the body called hormones, which are required to live healthily.

### Where does cholesterol come from?

Because it is so important, cholesterol comes from two sources. Our bodies make it in the liver, but you also find cholesterol in everything you eat.

Cholesterol is found in animal food, mainly in dairy food such as milk, cheese, butter, yoghurt and so on, but can also be found in domestic animals such as cows, pigs and sheep.

### The 'legs' test

When you want to assess food for the amount of cholesterol it contains, a question you can ask is 'How many legs does it have?' The general rule is the less legs a food has the less cholesterol

it contains. You can also apply this to other foods such as cheese, coming originally from cows. Foods with no legs contain no cholesterol.

### Why is cholesterol important?

A very high level of cholesterol in the blood gives you a very high risk of having a heart attack or a stroke. However, it is not as simple as this, because cholesterol is found in the blood in a number of forms.

There is a 'good' form of cholesterol called high-density lipoprotein, or HDL. This protects against heart attacks and strokes. HDL can be increased by exercise or alcohol in moderation. There is also a 'bad' form of cholesterol called low-density

lipoprotein, or LDL. If LDL levels are high, you are more prone to risk from a heart attack or stroke.

### What should you do about cholesterol?

It is important that you know what your cholesterol level is. Doctors carry out health checks, which will include measuring your cholesterol levels.

You should also try and maintain a healthy lifestyle through eating enough fruit and vegetables and exercising regularly.

For more advice on cholesterol and maintaining a healthy lifestyle, please visit: <http://www.nhs.uk/Livewell/Healthyhearts/Pages/Cholesterol.aspx>

### London Marathon charity runners

We would like to say a big thank you to all of our runners and their sponsors for supporting St George's Hospital Charity at this year's Virgin London Marathon.

We had a team of 12 runners taking part to raise money and create awareness for the charity. Two members of St George's staff were there with gold bond places: Hazel Gleed, emergency planning and liaison officer, and Sophie Guse, paediatric ICU staff nurse; both of whom have had fantastic support from colleagues, friends and family and are both raising money to benefit children's services at St George's. If you would like to support them or to apply for your own place with the Charity next year, please visit [www.givingtogeorges.org.uk](http://www.givingtogeorges.org.uk) or contact the fundraising team: [fundraise@givingtogeorges.org.uk](mailto:fundraise@givingtogeorges.org.uk) or 020 8725 4916.



### Celebrating some of St George's finest!

A selection of St George's Hospital Charity's finest local supporters were honoured by the Mayor of Wandsworth in March.

Cllr Jane Cooper hosted an evening reception for a dozen people who have gone the extra mile for St George's.

From security guards giving up their free time, to members of staff running

marathons, cycling from London to Paris, throwing themselves from planes, to leading lights in the local community, this was an opportunity for Wandsworth's Mayor to award her medal for people who work without reward for the benefit of their community.

It was particularly befitting because

St George's Hospital Charity is one of the Mayor's charities of the year. Pictured with the Mayor in the back row from left to right are: Terry Wynn, Alan Thorne, Keith Ellis, Neil Dowden, Colin Davies, Barry Milligan, Jenny Tasker and in the front row from left to right: Teresa Allison, Sam Ridge, Hazel Gleed, Dr Samira Wahid, Kate Allan.

### The Bolingbroke Hospital: a view backwards

Arts St George's (formerly known as Arts for the Teaching and Healing Environment) and St George's Hospital Charity are pleased to announce a contemporary exhibition of new art inspired by the reminiscence programme that took place at the Bolingbroke Hospital during the 1980s.

The exhibition takes place at Contemporary Applied Arts, 2 Percy Street, London, W1T 1DD from 15 June until 21 July. The nearest Underground stations are Goodge Street and Tottenham Court Road.

During its 128 year history, the Bolingbroke Hospital expanded and re-invented itself many times. It was independent-minded, dedicated to excellence and renowned for the dignity it

showed to the older people in its care. During the 1980s staff and Friends of the Bolingbroke Hospital started a reminiscence programme. Its diverse objects – used to trigger memories – eventually found their way to artists, three of whom were then asked to create new work for this exhibition.

The artists are Julie Arkell, Penelope Batley and Shelly Goldsmith. The exhibition also boasts a selection of interior photographs by Jason Oddy, which have been hung along the 1st floor corridor in Atkinson Morley Wing.

The exhibition is free and open to all.



### Martine McCutcheon raises £30,000 for First Touch

Award-winning actress Martine McCutcheon won £30,000 for First Touch on the ITV game show *All Star Family Fortunes* on Sunday 29th April.

Martine and her fiancé Jack McManus are patrons of First Touch, which supports premature and sick babies, their families and the staff who care for them in the neonatal unit at St George's Hospital. The couple competed with three other family members to win the grand prize.

Sarah Collins, charity manager for First Touch, said: "We are delighted with this massive donation to our cause. The money will be put towards buying essential medical equipment for the babies at the neonatal unit."

Winning team: Martine (far right) with Jack and her family

