

the
attention

issue 14 November 2009

**NHS Medical Director
Bruce Keogh**

inspires clinical leaders



- 2 Staff rewarded at AGM
- 3 Launch of new Network
- 3 Oncology team wins national award
- 3 A Word from David
- 4 Your chance to have your say
- 5 NHS Medical Director inspires clinical leaders
- 5 Hunter's history goes on display
- 6 First Touch
- 6 Altered images
- 7 Team effort saves Iraqi Boy
- 7 IV pumps training
- 7 New classes for autumn
- 8 In the spotlight
- 8 Win an iPod with iCLIP
- 8 Day Hospital open event
- 9 View from the top
- 10 Re-birth – celebrating the changes in Maternity
- 12 Breast cancer focus
- 12 Rachel to the rescue
- 13 Olympic Champions
- 13 Ringing the changes
- 14 Charity welcomes new Chair
- 14 Volunteers' Day Out
- 15 Leading the way on carbon cuts
- 16 Fundraising News

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Mayor of Wandsworth, Cllr Prof Brian Prichard, with Emergency Care nurse consultant, Heather Jarman

Staff rewarded at AGM

The Mayor and Mayoress of Wandsworth were among the audience of 70 who attended St George's Annual General Meeting on 29th September to hear about the year's successes.

The event, held in Monckton Theatre, was an opportunity for staff, patients and the public to learn more about the work of the Trust during the 2008/9 financial year, and the exciting challenges that lie ahead.

Presentations were given by Chief Executive, David Astley, Chair, Naaz Coker and Executive Director of Finance, Richard Eley. The work of the Urology Department and, in particular, robotic surgery was showcased, with Consultant Surgeon Chris Anderson giving a doctor's perspective of operating with a Da Vinci robot, Clinical Nurse Specialist for Prostate Cancer, Mary Barrett, providing a nurse's view of care and

patient outcomes, and patient Roger Emmett, sharing his experience of undergoing and recovering from surgery.

Updates were also provided by Patient Advice and Information Manager, Sarah Duncan, on the work of the Patient Advice and Liaison Service (PALS) and St George's Hospital Charity by its new Chair, Diane Mark.

The evening also provided an opportunity to recognise St George's staff for their hard work and commitment. Winners were presented with Special Achievement Awards for their outstanding efforts by the Mayor, Counsellor Professor Brian Prichard.

Individual Staff Achievement Award winners

- **Scott Brotherwood**, IT Technician for Pharmacy
- **Lorraine Grover**, Urology Research Nurse
- **Kate Hutt**, Clinical Audit Manager
- **Heather Jarman**, Nurse Consultant Emergency Care
- **Damien Kendrick**, Acute Medical Team, Occupational Therapy
- **Carly Emma Knell**, Clinic Manager Trauma and Orthopaedics
- **Valerie Moorby**, Team Leader, 18 Week Patient Pathway
- **Shelagh Murray**, Vascular Nurse Consultant
- **Darin Oberholzer**, Materials Assistant, Procurement
- **Julia Ranns**, Admissions Co-ordinator, Neurorehabilitation
- **Carlene Reynolds**, Cancer Team Manager, Cancer Services
- **Sulochana Sharma**, Sister in Charge, Obstetrics Operating Theatre

Team Staff Achievement Awards

- Jane Barnacle** and **Bob McFarland**, Trauma Services
- The gardening team**, led by Head Gardener, **Bob Holdawanski**
- Gray Ward nursing team**



Those attending the Annual General Meeting watch a short film about recent developments at the Trust

Launch of new Network

The South West London Academic, Health and Social Care Network (AHSN) was launched on 1st October by NHS London Chief Executive, Ruth Carnall, and Ian Winter, Deputy Regional Director Social Care for London.

The Trust is a founding member of the AHSN, which is a new, pioneering membership network of organisations spanning health, social care and higher education. Its mission is to provide world-class health and social care services to people living in south west London.

The AHSN is a partnership of all the key health and social care organisations in south west London's six boroughs, Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth, with the Kingston University and St George's University of London.

Launching the network, Ruth Carnall said, "The AHSN is an exciting development that is set to deliver real positive change to the people of south west London."



NHS London Chief Executive, Ruth Carnall

★ STOP PRESS

Oncology team wins national award

Congratulations to St George's Penile Cancer team which was named Oncology team of the Year in the 2009 Excellence in Oncology Awards. The national awards are organised by the British Oncology Association and this year drew more than 100 entries. Congratulations also to St George's Oncology nursing team which was commended for excellence in nursing. This news broke as the gazette went to press and a more detailed report will appear in December's issue.

A word from David



“One of the Trust's core values is to treat all people with dignity and respect. This important standard does not just apply to how we care for patients and their families, but also applies to how, as employees in this organisation, we treat each other. If we can achieve the attitudes and behaviours which will enable us to embody this value, then we will also come closer to being an exemplary employer, another of our core values.

“The annual staff survey is a key measure of satisfaction across the Trust. Your responses are important as the survey will show us where we need to improve. The survey covers a wide range of topics such as bullying and harassment, health and safety, professional development and work-life balance, but will only take a short time to complete. It is also completely anonymous so you can give your views, positive and negative, in confidence.

“Being part of team means that we celebrate each other's successes and this edition of *the gazette* contains several stories of personal and team achievements. One example of such success is Maternity Services which marked a milestone in its journey of development recently with the official opening of the refurbished delivery suite. I would also like to add my congratulations to the staff in St George's Penile Cancer team for achieving national recognition for the quality of care they provide to patients.

“In this edition of *the gazette* I outline what becoming a Foundation Trust (FT) will mean for St George's. Taking this step will bring freedoms to the Trust - more control over our finances, greater independence from central government - but it will also make us more accountable to our local community and our patients. We have some distance to travel and some challenges to meet along the way but I hope you will understand the importance of reaching the final destination of FT status.

“Finally, another challenge we are all part of is that focused on reducing St George's carbon footprint. The Trust signed up for the 10:10 programme with the goal of reducing our carbon emissions by 10 per cent in 2010. And that includes recycling this magazine if you are reading a hard copy, or switching off your PC and screen at the end of each day if you are reading online!”

Your chance to have your say

Each year, the Trust carries out a staff survey to obtain the views of staff about their experience of working for St George's. The survey helps the Trust to identify any improvements that are needed to improve the working lives of all staff. This year, the survey is even more important as it will help the Trust to measure its progress in delivering against the Staff Pledges contained in the NHS Constitution.

The NHS Constitution was published in January 2009, following a recommendation contained in the Lord Darzi's report *High Quality Care for All*. The Constitution sets out the principles and values that are expected to guide how all NHS organisations should act and how they should make decisions to ensure achievement of high quality patient care.

High-quality care requires high-quality workplaces and the Constitution contains a number of pledges which represent a commitment to meet the needs of staff in order to become an employer of choice.

With this in mind, this year every member of staff has been sent a questionnaire which asked for your views about your job, your work with colleagues, the leadership and supervision you receive, health and safety, work-life balance, learning and development opportunities and the resources available to deliver quality care for patients.

Distribution of the survey began at the end of September and staff have until the first week in December to complete and return their forms.

The staff survey is administered by Capita Health Service Partners, a leading, not-for-profit, healthcare human resource research and consultancy organisation, on behalf of the Trust. Using an external organisation allows the Trust to guarantee anonymity - when you receive your questionnaire you will also receive a pre-paid envelope addressed to Capita and all completed questionnaires are returned directly to Capita and this means that no one internally is able to see individual responses. The survey findings are then presented in a cumulative form, in which no one individual's answers can be identified.

Jane Pilgrim, Staff Side Secretary said:

National NHS Staff Survey 2009

"We would really encourage all staff to participate and to be open and honest in giving their opinions. Those of you who may be concerned about being recognised need not worry - the survey is completely confidential. The Trust only receives reports on the views of groups of staff - no individual can ever be identified".

The results of this year's survey will be available in early 2010. In response to last year's survey, The Trust has been able to make a number of important changes, including:

- Setting up a task group to tackle bullying and harassment in the workplace. The group, chaired by the Director of HR and with the membership, drawn from union representatives and staff across the Trust, has contributed ideas and suggestions to tackle this difficult area. Plans being considered include establishing a service that can offer confidential support for staff to share their concerns about bullying and find effective resolutions.
- Our Transformation team in partnership with Staffside successfully bid to the NHS London Partnership for funding for the One Team programme to engage staff in Bands 1 to 4 in activities to build self-esteem and improve their service to patients and other staff.
- We have also seen a major increase in the numbers of staff who have received an appraisal following a project ran last year. In August 2009, 64% of staff had an appraisal which was up from 33% in the previous year. We are continuing efforts to ensure all staff have an appraisal and progress is monitored as part of the Trust's performance monitoring framework.
- The low uptake of health and safety

training reported in last year's survey has been improved by the MAST (Mandatory and Statutory Training) Program and 83% of our staff have attended (either catch up sessions or induction).

The survey should only take 15 or 20 minutes to complete. If you need help completing your questionnaire, there is a freephone helpline run by Capita that you can call. If you would like to complete the survey over the telephone instead of filling in the questionnaire, a trained researcher will go through the questionnaire with you and submit the questionnaire on your behalf.

Finally, for those concerned about the environment, all the paper used by Capita in producing the survey is recycled and they send all survey materials for recycling once the survey has been completed.

If you have any queries about the survey, please do not hesitate to contact Jane Pilgrim, Staff Side Secretary or your HR advisor.

NHS Constitution pledges for employees:

- clear roles and responsibilities, and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.
- opportunities for personal development, through access to appropriate training for their jobs and line-management support to succeed.
- support and opportunities for you to maintain your health, well-being and safety.
- opportunity to get involved in decisions that affect you and the services you provide, individually and through representative organisations and local partnership working arrangements. To empower staff to suggest ways to deliver better and safer services for patients and their families.

NHS Medical Director inspires clinical leaders

NHS Medical Director and prominent heart surgeon, Professor Sir Bruce Keogh, addressed an audience of senior clinicians and directors at the launch of the Trust's new clinical leadership training programme in September.

Engaging Leadership will see 21 clinicians who hold senior management positions participate in a 16-month programme of inspirational talks and practical workshops. The aim is to develop leaders working within a culture of transformation and bring real benefits to patients.

Professor Sir Keogh told those attending the launch: "Leadership is about aligning people to a common set of goals. The NHS is a set of complex organisations and the leadership approach for each needs to be different. However, the evidence is clear that those organisations which have strong clinical leadership perform better than those that don't."

The following day, a workshop was held in which participants identified service improvements projects which they will work through and implement during the course of the programme. Participants will also undergo a 360



NHS Medical Director, Professor Sir Bruce Keogh, before his keynote speech

assessment in which their line manager, their peers and those they manage answer questions on their leadership style in order to identify development goals.

An external company renowned for its research into leadership and evidence-based training, is supporting the programme.

Medical Director, Ros Given-Wilson, said: "This new programme aims to complement our existing schemes for developing leaders and managers at St George's. The aim is not just that participants individually learn new skills or knowledge, but that they also work

collaboratively. The service improvement projects they undertake will make a very real difference to patients' experiences; this is a very practical programme about being an effective leader of positive change."

 If you would like to more about leadership programme or masterclasses at St George's, please contact Development Corrigan, Helen Corrigan, on ext 2181, via email Helen.corrigan@stgeorges.nhs.uk or find the Leadership Brochure 2009 on the Education and Development homepage.

Hunter's history goes on display

A unique exhibition *St George's - Hunter and Our Heritage* was unveiled in September by local MP Sadiq Khan and the Mayor of Wandsworth, Professor Brian Prichard.



Those attending the opening enjoy their first view of the exhibition



The permanent exhibition, on the ground floor of Hunter Wing, St George's University of London, features 200-year-old artefacts belonging to St George's doctor, John Hunter, who is revered as the father of modern surgery. Artefacts include the couch that Hunter died on in 1793, following a furious argument with the board of governors about student admissions, as well as personal effects such as his shaving mirror and spectacles. The exhibition is also home to stained glass windows that came from the original St George's hospital chapel.

First Touch

The Friends of St George's Neonatal Unit, which raises money to support the care of premature and ill newborns, is re-branding as First Touch.

The name was the inspiration of Nicola O'Connor, who is a Trustee of the charity and mother to NNU graduate, Lucas. It aims to evoke the experience of parents whose physical contact with their baby can be limited because of the special care the child needs. The first cuddle with their tiny offspring is, therefore, a much anticipated and unforgettable experience.

The charity's new website is currently under construction, but should be fully operational by the end of October. The new address is www.first-touch.org.uk

The charity's Christmas Cards are now available. The three designs, featuring a robin, a stag or a snow-laden tree, were all donated by award-winning photographer, Emma Durnford, whose god-daughter was cared for on the NNU as a 27-weeker in 2001.

The cards come in packs of 10, all of one design, with the greeting 'Merry Christmas' inside.

The cost is £4.50 per pack, with an additional 50p postage.

Please let First Touch know if you would like to order any cards, with your name, address, the design/s you would like, and the number of packs you require. You can send a cheque, made out to First Touch, c/o the Neonatal Unit, Lanesborough Wing, St George's Hospital.



Altered images



Consultant Radiologist, Sue Heenan, in the new radiology room

A state-of-the-art facility for viewing and reporting on diagnostic images has radically changed work and teaching for consultants and registrars in Clinical Radiology.

Located in St James' Wing, the re-designed room now features seven workstations where digital images of x-rays and scans held on the Picture Archiving and Communications System (PACS) can be viewed. Consultants can record their interpretation and comments on these images using microphones and the latest voice recognition software that turns these into written reports.

The room has also provided a valuable facility for teaching and supervision of junior doctors as images can either be viewed on the workstations or, for real impact, projected on to a wall for group discussion.

Sharing the sound-proofed space, instead of working in individual offices, has given opportunities for learning and collaborating between colleagues as well as increasing the available of workstations for viewing inpatient films.

The £250,000 transformation, which also included new flooring, furniture, and lighting, was funded by the Department of Health with support from the London Deanery, the organisation responsible for postgraduate medical and dental training in London.

Consultant Radiologist, Dr Sue Heenan, said: "Just under quarter of a million images are produced each year for diagnosing illness and injury. The development of this new room is leading to an increase in both efficiency and productivity and, as a result, better patient care."



SpR, Dhruv Patel, using the new workstation with voice recognition software

Team effort saves Iraqi boy

June's addition of the gazette reported on Consultant Oral & Maxillofacial Surgeon Graham Smith's venture to Baghdad to train over fifty Iraqi surgeons as part of a training programme run by British charity International Medical Corps.

While in Iraq, Graham came across a young boy – Saif Basim – with a large tumour growing on the side of his face. With the aid of the Norman Rowe Education Foundation, the boy was flown over to the UK in June to be operated on by Graham and fellow Oral and Maxillofacial consultant, Dr Nick Hyde.

Before bringing the little boy over to the UK, Graham contacted the paediatric department to plan Saif's admission. This enabled the team at St George's to glean as much information as possible about the child and his family, and put everything into place to welcome him into what would have been for him a very frightening environment.

Saif underwent three operations in total and was at St George's for just over six weeks before returning to Baghdad. "When we brought him over my main concern was his breathing" says Graham. "The tumour had increased significantly from the first time, and in a few more months he could have died. But I am happy to report that Saif is now being cared for by a medical team in Baghdad and is doing really well."

The staff that looked after Saif during his stay at St George's demonstrated how team work can make all the difference to a patient's stay at the hospital.

The nursing staff were able to settle Saif



Saif Basim after his life-saving operation

and his father well onto the ward, and whenever any of Saif's care needed to be discussed, Graham was always available as were other members of the MDT such as dietitians, psychology and speech and language therapists.

Saif's father, who accompanied him to the UK, could not speak any English, so Specialist Registrar, Ahmed Al-Khayatt, who speaks Arabic, took the family under his wing as he acted as translator and even escorted them part of the way back to Iraq. Saif's father also got so well acquainted with the nursing staff that he felt confident being taken shopping by the staff to prepare for his discharge back to Iraq.

Ruth Meadows, Assistant Director of Nursing, said "This was an excellent example of how good team working can ensure the best outcomes for children. Saif touched the hearts of everyone that cared for him and we are pleased to hear that he is doing so well."

New classes for autumn

Staff wanting improve their fitness this autumn are invited to take a look at what is on offer at the Robert Lowe Sports Centre.

The Centre, located on the perimeter road, is for St George's University of London students and all Trust staff. In 2008, it underwent a complete refurbishment and a new manager, Mike Bolland, has been appointed.

The Centre comprises a multipurpose sports hall for classes, team sports and badminton, and four fitness rooms; two cardio rooms with treadmills, bikes, rowing machines and cross-trainers, and two weights rooms, one with resistance machines and one with free weights. There are also three squash courts where table tennis can also be played, and, of course, changing rooms and showers.

In line with feedback from the Trust's Occupational Health team, Mike is starting more exercise classes for those who dislike gym machines and weights.

Pilates classes have already begun, and yoga, street dance and body pump (aerobics with weights for strength and toning) will be available soon. These classes will be short courses paid for in advance while circuit training and aerobics, both already available, are drop in, pay-as-you-go, sessions. There are also two martial arts classes.

Sam Thayalan, consultant in Occupational Health, said: "These are the kind of low-tech, group classes which many of our staff find more appealing and enjoyable. We have an on-going project *Wellness@St George's* to improve staff's wellbeing and health, which is funded as part of the *Go London* initiative to get residents of the capital fit ahead of the 2012

Olympics. Mike's vision for expanding provision at the Robert Lowe Sport Centre dovetails in very neatly with this project."

The Centre is open seven days a week, 7am to 10.30pm weekdays, and 8am to 8pm on weekends. "Although membership of the Centre is about half staff and half students, at weekends it is often only Trust staff who are using the facilities," says Mike.

Membership is £50 for six months from the date of joining or £100 for the year. Pick up a form at reception and bring your staff identity card when joining. Staff do not need to be members to attend a short course or drop-in sessions but members do enjoy a reduced rates for these and are able to bring into the Centre up to two non-member adult guests, such as friends or family, for a small entrance fee. "The average monthly cost of gym membership elsewhere is £40 to £60 per month; so at £100 per year, what we offer is competitively priced and definitely worth checking out before going elsewhere," says Mike.

IV pumps training

A single IV pump type is currently being rolled out across the Trust. The introduction of a single pump type will bring many benefits, mainly relating to patient safety, through improved medication delivery and improved infection control by design.



It is important that staff attend training for these pumps. Please speak to your line manager or look on the intranet for more information.

Meet George Griffin

Head of Academic Centre for Infection



“**Professor George Griffin is a busy man with many responsibilities. At St George’s, he practises as a consultant physician in infectious diseases and general internal medicine. Working within the clinical infection unit on McEntee Ward he receives local, national and international referrals. He is also Professor of Infectious Diseases and Medicine and heads up the Academic Centre for Infection at St George’s University.**

Nationally, Professor Griffin is the Chair of the Advisory Committee on Dangerous Pathogens (ACDP) and has recently become the special advisor to the government emergency committee called SAGE. He also chairs the committee for the Health and Safety Executive.

“Despite having these national responsibilities my prime appointment is at St George’s, having trained here and built up the academic unit,” says Professor Griffin.

Having trained in clinical medicine and basic science at Kings College and St. George’s, University Professor Griffin moved onto Harvard University and the Royal Medical School for Postgraduate Education. He was a Wellcome Trust Senior Lecturer at St George’s University for eight years before he became Professor of Infectious Diseases and Medicine and has been pivotal with his

team in building up the Academic Centre for Infection which is known internationally for its clinical and basic research.

George’s national responsibilities are very significant. As Chair of the ACDP- which incorporates the Department of Health, Health and Safety Executive and the Department for the Environment, Food and Rural Affairs - he advises the government on infection problems for the community and workplace. “My work on this committee involves special national reviews, including the Callaghan Committee, which investigated the outbreak of foot and mouth disease in 2001. Following this investigation I produced a report for the Health Protection Agency on the highest level of containment facilities in the UK for working with animals and human pathogens” he says. In addition he has recently been appointed as independent Chair of the Committee investigating the E. coli outbreak in Surrey.

Professor Griffin currently chairs the committee for the Health and Safety Executive to completely revise the regulations for working with the whole spectrum of human and animal pathogens. He is also a special advisor to the government emergency committee SAGE. He says, “I have been advising cabinet ministers on planning and contingencies for the H1N1 Swine

Flu epidemic, which is of great national significance.”

When asked about swine flu and St George’s preparedness for the pandemic, he says, “I am very pleased to be advising St George’s swine flu group of national events and planning with regards to H1N1. St George’s is well advanced in this difficult planning exercise.”

He does acknowledge that there are challenges for the future though. “Challenges are likely to include the practicalities of a huge surge in people receiving hospitalisation and specialist care across all age groups. In addition, the practicalities of giving vaccines as quickly as possible will also be a major challenge.”

Such a busy schedule must require a fair amount of time management, and professor Griffin acknowledges this; “I have learnt to maintain effectiveness in all spheres of activity through stringent time management” he says. “My priority is my post is at St George’s though and I never lose sight of this. I am proud to serve the people of southwest London through my work at the Trust and have a special reputation in my area of expertise.”

Win an IPOD with iCLIP

The iCLIP team is running a competition where staff could win a fantastic new IPOD.*

Visit the iCLIP pages on the intranet to find out how...



*Conditions apply. Closes November 30, 2009.

Day Hospital open event

The St George’s Day Hospital is holding an open afternoon on 17th November to showcase its services to elderly people who need multi-disciplinary care.

The service, part of the Trust and now located at St John’s Therapy Centre, Battersea, is inviting Trust staff, local GPs and allied health professionals, to drop in to the centre to see its modern facilities and meet its team of doctors, nurses and therapists.

The event will start at 2pm and end at 5pm and will feature both a chance to walk around and short talks from Day Hospital staff. Please contact Marie Ross or Janet McPaul by email or calling 020 8812 5377/58 if you would like to attend.

David Astley, Chief Executive



Many hospitals and NHS organisations are becoming Foundation Trusts. Here Chief Executive, David Astley, explains why St George's is also on this journey and how it can benefit our patients.

What is a Foundation Trust?

→Foundation Trusts (FTs) are a new type of NHS trust in England, created to devolve decision-making from central government control to local organisations and communities, making them more responsive to the needs and wishes of their local people.

They are membership organisations, drawing members from patients, the public and their staff base. FTs are governed by a Board of Governors, who are elected from and by their membership. FTs remain firmly part of the NHS family and are much more accountable to local people. They place more emphasis on ensuring that they listen to and involve staff, patients and local communities in how the hospital is run.

They are authorised and regulated by the independent regulator Monitor, whose role it is to ensure that the Trusts are well managed and financially stable, in order to maintain high quality standards for patients.

What are the benefits of being a Foundation Trust?

→FTs have greater freedoms and flexibilities than NHS Trusts in the way they manage their affairs. They have more control over finances and can even borrow money to improve services where the investment is prudent. FTs are answerable to their local community in terms of strategy and prioritisation, rather than the Department of Health, so are empowered to plan services to meet local needs.

As the major acute hospital for south-west London, St George's has a key role to play in ensuring that healthcare services in the area meet the needs of the local population.

By obtaining FT status, St George's can ensure that it is able to shape its own future, rather than simply respond to the actions of others in the health system. It is vital that the Trust offers the right services to its patients. The best way to achieve this is to listen to and involve patients and their carers, local people and staff.

As an FT, the Trust will have more freedom when deciding how to invest in services. St George's has delivered

surpluses for both 07/08 and 08/09 but, as an NHS Trust, it is limited in how that money can be spent.

What is changing to support the application?

→The Trust's business plan, transformation programme and introduction of iCLIP are supporting its plan to control spending and deliver surpluses which can then be re-invested in services. The aim is to create cost effective services which improve the patient experience.

Changes to the way divisions are structured and clinical services are managed are also part of St George's preparation for applying for FT status. The creation of new Divisional Chairs is giving clinicians greater involvement and accountability for service delivery.

What is the process?

→St George's first needs to demonstrate to the government that it is a well managed, financially viable organisation that meets its targets. Once this is satisfied, a 12-week period of consultation takes place where the Trust will invite staff, patients and the public to give their thoughts and feedback on the application. During this period the Trust will also be recruiting its membership.

In the final phase, Monitor will begin its 12 week scrutiny of the Trust's application and processes, examining how the Trust is run clinically, financially and operationally. Following this assessment, St George's would be licensed as an NHS Foundation Trust.

How far have we got?

→St George's has already begun the process of preparing for FT application.

The focus for the present is ensuring our systems and process meet the Monitor standards in order that we can enter the first assessment phase in spring 2010. Our current timetable sees St George's becoming an FT in 2011.



Professor Sabaratnam Arulkumaran officially opens the delivery suite

Re-birth – celebrating the changes in Maternity

Professor Sabaratnam Arulkumaran, consultant and Head of Obstetrics and Gynaecology at St George's, University of London, officially re-opened the delivery suite on 29th September following a major refurbishment.

The event celebrated both the changes that Maternity Service has undergone in the last year and Prof Arul's knighthood which he was awarded in the Queen's Birthday honours earlier this year.

In the past 12 months, the Maternity Service has undergone a wide-ranging re-design and renewal to provide better facilities for mothers giving birth and for staff, and to improve the way the service operates.

Many of the changes address problems identified by an internal Maternity

Taskforce which was established following the Healthcare Commission's 2008 report on maternity services. This report judged several London trusts, including St George's, to be performing 'least well' during 2007.

The report was written before the Trust's Carmen Suite, a midwifery-led birthing unit which has increased choice for mothers, was opened in January 2008.

A re-design of facilities includes three new delivery rooms with en suite shower and toilets and, for High Dependency patients



The Carmen Suite, a midwifery-led birthing unit, has offered women more choice



A better welcome for mothers-to-be. Pictured is Lead Midwife Maria Brown

requiring a greater level of care, two single rooms with en suite shower and toilet. There is also a four-bedded unit with an accessible shower and toilet.

The delivery suite also has a new reception and waiting room, new offices, new triage rooms, storage, utility and records spaces and a refurbished staff room.

The creation of additional theatre space for obstetric patients is also underway.

The Maternity Service has also increased numbers of consultants and midwives, and a renewed awareness of the need to drive up standards and meet patients' expectations.

A Maternity Dashboard where staff can compare St George's against national standards and quickly identify areas which need improvement has supported this, and published behaviour standards for all staff also appear in women's notes. A new complaints procedure has been set up and staff members named in complaints are spoken to by Head of Midwifery, Teresa Manders.

In the post-natal ward, Gwillim Ward, the Productive Ward project is underway, involving staff in changing the way they work to reduce time away from direct patient care.

Teresa said: "There is still work to be done. We would like to achieve a higher ratio of midwives to patients and to ensure every expectant mother gets an early booking appointment. We will be continuing to focus on attitude and behaviour of staff and on responding to any complaints quickly, but we definitely feel we have made progress and have something to celebrate!"



A refurbishment room in the delivery suite, (inset) The new waiting room in the delivery suite



Breast Cancer focus

Staff and patients of NHS Richmond were reading about a day in the life of Breast Cancer Clinical Nurse Specialist, Eve Smith, in October to mark Breast Cancer Awareness Month.

Eve will feature in two publications, one for staff and one for the public, explaining her role at St George's in the South West London Breast Screening Service.

She explains: "My clinical role predominantly focuses on supporting women who participate in the breast screening programme. In particular, I support women who have been recalled following an abnormal mammogram, and also those women subsequently found to have breast cancer. The support I offer is either face to face or on the telephone.

Most mornings Eve will be in the clinic. She said: "Being recalled is known to cause women high levels of anxiety so I will talk to women when they first arrive to explain the assessment process and answer their questions.

"Although only around one in five of these women will be found to have breast cancer, we recognise that fearing they may have cancer is very difficult to deal with and is a time when women need support. It is important that women return for future screening and we need to ensure that their emotional as well as their physical care is considered.

"Obviously women actually diagnosed with breast cancer will be shocked and often distressed. I spend a considerable time with these women, who may be accompanied by a husband, close

relative or friend, and I provide appropriate support and information.

"My aim is to support women through the difficult process of being told they have cancer and to make it as smooth as possible until they meet the Breast Care Nurse in their treatment centre. Women may not remember all the information discussed at this time and will be able to contact me by phone after they leave the clinic and until they meet another Breast Care Nurse.

Health promotion is another aspect of Eve's role. She said: "It is important for women and health care professionals to understand that breast screening saves lives. All women need to be encouraged to attend every three years. With this in mind, I link in with GP practices and primary care departments to deliver health promotion related to breast screening.

A further element of Eve's work involves audit in order that the screening service assesses client satisfaction and continues to make improvements to what is offered. "We are always interested to learn about women's experience of the service and to identify issues relating to attendance and non-attendance. Regular surveys are carried out to get women's views and to pilot initiatives relating to improving uptake," she explains.

"The most rewarding part of my work is taking calls from women who had a screen detected cancer treated several years ago. These calls are usually to say "thank goodness I came for screening – it was a stressful time but I am now healthy and enjoying life again'."



A&E Senior Sister, Rachael Colley, with her award

Rachael to the rescue

A&E Senior Sister, Rachael Colley, recently received recognition from the Surrey Fire and Rescue Service for her assistance in a roadside accident that occurred in November last year.

"I was on my way down to Eastbourne, and got to the accident just after it had taken place," she said. "I was the first on scene so I stopped to assist. The car was overturned and the people inside were badly injured." Rachael tended to the victims and provided support to the paramedics once they arrived on scene. "I waited until HEMS (Helicopter Emergency Medical Service) had arrived before leaving to ensure the victims were in good care," she said.

Rachael was recognised at an award ceremony hosted by the Surrey Fire and Rescue Service, which honours members of the public and firemen that have gone above and beyond the call of duty. She says, "I was really surprised when I got the call – I had forgotten about the accident as it had occurred good couple of months before. I was told that the officer on the scene had mentioned that he felt I deserved recognition for my assistance on the scene, and put my name forward for the award."

Rachael has been at the Trust for 11 years and divides her time between her Senior Sister duties and being a Nurse Practitioner.

"It's nice to get acknowledged for this sort of thing; you really feel like you have made a difference."

St George's staff at the games



A team of good sports travelled from Tooting to Leicester in August to attend the Special Olympics and provide a valuable health promotion service to competitors.

The event saw 2,700 athletes with learning disabilities participating in 21 different Olympic sports. Held every four years, the national games are organised by Special Olympics GB (SOGB) and aim to break down myths about what people with learning disabilities can and cannot do, as well creating opportunities for personal achievement, friendship and fun.

Four St George's staff and a student from the Faculty of Health and Social Care Sciences were joined by member of staff from Generate, a Tooting-based service working with people with learning disabilities. They provided a health promotion and screening service which included giving advice about healthy eating, taking blood pressure and body mass index and carrying out checks for diabetes.

In total, the team screened 405 athletes and about 150 carers, coaches or family members. It was found that many people had raised blood pressure, some were overweight and others were found to have diabetes who did not know this before.

The health promotion was part of a wider Healthy Athletes programme, which allows athletes to see a wide range of health professionals including opticians, audiologists, dieticians and physiotherapists, outside of a clinical setting and for problems to be identified.

Sue Cooper, Deputy Director of Nursing, Lead for Learning Disabilities and one of those taking part, said: "I really enjoyed being part of a wonderful event but, most of all, meeting the athletes and being so inspired by them."

Jim Blair, Consultant Nurse Learning Disabilities and also one of the Directors of SOGB, added: "It was fantastic sharing in people's success, fun and joy at being an athlete."

Ringing the changes

The Medical Physics mechanical workshop has been extending its usual services to help free patients' fingers from rings which have become stuck.

Both the Walk-in Centre and St George's A&E have ring-cutters to deal with gold and silver rings but when a patient turned up during August with a stainless steel ring stuck on his fast-swelling finger, the cutters were not strong enough.

The solution was found in the Medical Physics workshop where thanks to a mini-rotation saw operated by engineer David Turner, and support for the patient provided by Sister Annie Sewell from the Walk-in Centre, the ring could be removed. Within a week, the workshop had removed a second, similar ring from a patient attending the Hand Unit.

The workshop, based in Knightsbridge Wing, is usually involved in building medical devices from scratch or modifying items to order. A complete service of design, build and testing to national standards is provided. For more information, please see the Medical Physics and Bioengineering departmental pages on the intranet.



Engineer David Turner works carefully with a mini-rotation saw to cut through the ring



The steel ring in pieces



Charity welcomes new Chair

The Fundraising team outside the new office

St George's Hospital Charity has welcomed a new Chair, Diane Mark, a former non-executive director of the Trust.

She takes over from Gill Nobile, who had been Chair since 2002 and a Trustee since 2001. Gill worked tirelessly over many years for the Charity, overseeing some major initiatives including the new Grosvenor Wing main entrance.

Diane gave an update on the charity's achievements under Gill's leadership at the Trust's annual general meeting.

The Fundraising Team of the charity is now at home in its new office in the main entrance. The team, led by Head of Fundraising, Liz Woods, includes Caroline Cox, Major Donor and Charitable Trust Fundraiser and two Community Fundraisers – Sarah Hart and Sheila Davitt-Betts. They are supported by Pat Saich and Louise Bynteson who provide admin support once a week.

The state-of-the-art Giving Machine - which enables people to make a charitable donation by credit or debit card – causes quite a stir with its rolling slide presentation. Over £400 was donated in the first three months of use.



New chair, Diane Mark, at the Annual General Meeting

The team is pleased to announce that tickets for its Grand Christmas Raffle will be on sale from early November.

To celebrate the festive season, the charity has a selection of treats and indulgences to be won, including a spa pamper day, luxury Christmas hamper and tickets to a concert to name just a few.

The raffle will be drawn at a Yuletide Carol Concert in the main entrance of the Hospital on Tuesday 15th December; pop into the Fundraising Office in the main entrance for tickets, priced £1 each.

Volunteers' Day Out

Nearly 50 hospital volunteers enjoyed a day away from their roles across the hospital on a coach trip to Brighton during the summer.

The day out to Brighton was funded by St George's Hospital Charity. Voluntary Services Manager, Susan Taleghany, said: "The weather was glorious all day, and there was time prior to lunch for a coffee and a paddle in the sea.

"After the leisurely restaurant lunch, we were able to enjoy the attractions of Brighton: the historic pavilion, the pier, and the trendy shops in the town."



The Team is always looking for volunteers to help out at events or undertake fundraising on a continuing basis. If you're interested, please do get in touch by calling the Team on 020 8725 4522 or emailing giving@stgeorges.nhs.uk

Leading the way on carbon cuts



Recycling is on the Trust's agenda

St George's has signed up to 10:10, a national programme to cut carbon emissions and take the first step in tackling climate change.

Organisations and individuals across the country can take part in the project, launched on 1st September, and together aim to cut 10 per cent of carbon emissions during 2010. St George's was one of the first NHS organisations on board, and Director of Estates and Facilities, Neal Deans, was one of ten signatories on a letter urging other NHS bodies to join the campaign.

Signing up for 10:10 means reviewing consumption of electricity, fossil fuel eg oil, vehicle fuel and air travel. St George's involvement is yet another demonstration of the Trust's commitment to reducing its impact on the environment.

The Trust began reducing carbon emissions in 2002 and in 2006 was one of 10 Trust to launch the NHS Carbon Management Scheme with the Carbon Trust.

Improvements within the Trust's boiler room made a massive difference to energy efficiency and the Trust's success in this area, and in other 'green' initiatives such as recycling, saw it win the Wandsworth Guardian 'Green Guardian' and was named as a runner-up in the Health Service Journal's

Good Corporate Citizenship award.

In 2008, the Trust stopped using bottled mineral water, instead supplying tap water. Bottled water has a bigger environmental impact associated with its production, transport and the waste generated if empty bottles are not recycled.

And the Trust continues this good work.

Each month, approximately 30 tonnes of paper, cardboard cans, plastic and glass are recycled. The Trust converts 70 per cent of its green waste into compost and includes sustainability in to contract negotiations wherever possible.

Naaz Coker, Chair of the Trust, said: **"St George's is committed to reducing its carbon footprint and has already reduced carbon emissions by around 20 per cent in the last five years. Reducing our use of energy not only**

makes sense in terms of protecting our environment but also reduces our bills. Switching off lights and electrical equipment such as screens, printers and photocopiers may seem a small gesture but it all adds up to make a big difference."

The Trust has seen a significant increase in its recycling activity during the last five years; in 2004/05 between five and 10 per cent of waste was recycled, now it is between 35 and 40 per cent.



1st September 2009,

To NHS organisations yet to sign up to the 10:10 Campaign,

We the undersigned are delighted to be part of the 10:10 Campaign and have publicly committed to aim for a cut of our carbon dioxide emissions of at least 10% during 2010.

There are several compelling business reasons why we have joined the Campaign:

- The rapidly increasing and fluctuating cost of oil, coupled with the threat of peak oil, make it crucial that we reduce our dependence on this energy source if we are to deliver high quality care in the medium and long term.
- Our staff are increasingly aware of the threat that climate change poses to health around the world. We believe that our commitment to 10:10 will be seen by them as a positive investment in all our futures, benefiting staff morale, recruitment, and retention and increasing patient engagement with their health service.
- Legislation and regulation will increasingly penalise those organisations who do not take bold steps to cut their emissions and become more environmentally sustainable. The UK government's Carbon Reduction Commitment, which takes effect from April 2010, is a prime example.
- Given the financial forecast for the NHS, cutting our spending on energy is one way to increase productivity and efficiency.

There are also equally important social reasons why joining 10:10 is critical to our future:

- The National Health Service as a whole and individual organisations have a responsibility to care for the health of the population. We believe it would be highly inappropriate for NHS organisations not to take significant steps to reduce their contribution to the problem. As reported in the recent Lancet/UCL Commission: 'Climate change is the greatest threat to global health in the 21st Century'.
- Climate change already hits the poorest hardest. If we are serious about tackling health inequalities we should be taking bolder action on climate change.
- The NHS is the largest organisation in the UK, the largest employer in Europe and one of the largest employers in the world. We must demonstrate leadership at this critical time in our history. If we can deliver a 10% cut in our emissions in 2010 so can other organisations in the UK, Europe and the rest of the world.

● **The letter encouraging other NHS organisation to join 10:10, signed by Neal Deans**



Back to Hyde Park

A team from St George's took part in the Women's 5K Challenge in Hyde Park in September to raise funds to raise funds for the refurbishment of the breastfeeding room on Gwillim Ward, netting more than £700 between them.

Breastfeeding in the first few days of their baby's life is an important and often anxious time for mothers. Privacy and a relaxed, comfortable environment are a top priority in learning how to do this. Gwillim Ward provides a separate breastfeeding room away from the ward, in which new mothers can learn to feed their babies away from disturbance, particularly at night, in a more private, relaxed area.

The refurbishment will provide additional sofas, a water dispenser, TV/DVD players to demonstrate feeding techniques and the whole area will be given a new coat of paint.

The team had trained together and were fortunate on the day with good conditions for running; overcast skies and a cool breeze. And as the last runners completed the course, the clouds passed and the sun shone.



The 5K team: Natalie Clarke, Zoe Holmes, Katherine Dean, Sarah Hart, Genevieve Walter and Kate Thatcher

Crazeefass world tour: one night only

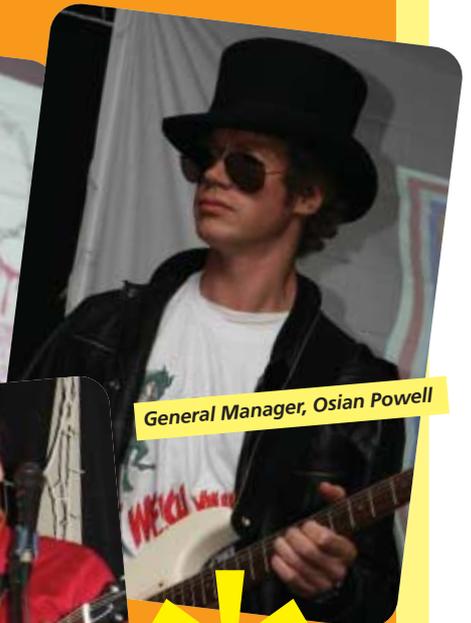
On 4th September, the Crazeefass duo, General Manager, Shola Adegoroye, and Director of Transformation, Alan Thorne, returned to the stage with special guests for a second 'one-off' fundraising gig.

The pair first took to the stage at GJs bar, Colliers Wood, in January 2008, along with Kirk Jones, a finance officer, and his Jukebox. Their comeback performance saw them with special guests iCLIP project manager, Ian Frost, General Manager, Osian Powell, and Project Manager, Richard Billington.

A packed house enjoyed an evening of live music and the Gig raised over £1,000 in ticket sales and £145.50 from a raffle on the night which will go towards the refurbishment of the breastfeeding room on Gwillim Ward described above. If you missed the gig, you can see more photos of the group in action on St George's Facebook pages.



General Manager, Shola Adegoroye



General Manager, Osian Powell



Director of Transformation, Alan Thorne