

the e t e n e o

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St George's surgeon is Shereen's NHS Hero



Helipad gets off the ground

Building work for the helipad has begun and the biggest crane in the UK has been assembled at St George's Hospital to assist with its construction.

Partly funded by The HELP (Helicopter Emergency Landing Pads) Appeal, the 25m by 25m helipad will enable seriously ill patients from the capital and counties to the south of London to be brought by air ambulance for treatment at the hospital's major trauma centre. A lift shaft in the middle of the wing is being built so that patients can be lowered quickly and smoothly into the hands of medical experts.

The helipad is due for completion in early 2014 and is being constructed by Miller Construction. It will be the

second hospital helipad in London and the first south of the river.

Supporting the project during its announcement in September last year, Boris Johnson, said, "This is a fantastic project which will help save the lives of many Londoners and will improve our healthcare service. I commend the HELP Appeal for working tirelessly to ensure as many hospitals in London and across the country have the funding they need to build such life-saving facilities."

Heather Jarman, clinical director for major trauma at St George's, said: "It's great to see the progress being made with the construction and the crane on site – a sure sign that a major step forward in the care of seriously ill patients is being made



Robert Bertram, charity director, HELP Appeal and Heather Jarman, clinical director for major trauma

right here at St George's."

She added: "We already have the facilities and staff to provide expert care and we look forward to being able to receive the most seriously injured patients sooner than ever before."

How to donate

Call the donation helpline on 0800 389 8999

Visit the website www.helpappeal.co.uk

Donate by text: just type HPAD22 plus the amount into the message box and send it to 70070. Donation will be charged to your mobile bill.

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Front cover shows patient Shereen Sadiq and Mr Mehmet Manisali, maxillofacial surgeon.

With thanks to Yusuf Ozkizil and Aubrey Wade for their photography services.

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

the gazette

Taking account of a quality year at St George's

High standards in a number of clinical areas at St George's, including mortality, cancer and the prevention and treatment of blood clots are demonstrated in the Quality Account 2012/13, which is now available on the trust's website at www.stgeorges.nhs.uk/quality

The Quality Account gives readers an insight into a wide range of St George's acute and community services, allowing our staff, patients and the public to identify where the trust performs well and where improvement is needed, and how the trust continually reviews services to deliver better, safer healthcare.

Chief executive Miles Scott said: "The Quality Account shows that St George's has a lot to offer, and that our commitment to placing our patients at the heart of everything we do is driving up quality across the trust."

Read the Quality Account at www.stgeorges.nhs.uk/quality

responsible

St George's Hospital first in the UK to offer interactive indoor maps

St George's has joined forces with Google to publish the first interactive indoor hospital map in the UK. Patients and visitors at St George's Hospital can now use the Google Maps website or apps to navigate the 14 hectare site to find the wing, ward, clinic or department they need.

The indoor map, published as part of Google's indoor mapping programme, shows the hospital's many buildings, wards and points of interest such as stairs, lifts, toilets, coffee shops and cash machines across the hospital's seven wings, some of which span seven storeys.

Speaking about the new indoor maps Colin Wren, new media officer and project lead, said: "Coming to hospital can be an anxious time for people, so we are determined to make it easier for patients and visitors to get to their appointments on time and to help them to find the wards that their friends and family are staying on quickly and easily."

Patients and visitors to St George's Hospital can now use Google Maps to find their way



A word from...

MILES SCOTT

chief executive



This issue of *the gazette* has a theme of change, on varying scales. For example, the skyline above St George's Hospital is currently dominated by the biggest crane in the UK, which is helping to build our helipad. Our Major Trauma Centre has been open at St George's since 2010, and this crucial addition will allow us to give the most seriously injured patients life-saving care faster than ever before.

The gazette itself comes with few changes. Earlier in the year we distributed a survey requesting feedback on the regular features we have in each issue, and I'm pleased to say that we received over a hundred responses from our public and staff members – thank you to all those who took the time to do this.

The feedback we received ranged from the overwhelmingly positive to others where it was felt improvements could be made. We have analysed all the responses and have

given the magazine a refresh by implementing some changes in this issue. I hope you will enjoy the new features, as well as the established favourites.

Also in this issue you will find further information on the upcoming dates for our Governor elections. This is a key part of our journey to becoming a Foundation Trust, which will require a Council of Governors made up of staff and public members.

This issue also sheds some light on the work of the trust's bereavement services team, as well as hearing the story of Suzanne Frederick, one of our longer-term patients who has been under the care of numerous departments at the trust over the last 25 years. You can read more about her courageous story on page 8.

As ever, we would welcome any feedback you have on *the gazette* via email to communications@stgeorges.nhs.uk.

Miles Scott
Chief executive



Shereen Sadiq awards her very special NHS Hero

Five years ago Shereen was hit four times in the head with a blunt instrument and left for dead during a burglary at her home. Shereen's injuries were so severe she was not expected to live, the right side of her face was completely crushed.

Fast forward to 2013 and Shereen is enjoying life again. A number of neurosurgery operations saved her life and intensive therapy got her back on her feet, but it is the complex reconstructive facial surgery over a four year period that has given Shereen her confidence and self esteem back.

As a gesture of her gratitude, Shereen nominated Mr Mehmet Manisali, maxillofacial surgeon, for an NHS Heroes Award, a national award scheme that recognises the efforts of staff from across the country.

On handing Mr Manisali his award, Shereen said: "I nominated Mr Manisali as my NHS Hero as he is an inspiring, warm and caring surgeon who has changed my life, and helped me look in the mirror



Shereen Sadiq and Mr Mehmet Manisali

again. Mr Manisali is a brilliant maxillofacial surgeon, and I can now look forward to the future thanks to him."

A clearly touched Mr Manisali said: "It is very humbling to be presented with this award, and very special to me as being nominated by one of your patients makes it a very personal and emotional experience. I am delighted with the progress Shereen has made over the last few years, and have to pay a huge amount of credit to my team who have supported her every step of the way, and to Shereen for the inspiring courage and determination she has summoned over the last few years."

[Find out how to nominate a member of staff for one of our living our values awards on page 11.](#)

Careful monitoring takes cancer care to the next level

St George's Healthcare NHS Trust has been rated third best in the capital and best within the London Cancer Alliance (LCA)* for the way it records the stage of the disease in patients.

The recording of the stage of cancers in individual patients is helping to build a picture which will be used to inform approaches to detection, prevention and treatment. This work contributes to the joint aim of the Department of Health and the NHS to save 5000 additional lives from cancer per annum by 2014/15.

By 'staging' cancers, the trust is helping to create a better understanding of which group of patients are routinely coming for treatment 'late' or at a point when outcomes are not as good as if they'd come earlier.

St George's work on staging has seen it rise to the top of trusts in south and west London for all cancers. Figures from 2012/13 show that overall cancer staging was fully recorded for 86 per cent of patients across the board.

Asked about the impressive staging figures, St George's consultant maxillofacial surgeon, and one of the two clinical directors for cancer, Nick Hyde, said: "It's a mix of ambition and technology – we really wanted to increase our staging performance so we implemented a system that demands that this data is entered. It takes a bit more time and is another step but we see it as a step to saving lives."

He added: "We continue to work hard to bring the best outcomes for everyone using our cancer service currently but we must not forget our future patients. By understanding where patients come into the service later than we'd like, we will know where to target awareness and provide more screening and earlier diagnosis. In most cases, the earlier the diagnosis, the better the outcome."

**The LCA is a new integrated cancer system involving 17 hospital trusts and encompassing the entirety of south and north west London.*



kind

14 babies were born at St George's on Monday 22nd July, sharing their birthday with the Royal baby! The Royal Mint delivered silver pennies to our maternity unit to mark the birth - here are the Prendergast family and baby Connor receiving his with midwife Julia.

St George's stoma care department wins special patient award

St George's Healthcare NHS Trust's stoma care department has received a special award for its dedication and support to its patients.

Voted for by patients and their families, the Purple Iris Award is given by the Colostomy Association and recognises a stoma care department which provides outstanding care and exemplary service to their patients.



Left to right: Heather Dennis, clinical nurse specialist in stoma care, Caroline Rudoni, senior clinical nurse specialist in stoma care and Claire Gough, clinical nurse specialist in stoma care

The patient who nominated the team for the award had this to say about them: "I would like the team at St George's to get this award as they are so kind and nothing is too difficult for them. They are so helpful in getting the right appliance for you and are always

available if you have queries. I not only have a urostomy but a colostomy also. I think I could have given up but for their patience and concern and help. I could not say enough to thank them for everything."

The team were presented with the award at the Colostomy Association's patient open day in July.

Caroline Rudoni, senior clinical nurse specialist in stoma care, said: "We are thrilled to receive this award. What makes it even more special is that our patients nominated us for it and we would like to extend our thanks to all our patients who are our absolute passion. We strive to provide excellence in care while our patients are in hospital as well as the community and it is wonderful to be recognised for our work."

Award of excellence for paediatric psychologist



St George's paediatric psychologist, Dr Gillian Colville, has been recognised for her outstanding contribution to the field of paediatric psychology.

Dr Colville received the Judith Houghton Award from the Paediatric Psychology Network (a sub-section of the British Psychology Society). The annual award honours individuals who have made a significant contribution to the development and recognition of this area of practice.

Dr Colville said: "I am delighted to have received the award, particularly as it has come from my peers. This is a fascinating and very rewarding field to work in. I am grateful for the encouragement I have received at St George's to develop the paediatric psychology service here over the last 18 years, and also for the support I have had for my research into the psychological impact of critical illness on children and their families on the paediatric intensive care unit."

International honour as St George's picks up another Centre of Excellence accreditation

The blood pressure unit at St George's Hospital has been recognised as a hypertension Centre of Excellence for providing the highest standards of care to its patients.

The prestigious title was awarded by the European Society of Hypertension for demonstrating that the unit's staff are highly skilled and investigate, diagnose and treat large numbers of patients, some of whom have very complex medical needs. The way that staff use their involvement in research to improve outcomes for patients suffering with blood pressure-related problems was also commended. Furthermore, the unit was identified as having access to state-of-the-art facilities.

The unit is one of only five to be awarded the status in 2013 by the European Society of Hypertension, an organisation committed to the prevention of hypertension and cardiovascular problems. There are 154 centres worldwide that currently hold this impressive accreditation.

Dr Tarek Antonios, the unit's lead consultant, said: "This accreditation



Standing (l-r): Christine Carney, nurse manager, Dr Tarek Antonios, consultant and lead physician, Dr Teck Khong, consultant. Sitting (l-r): Nana Palm, former secretary, Helen Mullahy, nurse specialist, Gloria Fox, clinic co-ordinator, Manjit Gill, clinic co-ordinator, Busola Ogunseitan, nurse specialist and Carol Farebrother, secretary

is an honour and recognises the high standard of care we provide to our patients. It is also a testament to the quality and expertise of our fantastic nursing and medical staff."

The blood pressure unit is the only one of its kind in the region, taking patients with complex blood pressure problems from across southeast England.

St George's is an accredited centre of excellence for trauma, neurology, cardiology and cancer services, and the national centre for family HIV care and bone marrow transplant for non-cancer diseases.

St George's transfusion initiative named finalist in 2013 HSJ Efficiency Awards

St George's Healthcare has been listed as a finalist in the 2013 HSJ Efficiency Awards for an innovative blood transfusion initiative which aims to improve patient safety and save money.

The project, led by the trust's transfusion team, aimed to improve transfusion practices and reviewed the use of blood in patients undergoing surgery at the trust. The team audited blood usage in all elective surgical cases and implemented a revised blood ordering schedule.

In addition, patients with iron-deficiency anaemia were also offered a nurse-led iron therapy service rather than treatment with a blood transfusion, in line with best practice and carrying a lower risk for patients. These changes have resulted in a reduction of adverse reactions to transfusions by 30 per cent and savings of £300,000 per year for the trust.

Dr James Uprichard, clinical lead for



Back row (L-R) Dr James Uprichard, clinical lead for blood transfusion, Mark Grumbridge, senior transfusion practitioner, and Steve Wiltshire, chief biomedical scientist in blood transfusion. Front row (L-R) Kelly Feane, transfusion practitioner, and Sarah Carr, transfusion practitioner

blood transfusion, said: "The team has significantly reduced waiting times, transfusion costs and most importantly, maximised patient safety by reducing the clinical risks associated with transfusion."

The awards will take place on 25th September 2013.



The Project SEARCH team planting apple trees with Wendy Brewer (second from right), director of human resources and organisation development

Celebrating a fruitful partnership

Students with learning disabilities from the Project SEARCH scheme were celebrated at a graduation ceremony at St George's Hospital in July after successfully completing their work placements at the trust.

The joint scheme between St George's, Cricket Green School in Mitcham and Hammersmith and Fulham Action on Disability (HAFAD) began in November 2012 and has seen the students work alongside trust staff to learn new skills and build their confidence in the world of employment.

The ceremony topped off an amazing year for the students, which has seen them take on a number of placements across departments, including medical records, portering, cardiothoracic outpatients and estates and facilities.

The team have also planted a lasting legacy at St George's Hospital by each planting an apple tree outside the hospital's main entrance, with a little help from the trust's gardening team.

In addition, each of the students has received excellent news after their involvement with the scheme:

- One student has been employed to work permanently at St George's as a porter
- Two students have received work trials, with a view to possible employment
- Two students have been accepted on to college courses to develop their studies further

A new group of students are due to begin work placements in September 2013, ensuring they gain key competitive skills for their future employment.

St George's and King's Health Partners alliance to improve healthcare in south London

St George's has joined forces with King's Health Partners Academic Health Sciences Centre and St George's, University of London to form a Strategic Alliance that will share best practice in research and the education and training of students and health professionals.

Working together, all three organisations will make a significant and lasting impact on health and healthcare in south London.

Professor Sir Robert Lechler, executive director, King's Health Partners, said: "The emphasis of this Alliance is collaboration. The Alliance has already worked together to provide leadership to the successful South London Academic Health Sciences Network (AHSN), licensed unconditionally in May 2013."

Miles Scott, chief executive, said: "This important Alliance will drive lasting improvements in patient care across south London by sharing innovations across some of the country's leading healthcare organisations."

Improvement Programme event showcases project highlights

In June, 200 colleagues got together to celebrate the successes of the Improvement Programme so far.

The event was opened by Miles Scott, chief executive, who praised the hard work of all of those who have been involved in service improvement initiatives, and encouraged staff to continue to engage with the Improvement Programme to make a difference to the care of patients.

A fascinating keynote speech on how to deliver and sustain change was delivered by Helen Bevan, Delivery Team, NHS Improving Quality.

The programme also included a presentation from Professor Kausik Ray on the Acute Coronary Syndrome Integrated Care Pathway, and a panel made up of staff who had been involved in delivering 'Rapid Change Projects', imparted nuggets of wisdom.

The Ideas Project competition was also launched and all staff members are invited to submit an idea for an improvement project. The best one will be taken forward with support from the Improvement Programme team, opportunities for funding and other resources necessary to

support the roll out of the project. The winner and their project will also feature in a future edition of The Gazette and be part of the next Showcase Event.

You can find out more about the Improvement Programme on the website: www.stgeorges.nhs.uk/tip



The team that coordinated and participated in the showcase event



HOSPITAL FOOD: catering for our patients' needs

Hospital food is a crucial part of patient care. Good food can encourage patients to eat well, giving them the nutrients they need to recover.



St George's has been doing a lot of work in recent months to improve our patient meals. This includes increasing the variety of meals served, varying times when patients can eat and improving feedback systems so patients can let us know what they think of our meals.

Jenni Doman, general manager for estates and facilities, said: "Catering for large numbers of people who are vulnerable and will have specific dietary needs is always a challenge. The trust, together with MITIE (St George's Hospital's catering provider), has introduced a flexible meal service that we hope caters for the diverse group of patients we care for."

A variety of options

An example of this work can be found on the delivery suite where the standard menu was a sandwich selection and collection of meals from the staff restaurant facility when needed. Now the department has a dedicated 'a la carte' menu which allows mothers to choose what and when they want to eat.

Another example is the development of a children's area in the main restaurant where older children can have a different experience away from the ward to encourage eating with assistance from staff.

There are 20 different menus now in operation across the trust including the provision of Halal, Asian, Vegetarian, Kosher and African and West African meals.

A set of menus are also available for patients with swallowing difficulties and paediatric menus.

Listening to our patients

A key part of the trust's catering service is acting on patient feedback. In addition to regular surveys, patient representatives undertake random audits where they speak to patients about their experience. This allows the trust to identify specific issues and action improvements immediately.

Improved communication

The trust has also reviewed its communication and the information given to patients about their meals, as it was clear from patient feedback that there was a gap in the information available to patients before admission and also on admission to the wards. A 'Guide to meals in hospital' leaflet has been produced in partnership with patients, catering, dietetics and

the nutrition link nurses and is available in all wards and departments.

Patients and staff have also actively been part of the meal evaluation process through tastings. And, as part of nutrition and hydration week each year, a *Come Dine with Me* event is held to encourage staff and patients to taste the menus at St George's Hospital and to find out more about nutrition.

Keeping hydrated

Beverages are given to patients seven times a day during scheduled rounds, in addition to whenever patients request them. All patients have their own water jugs and at each meal service all patients are also offered a glass of water on their tray to encourage them to drink more fluids (exceptions apply to patients on fluid restrictions).

Waste

The trust has introduced a service performance parameter in relation to food wastage. In 2008 the percentage of waste from patient meals stood at approximately 20 – 30 per cent. The target is 5 per cent and currently the levels are 7 per cent (as of July). Alongside this, a detailed audit of wastage has been carried out so dishes that were unpopular are left off the new menus.



Staff tasted meals on the menu at the *Come Dine with Me* event held during nutrition and hydration week

Future developments: watch this space!

The trust is working on other initiatives to improve meals:

- Visual menus for patients with learning disabilities and dementia
- Additional finger food menus for senior health wards
- Additional 'modified textures' diets
- Further developments in maternity menu choice

GOVERNOR ELECTIONS ABOUT TO KICK OFF

Whilst August is traditionally a quieter holiday month for many, that is not the case for the membership office which has been busy preparing for the trust's first council of Governor elections.

The election process will start on Monday 9th September with the nomination period. During this time any public or staff member may put themselves forward as candidates for Governor positions and will need to complete the nomination form. **The nomination period closes on Wednesday 9th October.**

“All in all it was a very positive picture of governorship”

To help members decide whether the Governor role is for them, the trust is running a series of Governor information events.

Nearly 60 members attended our first event at the end of July and learnt more about how our council of Governors will be set up, what the statutory duties of Governors are, how the election process will work and how to complete a nomination form.

Members were also able to hear first hand from two Governors from other Foundation Trusts, who provided examples of the differences they had made and how rewarding the role can be. Members were also reassured to hear that the Governors had found the time commitment manageable and had received lots of support to help them in their roles. All in all it was a very positive picture of Governorship!

We are running two more Governor information events during the nomination period and details of these are given in the box to the right. Any member who is interested to stand as a public or staff Governor is encouraged to come along to one of these events, or to contact the membership

office for further information and a nomination form.

All members of the trust may vote in the Governor elections and members will receive their voting packs by post during the last week of October.

Voting closes on Monday 18th November and the names of our new Governors will be announced the following day (Tuesday 19th November).

Governor information events for public and staff members

Tuesday 3rd September
18.30hrs – 20.30hrs
Hyde Park Room,
St George's Hospital,
Tooting

Monday 9th September
11.00hrs – 13.00hrs
Hyde Park Room,
St George's Hospital,
Tooting

To book a place, please contact the membership office:
members@stgeorges.nhs.uk
or 020 8266 6132.

Key dates for our Governor elections

Monday 9th September
Nomination period opens

Wednesday 9th October
Nomination period closes

Thursday 24th October
Voting packs sent out

Monday 18th November
Voting closes

Tuesday 19th November
Election of new Governors announced

PASS IT ON

The Pass it On 2013 organ donation theme is encouraging people to talk to those closest to them about their donation wishes and sign up to the Organ Donor Register (ODR). Having a conversation about organ donation is vitally important as 1,000 people a year die in the UK due to a shortage of organs for transplant. The latest statistics show that while 95 per cent of families agree to donation if a loved one is registered and has discussed their wishes, this drops to only 46 per cent when donation wishes aren't known.

On average, individuals from Black and Minority Ethnic (BME) communities wait longer than the rest of the population for organ transplants. Among the 20 per cent of ODR registrants who recorded their ethnicity, less than 4 per cent are from BME communities.

The organ donation specialist team at St George's comprising of Dr Argyro Zoumprouli, Dr Caroline Davison, Christine Redmond, Gordon Turpie and Jessica Gregory will be presenting a special event for members on **Wednesday 9th October at 19.00hrs at St George's Hospital**. This is an opportunity for members to come and find out more about organ donation and how it can save the lives of others.

If you would like to attend this event, please email the membership office on members@stgeorges.nhs.uk or telephone 020 8266 6132.

If you have any queries about organ or tissue donation, please email jessica.gregory@nhsbt.nhs.uk or visit the NHS Blood and Transplant website at www.nhsbt.nhs.uk.

DATES FOR YOUR DIARY!

Annual General Meeting

The trust's Annual General Meeting 2013 will take place on Thursday, 26th September from 18.00 – 20.00hrs in the Monckton Lecture Theatre, ground floor, Grosvenor Wing, St George's Hospital.

St George's Community Open Day

St George's Community Open Day will take place on Saturday 12th October 2013 from 10.00 – 15.00hrs. Co-hosted by St George's Healthcare and St George's, University of London, the event is an opportunity for visitors to speak to staff about the wide range of services offered by the trust and go on behind-the-scenes tours of some of the departments, as well as the research and study that staff and students are involved in.



Suzanne Frederick,

LONG-TERM PATIENT

43-year-old Suzanne Frederick was just 19 when she became a regular patient at St George's Hospital.

"I was living a normal, healthy life, but didn't have a period during my teens so when I was 18 I went to the GP to find out if something was wrong. After several tests I was diagnosed with Turner Syndrome."

Turner syndrome is a genetic condition that only affects women and occurs when part or all of one of the X 'sex chromosome' in women is missing. This means the woman has just one complete X chromosome rather than two and this affects the functionality of the reproductive organs and hormones.

There is no cure for Turner Syndrome, but women with the condition need to have regular check ups to ensure their bodies are functioning healthily.

Sue said: "After being diagnosed at St Thomas' Hospital I was referred to St George's as it is my local hospital

and started seeing Dr Gul Bano. She put me on a course of hormone therapy treatment and I still see her every six months to check that everything is functioning normally.

"Then when I was 32 years old I woke up one morning and the left side of my face had fallen. I was in so much pain that I eventually came into A&E. The doctor I saw told me it was Bell's palsy, which is a condition that causes temporary weakness or paralysis of the muscles in one side of the face, and put me on a course of steroids to treat it. They weren't sure what had caused it though and thought it might have been a viral infection."

"My health started declining further after six months: my walking was getting weak, I started getting lacerations on my face and I then found a lump in my groin area. Dr Bano referred me onto dermatology. The lump was benign which was a relief and I had it removed. The dermatology department then referred me to the chest clinic as they thought I had a virus which was causing my other symptoms."

After many investigations Sue was diagnosed with a condition called Neurosarcoidosis and was referred to the neurology department under the care of Dr Oliver Foster. Neurosarcoidosis is a long-term (chronic) disorder that may affect any part of the nervous system. Sudden facial weakness, such as what Sue suffered from, is the most common symptom and involves the nerves to the muscles of the face. Any nerve in the skull can be affected, including those in the eye and those that control taste, smell, or hearing. The condition can also affect the parts of the brain involved in regulating many body functions such as temperature, sleep, and stress responses. There is no known cure, but treatment is available to manage severe or progressive symptoms.

"Dr Foster put me on a course of steroids to improve my condition. But after a few months my health started deteriorating further. Dr Foster then started me on a course of intravenous steroids – which required me coming into hospital for a few days – and things improved. But my

symptoms started coming back so I was put on daily steroids. I now have a combination of intravenous and daily steroids which seems to be working, but is closely monitored by Dr Foster.

Sue jokes that she has probably seen far more of the hospital and its various departments than any other patient at the trust.

"I have to say that over the 25 years I have been treated here my care has been consistently really good across all the departments I've seen.

"When I'm an inpatient I mostly stay on Kent Ward and my care there has been perfect. The nursing staff are brilliant despite all the pressure that they have on them. Also, the care that I am getting from the neurology department and Dr Foster is amazing.

"I wrote to David Cameron earlier this year to express my gratitude for the wonderful care I have received – and continue to receive – at St George's. Much to my surprise I received a response from his office thanking me for my letter!"

Sue is now taking part in the PACES (Practical Assessment of Clinical Examination Skills) training that takes place at St George's, University of London. The purpose of this training is for medical students to show that they can demonstrate in a clinical setting, the knowledge, skills and attitudes appropriate for a physician to have.

As a participant, Sue is the patient and the students have a consultation with her to understand her symptoms and diagnose her. "It's really nice to get involved and feel like you're giving back to the healthcare profession for helping you. It's also a great opportunity to meet fellow patients who have had similar experiences to you – it makes you feel part of a community."

"I wrote to David Cameron earlier this year to express my gratitude for the wonderful care I have received"



BEREAVEMENT SERVICES

Losing a loved one is a really difficult period in a person's life and the last thing we think about is the administration that goes with it which can cause further distress.

This is where the bereavement services team come in. They play a very important role in the trust; managing the administrative process for patients' families once they have passed away.

Julia Omoarukhe, bereavement services manager, explains: "The role of the team is to help bereaved families with the practicalities of their loved one's death. This includes sorting out registration of the death and all the administration this entails, liaising with our mortuary team and, if necessary, with the coroner's office, social services, police and other agencies.

"While we are not a counselling service, we do provide families with information on where they can find this support. People do often talk to us about their loss and we provide a supportive ear and practical advice."

The team is based on the ground floor of Grosvenor Wing, St George's Hospital – a

move they made in 2011 from Knightsbridge Wing. Their new location makes them easy for families and staff to find, reducing any additional stress.

Julia explains: "The service our team provides is still very much part of the patient and carer experience and is an extension to the end-of-life care that the trust provides as we work with the family to make sure that their expectations are being met.

"Our job is reliant on teamwork and support from departments across the trust and so it is vital that everyone knows where we are and what they have to do once a patient has passed away. This makes our job easier and we are able to turn things around a lot quicker which makes things a little bit less stressful for the family," says Julia.

There are occasions when someone has died in hospital and they have no next of kin or anyone that will take responsibility for arranging their funeral. In these situations the trust provides the funds for the funeral and bereavement services is responsible for making the arrangements.

As well as supporting the bereaved, the department is responsible for the safe keeping of valuables for inpatients in St George's Hospital.



The team provide families with information on where they can find counselling support

Meet the team

Bereavement services manager **Julia Omoarukhe** has been working at St George's for four years following her graduation from university. She has a dedicated team working with her who tell us a bit more about themselves and what they enjoy best about their job:

Melanie Hammerton - bereavement services officer

Melanie joined the trust in October 2012 having previously worked for two different charities where she played a supportive role in helping patients

"The part of my job I find most rewarding is meeting bereaved families and hopefully making a difference by being sympathetic and understanding to their emotional needs."

Mohan Daffu – bereavement services officer

Mohan has been part of the bereavement team for 10 years. She was part of the trust's clinical coding team before this.

"Working in bereavement brings a new challenge everyday and you just don't know what the day is going to be like, or who is going to walk through the door. You have to be prepared for everything. The most rewarding part of the job is when a family call you back after a few months to thank you, because you made

the processes a little less complicated."

Shamim Nalweyiso – bereavement services officer

Shamin has worked at St George's since 2008. She previously worked as a ward clerk and joined the bereavement team in May 2013.

"The best thing about working in bereavement services is the variety in the role and the satisfaction I get each day in providing the very best support and service to the bereaved."

Jeni Griffith – bereavement services assistant

Jeni worked at Bolingbroke Hospital before coming to St George's to work in the PALS (patient advice and liaison service) team. She joined the bereavement team over eight years ago.

"I take pride in making families and friends feel that in a time of grief and anxiety, we are here to help. It is very rewarding knowing that I have in some small way supported someone through a difficult time."

• Location:
Bereavement services office, ground floor, Grosvenor Wing

• Opening times:
Monday - Friday
08.30 - 16.30hrs



The team work with clinicians and colleagues across the organisation

Healthcare Chaplaincy: What do we do?



Revd Claire Carson, chaplain, explains the role of chaplains in hospitals.

“The question of why the NHS employs chaplains occasionally hits the media. It’s not new by any means, but, is an important question to consider. Chaplains are often a fairly quiet bunch, just getting on with what they do best – being alongside people, listening, creating a safe space for people to be themselves, to ask the difficult questions, to laugh, cry, talk or be silent, a respectful space which values all people of any religion or none. This is what the heart of spiritual care is all about.

Of course religious care is important too for those people who would identify specifically with a religious tradition yet, if we only talk about religious care we miss the point of what chaplaincy is all about and indeed why it is a valuable part of healthcare. The majority of people I see would not say they were ‘religious’, but they value the opportunity to talk. For many patients being ill, or experiencing a trauma of some kind, can turn their world upside down. It can challenge their identity: who they are, how they see themselves and their relationships.

“Chaplains are there for everyone”

Chaplains are engaged at all levels of the NHS and are employed not only for patients and their families, but also for staff who often work in very difficult, traumatic situations and face many ethical dilemmas. Chaplains are there for everyone in the hospital, regardless of whether they are religious or not. Healthcare chaplaincy needs to be inclusive, open and hospitable, engaging in multi-faith dialogue wherever possible, being aware of local community issues, as well as issues of the NHS nationally. It is also essential that chaplains are part of multi-disciplinary teams, as it’s important to take into account medical issues, the plan of care, and prognosis to understand the context from which spiritual needs emerge.

When I do teaching sessions with staff about spiritual care, I talk about how important it is to listen to the patient’s story. Spiritual care is about valuing and respecting who people are, whatever their culture, background, gender or sexuality. Spiritual care isn’t about turning up with any agendas or tick lists, but perhaps it’s about being there, in the ordinary and in the extraordinary, empty handed, noticing both the spoken and the unspoken.”

Behind the scenes

Our trust board is made up of our executive directors and also non-executive directors, or NEDs. NEDs bring leadership and experience from the worlds of finance and industry and use this to challenge and support trust directors and the organisation as a whole. The board is chaired by Christopher Smallwood. This is the first in a series of articles about our NEDs to give a bit more insight into who they are...

Being at the heart of things comes naturally to trust chairman Christopher Smallwood who has been at St George’s since late 2011. The 65-year-old has found himself in the thick of it, even when he didn’t mean to!



In the early 1980s, a paper on unemployment that he penned whilst working at the Treasury as an economist saw him catapulted into the very core of British politics. His work was championed by Roy Jenkins and pretty much before he could gather his briefcase from the Treasury he was policy director for the incredibly well-liked and promising SDP (Social Democratic Party). He wrote speeches and manifestos, turning the ambitions of some of the country’s most able politicians into ordered and powerful opposition arguments to the increasingly militant left and decreasingly popular right.

After the Falklands War had well and truly extinguished the electoral hopes of the SDP’s ‘Gang of Four’ he moved into industry, overhauling the financial management of BP (British Petroleum).

With that transformation complete, Oxford graduate Christopher might have started to look around for a new opportunity, had he not been head-hunted by the Sunday Times as economics editor.

His interview took place at Wapping – the UK headquarters of Rupert Murdoch’s under siege News International where he was bussed in under guard due to the ferocity of the printworkers’ strike. If the journeys to work were unsettling, the job was – at times – quite terrifying. “I had never been a journalist and there were times when I didn’t know what to do or what was expected of me.” Fortunately, Christopher’s contacts book contained leading names from the worlds of Whitehall and big business and opinions from his influential acquaintances gave the newspaper a steady stream of interesting articles.

Working for BP, Barclays (he was group economic advisor) and a Murdoch newspaper could conjure up a picture of someone with not much time for charity and public service. Wrong! Christopher has spent most of his last decade in the NHS, Hounslow PCT, Kingston Hospital and now here. He has also worked for the The Prince’s Charities.

His days here are far from being desk-bound – he’s more likely to be found with his sleeves rolled up, talking to staff and patients and getting his feel for the place from the shop floor. “People have been refreshingly candid which is good. It’s important for me to get the full picture.”

Asked why he’s put his number-crunching and policy creating days behind him he said: “This job is the perfect blend of thinking and doing.” And when quizzed about the appeal of St George’s he says; “This is an organisation with huge potential. It’s a big trust which is developing big ideas, and many of these come from the shop floor – from staff who are driven to make things better for our patients. The sense of pride that some people have here is palpable – if we can share in this enthusiasm and multiply it around the trust we can create a great future for St George’s.”

FRIENDS AND FAMILY TEST

The Friends and Family Test (FFT) is a simple question that asks whether patients would recommend a hospital's inpatient ward or A&E department. Patients can choose from six options:

- **Extremely likely**
- **Likely**
- **Neither likely nor unlikely**
- **Unlikely**
- **Extremely unlikely**
- **Don't know**

We now use the Test in our emergency department and wards, and will roll the test out to maternity and children under 16 over the next year.

Patients are encouraged to explain why they gave a particular

answer, which provides the trust with excellent feedback that can be used with other sources of information to make improvements or celebrate successes.

Miles Scott, chief executive, said: "We welcome the Friends and Family Test as an excellent tool in providing valuable feedback on our services. We want to make sure that every patient treated by our clinicians has the best possible experience.

"The test produces information about patient experiences on a ward by ward level, in a way that we didn't have before. It is fundamental to helping us identify where we need to do better."

The trust regularly updates its FFT score on our website www.stgeorges.nhs.uk under the Performance tab. As well as the trust's FFT score for the month, the page also displays a word cloud of the terms most commonly used by patients in their feedback.

FFT score for St George's Healthcare

The FFT score for St George's Healthcare in July 2013 was +66.

The individual score for our emergency department was +48 and our wards scored +67.

This score was based on the responses of 1,262 patients.

Patient feedback...

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

FAO Gunning Ward

My daughter was admitted to Gunning Ward in April, and spent two months on Gunning Ward. I would like to pass my sincerest thanks to the doctors who saved Emma's life and gave her the best possible physical outcome for the future, as well as the physiotherapy and pain management teams.

I went to the hospital every day so I saw for myself the high levels of professionalism, the compassion and kindness that the nursing staff provide day in and day out. It made it so much easier knowing I could trust the nursing staff to look after her.

The nurses were also very helpful to me, never made me feel that I was in the way and were happy to accommodate me when

I wanted to provide help myself.

I would be grateful if you could recognise their achievement and let them know just how much they were appreciated. Every kind word meant so much.

FAO Queen Mary's Hospital

I write in praise of Queen Mary's Hospital. I have just been seen and all your doctors and nurses were polite and took so much care and attention.

Queen Mary's is the number one hospital I have used - I don't think I have had such good treatment in any other hospital. I sincerely wish to thank all your doctors, nurses and staff.

FAO cardiac investigations

I just wanted to say thank you for the swift, friendly and professional service I received today when attending for an ECG. Especially, I wanted to thank Marilou, the ECG technician for her kind, helpful and professional attitude and care. I feel

positive feedback is just as, if not more important than complaints. So thank you and keep up the good work!

FAO Nicholls and Ocean Ward

I am writing to express my thanks to the staff on Nicholls and Ocean Wards who cared for my daughter in June. She attended St George's as a day case for a small operation under general anaesthetic. We were attended to by the admissions nurse, a lady called Sade.

I wish to express my thanks to her for her care and professionalism. She was attentive to all our needs and has the most caring nature. She made my daughter feel at ease and reassured us over everything. This lady is a credit to the hospital, the department and indeed the NHS as a whole.

I would appreciate our thanks being passed on to the wards but particularly to Sade as without her out day would have been a lot more stressful.



Don't forget to nominate a member of staff today!

All staff, patients and public are invited to nominate an individual member of staff or team who they feel demonstrates our values.

Forms can be downloaded from our website www.stgeorges.nhs.uk where you can also find out more information about the awards. Forms are also available at the main reception desks at St George's Hospital, Queen Mary's Hospital and our health centres. Fill out the form and return it to reception staff or email it to awards@stgeorges.nhs.uk.

When filling out your nomination, please indicate on the form which value you are nominating your choice for.

✦ 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

🤝 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

👤 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

Business Networking event

In June St George's Hospital Charity and Wandsworth Oasis came together to host their very first Business Networking event. Wandsworth Oasis is a small chain of charity shops raising money for local people with HIV. They have previously supported the Courtyard Clinic and thought a joint venture between two small, local charities would work well. The main aim of the event was to raise awareness of both charities within the local business community. Delegates from local businesses had the chance to go on a historical tour of the hospital site and to network in the very special Heritage room. The event, which was kindly sponsored by MITIE, made just over £400.

Annual Arts Event

St George's Hospital Charity supports Arts St George's which aims to promote a therapeutic and healing environment and bring arts to patient, public and staff spaces.

In June they celebrated a decade of therapeutic arts for patients. For the anniversary, Arts St George's commissioned 'Golden Hearts', a live performance by Tamasha Theatre Company. The production took place on Wednesday 19th June and Thursday 20th June and highlighted the genetic disposition to heart disease amongst some people of South Asian descent. Actors included Nabil Elouhabi (EastEnders), Shaheen Khan (Bend it Like Beckham) and Kuvinder Ghir (Goodness Gracious Me). BBC presenter Samira Ahmed hosted the event.

Frothing up funds!

Lauren and Leah, two pupils from Hotham Primary School in Putney, recently raised £52.61 for the paediatric department by making milkshakes for the school one afternoon. The girls made well over 200 milkshakes of banana and chocolate and strawberry flavours with whipped cream on top which went down very well!



Ruth Meadows, nurse advisor for the trust, with Lauren and Leah

Cards for sale

Arts St George's has produced a number of greeting cards from popular paintings around the hospital. The greeting cards a blank inside for your own message and cost £2. All proceeds will help to fund the very important work of the arts programme for patients.

Cards can be bought from St George's Hospital Charity office, ground floor, Grosvenor Wing.



In memory of Tildy Curran (1996-2010)

Friends of Tildy Curran continue to carry her spirit on a variety of adventures to support the work being done by Tildy's Trust, the charity she herself set up with her family when she was first diagnosed with Leukaemia in 2008. Specifically, in 2012/13, they helped to raise the £25,000 needed to buy a state of the

art ventilator for St George's paediatric intensive care unit. where she spent the last days of her life. Dr Martin Gray, Jaroslava Slobodova and Carol Kennelly who looked after Tildy at St George's, went to Cranleigh one evening in June to explain to her year group what a difference the new ventilator had made to the unit.

Family, friends and colleagues at Direct Line Group raise £18,000 in memory of Carol McNally for Full Circle's supportive therapy for very ill children

During Carol McNally's life and throughout her courageous battle with skin cancer, Carol touched the lives of many.

"Carol always had time for others, inspiring and helping them with her kindness and care" recall her team at DLG.

In her memory they organised a series of fundraising events receiving huge support from all her colleagues in DLG's UK offices to raise an incredible £18,000 which was generously donated to Full Circle Fund's Children's Service.

Carol's husband Tony McNally recalls: "No matter how difficult Carol's situation, she always felt there were others worse off." He continues: "Carol was always particularly moved when she saw children with life-threatening illnesses and when I heard of the work of the Full Circle Fund I knew immediately that this was something that Carol would have wholeheartedly approved of."



Direct Line team visit (from left) Lisa Lewington, Ruth Thomas, Julietta Repato, Nick Pivot, Shelagh McNally, Joan Thomson, Tony McNally, Kiran Patel, Yvonne Wataranan and Derek Bock

Full Circle's founder director, Suzanne Ruggles said: "We are deeply honoured and grateful to be the recipients of this donation. Through the generosity of all who knew Carol, we can now reach many more very ill children and their families."

Tony concludes: "Thanks to her colleagues, Carol is able to carry on touching the lives of others."

Full Circle Fund provides supportive therapy programmes for children and adults with life-limiting conditions at St George's Hospital. For more information or to support Full Circle's work please visit: www.fullcirclefund.org.uk.