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Inspection plays part in path to Foundation Status

The trust is closer to becoming a Foundation Trust than ever, thanks to positive results from a major inspection.

Earlier this year the Care Quality Commission (CQC) – the independent regulator of health and social care services in England – undertook a rigorous inspection of services provided at St George's Hospital, Queen Mary's Hospital and St John's Therapy Centre.

The CQC inspectors focused on the following questions whilst scrutinising our services:

- are we safe?
- are we caring?
- are we effective?
- are we responsive?
- are we well led?

Trusts are scored either 'outstanding', 'good', 'requires improvement' or 'inadequate'.

The CQC found the overall standard of care to be 'good' across all sites and awarded St George's NHS Healthcare NHS Trust an overall 'good' rating. Inspectors found that services across the trust were safe and effective, and that patients were generally satisfied with the care they received.

Women and their partners in maternity wards and patients and relatives in critical care settings were particularly pleased with their care and these services were rated as 'outstanding' by the inspectors.

Queen Mary's Hospital was rated as good across the three services we provide at the site. St John's Therapy Centre and the community inpatient service at Queen Mary's Hospital have not been rated because CQC were not rating community services at that time.

Trust chief executive Miles Scott said: "The ratings alone only begin to do justice to the comprehensive findings of the CQC. The full report contains an overwhelming number of positive comments highlighting the quality of care we provide. While these results recognise the journey we've been on to make steady and sustained improvements, we maintain a strong desire to continually improve the services we provide which ultimately means better care for all our patients."

Around 60 inspectors, including doctors, nurses, hospital managers, members of the public, CQC inspectors and analysts, visited the trust. The CQC also held public events and spoke to stakeholders, staff and patients

about their experiences of our services.

Inspectors found a number of other areas of good practice, including:

- The leadership of intensive care unit and high dependency unit services with open and effective team working and a priority given to information, research and training.
- Maternity care, due to information provided to women, robust midwifery staffing levels and access to specialist midwives.
- The provision of a comforting environment within the mortuary suite.
- The hyper-acute stroke unit on William Drummond Ward.
- The provision of advice at Queen Mary's Hospital minor injuries unit.
- The neonatal special care baby unit.
- Multi-professional team working in neurology theatres.
- The local leadership of Richmond acute medicine unit.
- Excellent multidisciplinary working, communication across teams, and relationship building with patients across community services.

The CQC told the trust that it must make improvements in a number of areas including:

- Ensuring a better understanding of the principles of the Mental Capacity Act 2005 across both hospital sites
- Ensuring that medical records are made available to staff in the outpatient clinics.

Its chief inspector of hospitals, Professor Sir Mike Richards, said:

"We identified a great deal of good practice in this trust – most notably in the critical care service at St George's Hospital which we rated as outstanding, and from which I am sure other trusts could learn. Patients and their relatives using that service felt that the care was of a high standard, and that they had been involved in decisions about treatment.

"We've rated this trust as 'good' overall. Staff told us that they felt proud to work in the trust, that they felt engaged, and most felt enabled to raise concerns".

You can read the full CQC report on our website at www.stgeorges.nhs.uk Click on About Us > Performance > CQC > St George's Healthcare NHS Trust, CQC results.

A Word from...
Miles Scott
chief executive



As you know, we hope to become a Foundation Trust (FT) and are now in the final phase of our application. We are hoping that Monitor will confirm our success this autumn.

Once we are an FT we must change our name to reflect this new status. Rather than simply inserting the words 'Foundation Trust' into our title, we carried out some research with staff and stakeholders to inform our decision-making.

Thank you if you completed the survey which was sent out to our members and staff via email. As well as this, there were in-depth interviews with those who commission our services, which followed on from a similar exercise carried out by St George's, University of London.

The research showed that staff at both organisations, as well as students, patients and organisations we regularly work with, greatly valued the link between us.

This is extremely gratifying and fits very much with the view of the trust Board and the university's governing body, as we look to work more closely together in future.

This isn't to say that we see ourselves ever becoming one organisation – we don't – but both parties see the strength in combining our skills and expertise in order to deliver great patient care and an enriching education.

For this reason, I am delighted to say that we are proposing to name the trust St George's University Hospitals NHS Foundation Trust.

There have been discussions about whether this fully reflects the important work done by the community services division or indeed whether our current title does. We have looked at many other models and note that plenty of trusts which provide community services have similar titles to the one we plan to adopt.

Of course, it is highly likely that the trust will continue to be referred to as 'St George's' by those who know us, which is fine because we are as proud of our past as we are excited about the future.

Miles Scott
Chief executive

An additional lifeline to south London and beyond



The Mayor of London, Boris Johnson, officially opened the helipad at St George's Hospital in May this year. The trust invited over 100 people to attend the event and made a media splash with camera crews from the BBC, ITV and Press Association alongside photographers from a range of picture agencies.

Boris Johnson said: "St George's brand new helipad is providing an additional lifeline to south London and beyond, delivering patients in need of acute care into the heart of one of the capital's principal teaching hospitals. With London's forecast population growth, this is a welcome boost to healthcare provision in our city."

Planning for the helipad began in 2010, shortly after St George's Hospital was designated as a major trauma centre for the South West London and Surrey Trauma Network. It is the first London helipad south of the Thames, receiving a £1 million donation from the Helicopter Emergency Landing Pad (HELP) appeal.

Costing £5 million in total and taking 11 months to build, the helipad has so far received 88 patients, mainly from Kent Surrey and Sussex (KSS) and London Air Ambulance (LAA) services. It has also seen Thames Valley, Essex, and Herts and Hampshire air ambulance services land, when

assisting patients from Kent, Surrey and Sussex. All of the air

ambulance services using the helipad are charities and rely heavily on fundraising.

One little boy who helped the mayor open our helipad is Harvey, who was at his local park in Crawley playing with his brother when a wooden pole supporting his swing snapped and fell on top of him. The injury was very serious so paramedics with the Kent, Surrey and Sussex air ambulance brought Harvey and his mum Faye to St George's Hospital for the expert treatment he desperately needed.

A CT (computerised tomography) scan he had within minutes of arriving showed that Harvey had broken his skull in two places and there was a bleed on his brain and a large amount of swelling, resulting in dangerously high pressure in his skull. The doctors needed to remove a small section of Harvey's skull to reduce this. Harvey underwent some high risk procedures, but thankfully pulled through and continues to make an excellent recovery.

He is now back at home getting up to mischief with his brother and best friend Dylan.

Help raise funds for new helipads – donate via the HELP (Helicopter Emergency Landing Pads) Appeal website www.helpappeal.com



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Front cover: St George's helipad response team on the helipad with Boris Johnson

Gazette is written and published by the communications team. If you have a story for **Gazette**, email: communications@stgeorges.nhs.uk

Trust facts at your fingertips

Our website carries our Quality Accounts and Annual Reports.



The Quality Account is the perfect publication to help you understand how we run our services and what we do to monitor and improve them. You can access our Quality Accounts from 2009/10 to 2013/14 on our website at www.stgeorges.nhs.uk. Then click on news > publications > quality account.

The Annual Report is an account of our performance and the improvements made across the trust in the last twelve months, as well as the challenges St George's Healthcare has faced in that time. You can read our Annual Reports from 2003/04 to 2012/13 on our website at www.stgeorges.nhs.uk. Then click news > publications > annual-report.

Our 2013/14 Annual Report will be published on our website at the end of September 2014, so watch this space!

The Pharmacy

– an iceberg of activity!



Chris Evans - chief pharmacist

Patients and visitors may think they know what the trust's pharmacy does, but what they see is only a tiny fraction of this complex and fascinating workplace.



Chief pharmacist, Chris Evans, has worked at the pharmacy for 14 years and now leads a department of 172 staff across the trust, including the pharmacy teams at St George's Hospital, Queen Mary's Hospital and Wandsworth Prison.

On average 1100 prescriptions are handed out daily across the counter and on the wards, but the extended pharmacy teams support frontline staff to deliver this service, and to maintain and improve safety and quality standards in medicines management trust-wide.

Some of the behind-the-scenes activities carried out by the pharmacy's highly skilled and accredited staff include:

- quality assurance, testing and certification of the safety and potency of all medicines received and produced by the on-site pharmacy
- acting as pharmaceutical consultants to the trust's doctors and nursing staff around the release of medicines for clinical trials
- preparing medicines including chemotherapy and intravenous medicines for adult, paediatric and neonatal patients
- pre-labelling and packaging medicines, – a vital service that supports speedy discharge of patients and provides a commercial opportunity through the manufacture of 45,000 medicine packs and nursing kits monthly

- preparing bespoke radio-pharmaceutical doses to assist in diagnostics and working closely with nuclear medicine – around 60 doses are prepared daily for St George's and 40 doses daily for Kingston Hospital, transported securely to arrive by 9am for patient appointments.
- programming the 'Dalek' (a robot) for a decontamination exercise in the rare event of a bacterial outbreak.

Chris said of his team: "We're fortunate to have such skilled staff. The biggest challenge for me is to maintain a well-trained, adaptable workforce which can respond to the wide ranging medicine needs of patients."

Patient experience

Alongside safety and quality, patient experience is at the forefront of the pharmacy service and informs its development. Real-time information is gathered through regular patient feedback allowing the team to respond quickly to any issues raised. To add further patient scrutiny, Leslie Robertson, a patient representative, talks to patients to hear about their experience. She feeds back her findings to the team so that they know when they are getting it right and can rectify any problems.

A pharmacist is on duty 24 hours a day, 7 days a week and on discharge from hospital, patients receive a Patient Medication Hotline card to help them contact the pharmacy should they have questions about their medication.



Preparing pre-packs



Preparing intravenous doses

Financial sustainability

The team have an MHRA (Medicines and Healthcare Products Regulatory Agency) licence which allows it to prepare, manufacture and sell medicines that are not commercially available, such as nursing kits for needle-stick injuries, anaphylactic shock or post-HIV-exposure, as well as pre-packed medicines and radio-pharmaceuticals. This status – which reflects the team's expertise – has helped it secure investment from the Department of Health and set an ambitious income target of £3m which is reinvested to keep the service in good financial health and able to continue developing.

Research and development

The service is always looking for ways to make sure medicines are used to the best effect. They have won funding from the South West London Academic Health and Social Care System for these projects:

- A pharmacist-led diabetic pre-assessment clinic which assesses patients in pre-assessment clinic and provides them with a diabetic management plan.
- A review of the discharge and transfer of care of insulin-dependent diabetic patients from hospital.
- Continuity of care for patients who switch from the hospital pharmacy to a local pharmacy once they've been discharged.

The external recognition from the MHRA, the Department of Health and in the shape of research funding is a natural follow-on from last year when the pharmacy won the 'Trust Team of The Year 2013' award.

The pharmacy's patient hotline: 020 8725 1033.
Lines open: 9:00 to 17:00, Monday to Friday.



Programming the 'Dalek' for a rare decontamination exercise

St George's - coming to a TV screen near you!

24 HOURS IN A&E

Channel 4 has been filming a new series of its flagship documentary '24 Hours in A&E' at St George's Hospital. The finished 30 episodes, shot between May and July this year, are to be broadcast from this autumn.

The observational documentary series – which won a 'best documentary award' from the Royal Television Society in 2012 – films around the clock capturing daily life-or-death dramas. It was first broadcast in 2011 from King's College Hospital.

Hamo Forsyth, Executive Producer of, 24 Hours in A&E, at The Garden Productions, said: "We looked around the country for a new hospital and St George's A&E department had everything we were looking for and more. We were very impressed by the professionalism of the team. Not only do they offer world-class care to patients, but we really picked up on the strong team spirit and friendliness amongst staff."

With over 100 wall and ceiling mounted cameras, '24 Hours in A&E' provides a unique view of an emergency department that would not be possible with a camera crew.

Phil Moss, clinical director for emergency and acute medicine who played a key part in making it happen, said:

"After the initial nerves and apprehensions about the process of being filmed it has been a very positive experience for the emergency department. It took me pleasantly by surprise how keen both staff and patients were to take part. The team from The Garden Productions was not only professional but fun to have around on the floor and we were sorry to see them leave. We are now looking forward to the next phase of pre-broadcast viewings."

So, keep your eyes peeled because St George's emergency department will be coming to a TV screen near you soon.

The Play Room

Laughter may be the first thing you hear when you approach the brightly coloured Play Room at St George's Hospital, but don't let that fool you – serious work is underway!

Here a team of health play specialists work tirelessly to support children and their families through what can sometimes be a traumatic experience in hospital.

The play team, supervised by senior play specialist Lisa Lewington, consists of six qualified health play specialists: Lisa, Genevieve, Doreen, Hazel, Laura and Sammy, who work side-by-side with clinical staff to help sick children recover and make their hospital stay as happy as possible.

Lisa, who lectures on the use of play with children in hospital at St George's University of London, is a firm believer in the importance of play in a child's recovery and long stay admissions. This is consistent with advice from the National Association of Health Play Specialists which says that play creates an environment where stress and anxiety are reduced, supports assessment and diagnosis, aids a child's understanding of illness and treatment in preparation for

hospital procedures, helps children regain confidence and self-esteem, provides an outlet for feelings of anger and frustration, and speeds recovery and rehabilitation.

The play specialists work with children at their bedside, in the treatment rooms and before surgery in the operating theatre. They work closely with doctors, nurses and psychologists to support children going through difficult treatment, such as bone marrow transplants, and to alleviate the effects of being in isolation, such as fear, anxiety and withdrawal.

The play team provides therapeutic play for all paediatric patients in a variety of ways:

Preparation for surgery

The team helps prepare children for surgery, from tonsil removal to invasive brain surgery, and for tests and procedures such as blood tests, cannula insertion and receiving anaesthesia. This helps children to understand what is happening to them, why and how, which puts them at greater ease.



Play specialists Lisa Lewington, Genevieve Dodoo and Laura Quinton-Navarro

Distraction therapy

If a child is going through a painful procedure, the play specialists use toys, music and bubbles as props, as well as other techniques such as relaxation therapy to divert attention away from the procedure and help them to cope better.

Support for distressed families

The play specialists work as part of a multi-professional team to assess the child and take into account the dynamics and needs of parents and siblings. They support them as much as possible with the anxiety and concern for their child.

Play for fun

Play aids recovery and allows children to develop physical and cognitive skills. The play specialists allow children to express themselves, particularly if they are anxious. Lisa said: "They have so much fun they sometimes don't want to go home!"

Building relationships with families

The play team holds an annual Christmas party, inviting up to 250 families of paediatric patients of all faiths to the hospital for a positive fun time together, and to build relationships. It also celebrates a variety of religious festivals and national events throughout the year.

The team works with all children from newly-born babies up to the age of 16 across medical, surgical, neurosurgical, oncology, haematology, infectious diseases, day care and paediatric intensive care.

Therapy also takes place in a garden on site, providing a sensory experience and allowing the children to escape from the clinical environment. On occasion, the team has supported young people up to the age of 19 on adult wards; a



Patient Amelia with senior play specialist Lisa preparing for a procedure

young person can feel isolated and alone without others of their own age.

As a special concession and to make their stay more enjoyable, children can have visitors all day, enjoy free TV up to 8pm and complimentary wifi on the wards, and were recently treated to a panto performance of Robinson Crusoe* in the Play Room, which saw bed-bound children wheeled in so that they did not miss out on the fun.

Lisa has worked at St George's for 15 years and told **Gazette**: "This work is so rewarding. People who were under my care years ago still drop in just to say 'hello', and I see children admitted in an acutely ill state gradually get better. And I know we've supported them through this, the anxiety. You get a lot of gratitude from parents, but above all, the children show their appreciation with their precious smiles." She continued, "I was very touched by a little girl on a neurosurgery ward once who said to me, 'You're just like 'Tinkerbell', because with your magic fairy dust you've taken away all of my pain.'"

And the name has stuck ever since.

"But it's not always a happy ending", Lisa explained. "Sadly, we do have to accept that sometimes children don't get better; so we support them and their families through end-of-life care which can involve doing artwork with a sibling to keep in a memory box, as a way of saying goodbye and helping them to cope with their feelings."

The play team has a vital role in supporting doctors and nurses in their work by explaining any family dynamics or concerns about how the child is coping and by helping to alleviate pain and anxiety. This allows clinical staff to treat the child more effectively and to focus on the clinical element of their care. "Their support is invaluable and they have a great impact on our multi-disciplinary team", said Dr Sophie Vaughan, paediatric consultant.

Laura Thomson, mother of three-year-old Amelia who was recently admitted with appendicitis, said of the play specialists, "Their help has been invaluable; they entertained and played with Amelia and have been an immense support to us both. I can't thank them enough."

*By Starlight, a children's charity: www.starlight.org.uk/



Patient Luke with senior play specialist Lisa

Meet your governors

In Spring 2014, St George's Healthcare NHS Trust entered the final stage of its application for Foundation Trust (FT) status. Monitor, the regulator for health services in England, advised that we re-run our council of governors elections. This is because NHS trusts are only allowed to hold governor elections once they are in the final stage of their FT application.

As a result, the trust held its council of governors elections in four public constituencies and five staff constituencies in July. Members of the trust and staff were invited to vote for the governor they would like to represent them and the results were announced on 28 July 2014.

Congratulations to the newly elected and appointed governors who are now in place and ready to serve their constituents.

15 public governors were elected to represent their constituents in Wandsworth (6 positions), Merton (4 positions), South West Lambeth (1 position) and the rest of England and Wales (4 positions).

5 staff governors were elected to represent staff in Medical and Dental (1 position), Community Services Division (1 position), Non-Clinical Staff (1 position), Nursing and Midwifery (1 position), Allied Health Professional and Other Clinical and Technical (1 position).

8 stakeholder governors were appointed from our partner organisations: Healthwatch Merton, Healthwatch Wandsworth, Kingston University, Merton Clinical Commissioning Group, Merton Council, St George's University of London, Wandsworth Clinical Commissioning Group and Wandsworth Council.

In total, 28 governors make up the council, all of whom have the same statutory responsibilities which include holding the non-executive directors on the board to account for the performance of the board and representing the interest of members.

The elected governors wish to thank all members who voted in the elections. Speaking on their behalf, the Merton constituency governors said:

"We want to thank all members who voted in the recent governor elections. These are exciting times for the trust and we, the governors elect, look forward to representing you and working with you to ensure that St George's becomes a successful foundation trust".

To contact a governor, see the constituency email addresses below:

- **Wandsworth:** Wandsworth@stgeorges.nhs.uk
- **Merton:** Merton@stgeorges.nhs.uk
- **Regional:** Regional@stgeorges.nhs.uk
- **Lambeth:** Lambeth@stgeorges.nhs.uk
- **Staff:** Staff@stgeorges.nhs.uk

See overleaf for a pull-out 'Meet your governors' poster.

Meet your governors

Merton



Sue Baker



Anneke de Boer



Sheila Eden



Hilary Harland

Regional



Mia Bayles



Edward Crocker



Kathryn Harrison



Jan Poloniecki

Wandsworth



Stuart Goodden



Yvonne Langley



Doulla Manolas



Derek McKee



Felicity Merz



Stephen Miles

South west Lambeth



Gail Adams

Staff



Allied health professional and other clinical and technical
Hilary Rattue



Community services division
Noyola McNicolls-Washington



Medical and dental
Dr J-P van Besouw



Non-clinical
Jenni Doman



Nursing and midwifery
David Flood

Appointed from stakeholder organisations



Healthwatch Merton
Barbara Price



Healthwatch Wandsworth
Mike Grahn



Kingston University
Dr Val Collington



Merton Clinical Commissioning Group
Dr Andrew Murray



Merton Council
Councillor Philip Jones



St George's, University of London
Dr Frances Gibson



Wandsworth Clinical Commissioning Group
Dr Patrick Bower



Wandsworth Council
Councillor Sarah McDermott

Come dine with us

Food glorious food? Ok – we know that hospital food is not going to threaten Marco Pierre White or Raymond Blanc, but it's still important to provide tasty meals for patients. Food and nutrition are a vital part of good inpatient care, helping to speed up recovery and reduce the hospital stay.

With an average of less than £10 per patient to cover the cost of all daily food and drinks and nearly one thousand meals to serve up each day (on the St George's site alone), it's a tough ask to provide food which is appealing and also meets dietary and cultural requirements.

Taste-testing sessions are one of the ways we monitor the menu options provided by NHS - approved catering company, Apetito. In August, some of our Twitter followers and members of the public visiting St George's Hospital were invited to try free samples. The results were very good and echoed a taste-testing session attended by staff in Spring.

The desserts proved very popular and included crumble and custard, bread and butter pudding and sticky toffee pudding, the latter being the most popular with feedback suggesting we call it 'restaurant standard'!

These traditional offerings appear on some of the 20 different menus across the trust, which include Halal, Asian Vegetarian, Kosher, African and West African meals, as well as menus for patients with different swallowing needs. There is also a lot of work going on to improve the food on offer for children.

Patient surveys are carried out and wastage is monitored as this can tell us what is not proving popular. Food is discussed at the patient experience committee and there are also regular nutritional checks on the meals.

The Department of Health has recently announced new mandatory food standards to ensure that hospitals pay good attention to the nutritional value and quality of the food offered to patients.

There will also be the option for patients to rate the food and their feedback will be part of an overall rating for NHS trusts.

Asked whether the new rules around hospital food were daunting, Jenni Doman, the trust's general manager for facilities said:

"The trust takes the quality of patient meals very seriously and we welcome the mandatory standards introduced by the Government. We are already meeting some of these, but are always looking for ways to improve the food we serve."

We welcome all patient feedback too and, together with dieticians, speech and language therapists, nursing, catering and facilities teams, we are working to reflect this in our ongoing service improvements."

Feedback from both events included:

"All the food was great"

"The fish pie was very delicious"

"It's a good idea to have a tasting session – the salmon crumble is delicious"

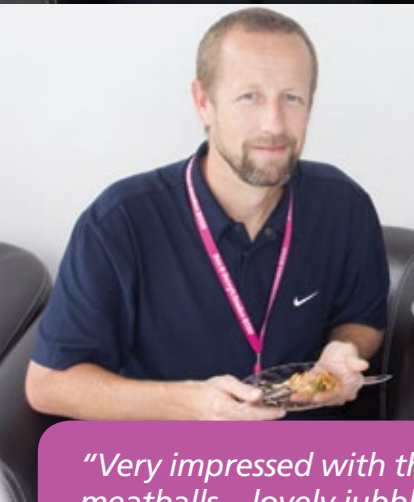




"Chicken tikka – very tasty"



"If this is hospital food, then I want to be a patient!"



"Very impressed with the meatballs... lovely jubbly"



Doing IT for the kids

Free wifi access, laptops and tablets were rolled out to our paediatric wards earlier this year, to help make our younger patients' stay in hospital a little less daunting and a little more fun.

To make this happen, the trust's IT staff worked closely with WiFi Spark and Samuel's Children's Charity* to upgrade the necessary IT infrastructure and to ensure child-friendly internet access was in place.

Senior play specialist, Lisa Lewington, says the free easy-to-access internet connection is a great hit with the children.

"The kids' faces literally light up when they find out they can get free wifi and they quickly work out how to go online by themselves", she said. "It just helps give them back some normality so they can do all the things kids do these days like connecting with their friends on social media. For the children on our isolation wards this is especially important."

Lisa also says the free laptops and tablets provided by the children's charity are popular:

"They are loaded with games and movies sites, with filtered access of course, which is a welcome distraction for the kids during often very difficult and scary times.

"For the parents too, the free laptops and internet connection is invaluable. We often have parents staying for a few nights and so being able to access emails and do day-to-day tasks online is one less thing for them to worry about."

* Wifi courtesy of Samuel's Charity at www.samuelscharity.co.uk
Wifi Spark at www.wifispark.com



Healthier - inside and out

Getting the balance right behind bars is what it's all about for trust staff working at HMP Wandsworth.

The Offender Healthcare Service, led by Jo Darrow, has been set up to improve the health of offenders whilst working in an environment designed to limit their liberty.

Jo relishes her job at HMP Wandsworth, one of the largest prisons in Western Europe with a capacity for 1665 prisoners and up to 600 new prisoners entering its doors each month.

She says: "Depriving someone of healthcare or deliberately providing second rate healthcare is not an acceptable form of punishment for any humane society. Offenders do their time as punishment for their crimes, but healthcare provision is a basic human right that should always be dealt with separately from their sentence."

Jo also considers the bigger picture; the impact on public health when prisoners are released from prison without their healthcare needs having been addressed. These pose a risk to communities through the transmission of diseases and the burden of mental health problems.

Jo appreciates the support of the prison's governor, Kenny Brown, who also understands that maintaining and improving the health of the prison population is as beneficial for local communities as it is for the offenders.

National research on the offender population indicates that a significant number of prisoners declare little or no contact with a GP or nurse prior to detention. In addition there are higher rates of smoking, sexually transmitted diseases, Hepatitis B, Hepatitis C, HIV, substance misuse and mental health



problems. Tuberculosis is a particular problem due to risk factors such as substance misuse and homelessness. Additionally, the number of prisoners aged over 60 years is increasing considerably.

In Spring this year, a consortium led by the trust, comprising South London and Maudsley NHS Foundation Trust and existing dental and optician providers, won a five year contract to run the prison's healthcare services.

The consortium's success was based on their commitment to deliver fast and easy access to qualified healthcare professionals 24 hours a day. The range of services and the different healthcare roles at the prison is developing all the time. There is a strong emphasis on screening, assessment and prevention and a growing recognition of the need to tackle and, if possible, resolve mental health problems.

Jo and her consortium partners have ambitions to create a health and wellbeing service that will become a national centre of excellence for offender healthcare services.

She says: "The environment may be a bit daunting but once you get used to it, the security measures become normal. We have a strong team here who work well together and are focused on providing first class healthcare."



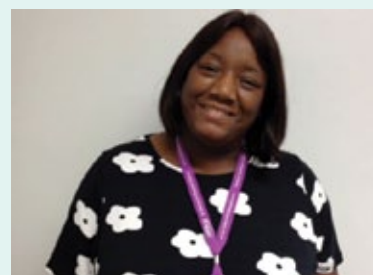
***Exciting job opportunities at HMP Wandsworth**

The service is particularly keen to recruit Band 8a Advanced Nurse Practitioners and band 5 and 6 registered nurses from a wide variety of hospital and community nursing backgrounds. You don't have to have prison experience. If you are interested in job opportunities with the Offender Healthcare Service, enjoy a challenge and want to help shape an excellent service, please call Jo Darrow or Helen Spencer-Hicks on 020 8588 4342/4128 for an informal chat and to discuss arranging a visit to see what it is like to work at HMP Wandsworth.

*See the NHS jobs website for details of healthcare posts at HMP Wandsworth (HMPW) on www.nhs.gov.uk/jobs.



Champion midwife tackles taboo subject



Midwife Denise Henry

Talking about female genital mutilation (FGM) used to be taboo, but a St George's specialist midwife is working hard to raise awareness of it and make it easier for victims to get the right care.

FGM involves the partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons. Procedures are mostly carried out on young girls between infancy and age 15, and occasionally on adult women.

There are no health benefits to FGM and the damage it causes to healthy genital tissue can result in immediate and long-term health consequences. It can cause severe bleeding, problems urinating, cysts, infections, infertility as well as complications in childbirth and increased risk of newborn deaths. It is considered a gross violation of the human rights of girls and women.

The practice is most common in the western, eastern and north-eastern

regions of Africa, in some countries in Asia and the Middle East and among migrants from these areas. It is now estimated that up to 170,000 women and girls living in Britain have been affected by FGM.

Denise Henry, a midwife at St George's who has worked in the profession for 23 years, supports victims of FGM and also supports GP practices and colleagues in the trust to work sensitively with victims.

She runs advice sessions to support pregnant women who are facing serious health risks as a result of FGM and has developed a booklet for GPs and practice nurses about the harmful consequences of the procedure.

Denise is also part of the Acton African Well Woman Centre, a community project based in west London helping women who have suffered FGM overcome medical issues they are facing. She is also working on a national level by contributing to guidelines on the prevention and treatment of FGM.

Denise has become an expert spokesperson, often asked to speak to the media and the public about FGM. She often comments on FGM articles for national and local press and has participated in an interview on BBC Radio 4's 'Today' programme.

"We will be encouraging clinicians to refer patients to St George's and working hard to eliminate FGM, so all women can live healthy and happy lives without the harmful and traumatic consequences of female circumcision."

FGM has been illegal in the UK since 1985. It is also illegal to arrange for a child to be taken abroad for the procedure, with offenders facing a large fine and a prison sentence of up to 14 years.

Despite the high number of estimated cases there has only been one prosecution, which happened this year. Recent media reports have highlighted the extra work needed to raise public awareness of FGM, which will help to achieve more prosecutions.

World Health Organisation website www.who.int

Better patient information through technology

Have you noticed doctors and nurses using computers and hand-held tablets rather than paper to make and look at notes?

You may also have been asked fewer questions about your medical history. This is all part of the trust's journey towards becoming a 'paper-light' organisation.

One of these projects, which has already been introduced to some wards and departments, includes new electronic patient records and electronic systems for ordering and administering medication.

Paediatric intensive care consultant, Dr Martin Gray, has led the way in switching

from piles of paper to using the new, integrated IT system.

He says this has significant benefits to the trust in terms of improving data quality.

"A big plus is being able to share information with other care teams and our patients much more quickly. Enhanced information sharing between departments and services also means that patients don't have to continually repeat their medical histories."

As well as the wards, staff in the community are changing how they read and record patient information. Around 700 security encrypted mobile devices will allow clinicians to capture and share

information while they are out in the field.

For example, when a district nurse visits a patient in their home, they will soon be able to input the patient's medical information straight into a shared portal. This means that any new information provided, such as medication allergies or new medications, is instantly available to the relevant healthcare professionals.

Dr Gray points out that the new electronic systems are a very secure way of retaining patient information.

"Strict controls are in place for who can view a patient's records and the new systems are backed up so records cannot be lost or damaged. In fact, there is less risk of electronic records going missing than paper files. As well as this, we can all be relieved that there will be less time spent trying to decipher interesting handwriting!"

Award winning garden comes to St George's - bringing an oasis of calm

The Chelsea Flower Show is the world's most famous and popular flower show

This year, more than 165,000 visitors came to admire the gardens and displays and more than 2 million tuned in to the BBC coverage. 'A Garden for First Touch at St George's'* show garden won a prestigious silver gilt medal, received incredible praise from gardening experts and touched the hearts of everyone who came to see it.

Designed by Patrick Collins, the garden was inspired by his oldest daughter Isabel who was cared for at St George's after her very premature birth. Through exquisite design and planting, it told the story of the strength and courage shown by premature babies and their families as they journey through the neonatal unit from turbulent beginnings to calmer times.

Thanks to an army of amazing volunteers, including mums, dads, families and friends of babies who've been cared for at St George's neonatal unit, the garden was delivered on a tiny budget and attracted huge press interest. As well as the thousands who came to the garden during the week, a flurry of A-list celebrities attended on press day. All of them were hugely moved by the story and the beauty of the planting.

And now Patrick's garden will get the chance to inspire even more people as it takes up a permanent home in front of Lanesborough wing on the St George's Hospital site. The legacy garden will open this September, providing an oasis of calm for visitors and commemorating its huge success at the 2014 Chelsea Flower Show.

*First Touch is a registered charity that supports sick and premature babies at St George's. www.first-touch.org.uk



Skyla Lapham with Susannah Reid



Benedict Cumberbatch, Patrick Collins and Sophie Raworth

For the Love of Harley

Kirsty and Mark Westrop spent three years trying for a baby. They were beginning to give up hope when they were told that their second round of fertility treatment had been successful and they were expecting twins; a boy and a girl. They were over the moon, deciding to name their daughter Aurora and their son Harley.

The pregnancy appeared to be progressing well until a 21-week scan showed a hole in Aurora's heart and that the left side of Harley's heart was missing. This was a huge shock for Kirsty and Mark.

When Kirsty went into premature labour, doctors at St George's Hospital were unable to detect a heartbeat for either of the twins so she was rushed in to have an emergency C-Section. Aurora was born weighing just 1.9kg (4lb 3.5oz) and was immediately taken to the neonatal intensive care unit. Shortly after, Harley, whose chances of survival were low, entered the world. His heart wasn't beating so the medical team began to administer emergency care. After 16 minutes of resuscitation there was nothing more anyone could do and Harley passed away.

Kirsty was not ready to let Harley go, so he was placed into a special temperature controlled cuddle cot. He stayed there

for a few days which gave his family the opportunity to visit and say goodbye. The extra time gained through using a cuddle cot was truly precious and Kirsty felt so strongly that it is something bereaved families should have access to that she started an online petition to get them into every hospital maternity service. She also created a 'For the love of Harley' Facebook group to help raise funds for the equipment. The response was overwhelming with the petition receiving over 4,500 signatures and the first Facebook auction raising enough money to purchase a new cuddle cot which Kirsty gave to Claire House children's hospice in the Wirral.

Hearing the stories being shared by other grieving parents, Kirsty found herself thinking again about how she could help. She spoke to her mum and friends and together they developed 'essential packs' containing simple home comforts to help bereaved parents while still in hospital. So far the bags are stocked at St George's and Ealing Hospitals in London and seven more hospitals have shown an interest.

Kirsty is a remarkable woman, working tirelessly to help grieving parents. Harley's legacy lives on and the inspirational 'For the love of Harley' charity has been shortlisted for the Butterfly Awards in October.



Aurora and Harley

See below the website details for Kirsty's cuddle cot petition, her website and the Butterfly Awards.

- epetitions.direct.gov.uk/petitions/66396
- www.fortheloveofharley.com/
- thebutterflyawards.com/

The most wonderful gift

“Proud to give the gift of life” says the tattoo on Spencer Moss’s arm; a permanent reminder of the generous gift he gave to his best friend



Spencer with his tattoo

In 2013, Spencer donated his kidney to his best friend Dave and saved his life – probably the best present Dave could ever wish for.

In February 2014, St George’s hosted a small celebration, bringing together kidney donors and recipients from the past year and the renal team who carried out a record number of 145 transplants in 2013. The event gave everyone a chance to come together to celebrate and share their experiences.

The event was also attended by two ‘altruistic’ kidney donors – individuals who donate to someone they have never met, known or heard about previously.

Since 2007, more people year-on-year volunteer for altruistic kidney donation and many patients from the transplant waiting list have now benefited from this wonderful gift.

Donors are usually a close relative but may also be individuals who are not related but have an established emotional relationship with the recipient, such as a partner or close friend.

But there are many more patients who have benefited from life-saving organ donation through the selfless acts of others.

Kathryn Harrison took to the trust’s Facebook page to say:

“I was a kidney donor at St George’s Healthcare NHS Trust in 2010 and am so glad I did it. My husband was the recipient and it has given him – and therefore me – a new lease of life. We could not fault the care and support we received both at St George’s and at Epsom and St Helier University Hospitals NHS Trust and I would urge anyone considering it to go for it.”

Cindy Woolley also opted to tell her story through social media:

“I had my transplant at St George’s in 2009 and the donor was my cousin and the care that we received was incredible including the three months that I attended the outpatients transplant clinic. They all do an incredible job.”

But more recently, the rules of kidney donation were rewritten. Karen Brown, a mother of two who had been diagnosed with kidney failure in 2011, took to Facebook with a plea for help on discovering that none of her friends’ or families’ kidneys were a match.

Karen’s husband created a Facebook page and issued a call for “a hero” to become his wife’s donor.

Gemma Coles heard Karen’s plea and felt compelled to offer her kidney to Karen. However, this selfless act hit a hurdle when the women were told Gemma could not donate her kidney because she was neither family nor a friend in the traditional sense. In the eyes of the law Gemma was a stranger and stranger-to-stranger organ donation was not allowed.

The two women – who had become firm friends online – didn’t take no for an answer and challenged the Human Tissue Authority (HTA) who regulate organ donation in the UK, requesting new



Karen and Gemma

guidelines which would allow Gemma and other Facebook-identified volunteers to donate organs.

After a series of letters from Karen, Gemma and others the HTA were persuaded to allow stranger-to-stranger directed donation. They said that each case would need to be assessed individually, but ultimately this opened the door for Karen and others like her to press ahead with kidney donations offered by Facebook friends.

Despite their efforts, Gemma was tested and found to be an unsuitable donor for Karen, however, a matching kidney donor was found and Karen got the kidney she so desperately needed. She continues to do well today.

Together Karen and Gemma have helped to change organ donation in the UK. Thanks to them, other patients and willing donors can meet virtually and develop an online friendship to help each other and perhaps even make a life-saving kidney donation.

The Human Tissue Authority website can be found at www.hta.gov.uk

If you are considering organ donation, information is available at www.organdonation.nhs.uk or call 0300 123 23 23.

Dates for your Diary

Community Open Day

You are invited to the trust and St George's, University of London's annual Community Open Day on **Saturday 15th November** from 10:30 until 16:00.

All are welcome to this FREE event at St George's Hospital, Blackshaw Road, Tooting, SW17 0QT.

This is your chance to discover the range of healthcare services and educational opportunities the trust and university provide, and to meet our staff, governors and community partners.

- Step into the Wellness Zone to try some taster exercise sessions, play games and pick up healthy living tips
- Take part in one of our popular behind-the-scenes tours (bookable on the day)
- Join a health-related ethical debate
- Hear about the latest in healthcare technology
- Pick up information and freebies
- Talk to university and hospital staff
- Discover how the body works with our interactive exhibits

There will be fun, interactive activities for children and adults alike, so make sure you don't miss out on what promises to be an enjoyable and informative day for the whole family.

Further information will be published on our website soon. Follow us on Twitter for the latest developments at @StGeorgesTrust



Macmillan World's Biggest Coffee Morning

Macmillan will hold its annual coffee morning on **Friday 26th September** from 9:00 to 13:00 in the Macmillan Information Centre, Ground Floor, Grosvenor Wing.



Beverages, fruit and cake will be served and visitors can purchase books and hand-crafted bracelets for a suggested donation or take part in competitions with prizes in the reception area near M&S.

The World's Biggest Coffee Morning is Macmillan's biggest charity fundraising event, which brings people together to share laughter, memories and friendship.

There are 2 million people in the UK living with cancer and by 2030 this number will double. Macmillan's team of dedicated professionals and volunteers are vital in helping patients and families cope with their initial diagnosis, treatment and beyond.

Last year, the Macmillan Team at St George's Hospital raised an impressive £1,700, so please help them to beat this sum this year!

Annual General Meeting (AGM)

St George's Healthcare NHS Trust's annual general meeting takes place on Tuesday 30th September at 18:00 in the Monckton Lecture Theatre at St George's Hospital in Tooting. All are welcome to attend.

At the AGM you will hear from the trust's Chair, Chief Executive and Financial Director about our performance over the last year through the lenses of the Friends and Family test, our own quality inspections, the Care Quality Commission inspection and the staff survey.

If you would like to attend, please RSVP to communications@stgeorges.nhs.uk or phone 020 8725 5151.

What really matters

Our trust values were developed through a series of conversations about what really matters to staff, our patients and the local community we serve.

We aim to embed these values into everything that we do by being:

✦ 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



If you would like to nominate a member of our staff for a Values Award, you can download a form from our website at www.stgeorges.nhs.uk Click on About > Living our values > Awards.