

Connected Members Newsletter

Issue 2

July 2025

Welcome

Welcome to issue 2 of our Members Newsletter 'Connected', providing you with news from around St George's University Hospitals NHS Foundation Trust.

Spotlight Section

Spotlight On – Jackie Parker



Jackie is one of our elected governors for Wandsworth and the new chair of the Membership Engagement Committee.

'I have been a governor at St George's for just over a year, and as mentioned I am proud to be one of the elected governors representing the residents of Wandsworth.

My career was in the voluntary sector, and I have also had experience as a Chair of governors of a primary school, so I was very keen to try for election. My dad worked at St George's for many years and my son is currently training to be a

doctor and I am very proud of both.

So, as you can imagine, my role as a governor means a lot to me personally and my interest in the hospital is very heartfelt.

Being a governor is very interesting and inspiring—we are lucky to be invited on ward visits regularly and meet staff and patients to talk about the services we offer. We have included some of our visits for you to see what we get up to further on in this issue.

Another part of our role as governors is to listen to our community and feed views back to the Trust Board and management.

It has been a steep learning curve as St George's is a very large and complex organisation. I would encourage any member to stand as a governor if they are interested in becoming more involved. If you would like more information, please email membership@stgeorge.nhs.uk

All the governors give their time for free and come from a variety of the areas that are served by the hospital.

If you have a question for Jackie or would just like to say hello you can by emailing:

governors.wandsworth@stgeorges.nhs.uk

Introducing

Associate Governor – Young Members

We are excited to introduce you to our new Associate Governor – for young members, Sophia Agha.



'I was born in SW London and have lived here with family all my life. I have an integrated master's degree in Neuroscience from King's College London. I currently work in data and AI within the public sector at Atos. Alongside my professional work, I have led outreach initiatives aimed at supporting students from underrepresented backgrounds to access careers in tech. As a passionate advocate for youth engagement and inclusive healthcare, I am proud to be the first ever Associate Governor for Young People at St George's University Hospitals NHS Foundation Trust. I hope to bring a unique perspective and use my background to amplify the voices of 16–25-year-olds and ensure that the Trust's services and membership better reflect the needs of younger people.'

Wave goodbye and say hello

A thank you and goodbye - End of an Era - A legacy of leadership and public service



In March 2025, we saw the ending of an era as Gillian Norton OBE stood down from her role as Chairman after almost 40 years in senior leadership roles spanning both local government and the NHS.

Gillian - who was Chair of St George's for over eight years and also served six years at Epsom and St Helier – was thanked by colleagues across the group.



Gillian played a pivotal role to gesh, having lead St George's out of financial special measures, steered both Trusts through the unprecedented challenges of the COVID-19 pandemic, and overseeing the formation of our group.

Group Chief Executive, Jacqueline Totterdell said: "Gillian's warmth, compassion and leadership has helped us to become a more inclusive and collaborative organisation where every voice is valued. This is why she is so highly regarded by everyone at gesh and we'll miss her dearly."

Gillian's commitment to public service extends far beyond her work in the NHS. She has a distinguished background in local government, having served as a council leader and earning an OBE in the 2017 Queen's Birthday Honours List for

services to local government and the communities of Richmond upon Thames.

Reflecting on her time at gesh, Gillian shared: “Did I enjoy it? The short answer is yes. I loved talking to staff and patients. But I’ve been working for 50 years, and it’s time to take things a bit slower.”

Gillian’s successor is Sir Mark Lowcock who took up the role of Chair in April 2025.

Hello - Sir Mark Lowcock succeeds Gillian Norton as Chairman from April 2025



Sir Mark Lowcock was appointed as Chair of gesh in April 2025 as Gillian Norton’s tenure as Chairman came to an end.

Sir Mark is a committed public servant and joins gesh after a distinguished career in both the Civil Service and international humanitarian leadership. He previously served as Permanent Secretary of the Department for International Development between 2011 and 2017, and at the United Nations as the Under Secretary General for Humanitarian Affairs and Emergency Relief Coordinator between 2017 and 2021.

Sir Mark brings a wealth of experience in government as well as international experience to the NHS, which includes supporting dramatic improvements in life expectancy in Africa and South Asia and coordinating UN humanitarian assistance in countries across the world affected by natural disaster and conflict.

Sir Mark said: “It is a privilege to be appointed Chair of gesh and to lead an organisation which cares so compassionately for the people of Southwest London and Surrey.

“The NHS is facing very significant challenges, but I am committed to ensuring that we continue providing the highest possible standard of care for our patients, while also looking after our colleagues, making our Group financially sustainable, embracing innovation, and working collaboratively with our partners.”

Group Chief Executive, Jacqueline Totterdell, said: “I’m really thrilled to have Sir Mark as our new Chair.

“He joins us at a time of opportunity – we are strengthening our ties with partners such as City St George’s, University of London to drive forward research and innovation, improve our services and develop our staff.

“I look forward to working with Sir Mark to continue delivering the care we are proud of.”

Celebrations

Celebrating International Nurses Day at St George's

We marked International Nurses Day 2025 at St George’s with a fantastic programme of events and celebrations under the theme: ‘Our Nurses, Our Future: Caring for Nurses Strengthens Economies.’



The celebrations provided a wonderful opportunity for nurses across our site to come together, recognise the outstanding contributions of our nursing teams, and enjoy some well-deserved fun and appreciation.

Marking World Cancer Day at St George's



A heartfelt thank you to everyone who attended and contributed to our World Cancer Day event on 4 February. Your support and participation made the day truly wonderful.

A special thank you to the incredible charities and organisations that joined us: Citizens Advice, Look Good Feel Better, C & Hair, Little Ark, Hair Reborn, Can You See Me, and Safeena.

We would also like to extend our gratitude to St. George's Green Club and Voice—the voice of people at St. George's affected by cancer—as well as the Oncology Dietitians and the Cancer Psychological Support Team at St. George's.



Our Group Chief Nurse, Arlene Wellman, wished everyone with Caribbean heritage a Happy Windrush Day.

Many people who came over on the HMT Empire Windrush played pivotal roles in the NHS, which was established just a few weeks later.

Across gesh, we have 910 colleagues with Caribbean heritage, and there will be many colleagues who are descendants of this pioneering generation, who are continuing that legacy of caring for our local communities.

Our REACH Staff Network organised some special events to mark the day.

Eid-ul-Fitr Celebrations unite 4 ICUs



In total, 103 people attended the event, representing a diverse mix of individuals from different backgrounds. It was wonderful to come together, share resources, and raise awareness.

Celebrating Windrush Day

Our Group Chief Nurse shared a message to staff, colleagues shared what Windrush means to them, and we held an event.

This year, four ICUs came together to celebrate Eid-ul-Fitr for the first time, joining the tradition already established in Adult ICUs. CTICU, GICU, NICU, and PICU all participated in the festivities.

With support from our Matrons, we organised day and night shifts to enjoy food donated by local restaurants: Pooja Sweets, Ideal Sweets, Namak Mandi, Ranna Food Store Mitcham, and Lahore Spice. Gatton Road School's children crafted Eid cards for staff and patients, adding a special touch to the celebrations.

We're grateful for the opportunity to unite in celebration and look forward to future Eid gatherings.

Celebrating Armed Forces Week at gesh



Week commencing 23rd June we celebrated Armed Forces Week – a time to honour the service and dedication of our Armed Forces, past and present.

Both St George's and Epsom and St Helier now hold Group Veteran Aware status, reflecting our joint commitment to the Armed Forces Community and a new aligned programme led by Kate Slemeck and the Patient Experience Team.

During the week information stands have been set up across the trust and I was lucky enough to be around on one of those days. I took the opportunity to speak to Wendy Doyle our Group Head of Patient Experience and Engagement and as ever beaming with excitement and enthusiasm Wendy informed me that they are reaching out to patients, staff and their families that have ever served in the UK Armed Forces so they can best support any care needs. Afzal Ashraf is our link governor for Armed the Armed Forces Community.

Thank you to everyone who has supported this project, helping to identify members of the Armed Forces Community.

Enhancing care for motor neurone disease patients



Last year, St George's Hospital, in partnership with Motor Neurone Disease (MND) Association, launched the MND Care and Research Network in Southwest London and Surrey.

This was a significant milestone in the journey towards St George's Hospital improving the lives of those affected by motor neurone disease across Southwest London and Surrey.

Building on the achievements of our specialist MND clinic, opened in 2017, the network offers improved coordination and access to services for approximately 180 people living with motor neurone disease in the region.

The launch of the network also saw a MND Care Co-Ordinator, based at St George's Hospital, becoming the single point of contact for people with MND, ensuring a joined-up approach to individual care plans and signposting to extra support for them and their loved ones.

Without this role, the complexities of the disease mean people affected by MND would be in touch with numerous healthcare professionals at any one time, which can be overwhelming and exhausting.

The co-ordinator links in with eight community MND multidisciplinary teams, eight hospices and eight district general hospitals in the area, supplementing the care already provided and enabling the development of the network over the next four years.

As well as offering specialist clinical care, St George's are continuing to support people to take part in MND research.

Celebrating continued excellence in Sterile Services



We are proud to share that our Sterile Services Department (SSD) has once again successfully maintained its certification to ISO 13485:2016 and the UK Medical Devices Regulations 2002 (UK MDR 2002), following a thorough external audit carried out by Intertek from 28–30 May 2025.

This certification confirms that our SSD continues to meet the high standards required to sterilise medical devices—a regulated and safety-critical activity. What's more, SSD is independently registered with the Medicines and Healthcare products Regulatory Agency (MHRA) as a Medical Device Manufacturer.

To maintain this status, SSD must run a robust Quality Management System. Every step in the sterilisation process is documented, and every pack processed can be traced back through those records. This ensures the highest standards of patient safety and care.



Annual inspections by MHRA agents ensure we stay compliant, and this recent audit is further confirmation that we are doing just that.

A huge congratulations and thank you to our SSD team for their continued dedication and excellence.

Hyper Acute Stroke Unit receives second Gold Accreditation

Congratulations to the Hyper Acute Stroke Unit team who recently received their second Gold Accreditation. This achievement reflects the ward's dedication to excellence in patient care and clinical practice.

Ward Manager Maximo Santos praised the team's efforts, saying: "This outstanding accomplishment reflects the unwavering commitment to excellence, patient care, and the highest standards of clinical practice."

"The dedication, support and hard work of the team have set a benchmark in quality and professionalism and this recognition is truly well-deserved."

"Thank you everyone, I am proud of the team for this remarkable milestone and looking forward for continued success and many more achievements ahead."

Celebrity Corner

St George's Consultant featured in documentary on Andrew Flintoff's crash recovery



A new Disney+ documentary that aired in April shares the personal journey of former England cricket captain Andrew “Freddie” Flintoff following a life-threatening crash while filming Top Gear in December 2022 — and it includes a tribute to the expert care he received at St George’s.

Flintoff sustained devastating facial injuries when the three-wheeled Morgan Super 3 sports car he was driving flipped at speed, dragging him along the tarmac at Dunsfold Aerodrome in Surrey. In the immediate aftermath, he was airlifted to St George’s, where he underwent emergency surgery under the care of Consultant Oral and Maxillofacial Surgeon Jahrad Haq.



In the documentary, Flintoff bravely opens up about the severity of the crash and the emotional toll it took — revealing that he feared he had lost his face, and at times struggled to imagine getting through the recovery.

Mr Haq, who features in the documentary, reflects on the moment he was called in:

“I was on call that day and received a phone call from the A&E consultant. A lot of injuries are managed at a more junior level before escalating, so I knew this one was serious. Of all the trauma cases I’ve seen in over 20 years, this was among the top five most complex.”

Mr Haq explains that Flintoff sustained significant soft and hard tissue trauma, including broken and lost teeth, and fractures to the upper jawbone.

Flintoff, who now shows a fully healed face, credits the skill of the St George’s team with helping him on his path to recovery. He spent several months out of the public eye, gradually rebuilding physically

and emotionally with the help of family, clinicians, and surgical experts.



The documentary, which is titled Flintoff, is available to stream in the UK on Disney Plus so why not have a look and see what brilliant staff we have at St George’s.

Rapper Dave funds a new scheme supporting our discharged elderly patients



Rapper Dave aka Santan Dave has helped fund a new scheme that helps our elderly patients when they're discharged.

Free packs filled with essential items such as toiletries, tea, coffee and comforting items such as non-slip socks will be given to patients to help them settle back into their own home smoothly.

The packs are provided by The Juliet O Foundation — a charity set up by Dave’s mum Juliet Omorgie — in partnership with St George’s Hospital Charity. St

George's patients are the first to benefit from the new initiative.

Juliet, a health and social care worker for more than 35 years, established the foundation to help elderly patients with their transition back home after a stay in hospital.

She said: "We believe that these discharge packs can make a real difference in the recovery process for elderly patients. Our goal is to provide comfort and care as they transition home, and we are thrilled to partner with St George's Hospital Charity to deliver these to those who need them most."

Around 100 patients a month will benefit from the packs which are all tailored to meet the recipient's needs.

Promoting health awareness at Diwali celebrations



Doctors from St George's joined a team promoting health awareness at the London Mayor's Diwali Celebrations.

The Diwali Celebrations in the Square is the largest public celebration event outside of the cities in the Indian subcontinent. It was a great opportunity to bring the message of health awareness and promoting healthy living to people joining the celebrations in London.

Dr Padmini Parthasarthy (GP), Dr Sana Mallick (Medicine) and Professor Indranil Chakravorty MBE (Acute Medicine) were among the team from St George's joining others from Health Protection Agency, NHS England, BAPIO Research and South Asian Health Action at the Health Awareness Tent.

Through conversations with the hundreds of people of all age groups who thronged the Square, the team checked health status, screen for hypertension, and promote healthy eating, regular exercise and lifestyle choices.

The Mayor of London Sadiq Khan was very grateful for all the work that health care staff do for people in London and congratulated the team on the work on health promotion reaching out to South Asian people who are at higher risk.

Celebrating our Staff

This highly respected global award is presented only once every two years to a maximum of ten individuals worldwide.



We are proud to share that Dr Marco Mula, Lead Clinician for the Epilepsy Group at St George's and a senior leader within the Neurosciences Division, has been named a recipient of the prestigious Ambassador for Epilepsy Award by the International League Against Epilepsy (ILAE).

This highly respected global award is presented only once every two years to a maximum of ten individuals worldwide. It recognises outstanding international contributions to the field of epilepsy, either directly or through work that has made a global impact. Dr Mula's award reflects his exceptional commitment to improving the lives of people with epilepsy, not just locally, but across the world.

Dr Mula's dedication, clinical expertise, and research leadership have had a profound influence on the advancement of epilepsy care, and we are incredibly proud to see his efforts recognised at such a high level.

Re-accreditation hat-trick for our Anaesthetic Department



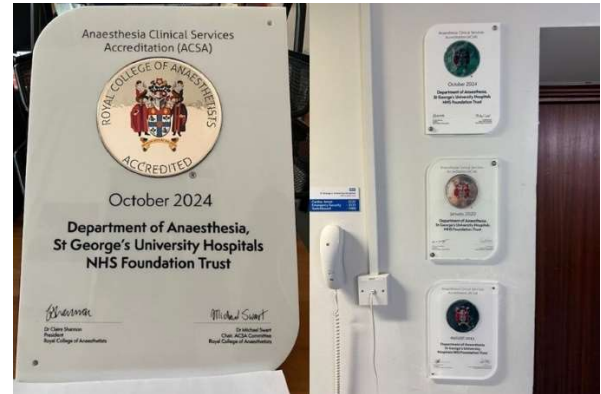
St George's Hospital's Anaesthetic Department has proudly secured Anaesthesia Clinical Services Accreditation (ACSA) re-accreditation for the third time in a row, placing us amongst an exclusive group of hospitals to earn such recognition.

To mark this achievement, there was an ACSA award ceremony where the Anaesthetic Department was presented with a plaque by Dr Ramai Santhirapala, a representative from the Royal College of Anaesthetists.



ACSA, a program run by the Royal College of Anaesthetists (RCOA), allows departments to showcase excellence in crucial areas such as patient experience and safety.

Notably, St George's was the fourth hospital in the country to receive ACSA accreditation when it was first launched back in 2015, highlighting the department's long-standing commitment to delivering the best care to our patients.



A huge congratulations to the Anaesthetic Department for this outstanding and well-deserved achievement.

St George's Interventional Radiologist recognised internationally for his contributions



Professor Robert Morgan, St George's Interventional Radiologist and current President of the British Society of Interventional Radiology, has been awarded the gold medal from the APSCVIR – the Asia Pacific Society of Cardiovascular and Interventional Radiology - for his exceptional contributions to interventional radiology on a global scale.

Robert Leatherby wins Sol Cohen Founder's Prize for Clinical Research



We are pleased to share that Robert Leatherby, Vascular Surgery Research Fellow & Specialty Registrar, was awarded the Sol Cohen Founder's Prize by the Vascular Society of Great Britain and Ireland for the best clinical oral presentation at their annual meeting in November 2024. This award recognises significant contributions to vascular research and clinical practice.

Robert's presentation, titled "The natural history of splenic artery aneurysms: A decade's experience of surveillance and management at a large tertiary vascular unit", summarised ten years of research conducted at St George's.

This recognition highlights the valuable research being carried out at St George's and the Trust's commitment to advancing clinical practice through evidence-based studies. Congratulations to Robert on this achievement.

St Georges in the Media

St George's in the spotlight in new Netflix documentary



Netflix's new six-part series, *Critical: Between Life and Death*, hits the global streaming platform on Wednesday 23 July – and will showcase the work of the London Major Trauma System, including St George's.

Dr Anthony Hudson, Clinical Director for Major Trauma at St George's, said: "The now-established London Major Trauma System was the first of its kind, and it's a huge honour to know our work will be broadcast to a global audience."

"This behind-the-scenes series offers a fascinating insight into the work we do to care for patients across London and beyond in their greatest time of need, and I look forward to watching through one of the biggest streaming services in the world."

The series shines a light on some of the traumas captured during this filming – right from the moment emergency crews arrive on the scene, to the patient's subsequent care, treatment, and recovery in our hospital.

You'll be able to watch behind-the-scenes footage of lifesaving interventions, as well as personal and emotional interviews with our patients and staff.

The London Major Trauma System is a unique network of hospitals made up of four major trauma centres, including St George's, and a number of

trauma units, ambulance services and air ambulance services.

St George's pioneers UK's first hospital knife bin



St George's has taken a pioneering step in tackling knife crime by becoming the first hospital in the UK to install a secure knife surrender bin. The initiative has received widespread media attention, with coverage from BBC News, The Times, The Standard, The Independent, MyLondon, and The Express. The reports have highlighted the shocking images of weapons recovered from the bin and highlight our commitment to safety, as reinforced by Chief Executive Jacqueline Totterdell: "Keeping staff and patients safe is our top priority."

Launched in partnership with Wandsworth Council and Word 4 Weapons, the initiative aims to remove dangerous weapons from the streets and improve public safety. The first bin has already made an impact, with 87 weapons—including machetes, zombie knives, and knuckledusters—safely surrendered. Following this success, more bins will be installed at Epsom and St Helier hospitals, making St Helier the first hospital in Surrey to adopt the scheme.

The need for such measures is clear. Last year, St George's treated over 500 knife-related injuries—nearly double the previous year's figure.

The Metropolitan Police and local leaders continue to encourage anyone carrying a knife to dispose of it safely and anonymously in these bins.

Governors go bare below the elbows

On 10th June our governors went bare below the elbows for their visits to the Outpatients departments around St George's Hospital.



During the visit the governors heard that staff feel they have very good working environment marked by respect and inclusive culture. They also learnt that there's a three-month in-house training programme which attracts and ensures staff retention.

Governors

Meet Your Governor Event at St Georges



The 30th not only marked the end of a week and the end of May, it also was the day we held our Meet your Governor event, which was held in the reception area of the Grosvenor Wing in St Georges Hospital.

With the poster standing high and two tables full of sweets and chocolate and notice boards full of information about all of governors, the event went full steam ahead.



As it was the half term week, we had quite a few parents bringing their children in for appointments, the sweets caught the eyes of the children, and our governors took the opportunity to talk to their parents hear their views on the services that the trust provides.

One of the new members (staff) informed me that it was really good to see some of our staff governors present and good that they took their time to talk to them making them feel valued





Save the date

Annual Members Meeting


Our next Annual Members Meeting will be held on Wednesday 24th September 2025.

Meet Your Governor Events

Meet Your Governor – St Georges September 2025

Meet Your Governor – Queen Marys January 2026

Contact Your Governor




Meet your Appointed Governors
The Council of Governors are the voice of the community, providing a link between Foundation Trust members and the Board of Directors. They represent members and make sure their views are heard by the Board ensuring that local people have a say in the running of their hospital. They also hold the non-executive director to account for the performance of the Board.

Becoming a member benefits the community, the Foundation Trust and you – you can find out more about membership at: www.stgeorges.nhs.uk/about/members

If you would like to contact Alfredo or Shaila, please email governors.merton@stgeorges.nhs.uk
If you would like to contact Sarah or Judi, please email governors.wandsworth@stgeorges.nhs.uk
If you would like to contact Julian or Georgina, please email members@stgeorges.nhs.uk

Become a member
If you would like to become a member just scan the QR code which will take you through to the Members sign up form.



governors@stgeorges.nhs.uk

Appointed Governors

Alfredo Benedicto


Sarah Forester

Cllr Judi Gasser

Julian Ma

Georgina Sims

Cllr Shuile Syeda




Meet your Wandsworth Governors
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If you would like to contact Jackie, Lucy, Atzal, Augustine, John or Ataul please use the email address below:
governors.wandsworth@stgeorges.nhs.uk

Become a member
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governors.wandsworth@stgeorges.nhs.uk

Wandsworth Governors

Afzhal Ashraf

John Hallmark

Lucy Mowatt
Augustine Odiadi
Jackie Parker
Ataul Tahir Qadir




Meet your Merton Governors
The Council of Governors are the voice of the community, providing a link between Foundation Trust members and the Board of Directors. They represent members and make sure their views are heard by the Board ensuring that local people have a say in the running of their hospital. They also hold the non-executive director to account for the performance of the Board.

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If you would like to contact Nasir Luisa, Hann or Logie please use the email address below:
governors.merton@stgeorges.nhs.uk

Become a member
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governors.merton@stgeorges.nhs.uk

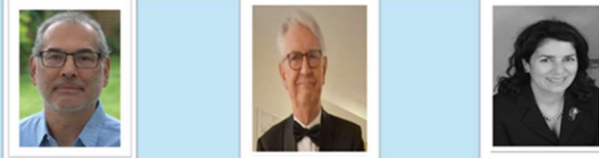
Merton Governors

Nasir Akhtar

Luisa Brown

Hann Latuff

Chelliah Lohendran (Logie)




Meet your Rest of England Governors
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Becoming a member benefits the community, the Foundation Trust and you – you can find out more about membership at: www.stgeorges.nhs.uk/about/members

If you would like to contact Ashok, Jim or Sandhya please use the email address below:
governors.restofengland@stgeorges.nhs.uk

Become a member
If you would like to become a member just scan the QR code which will take you through to the Members sign up form.



governors.restofengland@stgeorges.nhs.uk

Rest of England Governors

Ashok Bhat

Jim Bourlet

Sandhya Drew

SW Lambeth – We need You



SW LAMBETH – WE NEED YOU

Join the St Georges Community and become a member today

By becoming a member of St George's University NHS Foundation Trust, you will be able to influence how the Trust develops and be kept informed of our progress.

Becoming a member benefits the community, the Foundation Trust and you – you can find out more about membership at:

www.stgeorges.nhs.uk/about/members

Become a member

If you would like to become a member just scan the QR code which will take you through to the Members sign up form.



As a members you also become eligible to stand to become a Governor of the Trust.

governors.swlambeth@stgeorges.nhs.uk

Contact us:

membership@stgeorge.nhs.uk