



Issue 3

December 2025

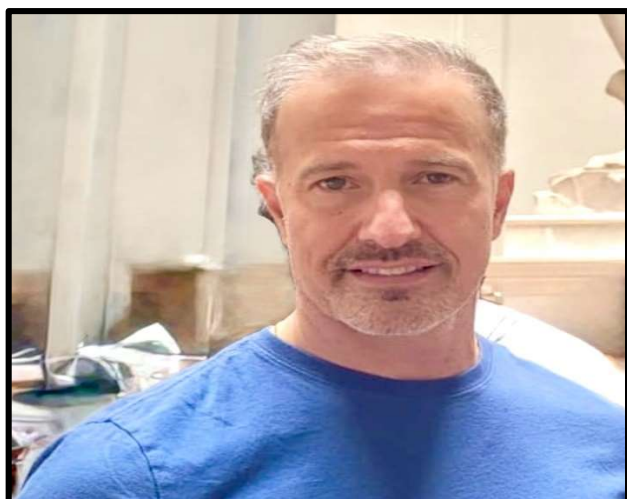
Welcome

Welcome to issue 3 of our Members Newsletter 'Connected', providing you with news from around St George's University Hospitals NHS Foundation Trust.

Next up in our governor spotlight section is:

Spotlight Section

Spotlight On – Hann Latuff



I was elected Governor for Merton constituency at St George's Hospital a year ago. My father is a doctor, and I have always held a deep admiration for the medical profession. My connection to St George's spans more than two decades, including the birth of my youngest child and support during a personal health emergency, so it was a real honour to be given the opportunity to serve as a Governor.

Although my professional background is in the legal and compliance field, I have long been involved in voluntary work with other NHS hospitals and charities, which has given me valuable first-hand exposure to ward environments. My first year as a Governor has been nothing short of eventful. The NHS 10-year review, external inspections, executive-level changes, and growing financial and operational pressures have meant that the Trust has been operating in a constantly evolving and fast-paced environment.

What I have enjoyed most is meeting staff during ward visits and hearing directly about the realities of their day-to-day challenges. I am continually in awe of how our staff manage complex and demanding situations while remaining professional, respectful, and compassionate.

I am also keenly interested in the research and cutting-edge procedures that St George's leads or contributes to, as well as hearing the inspiring stories of patients whose lives have been positively impacted by their care. I find that members of the Council of Governors work extremely well together, never losing sight of our responsibility to represent the community we serve, while ensuring that our individual contributions complement one another.

I attend the Finance and Performance Committee as an observer and have a strong interest in how financial challenges can be addressed with minimal impact on frontline services. One of the most significant challenges ahead will be the necessary transformations required to reflect the findings of the recent NHS service model review. I look forward to continuing to work closely with staff, patients, and the Board to help ensure that St George's emerges from this period as strong as ever.

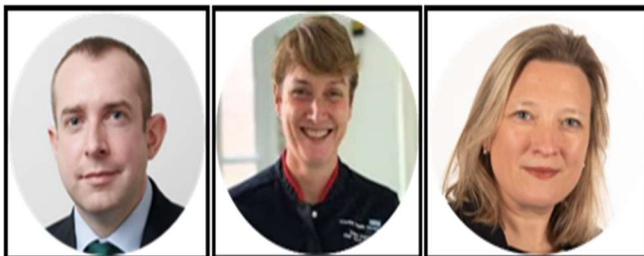
All Change

Since our last issue, there have been a number of changes across the Trust. Our Group Chief Executive Officer, Jacqueline Totterdell, has moved on to pastures new. Arlene Wellman, Group Chief Nursing Officer, and Andrew Grimshaw, Group Chief Finance Officer, have also each moved on to new opportunities.



While substantive appointments are being made, we welcomed James Blythe into his role as Interim Group Chief Executive. James is the Managing Director of Epsom and St Helier University Hospitals NHS Trust, our partner Trust within the GESH Group.

We were also delighted to welcome Elaine Clancy as Interim Group Chief Nursing Officer and Lizzie Alabaster as Interim Group Chief Finance Officer.



To find out more about these developments and to meet some of the colleagues stepping into new and key roles, read on as we introduce our new staff and leadership team.

You can also find more information about our hospital and staff by visiting our website at www.stgeorges.nhs.uk.

From GOSH to gesh, we welcome the appointment of our new Group Chief Executive

Matthew Shaw from Great Ormond Street Hospital will join us in Spring as new Group Chief Executive.



We are delighted that, following a rigorous and competitive recruitment process, Matthew Shaw has been appointed as our new permanent Group Chief Executive.

Matthew will formally take up the post in spring 2026.

Matthew joins us from one of the world's leading children's hospitals, Great Ormond Street (GOSH), where he served as Medical Director before his appointment as Chief Executive in March 2018.

Matthew has an outstanding track record as a leader in the NHS, bringing vision, drive, energy and insight. He also brings a personal style of warmth and openness at a time of significant change across the NHS. We are delighted to welcome him back to St George's, Epsom and St Helier, where he trained and practised before becoming a consultant.

Recognition of our services

Local maternity services highly rated by new mums

Maternity services at St George's Hospital have been praised by new mothers, according to a national survey published by the Care Quality Commission (CQC).



The annual survey captures the experiences of women who gave birth in February 2025, asking them to rate the quality of their care from pregnancy through to the postnatal period. Participants were randomly selected, and services were assessed across antenatal care, labour and birth, postnatal support and interactions with staff.

The CQC compares each organisation's performance with other NHS trusts

St George's achieved above average scores for staff introducing themselves before examinations and for providing clear information about physical recovery after birth. The Trust also performed better than most in supporting new mothers during the first four weeks postnatally.

Group Chief Nursing Officer Elaine Clancy said: "We're so proud of our midwives and doctors – it's wonderful to hear about the kindness and compassion they show every day.

"Our maternity services continue to provide excellent care and support at such an important time in people's lives – there are some areas where we know we need to make changes, and

we are always looking to improve by listening to our patients and colleagues."

The Care Quality Commission has undertaken several inspections at St George's of our core services (maternity, surgery and urgent and emergency care) as well as our leadership.

Swift action has been undertaken to address the concerns they raised, but we know there is more we can do to improve and provide the highest quality possible care for our patients and the best experience for hardworking staff.

Emergency department clinicians able to see more patients, thanks to new AI tech

Hands-free AI technology that gives doctors more time to see their patients has been piloted at St George's in the largest, most extensive trial of its kind.

Tech trialled in the emergency department halved the time it took clinicians to do paperwork, saving each an additional 47 minutes – the equivalent of one patient per shift.

St George's was the only emergency department to take part in the pilot, run by Great Ormond Street Hospital and funded by NHS England, examining how AI note-taking can free up time in the NHS.



Dr Ahmed Mahdi, Consultant in Emergency Medicine at St George's University Hospital NHS Foundation Trust, explained how, in a fast-paced

and high-pressured emergency department, every second counts. He said the technology is helping clinicians work more efficiently, significantly reducing administrative tasks and allowing them to spend more time focused on patient care.

On 3 September 2025, Dr Mahdi was joined by Ralph Michell, our Group Chief Transformation Officer, and Dr Shankar Sridharan, Chief Clinical Information Officer at Great Ormond Street Hospital, to discuss the innovative pilot with Health Minister Stephen Kinnock. During his visit, the Minister toured the emergency department and saw a demonstration of the TORTUS AI-scribing tool, which has been shown to increase patient capacity by 13.4% per shift.

Minister Kinnock welcomed the use of technology to free up clinicians from administrative burden, enabling more time with patients and helping tackle hospital backlogs.

St George's Reaches 550 Milestone in Groundbreaking GenOMICC Study

The 550 volunteers who took part through St George's represent hope in a field where every discovery can save lives.



St George's Hospital's Adult and Paediatric Critical Care Research Teams have reached a major milestone by recruiting their 550th participant into the GenOMICC study, led by the Roslin Institute. This places St George's among the top global contributors to research exploring

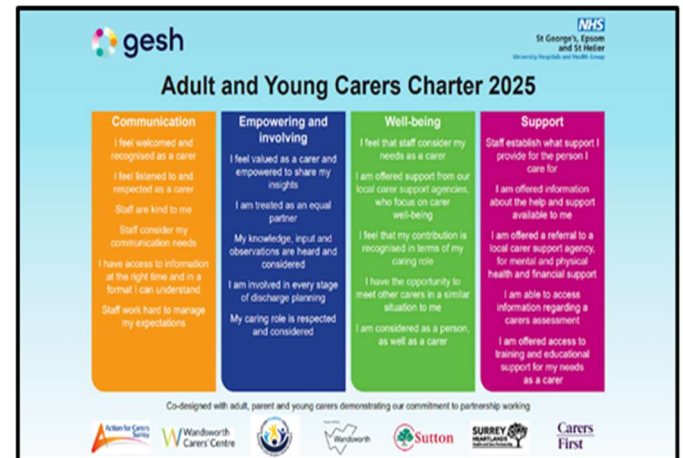
how genetics influence responses to critical illness.

GenOMICC (Genetics of Mortality in Critical Care) examines why some patients become critically ill from infections such as COVID-19, sepsis and influenza, while others recover more quickly. Findings from the study are already shaping future care by identifying genetic factors that influence immune responses and pointing towards new, more personalised treatments.

Reaching this milestone reflects the dedication and compassion of St George's research teams, whose work continues to play a vital role in national and international efforts to improve outcomes for critically ill patients.

gesh Carers Charter

As a hospital group, we have a statutory duty to identify, record and support carers across our community.



We are pleased to share the final version of the GESH Carers Charter, now complete with the logos of our partner organisations.

The Charter demonstrates our commitment to providing a high-quality experience for carers across the communities we serve and highlights our shared approach to co-designing services with those who use them.

Meet Your Governor Event – Atkinson Morley Wing

Our second Meet Your Governor event of 2025 took place on 3 December at St George's Hospital, hosted in the Atkinson Morley Wing.

Meet Your Governor events are an opportunity for them to hear directly from our community on the experience of the services we provide and share updates on what is happening within the trust and seek views on future plans.



As the day progressed, a valuable patient story was captured for a future Group Board meeting, highlighting the wider impact of governor engagement beyond formal membership activity.

Governors were also able to resolve a membership query on the spot after a visitor raised an issue with their correspondence, demonstrating the value of having direct engagement opportunities available.

In the new year, there will be Meet Your Governor events at St George's and Queen Mary's, so please do look out for more information.

For further details about our governors, head over to our website at <https://www.stgeorges.nhs.uk/about/meet-the-governors/>

Annual Members' Meeting 2025

Colleagues and members of our community joined us for our Annual Members' Meeting on Wednesday 24 September 2025 to hear about our reflections from the past year and our plans for the future.



The meeting reflected on the challenges we have faced, the achievements we are proud of, and how we're working to deliver "Outstanding Care, together".

Attendees also heard from lead heart failure nurse Matthew Sunter, who shared a presentation about a pioneering 'chemotherapy-style' way of treating the condition. St George's patient Paul Curtis was the first person in the UK to receive treatment in this way, and a video of him praising his care was played during the event.

There was also the opportunity for colleagues and the public to ask questions directly to our Group Chair and Board.

Thank you to everyone who joined us and to all our colleagues whose hard work over the past year has made these achievements possible.

Governor Elections – and the results are in

Voting in the 2025/26 elections to the St George's Council of Governors closed at 5 pm on 28 November 2025. Thank you to all of those who stood in this year's elections and to all our members who voted, and congratulations to all of the successful candidates.

Election results

The following candidates were elected to the St George's Council of Governors in the elections held in November 2025:

Public elections:

Merton Constituency:

Nasir Akhtar (re-elected)

Rest of England Constituency:

Munir Dean

Xavier Fernandes

Wandsworth Constituency

Jane Curley

Afzal Ashraf (re-elected)

Lucy Mowatt (re-elected)

South West Lambeth Constituency

Ifeyani Nwike (elected unopposed)

Staff: Non-Clinical

Khalid Aman Khan

Staff: Allied Health Professionals and other Clinical and Technical

No valid nominations were received

1 vacancy remains

Thank you to our departing Governors

We would also like to thank and say farewell to those Governors who have left and those that will be leaving us year at the beginning of next year:

Ataul Tahir – Governor Wandsworth

Sandhya Drew – Governor Rest of England

Huon Snelgrove – Governor Staff non-clinical

If you have any questions about the elections, or if you would be interested in standing as a candidate in the next elections, please contact governors@stgeorges.nhs.uk

Celebrity Corner

AFC Wimbledon visit our children's wards



Friday 11 December 2025 was a very special day at St George's Hospital as members of AFC Wimbledon's Men's and Women's first-teams joined Haydon the Womble and AFC Wimbledon Foundation staff to visit our children's wards.

The visit brought plenty of smiles, with Haydon proving as popular as ever. He spent time greeting children, posing for photos, and sharing festive laughs with families and our staff, adding an extra touch of magic to the day.



Players from the first-teams, including Club Captain Jake Reeves, joined our staff to spread Christmas cheer, spend time with young patients, and deliver gifts – leaving many children beaming with joy.

The occasion also drew media attention, with ITV's EFL Show and BBC News capturing the visit and highlighting the important work of the

Foundation in supporting children and families at our hospital.



A huge thank you to St George's Hospital Charity for facilitating this wonderful visit, and to AFC Wimbledon for their time, generosity, and festive spirit.

80s soul legend praises St George's

Junior Giscombe thought he might never sing again, until our "amazing team" stepped in to save his voice and his career.



80s soul legend Junior Giscombe has praised the "amazing" team who saved his voice and helped him continue his singing career.

Junior, who shot to fame with his hit *Mama Used To Say*, faced losing his voice forever after his left vocal cord collapsed during a performance. Suddenly unable to speak or sing, he sought help and was referred to St George's by his GP.

Thanks to a voice-saving operation and tailored speech therapy sessions with Speech Therapist Elissa Finn and her team, Junior can now sing again. He said: "I'm extremely grateful to the

team at George's – without them, I would have no voice and would have to give up the job I've loved for almost 50 years.

"They have been amazing, and all the care I've had every step of the way has been second to none. I can't stop singing their praises."

Celebrations

Celebrating the best of gesh at the CARE awards 2025

We celebrated the very best of GESH on 9 December 2025 at our second-ever GESH CARE Awards, held at The Kia Oval. Across 13 categories, colleagues from our hospitals, community services and corporate teams were recognised for delivering outstanding care, together.

Below are just a few highlights from the day. To find out more and see all of our winners, head to [Winners of gesh CARE awards 2025 revealed - St George's University Hospitals NHS Foundation Trust](#)

gesh CARE Awards 2025 – St Georges Winners



Chairman & Chief Executive Choice Award

🏆 Surgical Same Day Emergency Care (SDEC) Team, St George's

The team reduced surgical patient time in ED from 5.5 hours to 2.5 hours without additional funding, improving flow, experience and outcomes.

Public Choice Award for Outstanding Care

 **Sophie Jones, Stoma Care Sister, St George's**

Sophie recognised for exceptional compassion, advocacy and support that transformed a patient's recovery and independence.

Collaborative Award

 **'In Their Shoes' Multidisciplinary Team, St George's**

The team were recognised for their multi-agency project using immersive simulation to improve identification and response to domestic abuse.

Better Health Award

 **Neonatal Ventilation Team, St George's**

The team transformed neonatal respiratory care, reducing mortality, complications and saving £80,000 annually.

Quality Improvement Award

 **Renee Brown, Transitional Care Sister, St George's**

Renee developed neonatal transitional care, enabling babies to stay with their mothers rather than be admitted to NICU.

Respect Award

 **Michael Baker, Porter, St George's**

Michael is a long-standing champion of Project SEARCH, supporting young people with learning disabilities into employment.

Charity Champion of the Year Award

 **Richard Chavasse, Paediatric Respiratory Consultant, St George's**

Richard was honoured for six years of fundraising through the London to Brighton cycle ride for St George's Hospital Charity.

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