

the GIST

News from Guy's and St Thomas' Issue 2 | 2012

KEEPING YOU TICKING

HEART DOCTORS TALK
CUTTING EDGE TREATMENTS

Stay active –
the easy way

Get
involved

GOVERNORS EXPLAIN THE
BENEFITS OF MEMBERSHIP



Welcome

... to the second edition of our new magazine, *The GiST* – and the first that we are sending to our patient and public members. If you have seen the magazine before, we hope you liked it. If this is your first copy, we hope you will enjoy learning more about our work, both in our hospitals and the local community.

As we gear up for another busy year, not least with the 2012 Olympics on our doorstep and the NHS regularly in the media spotlight, we are keen to share the successes of our dedicated staff and to offer a few tips for keeping healthy through diet, exercise and a good night's sleep.

Our interview with Chairman Sir Hugh Taylor on page eight reflects on a busy first year, while on page 10 we find out what our governors have been up to. I do hope they will inspire you to become a member of our Foundation Trust or to encourage friends and neighbours to do so.

Ron Kerr

Chief Executive
Guy's and St Thomas' NHS Foundation Trust



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Meet the team

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Pick up your copy: *The GiST* magazine is for our patients, local people, staff, members and supporters of Guy's and St Thomas'.

TELL US WHAT YOU THINK

If you have any comments about the magazine or suggestions for future articles, please contact the communications department, St Thomas' Hospital, Westminster Bridge Road, London SE1 7EH.

Visit us online at:
www.guysandstthomas.nhs.uk



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Bringing care closer to home

Two new services are bringing care into patients' homes without the need for hospital admission.

The Home ward and Community enhanced rapid response services are being piloted across Lambeth and Southwark. Working closely with GPs, the services aim to prevent patients from being

admitted to hospital, or to help them go home sooner.

The **Home ward** service is co-ordinated by a matron and provides intensive support in a patient's home for up to five days. The Home ward team focuses on patients who need nursing care, such as wound care or oxygen therapy.

The **Community enhanced**

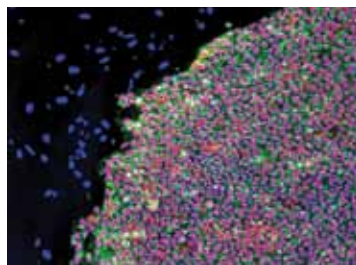
rapid response service is an expansion of an existing service which concentrates on rehabilitation and support to help people regain and maintain their independence. The home-based care programmes last between two to six weeks, and patients can be seen within two hours of being referred.

Milestone for UK stem cell research

King's College London and Guy's and St Thomas', part of the AHSC, King's Health Partners, have produced the first human embryonic stem cells that are free from animal products and intended for publicly-funded research.

The cells could become the 'gold standard' for developing new stem cell-based therapies.

The animal-free cells are the first deposited in the UK Stem Cell Bank that will



be freely accessible to the scientific community to use for clinical research and treatment that will benefit patients, for example in growing

replacement cartilage.

This is the result of nearly ten years of research, and is a significant milestone that will keep the UK at the forefront of regenerative medicine.

The cells were grown from frozen embryos donated by patients who had undergone IVF treatment at the Assisted Conception Unit at Guy's Hospital and no longer wished to use their remaining stored embryos.

2012 ACTIVATORS

Staff have tried their hand at new jobs thanks to a training programme.

The 'multi-skiller' programme has been introduced to plug a staffing gap and to protect frontline services for patients during major incidents, adverse weather, and the Olympics.

The volunteers are learning how to jump into the shoes of porters, housekeepers, food service staff, ward clerks, receptionists, as well as Olympic stewards and runners.

Ian Cooper, who normally works in the compliance, service and improvement office, is now a multi-skiller. He said: "I was interested in learning about the different jobs within the Trust, and felt that in a time of need I could do my bit to help out."



London 2012

It's a unique chance for staff to contribute to the Games, experience another side of working for the Trust, meet people and learn skills.

This scheme is being piloted but will be rolled out across the Trust soon. Staff can find out more by contacting Laura Wilson on ext **83181** or Alison Hendron on ext **83204**.

Staff success

Eight staff recently celebrated success after gaining a new qualification.

Kate Langford, deputy medical director; Simon Steddon, consultant; David Boothey, deputy general manager in children's services; James Lowell, deputy general manager oncology; Patricia Murphy, assistant general manager urology; and Karen Heng, deputy general manager infection control, were all awarded with MBAs by the Westminster Business school.

One of the students, David Boothey said: "Working with colleagues from other parts of the hospital was invaluable, and the international study module, in particular, was a great experience."

TOP OF THE SOCKS



A new sock is helping to reduce the number of patient falls.

The non-slip socks – adapted to have a tread on both sides – were introduced to replace the slippers given to vulnerable patients with poor mobility.

Steve Wharnsby, acting matron for renal and urology, said: "Most patients do not bring slippers with them, and many elderly patients were falling at night.

"The socks have reduced falls and improved patient safety."

2020 vision for Guy's Tower



An upgrade to the tower at Guy's Hospital will get underway this spring.

Planning is now complete, with work expected to start in April.

The Tower is nearly 40 years old, and is the tallest hospital building in Europe. Work will take place over 16 months and will replace the concrete structure and windows, making the building more energy efficient.

Every effort will be made to keep noise and disruption to a minimum and there will be advanced notice of works.

The work is part of 2020 vision – our transformation programme to ensure our buildings and facilities continue to provide the best care and experience for patients.

Artificial lung service will save lives

Guy's and St Thomas' has been chosen as one of the five national centres to provide a new treatment for people whose hearts and lungs are not functioning properly.

The high-intensity treatment, known as extra corporeal membrane oxygenation (ECMO), uses an artificial lung to oxygenate blood outside the body. It can save a patient's life when treatment using a ventilator is failing to help.

ECMO will be used every day for patients with severe respiratory problems, and will increase our capacity over winter to help those with breathing problems caused by flu.

"Being a specialist centre means that patients will have

access to this cutting edge technology", says consultant in critical care Nicholas Barrett. "Last winter we used ECMO to treat our patients with swine flu, and it saved people's lives.

"Recently, we've also

started a 'retrieval service' where our doctors, nurses and perfusionists assess patients in other hospitals in south east England, put them on the ECMO machine, and bring them safely to our intensive care unit."





Forget-me-not

A man stops a porter in the hospital corridor, and asks where the toilets are. The porter is about to give directions, when he spots the man's blue wrist band. "I'll take you to the toilets on your ward."

The blue wrist band – along with forget-me-not flower symbols over patient's beds and on their medical notes – helps staff to recognise patients with dementia who may need special support.

So far over 1,000 staff – including our clinical, catering and reception teams – have taken part in a training programme, learning more about dementia and how to communicate with patients who may be confused or agitated because of their condition.

Relatives of patients with dementia can also complete a "This is me" document, giving healthcare professionals a

better sense of the person behind the dementia, by explaining the patient's life so far, travels and hobbies.

Find out more

We are setting up a patient and carer forum for people affected by dementia – if you are interested in taking part, contact Bridget Fordham, on **020 7188 7188** ext **51279** or email: bridget.fordham@gstt.nhs.uk

Blue bands help staff recognise patients with dementia

Regulator praises care

We listen to patients, and involve them in their care, according to the healthcare regulator.

Inspectors from the Care Quality Commission (CQC) visited wards and clinics to check, among other things, whether we treat patients with dignity and respect, and whether our staff are fully trained.

They noted that patients "were able to contribute to discussions about their choices" and staff "listened to, and were respectful to patients."

Katrina Cooney, Deputy Chief Nurse standards and practice, said: "We are thrilled that we provide an excellent standard of care.

"However, we can always improve and we welcome feedback to help us do this. We have also recently launched our quality strategy which is about treating every patient as we would like to be treated ourselves."

Double award for cycling

There was a double celebration at a recent awards ceremony hosted by London's Deputy Mayor.

Our cycling user group celebrated achieving the second stage in the London NHS cycling strategy, which was presented by Richard Barnes, Deputy Mayor. The group encourages staff and visitors to cycle to Guy's and St Thomas'.

Alexandra Hammond, sustainability manager, said: "We are delighted to receive this award, and we will continue to work to reduce

our carbon footprint. This includes encouraging staff, patients and visitors to consider alternative ways of travelling to us and between our sites."

Another winner was (geneticist) Frances Smith, who fought off over 400 NHS staff to be crowned the winner of Rollapaluzza. She was the fastest to cycle 500 metres on a stationery bike to win a £100 cycling voucher.

Alexandra Hammond with Deputy Mayor Richard Barnes



When it matters most

The End of Life Care Modernisation Initiative has been a major programme of work over the past three years, spanning hospital and community health services, social care, voluntary organisations, local hospices and community groups.

Supported by a major grant from Guy's and St Thomas' Charity the aim was simple: to find out how patients and carers want to be cared for as someone approaches the end of their life so they have the support they need and choices which reflect their cultural and personal preferences.

Acting Director, Cath Miller, explains: "It has been a privilege to be part of this programme and to meet and work with some truly inspirational people. Although talking about dying can be difficult, without this opportunity to explore people's different wishes and ideas, we would never have come up with so many practical projects that will make a real difference to patients and families in future, and enable us to respect and respond to what people want."

Consultant in elderly care Dr Adrian Hopper, who has been instrumental in the development of the AMBER care bundle, now in place at



Cath Miller

both Guy's and St Thomas' and King's College Hospitals, adds: "The AMBER care bundle allows us to identify and respond to a very specific group of patients.

"It enables the whole team to provide extra support and personalised care that will enhance the quality of life for patients whose recovery is uncertain, and who may therefore be at risk of dying in the next few months.

"Through this initiative, we can support patients, carers and families at a far earlier stage than would otherwise be the case, and we are also able to help staff through specialist training, for example in advanced communications skills, so that they are better equipped to have difficult conversations."

Find out more

A range of information developed by the Modernisation Initiative for patients, carers and health professionals is available at www.gsttcharity.org.uk/projects/eolc/html

Sweet dreams

We spend about a third of our lives doing it and Margaret Thatcher apparently only needed four hours. We meet the team who deal with people who can't get to sleep.

Saying 'good night' becomes a misery for thousands who suffer from a sleeping problem.

Whether it's stress, anxiety, lifestyle or a medical condition, 30 per cent of adults will experience problems with their sleep. Inadequate or poor quality sleep is called insomnia, and almost half of insomniacs – around 12 per cent – have a persistent problem.

Guy's and St Thomas' is unique as it's one of only two centres in the country which has an accredited sleep disorders unit, providing invaluable support to 10,000 patients each year.

So what is sleep and why is it important? Professor Adrian Williams, consultant physician, in the sleep disorder unit explains that sleep is essential for brain development, and it offers our bodies a chance to rest.

"A lack of sleep reduces your brain's performance and with the obvious effects such as tiredness and forgetfulness," explains Professor Williams, who has over 35 years of expertise.

"Clearly when you are tired, you are unable to

perform everyday tasks."

Sleeping patterns vary from person to person, but it is thought that we sleep anywhere between six and 10 hours, with the average being around eight hours.

"Teenagers need more sleep as it produces a hormone which helps them grow," adds Professor Williams.

There are around 70 different disorders that can be categorised into primary disorders, such as excessive daytime sleeping or sleepwalking, secondary disorders, where a disease or condition affects sleep, and sleep restriction, which is about lifestyle.

Interestingly, there is evidence that sleepwalking is genetic, so if one of your parents was a sleepwalker then you may inherit the gene.

The team sees everything from the common to the obscure including sleep apnoea, which affects breathing during sleep, and narcolepsy, which is too much sleep; particularly during the daytime.

For many patients, diagnosis will involve an overnight stay in one of the



TIPS FOR A BETTER NIGHT'S SLEEP

1. Make sure you have a regular routine
2. Try to do some exercise before sleep
3. Avoid caffeine before bedtime
4. Being hungry disturbs sleep, so a light snack before bedtime might help
5. Your bedroom should be for sleep only. Avoid turning it into an entertainment centre with TVs or computers
6. If you still find yourself tossing and turning, find something absorbing to do, such as jigsaws. Don't go back to bed until you begin to feel sleepy.

designated sleep rooms. Julia Chapman, sleep disorder manager said: "We carefully monitor patients' sleep cycles and behaviours during sleep. We also note important parameters such as how long it takes a person to fall asleep, and whether they did anything unusual such as sleep walking or talking."

Research is also important; the team were the first in the world to discover that sleep apnoea can cause high blood pressure. Other work includes looking at how sleep can affect your heart.

A sleep technician fits a patient with a sleep apnoea mask

Chairman **Sir Hugh Taylor** reflects on his first year in the job and tells us about the role of members and governors.

One year on

Q What have been the highlights of your first year?

A There have been many moments, all of which bring me back to what's so special about the NHS. It touches our lives at times of greatest human need, whether that is through the skill and compassion of staff caring for patients at their most vulnerable, or by being at the leading edge of scientific discoveries that will result in new and better treatments.

One of my early visits to the community sticks in my mind. I met a wonderful but severely disabled child and her mother – witnessing at first hand both the courage and resilience of the family and also the way that NHS and social care professionals come together to provide support.

I must also mention the annual staff awards. I'm sure I wasn't the only one who felt I was walking on air by the end of the evening. It sums up the commitment and achievement across our hospitals; from staff providing vital support, to those practising the highest level of clinical skills.

Q What has surprised you most?

A After many years at the Department of Health, I was expecting a lot less paperwork, but I am afraid the NHS is just as prolific!



Q What does it mean to be a member of the Trust?

A As an NHS Foundation Trust, we have both members – patients, local people and our staff – and governors, the majority of whom are elected by the membership. Importantly, our 18,000 members and 28 governors ensure that we are listening and responding to local people.

Our members decide how involved they want to be – some simply want to receive a personal copy of this magazine or meet our expert staff at one of our very popular health seminars. Others take a more active role in the life of our hospitals and community services, for example, by attending a patient-user group or standing for election as a governor. Elections are taking place this spring so there couldn't be a better time to find out more.

Q And what do the governors do?

A Our governors already play an important part in the work of the Trust, for example, encouraging and reminding us of the need to pay attention to every aspect of the patient experience. It is a credit to their interest and persistence that we are transforming many of our basic administrative processes to make them much more patient-friendly.

Governors also have some very important formal duties, which include playing a key part in the appointment of the Chairman and Non-Executive Directors, and acting as the eyes and ears of the public, patients, staff and stakeholders in relation to the way the trust is run.

Life changing surgery

Robbie walks again after surgeons 'rewire' his brain in miracle surgery.

Six-year-old Robbie has been able to walk for the first time in years, thanks to a complex brain operation.

Robbie Ovenstone, from Fife, was confined to a wheelchair after being diagnosed with dystonia – a rare muscular disease where the muscles in the body go into spasm caused by incorrect signals from the brain. This left him with a twisted torso and he was unable to stand.

During the six-hour operation, his brain was rewired with electrodes to correct the messages sent to his muscles. The procedure is known as 'deep brain stimulation'. Power comes from a patient's pack inserted under the skin of his chest.

Robbie's parents first noticed something was wrong when he was an energetic three-year-old. His right arm would raise itself into a strange position, and his body and right foot started to twist, causing him to fall.

He was treated by staff from the 'complex paediatric motor disorders service' at the Evelina Children's Hospital. The team unique in the UK, and our neurologists, specialist nurses, therapists, and psychologists have teamed up with neurosurgeons at King's College Hospital to provide the very special service.

Dystonia is estimated to affect at least 70,000 people in the UK; 8,000 of these are children.

With extra support from the rest of the team after his operation, Robbie's back is no longer twisted and he can walk again.

Robbie's father Dougie, who gave up his job as an operations manager to care for his son, said: "Before the operation, Robbie could no longer feed or dress himself. He is doing remarkably well; the operation has been a real miracle."



Q What is your top priority going forward?

A Simply to help provide the highest standards of care to our patients. As a local resident myself, I know how privileged we are to have on our doorstep some of the greatest hospitals in the world. But we know we can improve our services for residents. It isn't just employing the highest quality of health professionals or improving our buildings, but we must help patients access the right care - either in the community or at home - and work with our partners to prevent illness.

Find out more

See page 10 to find out what our governors do, or the back cover for membership information.



Credit: The Sun Newspaper

Robbie (front, centre) with his family

Showing they care

Lead Governor **Niamh O'Sullivan** and governor colleagues tell us about their important work to support the Trust.

Members and governors lie at the heart of our organisation, helping us to understand and respond to what patients and local people tell us they want from services.

"A driving force behind a successful foundation trust is the active participation of members – patients, local people and staff who get involved and help us to improve local services through their commitment and interest," says Niamh.

"We are accountable to the diverse communities we serve through our membership and also the Council of Governors, the majority of whom are elected by the members. As governors we are here to represent you and your views and to advise the Trust's Board of Directors.

"We are keen to have more members. As a member, you might simply want to receive a personal copy of this, our new magazine, or you might want to come and meet our health experts at a special event.

"We hope some of you will want to stand for election to join the Council of Governors so you can play a more active role. The next elections are in April. If you are not already a member, now is the time to sign up – just call the number at the end of this article, email us or visit our website and we will send you an information pack."

Victoria Silvester

"I lead the patient experience working group which is always working extremely hard for patients. This year we have been improving the hospital experience for outpatients, pushing for changes to the telephone system so that it is easier



to contact the hospital and change an appointment. We have also supported a project that means most inpatients can leave hospital much earlier in the day when they are ready to go home."

David Treacher

"Having worked as a consultant in intensive care for many years, I am proud to be a staff governor. As a member of the nominations committee, I share some very important duties with my governor colleagues, including helping to recruit new non-executive directors and even the Chairman in 2011. It was a huge privilege to be able to recommend the appointment of Sir Hugh Taylor to the full Council of Governors for their approval."

Jeremy Marsh

"Since becoming a patient governor, I have taken part in many official assessment visits to rate the quality of the hospitals' food, cleanliness and infection control measures, as well as the standards

of bathroom facilities and the overall environment. I am part of a team who carry out the inspection, including senior nurses, doctors, catering and domestic service managers, dietitians and the estates team, and we are accompanied by other patient representatives and an external assessor who monitors our work.

I really enjoy this part of the role as it gives a real insight and allows me to help ensure the patient's experience of our hospitals is the best they it possibly can be."

Simon Wallace

"I lead the service strategy working group which helps senior managers to develop the Trust's service strategy. Last year, we took a particular interest in London-wide plans for the future of stroke services and were able to make sure the views of patients and the local public were heard. We also supported the decision to make community health services in Lambeth and Southwark part of the Trust as this will help us to break

Search for talent



down the barriers between hospital and community services.

Pauline Anderson

"I have been a public governor since we first became a foundation trust in 2005. One of the main benefits of being a member and a governor is being invited to our wonderful health seminars where we can listen to advice from leading experts, as well as ask lots of questions. Last year, we had presentations on bones and joints and osteoporosis; how to keep your heart healthy; and kidney disease."

Find out more

Make a difference – become a member of Guy's and St Thomas'
Call: **0845 143 4017**
Email: members@gstt.nhs.uk
Visit: www.guysandstthomas.nhs.uk

Young people involved in our Project Search programme suffer from different kinds of autistic spectrum disorders. Autism affects social interaction and communication skills. Without the right support, people with autism can fall behind and not be given the same opportunities as others.

Project Search gives these young people the opportunity to work within the food services department at Guy's and St Thomas'. Chris Maguire, patient services manager, recognises the value of this initiative: "It's an opportunity to give the students on the project the confidence to be actively involved in the work environment," he says.

Assistant food services manager Rod Sanchez was tasked with managing the scheme. He put together a team of staff to guide and support the students as 'food services assistants' during their time here, and identified wards where they could serve food and assist patients when ordering their meals.

"The students aren't the only ones

to benefit from the programme; it also benefits existing staff who develop skills by supervising and training the students," says Rod. "The programme was a great success, but we did face challenges. We worked hard to create an environment where the students were able to make mistakes. Some of the students also had problems with co-ordination so the team had to devise new techniques and change or adapt the equipment being used."

At the end of the programme, two of the students were taken on permanently in the food services department. Charlie, who now works as a food services assistant, said: "During work experience, my supervisor Christine Ferguson was fantastic. She has a lot of enthusiasm and willpower; her patience is incredible." He also recognises the essential involvement of other staff on the wards where he worked: "Members of staff here are so patient and reassure you that it's OK to make mistakes, and that they are there to be learnt from."



Charlie dishes up

Dr Jaswinder Gill and **Dr Aldo Rinaldi** tell us about the heart's electric pulse, and their research into when it goes wrong.

Fixing hearts that are off the beat

There are many kinds of heart problems, which is why we have different types of heart specialists. The Guy's and St Thomas' cardiology department is one of the largest and most successful in the UK, and provides a wide range of services including: **surgery** on the heart and blood vessels; **cardiac rhythm management** for disturbances in heart rhythm; **non-invasive testing** such as electrocardiogram (ECG), an exercise test or echocardiogram (ultrasound scan); and a **continuing Cardiac Care team**, which supports patients and families throughout their experience of heart disease, both in the hospital and the community.

Some of our patients have an arrhythmia, which means their heart beats are irregular. Not all arrhythmias are a cause for concern, but if they are then we can often fix it. Our team also carries out research to develop new treatments to help more patients.

Vital spark

Your heartbeat is created by a small pulse of electricity caused by special 'pacemaker' cells. This tiny electric shock quickly spreads like a wave through the heart, making the heart muscle contract as it passes. If the whole heart muscle contracted at the same time, there would

be no pumping effect. Normally, the wave starts at the top of the heart and spreads down and then up again.

Some people have an unusual rhythm (an arrhythmia), which may cause concern. There are effective treatments to control or cure most arrhythmias. One of the treatments is the implantation of a pacemaker that 'resynchronises' the heart, by providing an electric pulse at a normal rhythm.

Where to put the pacemaker?

Most arrhythmia patients who have a pacemaker see an improvement in their condition. However, for around a third of these patients, the pacemaker does not solve the problem. This may be because the pacemaker is placed on scar tissue in their heart which does not respond to the electrical signal, or because the pacemaker is not in the best position to fix the problem.

In general, a pacemaker is inserted into any vein in the left ventricle, a chamber of the heart. Consultant cardiologist **Dr Aldo Rinaldi** and his team, along with the imaging sciences team at King's College London, have developed a new technique to test different positions within the left ventricle to see if this improves the effect of the pacemaker.

They use MRI imaging to develop a 'bullseye' diagram that shows which part is most out of sync. The MRI also shows scar tissue. They use this diagram along with an X-ray to guide the placement of the pacemaker, ensuring that it is in the worst affected area and not on scar tissue. ►

ABOUT ARRHYTHMIAS

- Arrhythmias are very common; more than two million people in the UK have an irregular heart beat, and there are 200,000 new diagnoses every year
- There are many different types, including simple extra beats, or unusually fast or slow heart beats
- People may have different symptoms – some notice 'skips and jumps', others rapid heart beats, dizziness or blackouts
- There are effective treatments to control or cure most arrhythmias
- Guy's and St Thomas' is carrying out research to develop new treatments for complicated cases.



Dr Aldo Rinaldi

“This cutting edge research will help us to understand the effects of shock and trauma on those with mild arrhythmias, and to develop better monitoring and treatments for them”

► The results from the pilot study were encouraging and a new, international, trial is starting. The team is also working with industrial partners to develop new software. This research may change the way arrhythmia patients receiving a pacemaker are treated – and will certainly benefit patients who the current treatment is not helping.

Emotional response

There is evidence that strong shocks and emotions can affect the heart, especially for those with a heart condition. If people with arrhythmia suffer a severe shock or strong emotion, it can affect the electrical behaviour of their heart, potentially ‘short circuiting’ and leading to heart failure. For example, there are stories of people who have a heart attack after their house has burnt down, and studies show that the number of arrhythmia-related heart attacks in the local community doubles the month after a bad earthquake.

However, there is little information about the effect on the heart muscle. An ECG (electrocardiogram), which uses sensors on a patient’s skin, can tell us about the heart’s electrical activity and if this has changed – but not how or why. To do this, we need to place sensors on the heart muscle itself.

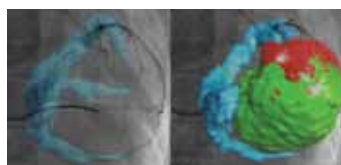
Luckily **Dr Jaswinder Gill** and his team have some patients who, as part of a planned medial procedure, have sensors placed directly on or in their heart and who agree to help us research the emotional response. “They watch a five minute clip from the film ‘Vertical Limit’, where a family has to make a life-threatening decision under exceptionally stressful circumstances,” says Dr Gill.



Dr Aldo Rinaldi inserts a pacemaker

“We record information about their heart’s electrical activity, as well as their blood pressure and breathing.”

“The results are fascinating, and match up with work on heart cells that have been grown in the lab. This cutting edge research will help us to understand the effects of shock and trauma on those with mild arrhythmias, and to develop better monitoring and treatments for them. It would not be possible to do this without the participation of our patients.”



MRI and x-ray images of the heart help doctors put the pacemaker in the right place

HARD WORKING

A healthy heart:

- Is about the size of a fist
- Beats about 100,000 times a day
- Beats about 2.5 billion times over a lifetime
- Can pump blood to every cell in your body in less than a minute
- Pumps 2,000 gallons of blood through 60,000 miles of blood vessels every day
- Does the most physical work of any muscle during a lifetime.



Tiny tickers

It's not just adults who can have heart problems – some children do too.

Monitoring how well children's hearts are developing and working is a challenge because there is so much change as children grow. For example, a small 12-year-old may have the same sized heart chambers as a big 10-year-old, and the blood pressure results of a 3kg baby will be different from a 50kg teenager. Working out whether a cardiogram is normal takes time, and needs access to the right data.

To speed this up, the paediatric cardiology team at Evelina Children's Hospital are working on a smart phone app so that clinicians know straightaway whether a patient's

results are normal or not.

"You plug in information like the patient's age, height, weight, blood pressure, and the app will calculate whether the heart reading is normal, or above or below. It will even give you an idea of how serious a problem is, for example, whether the results are just outside the normal range or way out," says **Dr John Simpson**, one of the paediatric cardiologists who is helping to develop the app.

As well as quickly highlighting when there is a problem – and providing reassurance when there is not – the app will help to track longer term developments, such as whether a child's aorta (the main artery of the heart) is growing too quickly.



HEART HEALTH

Many know that eating fruit and vegetables, doing exercise, and cutting salt, alcohol and smoking are good for your heart. What other practical things can you do?

- Get your blood pressure and cholesterol levels checked by your GP
- Learn to manage your stress levels – if things are getting on top of you, you might not be eating properly, or be smoking and drinking more than normal
- Check your family history – if a close relative is at risk of developing coronary heart disease from smoking, high blood pressure, high cholesterol, lack of physical activity, obesity or diabetes, then you could be at risk too
- Know the early signs of coronary heart disease. Tightness or discomfort in the chest, neck, arm or stomach that comes on when you exert yourself but goes away with rest may be the first sign of angina, which can lead to a heart attack if left untreated.

New year, new you

Lead dietitian **Alastair Duncan** gives some easy tips for maintaining a healthy diet.

Stepping stones

You don't need to make big changes to improve your diet; sometimes the little things make a huge difference, and they're easy to do.

Taking the fat out of your diet

Switching to lower fat food is a good first step. For example, if you use full fat milk for coffee, change to skimmed or semi-skimmed.

Get rid of the frying pan and grill, steam or boil your food instead.

Breakfast is the most important meal of the day

You don't need to go hungry. Have whole grain cereal with skimmed or semi-skimmed milk for breakfast, or whole grain toast. Alternatively, have a bowl of porridge which has a low GI (glycemic index) and slowly releases sugar into the blood providing you with a steady supply of energy. Skipping breakfast can lead to sugar cravings and unhealthy snacking. If you feel hungry, snack on fruit.

Careful choices when eating out

You can still enjoy meals out, but think about your choices. Fish is a healthy option. Avoid curries or sauces made with cream and watch your portion size.

If you are heading for the sandwich bar, choose salads or sushi. Have sandwiches that don't contain mayonnaise. Soup with a wholemeal bread roll is a good choice provided the soup isn't made with cream or full fat milk.

Evenings in

For dinner at home have lean fish or meat and vegetables. Try to have fish two to three times a week. One portion should be oily fish such as salmon, tuna, mackerel or sardines.

Watch those glasses

Alcohol equals calories. Limit yourself to two to three units a day. Everybody should have at least two alcohol free days a week.

Have your cake and eat it

If you have a sweet tooth, you don't have to suffer. Have a couple of squares of good quality dark chocolate high in cocoa solids every now and then to satisfy your cravings.

Saving the pennies

Eating healthily doesn't need to be expensive. Some of your local supermarkets are cutting the price of healthy food with weekly special offers, and provide free healthy recipe cards for budget balanced meals. If you plan your meals at the beginning of the week you can buy items to use in a number of meals throughout the week, so nothing is wasted, and you make savings by buying items in bulk.

Find out more

For more tips on maintaining a healthy lifestyle, supermarket deals, and healthy recipes, visit www.nhs.uk/Change4Life



Chief Nurse Eileen Sills cycles to work

Keeping fit in 2012

You don't have to make Olympian efforts to get healthy this year. We have tips for getting fitter through making simple changes in your everyday life.





Make this year your healthiest yet by making some simple changes to your life with our top tips to get you into shape!

Small changes can make a big difference, we are all encouraged to do more exercise as small changes at work, or while you are at home can lead to a fitter you.

Not everyone is able to 'go for gold' when London hosts the Olympics, but taking up a sport is a great way to get into shape and have lots of fun too. Check out your local council's website or library for details of your nearest leisure centres or sports clubs.

Try walking or cycling to work or to the shops, or get off the bus a couple of stops earlier. Carry shopping bags home rather than bunging them in the boot of the car.

Walk up the stairs instead of taking the lift at work. If you feel really out of breath, start with one flight and build up to more the next week.

If you are stuck behind a desk, make an effort to move around and have regular breaks if you use a computer.

Walk to a colleague's office to talk rather than phoning or emailing, and try a head-clearing brisk walk at lunchtime.

The aim, says senior physiotherapist Helen Alexander, is to have 150 'active' minutes a week. That sounds daunting, so just break it down into blocks of 10, 20 or 30 minutes a day to reach your weekly total.

"When you're exercising", says Helen, "you're aiming to reach a pace of 'comfortable breathlessness', where you can still talk and you become a little sweaty.

"If your heart's pounding, you feel sick or you can't catch your breath, take things slower and build up. Next time, go a little faster. Check with your GP, too, especially if you feel out of shape or unwell when exercising."

You can do stretches while at your desk, which can help prevent aches and pains. Try stretching your arms above your head and in front of you, crawling your hand down your back, tilting your head to one side and then the other, shrugging your shoulders, twisting at the waist and/or bending to one side and then the other at the waist. If you have continuing aches or stiffness because of your work, see your GP or occupational health nurse at work.

Helen has tips for getting fitter at home, too. Housework can be surprisingly good for you, if you really go at it. Keep moving when the TV's on, perhaps by ironing, dusting or vacuuming during the advert breaks.

If you've got a garden or an allotment, get out and start growing. Gardening is a great way of getting active.

Dancing is fun and good for you – even if it's dancing around the lounge to the radio.

"Every little bit counts when it comes to getting more active and keeping your heart and lungs healthy," says Helen. "Start with small changes and over the weeks, do a bit more and a bit faster. By the time the Olympics are here, you'll be surprised how much better you feel."

Find out more

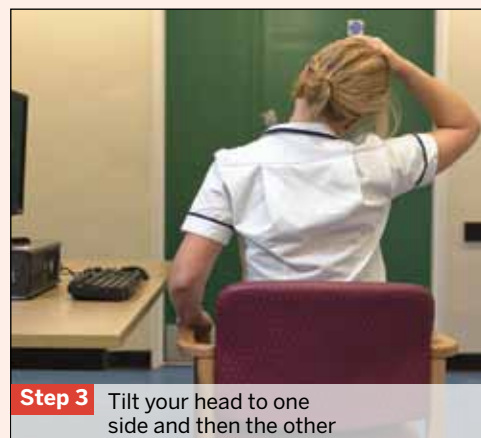
More ideas for getting fitter are at www.nhs.uk/Change4Life



Step 1 Stretch your arms in front of you



Step 2 Crawl your hand down your back



Step 3 Tilt your head to one side and then the other



Step 4 Twist at the waist

Role reversal

May (Bubbles) O'Rourke is a patient at Minnie Kidd House. May interviews unit manager Kay George.



From left to right: Kay George, Frank and 'Bubbles' O'Rourke

Q What is Minnie Kidd House?

A Minnie Kidd House is part of Guy's and St Thomas' community services and provides specialised nursing care for frail, elderly people in Lambeth, who are aged 60 and over.

Q What do you do on a typical day?

A Every day I have a brief handover from the staff nurse on duty to highlight any problems which may have occurred overnight. I visit every patient each morning to check how they are and to sort out any problems, either medical or social. As a manager, I also have the usual tasks to perform – overseeing the daily and monthly rotas, sorting out annual leave, monitoring sickness absence, performance issues, as well as general nursing care.

On some days, there may be a review of a particular patient which their family

can attend. These reviews take place shortly after admission, three months later and then every six months. The reviews give everyone input into the patient's care, and let the family have their say as well. Minnie Kidd has patients who need end of life care and there may be sensitive issues to discuss with the family and staff.

Q Why do you enjoy working at Minnie Kidd House?

A I enjoy the practical side of managing Minnie Kidd. Seeing the patients and their families happy with the care we give is rewarding. I enjoy the interaction with the staff who are all supportive and caring. The healthcare assistants do a wonderful job giving intimate personal care and preserving privacy and dignity.

If a relative talks to me after or during the death of a family member and has been reassured and comforted then I feel that I've done my job well. I make

particular emphasis on the family's input in all situations and this type of holistic care is an essential aspect of what we do.

Q What's unique about Minnie Kidd house?

A Minnie Kidd has 28 beds for patients needing end of life care or continuing care. Every patient is looked after in their own room and they are encouraged to bring personal possessions and photographs. Megan Charles our activities co-ordinator also makes 'life CVs' and individual patient passports which encompass family photos, past events, someone's likes and dislikes.

Our patients do not wear patient wristbands as this is seen as their home, so we use photographic records on medication charts for identification. To help keep things homely I try to reduce the number of posters and instructions on the walls and corridors. I want to



achieve a balance between normal NHS requirements and the homely impression I like to give to patients and families.

There are many activities to keep our patients happy including parties, baking, concerts and religious services. We also have wonderful grounds which are used by the more able patients.

Q What do you do to relax?

A I enjoy backpacking. Recently I went to Borneo, Venezuela, South Korea and Vietnam.

When not on holiday, I stage manage and help run the bar at the South London Theatre based in West Norwood. We perform 22 good standard shows a year and I enjoy the eclectic mix of people I meet there.

I also have a 90-year-old mother in Norfolk who I see regularly, and have three grandchildren and four sons so I'm always busy!

“I make particular emphasis on the family’s input in all situations and this type of holistic care is an essential aspect of what we do”

WHY I VOLUNTEER?



Olivia Holtermann
Entwistle volunteers at St Thomas’

Olivia, 18, is a student who volunteers in one of the information pods. She started volunteering in her gap year because of her interest in medicine which she hopes to study next year.

“I was quite worried when I first started to volunteer here, as it’s such a big place. My main concern was that I would be giving the wrong directions and people would miss their appointments. I’ve had good training and I have a handy directory, so I feel confident when directing people around the hospital.

“I enjoy volunteering as I know I’m doing something practical and useful, which benefits patients. People can be nervous about coming to hospital, so I am pleased that I can help and be a friendly face. It’s also given me a real insight into hospital life.”

Find out more

For more information about volunteering, call: **020 7188 1658**

Say what?

Vice Chair of Unison and Staff Side Dino Williams gets quizzed.

Q Who would you most like to be stuck in a lift with?

A Andrew Lansley, Nick Clegg and David Cameron – because I'd like to give them advice on representing the masses

Q What's your best advice?

A Don't get angry, get active

Q Tell us something about you we don't know

A I used to work in a fish factory in Devon. I came home smelling every night and wasn't allowed back in until I'd washed the smell off in the street

Q Who would play you in a film?

A Matt Damon, because he can wiggle out of anything

Q What's your favourite place in the world?

A Jamaica – I can sit on the beach all day and sip rum

Q If you could change one thing in the world?

A I'd cap everyone's earnings to make



everyone equal to promote economic equality

Q What's your guiltiest pleasure?

A Brandy, Abba, and spoiling my children

Q Who are your heroes?

A Che Guevara, Fidel Castro, Martin Luther King, and Aneurin Bevan – founder of the NHS

HISTORY CORNER

Guy's and St Thomas' has a rich history dating back to the twelfth century and has been home to numerous medical and technical advances. We compare the old with the new.

Then:

St Thomas' was the first NHS hospital in the UK to pioneer the latest technology to remove stones – the use of 'extra-corporeal shock wave lithotripsy'.



Samuel Pepys was operated on for a kidney stone

Thomas Hollier is famous for operating on Samuel Pepys to remove a huge bladder stone at St Thomas' in 1658. In 1662, Hollier carried out stone removal operations (lithotomies) on 30 people in one year, and every one survived.

Now:

The Trust's stone unit is one of the largest in the country. We have our own state-of-the-art operating theatre for treating patients with stones, which is open five days a week.

Run of a lifetime

Two years ago, Roisin Archer's twin nieces received life-saving treatment at the Evelina Children's Hospital. To express her gratitude, Roisin ran the Run to the Beat half-marathon, raising £1,100 for the Evelina. Now she's preparing for the London Marathon.

"The hospital will always be close to my heart", says Roisin. "I aim to raise £2,000 through sponsorship from family, friends and colleagues."

Runners like Roisin make



a real difference to Guy's, St Thomas' and the Evelina. With over 850,000 patients coming through our doors every year, donations enhance the services we provide to patients, visitors and staff.

Find out more

Contact us on **020 7848 4332**, or email gsttcfundraising@kcl.ac.uk or visit www.gsttcharity.org.uk
Sponsor Roisin at www.virginmoneygiving.com/RoisinArcher



Celebrating outstanding care

We find out who has been successful in the latest Care awards.

Thomas Witter, a nurse in paediatric cardiology, was nominated by a range of colleagues for the individual Care award. He was praised for being “extremely hard working and dedicated”, “always being happy to help” and “very supportive”. One nomination said: “His performance was outstanding in co-ordinating the Evelina’s response to the Safe and Sustainable review. He is committed to improving the quality of our service so that it becomes one of the best in the world.”

Health visitor **Deserene Swaby** has worked for Southwark PCT for nearly 20 years and is the first member of our community services to win a monthly Care award. She was nominated for her tireless commitment to her work

and the respect she earns from staff and patients alike – “as well as a full caseload of mothers and children, she also overseas a TB injection clinic and always goes the extra mile.”

Staff on **Hillyers Ward** have been praised for the exceptional care they provided for one patient and were winners of a group Care award after being nominated by the family. They said: “Thank you so much for all of the love and care you showed, it was very much appreciated by the family. He loved Hillyers ward and got very cross if we ever tried to send him anywhere else. I think your team really need to be acknowledged for the care you provided.”

Ryan Anthony who works with the Reproductive and Sexual Health community

team was highly commended for his work with prisoners in HMP Brixton for men. The nomination said: “The service was highly stigmatised amongst prisoners. Ryan Anthony reorganised the clinic to focus on health, presenting problems and increasing blood screening. As a result attendance has increased by 50 per cent.”

showing
we care

The monthly Care awards are open to both volunteers and staff working at the Trust. Nominations can be made by colleagues, patients, visitors and the public using paper or online forms. Visit our website for more information.

MY INSPIRATION



Consultant urological surgeon Mr Prokar Dasgupta.

“I’ve been fortunate to have had a number of inspirations. The first was my grandfather who was himself a physician. He taught me compassion and a holistic attitude to medicine: treat not just the body but also the mind.

“In the late 80s, Dr Shivaji Basu, a urologist in India, introduced some groundbreaking methods to treat kidney stones and prostate problems. He inspired me to become a urologist and I continue to keep in touch with him regularly.

“Dr Louis Kavoussi from John Hopkins University in America convinced me that robotics had an important role to play in the future of surgery. I was honoured to follow in the footsteps of John Wickham who performed the first clinical robotic procedure at Guy’s.”

From the frontline

Head of customer services,
Bobbie Lawrence.

"Customer services answer over 9,000 calls a day. We look after calls for Guy's and St Thomas', Lewisham and Whipps Cross hospital switchboards.

"Not only do we direct people to the right departments, staff, or clinics, we also arrange some of the appointments for patients.

"We work with patients to improve our service and we've made huge developments over the past year. Helping to reduce the number of patients who miss their appointments

has been my toughest challenge. Until March last year, patients had been finding it difficult to speak to the right person to cancel their appointments. This meant that appointments were wasted. We introduced a cancellation line (020 7188 9900) – it is staffed 24/7 so patients can call any time to cancel their appointments, meaning these valuable slots are available for other patients. We also offer a patient reminder service for some departments – calling 1,500



"We work with patients to improve our service and we've made huge developments in the past year"

patients a day to remind them about their appointments the following week.

"Efficient and helpful staff are key to customer services. We have introduced a 'telephony academy' for any staff within the Trust who need help with dealing

with upset or angry patients on the telephone. Many of our patients are under a great deal of stress and we need staff who can handle their calls sensitively and effectively. We've had great feedback since we introduced this programme."

Ask us: when should I go to A&E?

The NHS 'Choose Well' campaign is helping Lambeth and Southwark residents choose the right health service at the right time, whether it's a trip to A&E for chest pain, or a visit to your local pharmacist for a painful cough. We explain more about the services available.

A&E or 999

If you have a critical or life-threatening situation such as black outs or choking, you should call 999 or go to your local Accident and Emergency (A&E) department.

Minor Injuries Unit (MIU)

Visit the MIU if you have a minor injury or illness that is not life threatening, including broken bones, wounds, sprains, bites, burns and scalds.

GP

Go to your GP if you want advice on illnesses or injuries that won't go away such as back pain, sprains, or vomiting. Most GP practices are open either early in the morning, early evening or at weekends. When your surgery is closed, SELDOC provides the local GP out-of-hours service.

Walk-in centre

If you can't get an appointment with your GP, you can visit a walk-in centre. However, it is always best to go to your own GP as they know your medical history and will be able to assess your immediate needs as well as refer you into a specialist service if necessary.



Pharmacist

As well as dispensing prescriptions, your pharmacist can give you advice on a range of conditions such as minor infections, aches, colds or flu, allergies and rashes. Free emergency contraception is also available at some pharmacies.

NHS Direct Helpline

For confidential health advice around the clock call 0845 46 47, or visit www.nhs.uk. You can check your symptoms, hundreds of conditions and treatments and find contact details for most NHS organisations, including hospitals and GPs.



Self-care

Self-care is the best choice to treat many minor illnesses and injuries. A range of common winter illnesses and injuries can be treated at home with plenty of rest and a well stocked medicine cupboard. Stock your cupboard with: paracetamol, a thermometer, antihistamines, aspirin (not for under 16s), rehydration mixture, anti-diarrhoea medicine, plasters, and indigestion remedies.



Find out more

See the pullout leaflet in the centre of this magazine for more information.

What's on

March 1

Friends of St Thomas' Hospital mini market
11am – 3pm, Central Hall, St Thomas'

March 1 – 31

Great daffodil appeal (Marie Curie Cancer Care)
Call 0800 716 146 or visit www.mariecurie.org.uk

Ovarian cancer awareness month

Call 0300 456 4700 or visit www.ovarian.org.uk

Prostate cancer awareness month

Call 0800 074 8383 or visit www.prostate-cancer.org.uk

March 5 – 11

Endometriosis awareness week
Call 0808 808 2227 or visit www.endometriosis-uk.org



Every Monday:

Free lunchtime concert
1-2pm, Central Hall, St Thomas'

Every Wednesday:

Free lunchtime concert
12.30-1.30pm, Atrium 2, Guy's

March 14

No smoking day
Call 020 7554 0142 or visit www.nosmokingday.org.uk

April 8

Easter Day

April 16 – 22

Parkinson's awareness week
Call 0808 800 0303 or visit www.parkinsons.org.uk

April 25

Public Board of Directors and Council of Governors meeting
4-7pm, Shepherd Hall, St Thomas'

April 27

King's international lecture series – Professor Roger Tsien (Nobel Prize 2008)
Lecture Theatre 1, New Hunt's House, Guy's campus

Competition



To mark the release of Disney's 50th animated feature, the BFI Imax is showing the complete works of Disney, chronologically, over an entire year. Highlights include *Chicken Little* as well as the Disney classic, *The Princess and The Frog*. For older children there's always *Star Wars*, returning to the BFI IMAX in 3D glory!

Sudoku

Fill in all the squares in the grid so that each row, each column, and each 3x3 square contains all the digits from 1 to 9.

6					4	9		
		4		1	7		2	
3	1		6					7
	5				9	2		
2	9			5			3	6
		7	4				9	
5					6			
	6		8	2		7		
		8			1		6	9

Fill in the Suduko grid to be in with a chance to win a set of family tickets (5) to any family film at the BFI Imax, Waterloo. Send your answers by **30 March** to Magazine Competition, Communications Department, 4th floor, Staircase C, South Wing, St Thomas' or you can email: communications@gstt.nhs.uk

Become a member of Guy's and St Thomas' and help shape our future

For more information on becoming a member, tel: 0845 143 4017,
email: members@gstt.nhs.uk or visit our website at www.guysandstthomas.nhs.uk

Stand out from the crowd

Be outstanding

Become a governor and help us
to improve local services in your hospitals
by having your say

Listen to patient views

Support our staff

Advise our Board of Directors

Meet our health experts

Read our magazine



For more information call 0845 143 4017
email members@gstt.nhs.uk or visit
www.guysandstthomas.nhs.uk