

the GIST

News from Guy's and St Thomas' Issue 5 | 2012

Celebrating success

OUR 2012 LEGACY

Dementia uncovered

SUPPORTING OUR OLDER PATIENTS

CHANGING THE LIVES OF AMPUTEES

THANKS TO A
COMMUNITY-LED
SERVICE



Welcome

...to the fifth issue of *The GiST*.

Read on to find out about the work we are doing to reduce our carbon footprint, and the links we are making with local community groups.

It is no secret that the population is ageing, and the number of people living with dementia is increasing. Our main feature in this edition looks at the work we are doing to support our most vulnerable patients, and raising awareness of this condition among staff.

Our interview with Dr John Simpson highlights some of the wonderful work our staff are doing in other countries.

Towards the end of the magazine you will be able to read about our latest Care awards winners, and the highlights of the London 2012 Games.



Ron Kerr

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



Contents

- 05 Evelina VIPs**
Success for Evelina patients at the British Transplant Games
- 08 Care beyond our hospitals**
Dr John Simpson tells us about his work in a Sri Lankan hospital
- 10 Community support for amputees**
The Bowley Close rehabilitation centre – supporting paralympic athletes and local people
- 12 Dementia uncovered**
This feature explains the symptoms associated with dementia and what we are doing to provide the best care for our older patients
- 16 The London 2012 Games in pictures**
See how we marked this once-in-a-lifetime occasion

Meet the team

Produced by:
The communications department

Design: Engage Group Ltd
www.engagegroup.co.uk

Print: O'Sullivan Communications

Front cover: Evelina patient Joe Quick swaps medals with Olympic gold medallist Etienne Stott

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



The GiST is published by Guy's and St Thomas' NHS Foundation Trust.



Follow us on Twitter @GSTnhs

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, or email press@gstt.nhs.uk

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

'Desperate Debra' is making caesareans safer

A new simulator called Desperate Debra is helping train doctors to deal with late-stage (emergency) caesareans, which affect around 20,000 births per year in the UK and are a serious situation for mother and baby.

Made of silicone and plastic, Desperate Debra is a pregnant abdomen, uterus and foetus with lifelike movement and feel. It is possible to adjust the difficulty of delivery.

During emergency caesareans when a woman

is in the advanced stages of labour, the baby's head may get stuck in the pelvis. This can be life-threatening for both mother and baby, and there may be complications during the operation and in the long term.

"Emergency caesareans usually occur late at night, when doctors with experience of this situation may not be available. Training doctors with Desperate Debra should reduce the likelihood of serious complications," said

Professor Andy Shennan, Professor of Obstetrics and Deputy Director of Research and Development at the Trust, who helped to develop the simulator.

"Debra helps teach the paradox between the force needed to get the baby out, and a gentle touch as to not cause any damage."

Desperate Debra was developed in collaboration with NHS Fife and Adam, Rouilly Ltd, and supported by Guy's and St Thomas' Charity.

Fight flu – get the jab

As winter approaches it is time to get prepared for the fight against flu. Flu is a highly infectious illness that spreads rapidly through the coughs and sneezes of people who are carrying the virus.

Every year we launch a campaign reminding our patients and staff to get their flu jabs.

David Tucker, Deputy

Director of Infection Prevention and Control, said: "If you are at risk of complications from flu, make sure you have your annual flu jab which is available free from your GP. It is also important that our healthcare staff get vaccinated so we have a workforce that is fit to provide care for our patients."

Flu symptoms can hit

quite suddenly and severely, and because flu is caused by a virus and not bacteria, antibiotics will not help.

Anyone can get flu, but it can be far more serious for some people, especially those over 65, those with a serious medical condition, or those who are pregnant. Even if you are fit and healthy you could develop a more serious illness.

IN THE NEWS

A round up of media activity over the past few months which has featured the Trust

Kidney documentary

More 4 broadcast 'My Kidney and Me', about Tom 26 (pictured below) who donated his kidney to a stranger. The film followed the donation process and Tom's operation at Guy's Hospital.



Expert view on a disturbing issue

We took part in a special Newsnight programme about the disturbing practice of female genital mutilation. Our specialist midwife Comfort Momoh was interviewed about the current situation in this country, and also took part in a studio debate.

New simulator to help with caesarean births

There was lots of national and international coverage for our new emergency caesarean simulator called Desperate Debra including BBC, Daily Mail and Reuters.

Olympian visits the Evelina

ITV London Tonight featured Olympian Etienne Stott's visit to the Evelina. The gold medal canoeist spent time with patients on and off the wards and told ITV that he was delighted that he could make a difference to patients.

What's your number?

Many of us know our national insurance number, but do you know your NHS number?

Your NHS number is a unique number given to all patients in England and Wales. You can find your NHS number on your medical card.

We are encouraging patients to bring their NHS number with them when they come to hospital, or see our staff in the community. This is important because it helps us to find your health records more quickly, and will ensure the staff caring for you have access to the latest information about your condition and previous treatment.

If you do not know your NHS number, contact your GP and ask them to look it up. To protect your privacy, they may ask you to show them some proof of your identity.

[Find out more](#)

Visit www.guysandstthomas.nhs.uk/nhsnumbers

SMALL HEARTS DESERVE TOP CARE

We are delighted that the Evelina Children's Hospital has been confirmed as one of the designated centres to provide specialist children's heart services in England.

This follows the national Safe and Sustainable Review which was carried out to improve the quality of care for children and their families by bringing highly specialist surgical work together in a smaller number of centres.



Rachel Erasmus midwife (left) with Csalane Besenyei (mum) and baby Felix

Mum to be? We can help you have baby safely at home

More expectant mothers will be able to have their babies at home, thanks to the expansion of our home birth service.

The Riverside Homebirth team, part of maternity services at St Thomas' Hospital, has extended its home birth service, providing expert home birth care to pregnant women in London Bridge, Bermondsey, Rotherhithe, Deptford, Brockley and New Cross.

The team of six midwives advise and support women so that they can give birth in the place where they feel

comfortable and that is 'safest' for them, whether this is at home or in hospital.

Mira Mackey's daughter was delivered at home in 2010, with the support of community midwives. She is planning to have her second child, due in October, at home.

She said: "On the day my baby was born the midwife made it easy for me to concentrate on the labour, and I felt relaxed knowing that she was busy making sure that everything was going according to plan. For me, giving birth at home was the calmest, safest place to be."

Art and the environment

St Thomas' Hospital is the site of artist Dryden Goodwin's latest art project.

Breathe, an animation that will be projected onto the roof of the hospital building at St Thomas' from 8-28 October, will also be visible from Westminster Bridge and the Houses of Parliament.

Goodwin did over a thousand pencil drawings of his five-year-old son to create the animation.

The project is linked to the EXHALE research programme, which seeks to investigate the effect of air pollution on the lung health of primary school children in East London.

"Children are vulnerable to pollution because their lungs mature slowly during childhood," says Professor Frank Kelly, who is leading the study funded by the NIHR Biomedical Research Centre at Guy's and St Thomas' and King's College London.

"The EXHALE programme is important because it will help inform future traffic emissions policies."



Breathe is presented by Invisible Dust, an organisation bringing together artists and scientists to examine issues around climate change, air pollution, and the environment.



Transplant games success for Evelina athletes

An athletic team of patients from the Evelina Children's Hospital have returned with an impressive haul of 56 medals following a hugely successful British Transplant Games.

The team of 39 children and young people aged between four and 17 – all Evelina kidney transplant patients – took part in four days of competition in Medway, Kent, at the end of August. They competed in a range of sports including

athletics, swimming, table-tennis and badminton.

The team – called the Evelina VIPs – won 13 gold, 20 silver and 23 bronze medals.

Swimmer Nicole McKenzie won best athlete after winning five golds in the pool, and Aaliyah Isaak was awarded a trophy for the best determination and effort. To cap it all, they won the Best Kidney Kids trophy for the fifth year in a row, and the team

finished third overall in the medal table.

Play specialist Cathy Gill, who helps to organise the team each year and stayed with them throughout the four days, said: "It was a wonderful experience and everyone in the team performed brilliantly."

Joe Quick, who is pictured on the front cover and won a bronze medal in badminton, said: "It's a great way to catch up with friends."

Picture menu helps patients choose their food

Guy's and St Thomas' has introduced a special new menu to help patients to choose their food.

Patients whose first language is not English, or who have learning difficulties, dementia or other sensory impairments, will soon benefit from a menu which has photographs of the food they can choose and symbols to represent the main ingredients.

Manal Sadik, language support service manager, wanted to improve accessibility and the patient experience,



A patient chooses their meal using the new picture menu

and led a successful pilot with Wendy Walker in the speech and language therapy team. Pictorial menus will be available on all 55 hospital wards by late November.

Manal said: "It is sometimes easier to show a picture of the food to a patient, rather than to have someone describe it.

"I hope the new menus will improve the patient experience and help patients to recover as quickly as possible. As well as ensuring patients get the food that they want, it should reduce the number of meals that are wasted."

The project was funded with support from Guy's and St Thomas' Charity.

Need care urgently?

A service run by GPs, which offers an alternative to Accident and Emergency (A&E), has recently opened at Guy's Hospital.

The Urgent Care Centre is for patients whose condition is urgent enough to need immediate treatment, but who do not require emergency treatment at a full A&E. They can treat a wide range of conditions such as broken bones, sprains, burns, infections, bites, and minor illness in children and adults which cannot wait for an urgent GP appointment.

TOP TWEETS

[@SuperSurg @GSTTnhs](#) What a wonderful maternity unit. #goldstandard

[@jemmjoo](#) Recuperating after hip op at Guy's today. Thanks to staff in Osteo, SAL, surgery, recovery and day op ward for superb care. @GSTTnhs #NHS

[@cassielouise](#) 2 weeks after heart surgery at the amazing @evelinahospital and I still can't get over my boy's wonderful pink hands & feet Thank you! #CHD

[@barebackreader](#) St Thomas' Hospital is amazing. Kind of place that makes you feel all teary-eyed and patriotic, NHS at its best

[Follow @GSTTnhs](#) for Trust news, events, service and patient information, and jobs.



Making a difference for the future

Our role extends beyond our patients, staff and visitors. We take our responsibility to support our local community and to protect the environment very seriously.

Joining forces with local people

The Lilian Baylis community hub is a social enterprise in Kennington, on the site of the Lilian Baylis old school. It was founded by Brian Dickens, a former professional athlete who has through his charismatic leadership skills, created a community centre primarily for local disadvantaged young people, although the centre now provides services to a wide range of community groups.

Lilian Baylis creates opportunities for young people to take part in sport, including basketball, boxing, swimming and tennis. They can also enjoy art, education, music and other activities. There is a strong emphasis on bringing communities together, and the site holds events for the local Latin American and African communities, as well as for older people. The centre has transformed the lives of many disadvantaged young

people who would otherwise have nowhere to go and helped them into education and employment.

Success stories include local people who are now on US basketball scholarships and former gang members who have become coaches or mentors, or gone to university.

High profile sponsors and supporters such as Barclays, Nike, and the Michael Jordan Foundation are key to the centre's success. Celebrity supporters include Boris Becker, Usain Bolt, Linford Christie and Rio Ferdinand.

One parent who takes her daughter to the centre for free swimming lessons said: "It's fantastic. It would have been terrible just as flats. Young people need something for their energy, and without this there's not much around here."

Staff, supporters and users of Lilian Baylis visited St Thomas' last month to

"It was fantastic to see the range of creative and sporting activity that goes on at Lilian Baylis which motivates young people to do positive things"

showcase their activities. As well as a lively street dance performance and a demonstration of their basketball skills, they also created a beautiful mosaic with the help of hospital staff to leave a lasting 'Olympic themed' legacy and to cement the relationship between the two organisations.

Nicola Grinstead, deputy director of operations, says: "It was fantastic to see the range of creative and sporting activity that goes on at Lilian Baylis which motivates young people to do positive things with their lives. We are keen to support their work and hope to create opportunities to help young people into work and to bring art therapy to our patients through this exciting partnership."

Saving the planet

We are widely recognised as leading the way in the NHS for carbon reduction and are keen to share our knowledge and experience with other NHS Trusts.

Action to reduce our impact on the environment includes working with the Carbon Trust to establish a programme of energy saving initiatives over the next three years. Our combined heat and power (CHP) engines, pictured above, have generated electricity and heat at both our hospitals since 2009, and immediately reduced our carbon footprint by 20 per cent. The units were funded by the Department of Health's energy and sustainability fund.

We have also invested in 'spend to save' initiatives, such as efficient boilers and lighting, and regularly hold events for staff, patients and visitors to encourage cycling. We also give advice and support staff thinking about taking up cycling for work or pleasure. This includes free cycle training in partnership with Southwark Council and bicycle maintenance sessions.

Over 100 staff volunteer as local environment representatives to save energy and resources. This ranges from making suggestions about more sustainable ways of working to reminding colleagues to switch equipment off when it's not in use. We have increased

recycling facilities in staff and public areas and introduced 100 per cent recycled office paper across the Trust.

Alexandra Hammond, sustainability manager, says: "Leading doctors and scientists agree that one of the greatest threats to health in the 21st century is climate change.

"As one of the largest healthcare providers in the south of London, we embrace our responsibility to lead the way in the NHS and in London and we are determined to tackle the climate change challenge head on."

We are currently updating our sustainability strategy, setting out key objectives for environmental sustainability over the next two years.

Find out more

Please email alexandra.hammond@gstt.nhs.uk

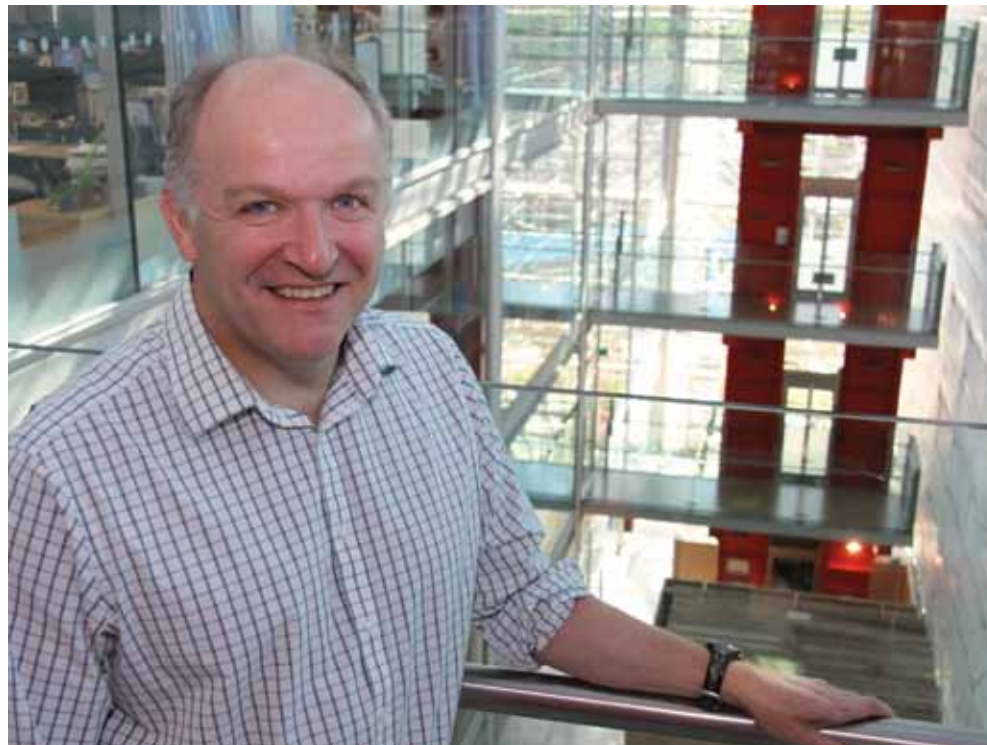
DID YOU KNOW?

Each year we:

- Produce enough electricity to meet half of our energy needs
- Have reduced CO₂ emissions by over 11,000 tonnes
- Save nearly £2 million in energy costs, which is reinvested in patient care.

We ask **Dr John Simpson**, consultant cardiologist at the Evelina, about taking his work around the world.

Heartfelt mission



“We have a flourishing partnership with the Karapitiya Hospital in southern Sri Lanka, who give us the opportunity to support their team and help to diagnose heart conditions and perform complex operations”



Q What does your day job involve?

A I'm a consultant cardiologist and lead the echocardiography service at the Evelina Children's Hospital. I specialise in pre-natal diagnosis which means I diagnose heart problems in babies before they are born using special imaging machines and 3D scanning.

Q What is special about this service at the Evelina?

A We can deliver babies at St Thomas' – very few children's hospitals also have a maternity unit on site. Then as soon as a baby is born we make sure they receive the best possible care for any heart condition at the Evelina.

When I started here, there was only one room to carry out echocardiograms – which uses ultrasound to take images of babies' hearts – now we run one of the largest services in the country. We have also taught and trained doctors from many other centres in the UK and from abroad.

Q Tell us about your work in Sri Lanka

A Each year I travel with a team from the Evelina to Sri Lanka for 10 days. I have been going for 10 years now.

We have a flourishing partnership with the Karapitiya Hospital in southern Sri Lanka, who give us the opportunity to support their team and help to diagnose heart conditions and perform complex operations.

Q How many children have you helped there?

A Each time I go I see around 150 patients – so I have assessed over 1,000 children and diagnosed approximately 250 of these with conditions that would be helped by surgery. My colleague Conal Austin performs the operations with the support of a theatre team from the Evelina. Sometimes local surgeons perform the operations. Together, we have performed almost 150 heart operations so far.

Our visits are well known in Sri Lanka, and patients are either referred for assessment by their doctors, or turn up because they have heard about our visit by word of mouth. Families have been known to sleep under shelters to wait for us, and there are often queues of parents waiting for their children to be seen. The team at the Karapitiya Hospital are fantastic, and we are really so delighted to be able to help them with the patients that they are unable to treat.

Q What do you enjoy most about the visits?

A That we can help children desperately in need – and they don't pay a penny. It is great to interact with the Sri Lankan team to make the best decision for each patient. We are also aiming to donate older equipment which is not used anymore at the Evelina to the hospital in Sri Lanka.

The visits are brilliant for team building too as we get to know people in the department at the Evelina who we might not usually come in contact with.

Q What are the main differences working there?

A Patient notes are not recorded electronically. Families come in with a notebook and the doctors write notes by hand and results of tests are usually stored on CDs which the parents carry with them.

Occasionally we see young adults who were born with heart conditions which weren't diagnosed or treated when they were children.

Above all, it is very uplifting to be able to change the lives of young patients half way around the world.

Find out more

The team's visits to Sri Lanka are funded by the Take Heart charity www.takeheartmercymission.com



Latest cancer survey shows improvements

Cancer patients at Guy's and St Thomas' are getting better information about their cancer treatment, being treated with dignity and receiving a greater choice of treatment, according to a recent survey.

The results of the national inpatient cancer survey – published in August by the Department of Health – shows the Trust as one of the 10 most improved in the country.

Sixty four per cent of the eligible patients who were sent a survey returned it. The results show that 88 per cent of the cancer patients surveyed rated their overall care as either excellent or very good.

Since the last survey in 2011, there has been investment in a new cancer and haematology day unit, in new technology and in more staff training.

Comparing the results with the previous survey, patients rated highly that they are receiving better written information; their questions are being answered; they are being treated with dignity and respect; and they are being given clear information when they leave hospital.

Dr Majid Kazmi, Clinical Director for cancer, said: “Over the last few years we have invested in new facilities and

“We are delighted that these measures are making a real difference to our patients”

technology, including a new cancer day unit and electronic patient notes.

“We are delighted that these measures, along with improvements in how we run our clinics, how staff communicate with patients and a major effort to reduce waiting times, are making a real difference to our patients.”

“We are obviously pleased with our results, but we also recognise that there are still areas where we can do even better and we are working hard to address these.”

Of the 160 NHS trusts from across England who took part, 98 improved on their previous results.



Going for gold

We find out more about community rehabilitation centre, **Bowley Close**.

Loss of movement should not be a barrier to achieving our goals. With prosthetics technology improving all the time and appropriate expert care for those who need it, patients are now achieving more than they ever believed possible.

The Bowley Close Rehabilitation Centre, part of Guy's and St Thomas' community services, provides physical rehabilitation for people in south London who have had amputations or who were born without limbs. It provides prosthetic limbs, wheelchairs and other aids, from orthotics (shoes/feet), to the latest devices to help in everyday life.

Over the summer, Bowley Close has provided support not only for local people, but also for some of the elite athletes taking part in the London 2012 Paralympic Games. Patients have also taken part in the opening ceremony, as volunteers and even singers.

Made to order

Ensuring staff understand each individual patient's needs is vital to improving their quality of life. Bowley Close prosthetist, Alistair Paul, lost his leg when he was 14. He believes it helps him in his job as he has the same problems as his patients and can work with them to develop practical solutions. Alistair is pictured left with paratriathlete Adrian Heathfield centre and physiotherapist Nicola Carrington far left, who is using a device to experience what wearing prosthetic legs day-to-day is like.

Bowley Close relies on the work of twelve technicians to create bespoke prostheses. They are able to produce replacement



Occupational therapist Melissa Leong (left) shows the range of prosthetic limbs and occupational tools available at the prosthetic event held in August at St Thomas'

limbs that are not only functional, but also colourful, patterned or lifelike – tailored to each patient. Working with the engineers, they also design special limbs and devices that allow children to learn to ride bikes, hold Wii controls and much more, ensuring they can have exactly the same fun as other children.

Adrian Heathfield Triathlete, Paratriathlete and below-the-knee amputee

After recurrent bone infections following a snowboarding accident eight and a half years ago, Adrian, a keen sportsman, had his leg amputated below the knee in 2011.

"The team at Bowley Close have made it much easier for me to make the transition. They are friendly, knowledgeable and work with patients to enable you to reach your goals. I have set my goals high; I compete in triathlons and paratriathlons, which will be a Paralympic sport for the first time in Rio 2016."

For Adrian, Rio is the long term goal; he was placed third at the British

DID YOU KNOW?

- 1,300 'active' amputees attend the centre each year
- Five per cent are children
- The majority of amputations result from vascular and diabetic complications, although they may also be due to trauma, infection, cancer or inherited conditions.

Paratriathlon Championships, just seven months after his amputation.

"My prosthetist, Christina, has worked with me, listening to me about my problems and concerns and has helped remould the new sockets that fit me better and allow me to get the most out of my new limb."

Robbie Barrett Bronze medal paralympian sprinter and patient of Bowley Close

An experienced and successful athlete, Robbie competed in the Barcelona Paralympics in 1992, and took home two bronze medals in the 100m and 200m sprints for below the knee amputees in the Seoul Paralympics 1988. He has been track coach for the Welsh National Team and was captain of the GB sitting volleyball team for five years. He has also participated in many other sports, including able-bodied rugby.

"New technology over the years, and my involvement in its development, has given me the ability to be involved in a variety of sports. Without the Flex Feet first given to me back in 1986, none of my sporting achievements would have been possible."

Robbie had a prominent role in the London 2012 Paralympic opening ceremony, seen sprinting across the sky with his running blade to the sound of Handel's 'Eternal Light'. Recently, he has also become more and more involved in coaching young athletes.

"It gives me great pleasure to be able to demonstrate the techniques required for running control rather than just talking about it," he says.

We find out about plans to raise awareness of dementia among staff and to improve care for our most vulnerable patients.

Seeing the ‘me’ in dementia

A quarter of patients in UK hospitals have a form of dementia, and the number is growing. We need to do more for these patients, which is why we are embarking on a new campaign in our hospitals to raise awareness of dementia among all our staff.

Signs and symptoms

Dementia mainly affects people over 65. There are many types of dementia but they all affect everyday tasks such as memory, eating and drinking, communication, and perception.

Dementia gets progressively worse, and everyone experiences it differently – some might show all or just one of these symptoms.

“It may not be immediately obvious that a patient has dementia,” says Chief Nurse and Director of Patient Experience, Eileen Sills, “and some of their symptoms might be confused with other conditions.

“Signs to look out for are a patient looking lost or confused, a patient who might be difficult to understand, or a patient who has problems understanding what you are saying. The likelihood is that if you are a member of staff, you will come across patients with dementia through your job, or just by walking through our hospitals.”

Communication is key

“Sometimes people with dementia might seem angry or agitated, but this may be a sign of frustration because they have dementia – they might have forgotten something, or are finding it difficult to communicate,” says Eileen.

“Be patient and give the person time to answer your questions and express themselves. Many people with dementia may also have reduced hearing because of their age.

“Signs to look out for are a patient looking lost or confused, a patient who might be difficult to understand, or a patient who has problems understanding what you are saying”

“It’s important to bend down to their level and speak slowly so they can understand you – and never shout.

“Try to avoid questions that require complicated answers, and use gestures to reinforce what you are saying.”

This is me

“The most important thing to remember is that these patients aren’t ‘just people with dementia’ – this is why we say see the ‘me’ in dementia,” adds Eileen. “We want everyone to remember that there is more to a person than their dementia – they often have a family, and may have had a job for example. Remember everybody has lived a life; we need to respect this and enable them to be as independent as possible. Take time to find out more about that person, and try to imagine how you would like to be treated if you were in their position.”

We have many ways that we can help staff, as well as patients and relatives of patients with dementia. Relatives can ask staff for extra support, for example, by requesting the ‘This is me’ booklet. By filling this in, they will give our staff a better sense of the person behind the dementia by explaining the patient’s life so far, and useful information about their interests and hobbies.

Forget me not

Another initiative that has proved successful is a simple blue band, which ward staff put on the wrist of a patient with dementia. This, along with forget-me-not flower symbols over a patient’s bed and on their medical notes, helps staff to recognise patients with dementia and who may need extra support. ►





New Health Secretary Jeremy Hunt meets patient George Bailey during a recent visit to an elderly care ward at St Thomas'

► Nutrition

As dementia progresses, eating and drinking can become difficult for some people. Someone suffering from dementia may find it difficult to recognise the food in front of them. They may struggle to use a knife and fork as co-ordination becomes harder. Food may be difficult to chew or swallow, and/or they may not want to accept assistance with eating.

These and other patients who have problems eating and drinking, are given a red tray with their meals. This highlights to staff that the person may need assistance with their meal. A red topped jug is used to identify patients who may need to be encouraged to drink enough.

A specially designed environment

The elderly care wards were recently re-designed with older patients, especially those with dementia in mind.

Each of the three wards has colour-coded bays to separate parts of the ward, and to help patients remember their way back to their bed. The toilet and shower facilities have large picture signs that can be easily read from a distance, and the floors are cushioned to reduce injury if a patient falls.

Valuable care

Every patient, relative, or carer, should take it for granted that our staff are clinically competent, and be equally confident that they will feel safe, experience kindness, be well informed and feel supported and cared for at all times. These things can be difficult to measure and monitor, but must be at the heart of what we do.

"Staff should be putting the Trust's five values into practice every day to support our most vulnerable patients, particularly those with dementia," says

OUR VALUES

- Put patients first
- Take pride in what we do
- Respect others
- Strive to be the best
- Act with integrity.

safeguarding lead for adults Mala Karasu. "Every day we should: Put patients first; Take pride in what we do; Respect others; Strive to be the best and Act with integrity.

"Patients who have dementia are more likely to remember 'how their care felt' rather than the details of any treatment – so this really underlines the importance that we need to place on the compassion we show and the way that we care for and make patients feel safe, reassured, and supported."



A scene from Barbara's story, our new training film

Barbara's story

All staff are expected to have a good understanding of the issues faced by dementia patients so that they can all provide exceptional care.

To support this, every member of staff will attend an innovative and powerful training session over the next few months, the main focus of which will be a short film about Barbara, who has dementia. We will then return to Barbara's story over the coming year as we develop our collective understanding of dementia further.

Ultimately, we want every member of staff to feel confident and empowered to recognise and support our care for our most vulnerable patients.

A special visitor

New Health Secretary, Jeremy Hunt, recently visited an elderly care ward at St Thomas'. Mr Hunt was impressed with

the environment of Henry Ward, and the initiatives in place for patients with dementia.

"I am delighted to have had the chance to speak with patients and staff about their experiences," he says. "This hospital has special significance for my family, as my mother worked here and one of my children was born here. I have been reminded today of the invaluable work of staff and volunteers up and down the country. They are at the heart of the NHS and we can never praise them highly enough."

"Staff should be putting the Trust's five values into practice everyday to support our most vulnerable patients, particularly those with dementia"

DEMENTIA FACTS

- Nationally 800,000 people are living with dementia and this continues to rise
- Dementia is progressive, often starting off with mild symptoms which get worse over time
- Everyone experiences dementia in different ways and what is a problem for one person may not be for another.

For more information about dementia, visit www.alzheimers.org.uk

Memories of the London 2012 Games

From welcoming VIP visitors, to the projections on the Houses of Parliament that were beamed around the world; the London 2012 Games provided an opportunity for staff, patients, and visitors to mark this once-in-a-lifetime occasion. These pictures show a snapshot of our work and celebrations during the Games that will leave a lasting legacy and wonderful memories.

Evelina celebrates: Olympic gold medal canoeist Etienne Stott visited patients at the Evelina Children's Hospital. He is pictured on the front of the magazine with patient Joe Quick, who won a bronze medal in badminton at the British Transplant Games.



2012 Challenge: Over 2,500 staff took part in the Trust's 2012 Challenge which saw staff using their spare time to compete in five challenges based on the Olympic themes: getting active, volunteering, fundraising, changing the way we work, and creating positive memories of 2012.



Games makers: 46 staff performed in the opening ceremony of the Olympics. We also had staff dancing in the opening and closing ceremonies of the Paralympics, and many volunteered as Games Makers to ensure the smooth running of the Games; from providing medical care and physiotherapy for athletes and spectators, to looking after VIPs.

Passing the baton to Rio: Members of the Olympic organising committee for the Rio 2016 Olympic Games were welcomed by our staff who passed on valuable tips for planning for the next Olympic Games. They shared a special Olympic cake with patients at the Evelina.



Light me up: The inspired idea to light up London's landmarks saw projections from the St Thomas' site light up the Houses of Parliament with Games-themed images each evening during the Olympic and Paralympic Games. A different patient or member of staff was chosen to switch on the lights each evening.



Left, Nicky Thomas; right, Oumou Diallo

Role reversal

Oumou Diallo is a patient in the Sickle Cell Centre at Guy's Hospital. Oumou interviews consultant clinical psychologist **Nicky Thomas** about living with the disease.

Q How does Guy's and St Thomas' help people living with sickle cell disease?

A We are one of the UK's leading specialist sickle cell centres, which means that we are able to offer people with sickle cell disease a whole range of services, including help with looking after their joints and bones, kidney care, maternity services and pain management.

The team is made up of haematologists who look after blood disorders, nurse specialists who provide general care, health psychologists who help patients cope and adjust to their

illness, stays in hospital and treatment, and community nurses who help and support patients in their own homes.

Q Why might people with sickle cell need to see a psychologist?

A Sickle cell disease is a challenging long term condition to live with. There can be many complications including severe damage to hip and shoulder joints, strokes, and multiple organ failure as a result of repeated episodes or 'crises'.

These complications mean that patients with sickle cell disease live

under the threat of early and sudden death, although the majority of people live a normal life without emotional problems. However, some people can become very anxious and frightened about their future, and may become depressed so they need extra support from a psychologist.

Q Are there any other effects of the disease other than health related ones?

A Sickle cell can affect someone's whole life as repeated painful episodes may interrupt schooling, university, work and family life. When a 'crisis' happens, people with sickle cell disease find that they are

"We are one of the UK's leading specialist sickle cell centres, which means that we are able to offer people with sickle cell disease a whole range of services"

constantly having to re-adjust to being in and out of education or work, which may mean putting their education or career prospects on hold.

There are often added worries when it comes to finding a partner, settling down and having children.

Q Do you work with other organisations to make sure that patients live a long and fulfilling life?

A We work with educational institutions, employers and the Sickle Cell Society to advocate on behalf of our patients and to support them

SICKLE CELL FACTS

- Sickle cell disease is a blood disorder that affects haemoglobin, the protein found in red blood cells that carries oxygen around the body
- Sickle cell disease happens when a baby inherits two abnormal genes (one from each parent) which cause red blood cells to change shape. Instead of being flexible and disc-shaped, these cells are stiff and curved in a shape similar to the old farm tool known as a sickle
- It is characterised by unpredictable and extremely painful episodes known as a 'crisis'
- There are over 9,000 people living with sickle cell disease in London. 750 adults and 450 children with the disease are treated at Guy's and St Thomas'.

through various stages of their lives.

We are also carrying out our own research and contribute to national and international medical research which should, in the long term, help to improve the quality of our patients' lives.

WHY I VOLUNTEER?



Michelle Sharry volunteers in the Evelina Children's Hospital.

"I started a part-time computing course in February which meant that I had plenty of free time on my hands. Volunteering is a wonderful way to put myself to good use while supporting the hospital.

"In April 2012, I started working with the speech and language therapy team at the Evelina Children's Hospital.

"My role is to order and archive medical records, to send out letters and keep the filing up to date. On my first day I watched an x-ray examination to view the swallowing actions of children with head injuries, eating and drinking difficulties and chest infections.

"I'm really enjoying working in an office environment and interacting with colleagues. It is helping me to gain the new skills and experiences I need to achieve my career goals and I hope that by volunteering I can help other people."

Find out more

For more information about volunteering, call: 020 7188 1658

Say what?

Etienne Stott (pictured on front cover), Olympic gold medal canoeist

Q What's your proudest achievement?
A Winning the gold medal at the London 2012 Games and being part of 'Our Greatest Team' – Team GB and Paralympics GB. To be among so many fine athletes was a real privilege.

Q Who would you most like to be stuck in a lift with?
A A cosmologist (or whoever it is who knows this sort of thing), who could explain all about the universe. That would pass the time pretty well I think, and I'd learn some cool stuff!

Q What's your guiltiest pleasure?
A A whole massive bag of salt and vinegar crisps.



Q Who would play you in a film?
A Someone like James Bond, Indiana Jones, or Hannibal Smith from the A-Team, or a mixture of all three!

Q What's your best advice?
A Do your best, even if it doesn't work the way you want it to, you will learn something and then you can have a go at doing your best again.

Q What's your favourite place in the world?
A I love some of the wild areas in Scotland, but we have so many nice places right here in England that I have yet to see.

Q Who are your heroes?
A I have many and I have been lucky enough to meet some of them. I want to be a gentleman sportsman, so anyone who behaves in a decent way with all people

and is successful in their endeavours. Sir Chris Hoy would be a good start, and Tony Estanguet the French triple Olympic canoe slalom champion.

Q Tell us something about you that we don't know.
A I am terrible with knowing my left and right, it takes me ages to work out which is which. This is sometimes a problem in my sport!

Welcome to our new governors

Earlier this year we held an election for new members to join our Council of Governors.

The governors are the eyes and ears of the organisation – our public, patients and staff. They are essential to help us understand and respond to what patients and local people expect from their local hospitals.

Jeff Whitear, a project manager and recently re-elected staff governor,

said: "For me it is all about getting involved and being in a position to support and influence our Trust's strategic objectives, while representing the staff who work so hard to make the real difference in everything that we do for our patients."

Minister Gail Thompson, a recently re-elected patient governor, said: "I felt it was important to work closely with the board to understand the

hospital's services, and how it makes its decisions.

"To represent patients' interests, by being involved in the health decisions, that ensures that the hospital services continue to meet the needs and wishes of local community, particularly the elderly and those with disabilities or special needs."

Congratulations to our new governors: Kevin Burnand; Yvonne Craig; Felix Greaves;

Tom Hoffman; Barry Silverman; Anita Campolini; David Spratt; Gail Thompson; Noreen Ging; Jason Simons; Susan Hardy; Dawn Hill; David Treacher; and Jeff Whitear.

For further information, including details of how to become a member, please contact us by calling: 0800 731 0319, email: members@gstt.nhs.uk or visit: www.guysandstthomas.nhs.uk

A heart-warming story

We find out who has been successful in the latest round of care awards.

The team from **Northumberland Ward**, pictured below, particularly ward sister **Rita Sawyer**, were awarded the team Care award in May.

Rita and her colleagues arranged for a dying 38-year-old man and his fiancée to get married just 24 hours before he sadly passed away. The staff went above and beyond to turn the seminar room into

a lovely place to get married.

They helped the couple's family and friends to make the arrangements and Rita even managed to get a wonderful wedding cake from a local patisserie. Despite being seriously ill, the patient was made comfortable and was safely disconnected from his medical equipment to enable him to marry as a 'groom' wearing a suit rather than as a 'patient'.

The team was nominated because: "Everyone went well beyond the call of duty, many staying behind after their shift had finished to ensure everything went smoothly. Their compassion and

commitment to patient care enabled a young man and his fiancée to spend his last 24 hours as husband and wife."

Francis Busingye, catering assistant on Sarah Swift ward received an individual award in June. He was on duty when he observed a nurse being physically attacked by a violent patient. Without thought for his own safety he intervened and restrained the patient until security arrived to take over, despite being injured himself. The nomination concluded, "Francis is truly a hero." Congratulations to both the Northumberland Ward and Francis.



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



Richard Leach, consultant physician.

My colleague Dr David Treacher is my inspiration. My favourite memory of working with David, a consultant intensivist, was as a junior doctor, when I was helping a new nurse, not much older than the desperately ill 16-year-old girl we were wheeling onto intensive care. We passed Dr Treacher, heading to his office to retrieve his bag before heading home.

The ward was incredibly busy and the nurse was very nervous coping with the seriously ill patient and her worried parents. Following a brief call to another patient, I returned to find Dr Treacher at the young patient's bedside. He stayed all evening, supporting junior colleagues, and reassuring the parents, ensuring the best possible clinical care while allowing me to look after other patients on the ward.

After undoubtedly saving the young lady's life, he quietly disappeared to catch his last train home. The following morning I overheard him telling several doctors how well I had managed the patient!

From the frontline

PALS co-ordinator Nishanie Ramsaroop.

“PALS (the patient advice and liaison service) is part of the Patient Information Team, and offers information, advice and support to patients and their relatives.

“Our five-strong PALS team works across our hospitals to provide a point of contact for patients who need help understanding services, for example. Patients or relatives might have concerns about waiting times for operations or appointments. We work closely with staff around the Trust to help resolve issues. We also receive lots of compliments about the hospital services, which are great to hear.

“Patients sometimes become frustrated and our role is to put them at their ease, to let

them know that we’re here to help. Often all they want is for someone to listen.

“I’ve learnt to separate my emotions and be professional, but there are some heart-warming cases.

“We help around 8,000 patients and their families a year and our input can lead to positive changes. In one case, a patient asked if we could arrange a hot meal as they were coming in every day for treatment. We discussed this with one of the matrons who was keen to help. As a result, patients coming in for regular treatment are often provided with a meal voucher.

“The role is challenging but also rewarding as we are able to make a positive difference for patients.”



How to contact PALS

The PALS team are based in the Knowledge and Information Centre, ground floor (St Thomas’) and the Tower Wing, ground floor (Guy’s). For further details, including how to contact PALS and our opening times, visit our website www.guysandstthomas.nhs.uk

Ask us: Sleep – separating fact from fiction

We ask consultant physician **Professor Adrian Williams** about sleep.

How many people are affected by sleep disorders?

Sleep complaints are among the most common in medical practice.

There are essentially three complaints; being unable to sleep, or insomnia, which affects a third of the population at sometime during the year and which is an ongoing problem for 10 per cent of people; being excessively sleepy during the day which affects around 10 per cent, and something we call “going bump in the night”, which is associated with unwanted behaviours such as sleepwalking, affecting around two to five per cent of people.

What causes sleep disturbances?

Most often the causes are poor sleep routine or body clock problems, physical disturbances such as restless legs or snoring, or depression.

Which are the most common sleep disorders?

Snoring and sleep apnoea (interrupted breathing during sleep), restless legs with limb jerking while asleep, and sleepiness, sleepwalking, sleep paralysis and acting out our dreams.



What happens when we don’t get enough sleep?

We become irritable, perform poorly at work or school, and may develop an increased appetite.

How many hours of sleep do we need?

The amount of sleep we need is very individual and genetically determined, but the average

is 8.1 hours meaning that 50 per cent of us need more sleep than we get!

What are the tips for a good night’s sleep?

Sleep in a cool room and, if you are disturbed by noise, use earplugs. Try some light exercise before bed to make you feel sleepy, and avoid caffeine and alcohol before bed – but, if you feel hungry, try a light snack. Also avoid napping during the day.

Are there any sleep myths?

That we can learn to cope with less sleep, which is not true.



What’s on



October 1 – 31

Lupus awareness month

Call 01708 731251 or visit www.lupusuk.org.uk

Breast cancer awareness month

Call 0808 800 6000 or visit www.breastcancercare.org.uk

Stoptober (Department of Health stop smoking campaign), smokefree.nhs.uk/stoptober

October 24

Joint Board of Directors and Council of Governors meeting

4-7pm, Robens Suite, Guy’s

November 1 – 7

Psoriasis awareness week

Call 08456 760 076 or visit www.psoriasis-association.org.uk

November 1 – 30

Mouth cancer action month

Call 0845 063 1188 or visit www.mouthcancer.org

November 5

Guy Fawkes night

November 10

Lord Mayor’s show and fireworks display

November 11

Remembrance day

November 14

World diabetes day

November 19

Alcohol awareness week

Call 0800 917 8282 (drink line) or visit www.alcoholconcern.org.uk

November 28

Cancer seminar, Guy’s Hospital

Call 0800 731 0319 to book your place

Every Monday:

Free lunchtime concert

1-2pm, Central Hall, St Thomas’

Every Wednesday:

Free lunchtime concert

1-2pm, Atrium 3, Guy’s (note new location and start time from June 2012)

Raise money for your hospital
www.togetherwecan.org.uk



Competition

To be in with a chance to win a free haircut at Michael Barnes Hairdressing on Shaftesbury Avenue, simply complete the word search below.

H	I	P	S	L	L	A	F	T	R	O	F
A	I	V	S	T	E	N	S	P	D	H	N
L	A	B	L	H	R	L	X	U	L	M	A
L	C	T	E	E	I	U	Y	S	U	I	R
O	E	H	A	R	V	E	S	T	S	A	S
W	T	L	V	A	N	S	U	S	S	R	T
E	L	I	E	V	I	A	E	H	E	E	G
E	L	N	S	C	G	S	T	P	N	T	F
N	M	D	S	U	R	R	A	I	I	T	Y
T	U	B	I	O	E	V	O	N	O	N	C
L	O	T	M	E	I	I	E	M	E	N	M
V	O	R	S	T	D	T	L	D	S	E	X

Autumn	Harvest	Nuts
Fall	Hibernation	Russet
Halloween	Leaves	Trees

Send your answers by **28 November** to *The GiST* competition. Communications Department, 4th floor, Staircase C, South Wing, St Thomas’ Hospital, Westminster Bridge Road, SE1 7EH; or you can email communications@gstt.nhs.uk

The winner will be selected at random and notified within seven days of the draw. The result will be final and we will not enter into any correspondence regarding the competition or the winner. The prize is non-transferable.

**together
we can** ●●●

support
Guy's and
St Thomas'

**Go the
distance**

with us!



Join our team for 2013

Brighton Marathon
Sunday 14 April 2013

London Marathon
Sunday 21 April 2013

BUPA 10,000 London
Monday 27 May 2012

Nightrider Cycling London
Saturday 8 June 2013

You don't have to run or cycle to make a difference, there are many ways you can get involved.

Visit togetherwecan.org.uk to find out about:

- The impact of our work
- Our brilliant supporters
- How you could fundraise for us
- Ways to volunteer your time

together we can... achieve more

