

the GIST

News from Guy's and St Thomas' Issue 8 | 2013

Local people get hired

Shamara and Joseph show
how apprenticeships pay off

Spotlight on
community care

Specialist skincare
at St Thomas'



Welcome

...to the July issue of our magazine for staff, patients, carers and Foundation Trust members.

In this issue we share how we are helping to get local people into work, and explore how our professionals who work in the community are making a real difference to our patients.

You can also learn why our St John's Institute of Dermatology is internationally renowned for its specialist skin care.

I hope you enjoy this issue.

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



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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'.



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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



David Weir meets dialysis patient Susan Avery

Paralympic hero opens Borough Kidney Treatment Centre

A new state-of-the-art kidney treatment centre was officially opened by Paralympic Gold medallist David Weir in May.

The community-based centre, in Long Lane close to Guy's Hospital, provides a relaxing, pleasant environment for patients with kidney disease to have dialysis at a time and place convenient to them.

The four-time gold medal winner spent time chatting to

patients and staff at the centre, and said: "I am delighted to officially open the centre which provides life-saving dialysis. It feels less like a clinic and more like a home from home for kidney patients."

Charge nurse Erwin Desendario explained: "We've made a big effort to fit the service around our patients' needs so they can request an appointment that suits them."

We are open from 7am to 11pm Monday to Saturday so people can fit dialysis around their work and personal commitments."

Kidney patients and local residents were involved in the planning and design of the centre which treats up to 300 patients a week, providing life-saving kidney dialysis treatment, support and advice.

Kangaroo care for early babies



New mum Jessica bonds with baby Rose

Tiny babies in the neonatal unit at St Thomas' Hospital are gaining the strength they need to grow through a special type of treatment which mirrors that of a mother and baby kangaroo.

'Kangaroo care' is based on skin-to-skin contact between a mother and baby, and is shown to bring significant improvements in a premature baby's strength and recovery.

Elaine Wood, neonatal ward sister, said: "During Kangaroo care, a baby is placed on their mother's chest and instantly

the connection helps to stabilise their heart rate and breathing.

"A mother's chest can regulate their baby's temperature, and helps to protect them from infections as immunity is passed through the breast milk."

"Not only does Kangaroo care provide physical and medical benefits for the baby, it gives mums and dads a chance to bond with their child, reducing anxiety at what can be a very stressful time."

IN THE NEWS

A round-up of media activity that has featured the Trust over the past few months.

The One Show

BBC's *The One Show* followed a live donor who donated a kidney to a stranger. Consultant transplant surgeon, Mr Nizam Mamode, was filmed performing the surgery at Guy's Hospital.

BBC London News

Featured our apprenticeship programme (see page 10 for more information) which has helped more than 350 local young people gain vital skills needed for employment.

Southwark News



The Trust has been recognised for the high quality care it provides for patients with dementia. The *Southwark News* reported that the Trust won the Excellence in Dementia Care category at the prestigious CHKS Top Hospital Awards.

BBC World Service

Dr Adam Shaw, consultant in clinical genetics, appeared on BBC World Service's *World Have Your Say* programme to discuss the BRCA gene testing and mastectomies. He gave a clear and balanced overview of genetic testing and decision making following the results.



Diabetes translated for youngsters

A new partnership between three of south London's biggest hospitals will be giving young people with Type 1 diabetes the best education and care on offer.

The partnership between Evelina London Children's Hospital at St Thomas', King's College Hospital and University Hospital Lewisham, will see the organisations combining their strengths and offering the best of their services to families across Lambeth, Southwark and Lewisham.

Ann Oboko, paediatric diabetes outreach nurse specialist at Evelina London Children's Hospital, said: "We are so pleased to be part of Young Diabetes Connections. It will help all our patients, their families and carers to manage and understand their diabetes care better."

"Education is crucial to managing Type 1 diabetes, and until you are affected by it, it is often something people do not know about. As soon as a patient is diagnosed by the paediatric diabetes team, education begins and is ongoing until their transition to adult services."

Alongside education, patients will have access to the latest technology, including insulin pumps, streamlined appointments across all three sites, and reduced waiting times.



Professor Tim Spector is joined by twins who have taken part in research

Image: © On Edition

Celebrating 21 years of twin trials

On Saturday 8 June, TwinsUK celebrated its 21st birthday when more than 1,000 twins came together to mark 21 years of research within the Department of Twin Research and Genetic Epidemiology, part of King's College London and based at St Thomas' Hospital.

TwinsUK is the biggest UK adult twin registry and has had a major impact on genetic

discoveries over the last two decades, allowing researchers to study the genetic and environmental causes of common age-related traits and diseases.

Patients and staff celebrated with a garden party at St Thomas' and also participated in a range of tests to find out how identical and non-identical twins compare

and differ when it comes to everything from telepathic skills to common likes and dislikes.

Find out more

The party was a special occasion to thank all the twin volunteers for their support. If you are a twin and want to find out more, please call **020 7188 5555** or visit www.twinsuk.ac.uk.

New endoscopy unit opens at St Thomas'



Matron Fiona Nimmo with some of the endoscopy team

On Tuesday 28 May, Guy's and St Thomas' opened its new state-of-the-art endoscopy unit to meet the growing demand among patients for a variety of tests and treatments that

examine their digestive tract and help identify how best to treat their condition.

The £5 million unit is now treating patients on the first floor in the North Wing at

St Thomas', overlooking the Houses of Parliament.

With new and improved equipment and additional rooms, staff will be able to expand the number and range of procedures available. With separate changing areas for men and women, patients have greater privacy so they will feel more at ease before having what can be a daunting procedure.

Fiona Nimmo, matron in endoscopy services, says: "Staff are thrilled with the service they can now offer which is enhancing the high standards of care that we already provide."

London's best kept secret

Evelina London Children's Hospital at St Thomas' cares for children and young people from across south London and south east England. This goes beyond the children's hospital and extends to the care we provide our young patients in the community in Lambeth and Southwark.

Staff, patients and families came together to share their ideas of what these children's services mean to them and what they thought was important for the future. They wanted everyone to know how unique the care is.

The new name and logo reflect this and we are also proud to tell people across the UK and beyond that we are in London. The logo was created with the help of our



Evelina London patient George takes part in a fingerpainting session to create our new children's hospital logo

young patients who took part in a finger painting session – and some of their fingerprints were used to make up the logo.

The new identity supports our ambition to ensure that the reputation of Evelina London



will spread, becoming even more widely known for the exceptional care, research and teaching that our staff provide.

Find out more

www.evelinalondon.nhs.uk.

TOP TWEETS

@blablo my maternity care from @GSTnhs was amazing from the moment we found out we were expecting through to delivery and aftercare.

@paulisdedd Overwhelmed by staff and service @GSTnhs this morning – truly exceptional!

@HelenTKelly An AMAZING 5week placement @GSTnhs working with vascular & amputee patients; brilliant teaching & a fantastic physio team!

@fkmckenzie Amazing, respectful, compassionate care at ortho outpatients (& X-ray) @GSTnhs. Given all the time I needed to ask questions. Very grateful!

Follow @GSTnhs for news, service and patient information, and jobs.

Patient-tailored information



online tool helps provide patients, carers and relatives with up-to-date literature that is tailored to their individual needs at any point during their treatment.

The project was supported for three months by the National Cancer Action Team who worked alongside the Trust's cancer information officers to train 68 members of the clinical team in how to make best use of the system.

This service enables patients to participate more fully in their own healthcare decisions, to regain a sense of control over their diagnosis, and to feel supported in finding relevant local services.

The Dimpleby Cancer Centre at Guy's and St Thomas' has introduced a cancer-specific information prescription service that allows staff to create bespoke information for each patient to help explain cancer and treatment options and care.

Because patients can often feel overwhelmed by the sheer volume of information available, this



Patients at Guy's Hospital will soon be able to take a break from their treatment and enjoy the latest movie blockbusters at its new on-site cinema. Thanks to independent charity MediCinema, patients and staff can feel better with film at regular, easy-access screenings completely free of charge. The building work begins on 15 July.

The original MediCinema opened at St Thomas' 14 years

ago and last year almost 4,000 patients, relatives and staff were able to enjoy its screenings.

The St Thomas' MediCinema will also transfer to 3D digital this autumn, allowing both cinemas to offer an exciting programme of screenings and events.

Find out more

To volunteer or donate, please email teresa.devlin@medicinema.org.uk.



Dr Bike gives staff free cycle checks



Staff enjoy a zumbathon



A team of physiotherapists show staff members some easy exercises

Five ways to healthier staff and happier patients

We are committed to supporting our staff to create a healthy and engaged workforce, because there is strong evidence that this improves the care they provide for our patients.

Early last year we introduced a Trustwide health and well-being programme – **'5 ways to a healthier YOU'** – which has already helped a large number of staff live healthier lifestyles. Research shows that happy, healthy staff are less likely to take time off work sick and more likely to provide better patient care.

'5 ways to a healthier YOU' is funded by Guy's and St Thomas' Charity and covers five areas: active body, healthy body, work-life balance, healthy eating and a healthy mind.

Our staff survey results show that almost all staff agree that "taking care of our own health and well-being as healthcare employees will lead to improved patient care and experience" and we are encouraging all staff to get involved.

In June we held roadshow events to encourage staff to get more active and improve their health. Around 500 staff attended sessions including free cycle

checks to help them feel safe cycling to work. Physiotherapists were also on hand to share some simple exercises to help avoid back injuries.



10%

2012 Global Corporate Challenge

More than 10% of our workforce participated in the Global Corporate Challenge, clocking up enough steps to go round the world 21 times

We are proud to have been awarded:

- The Investors in People Health and Well-being Good Practice award – the only NHS trust in England to receive the award
- 'Excellence', the highest standard available, in the Mayor of London Healthy Workplace Award – we were the first NHS trust in London to achieve this accreditation
- A place on the shortlist in the 2013 *Guardian* Sustainable Business Awards.

FAST FACTS

350 staff have used our self-referral physiotherapy service – 50% said that it stopped them having to take time off work

236 staff took up the free membership trial at our fitness centres

57% of staff taking part in the Weight Watchers programme felt they gained confidence through the initiative

500 More than 500 staff have taken part in our regular lunchtime walks



Healthier already

60 staff have already enrolled in our **Stop Smoking** programme and half of them have managed to quit.

Gill Chatt, main reception supervisor, said: "I would like to say a big thank you for your help in my triumph of stopping smoking. The support I received whilst going through this very scary process was invaluable."

Our subsidised **Weight Watchers** programme has supported 110 members of staff to lose more than 40 stone between them.

Rachel Harrod, local employee co-ordinator, lost more than three stone in nine months. She said: "It was really easy to take part as it was at work. I have met loads of new people and it has really inspired me to become more active."

The programme has a big focus on encouraging staff to be more active and the Trust is taking part in the **Global Corporate Challenge** for the second year running.

This walking challenge encourages teams of staff to clock up as many steps as possible, and last year an incredible 1,000 staff took more than 1.3 billion steps. Claudette Edwards, senior HR advisor for well-being and engagement, said: "The Global Corporate Challenge really motivates and supports you to make the small daily changes that have an ongoing effect on your lifestyle. Last year we completed more steps than any other NHS trust and were the fourth most active organisation in the world! It goes without saying we hope to do even better this year."

Tom Carelle with parents Joe and Ellie



Unique service for young stroke sufferers

At least 400 children and babies have a stroke each year in the UK. Evelina London Children's Hospital's service for children and young people who are living with the effects of a stroke is the only one of its kind in the country.

Consultant paediatric occupational therapist Dr Anne Gordon leads the specialist child stroke surveillance service. She explained: "When people think of strokes they tend to think of older people. But the reality is that children have strokes too. People over the age of 65 are at a greater risk of stroke but a person of any age can have one."

The service at Evelina London provides young patients with medical care when they first come to hospital having had a stroke. The care they receive includes physiotherapy to strengthen weak limbs and occupational therapy to enable the children to be as independent as possible in everyday tasks such as eating.

Patients who need further support after they leave hospital are invited in to a specialist outpatient clinic.

10-month-old Tom Carelle from

Northampton had a stroke soon after he was born as a result of a serious infection while his mum was pregnant. He was left with weakness down his right side. Tom spent time in the neonatal unit at St Thomas' and was referred to Anne's outpatient service for intensive therapy.

His parents said: "Over the three months that we have been bringing Tom to the clinic, we have seen such a huge difference. Thanks to the therapy from Anne, he's using his right side to pick things up and hold them."

"If Tom hadn't been born at St Thomas' we wouldn't have known about this service. It's been incredible, the whole team are so supportive. It's still early days but we hope he'll continue to do well as he grows."

The outpatient stroke team has recently welcomed a child stroke support worker to their team. She supports children and their families during key points in their lives, such as starting school.

Anne added: "It's a national service. Most of our patients are from the south east of England but we welcome children from across the country."

We talk to **Ron Kerr**, Chief Executive of Guy's and St Thomas', about recent successes and the challenges facing the Trust as staff seek to balance the delivery of safe, high quality patient care with the need for greater efficiency.

Making Guy's and St Thomas' *Fit for the Future*



Q What have been the highlights of the past year?

A Last year our staff had an incredible two million patient contacts, around a third of which were in the local community where our staff provide a wide range of community health services to people living in Lambeth and Southwark. And in just six months, 10,000 of our staff watched 'Barbara's Story' – a unique and very moving training film to improve our care for patients with dementia.

We have also successfully reduced waiting times, particularly for patients who need some of our most specialist services, and continue to reduce hospital acquired infections, which are now at their lowest levels ever – again through the hard work and dedication of our staff.

Q What is the key challenge facing the NHS?

A The publication earlier this year of the Francis Report into failings at Stafford Hospital made truly shocking reading. It has made us all reflect and renew our efforts to provide the best possible care – and to make sure we do this by listening to what our patients and our staff tell us.

Q And the greatest challenge you face at Guy's and St Thomas'?

A Although we ended the financial year on 31 March in a healthy financial position, we know that the drive to deliver efficiency savings across all public services, including the NHS, has never been greater. Doing this, while also delivering the safe, high quality care that our patients rightly expect, is the single biggest challenge that we face.

Q What is *Fit for the Future*?

A This is the name we are giving to a major programme of work, over several years, that brings together our commitment to continue to provide excellent healthcare while at the same time recognising the need to make essential efficiency savings.

Q Why is this programme different?

A In an organisation that spends £3 million a day we need to make sure that every penny is spent wisely and in the best interest of our patients. All our staff need to play an active part in *Fit for the Future*, and we are engaging widely with them to explain the programme and get their input and ideas.

We want all staff to work together to reduce costs in the most imaginative and sensible ways, for example by reducing unnecessary bureaucracy or using new technology. It might be something as simple as a follow-up telephone call that avoids an unnecessary outpatient appointment, or running more evening and Saturday clinics so we get better value from expensive medical equipment.

Q What can patients expect?

A We don't expect you to see dramatic changes, and senior medical and nursing staff will be closely involved in any decisions to change things so that we know our services remain safe.

Over time we hope you will see improvements in the way that we do things. This will be a key measure of success, as will balancing the books in a tough economic climate because this is the best way to protect local services and ensure that we can invest in new equipment and other improvements.

Q What if patients have suggestions?

A Whether it's about *Fit for the Future* and improving efficiency, or any other aspect of our services, we are always keen to hear from patients and relatives. Your feedback is a valuable way to make sure our services are meeting your expectations and to drive improvements.

If you are a patient, we hope you will complete a comment card or a survey such as the Friends and Family Test, or simply speak to a member of staff. You can also call or visit our Patient Advice and Liaison Service (PALS) or use our website to tell us what you think.



Yaness's favourite hobby is swimming

'Superman' surgeons praised after heart baby turns one

A water-loving baby has made a big splash celebrating his first birthday after open-heart surgery at Evelina London Children's Hospital saved his life.

Yaness Nadij, from Esher, was born with a serious heart condition called Transposition of the Great Arteries (TGA). His mother Michelle Nadij explained: "The main arteries coming out of his heart were wired the wrong way round."

He also had a hole in his heart which further complicated his condition.

Consultant cardiac surgeon at Evelina London, Professor David Anderson, said: "The combination of Yaness's problems is rare. It meant that he could not get enough oxygen to support his body."

Michelle said that the diagnosis of Yaness's condition when she was pregnant "came as a complete shock", but it meant the surgeons were prepared to operate on him as soon

as he was strong enough after birth.

When he was just six days old, Yaness had the open heart surgery that saved his life. Professor Anderson switched the arteries around and closed the hole in his heart.

Michelle said: "Professor Anderson is my superman! If anyone asked me where their child should get treatment for a similar condition, it would be at the Evelina. The care and love from all the staff was overwhelming."

"Yaness has made a complete recovery and is incredibly active – his favourite thing is swimming."

Professor Anderson said: "It was a great pleasure to see how well Yaness was at his annual check-up in February. He's made an amazing recovery."

"The Evelina is very special because it shares a site with a hospital with a maternity unit so mothers can give birth to a baby with a heart problem at St Thomas' and then the baby can immediately receive specialist care at the Evelina. This avoids the need to send them to another hospital in a different part of the city or country, and means they won't be separated."

Joseph hopes to secure a full-time position when his apprenticeship ends in September

MEET OUR APPRENTICES

Joseph Banton, 22, is doing an apprenticeship and NVQ in healthcare support services for the NHS. Since last September, he has been working as an assistant team leader in the Rapid Response Team, which involves supervising colleagues who provide an urgent and intensive cleaning service across our hospitals.

After leaving school with one GCSE and a BTEC in sports science, Joseph realised that further education wasn't for him and it was hard to juggle part-time construction work with his studies. His apprenticeship has helped put him on the right career path and enabled him to support his two-year-old daughter.

You're hired

There are currently 380,000 unemployed Londoners, a third of whom are under 25.

Guy's and St Thomas' is inspiring young people to consider a career in the NHS by providing work experience, apprenticeships, and employment opportunities for local people.

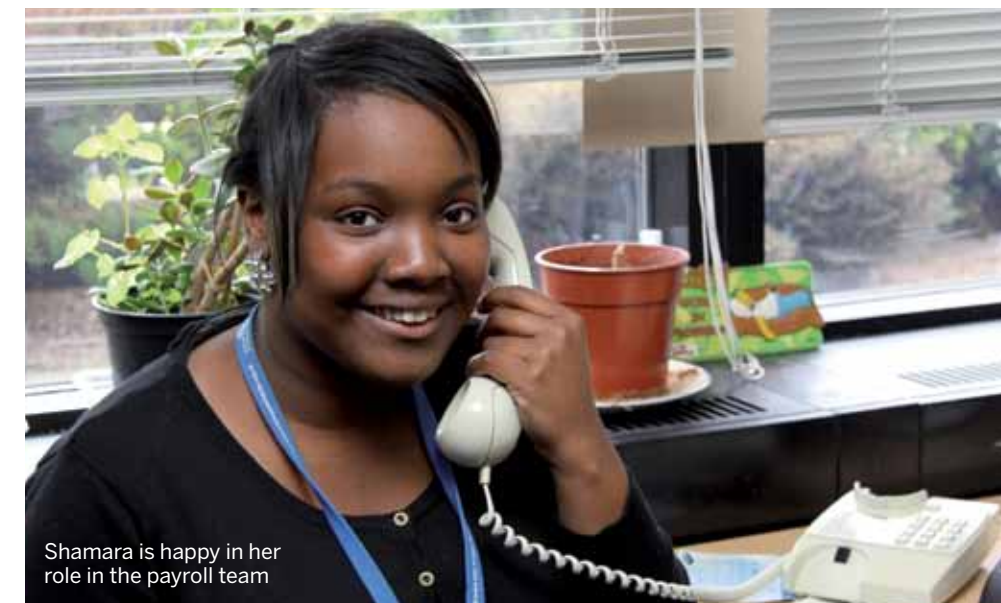
Since 2012, our hospitals have seen the successful development of the Essentia Academy (work-based learning in our capital, estates and facilities directorate) and have made a firm commitment to widen access to employment and help develop tomorrow's workforce.

Over the past 18 months, we have helped more than 350 local young people get into employment through our apprenticeship and work placement schemes. We currently have 60 apprentices gaining hands-on experience in areas as diverse as business administration, cardiology, engineering, hotel services, midwifery, children's and sterile services.

For young people interested in careers within the NHS, there are many ways into employment. For example, we offer a scheme that allows trainees to try their skills in catering, hospitality and housekeeping, allowing apprentices to achieve a certificate in healthcare support services whilst finding the right career for them.

Creating career opportunities

As the building work on the new Cancer Centre at Guy's Hospital begins, Alastair Gourlay and Sally Laban who are leading the project have championed an advanced two-year project management apprenticeship within Essentia, our capital, estates and facilities team. This



Shamara is happy in her role in the payroll team

MEET OUR APPRENTICES

Shamara Johnson, 21, is working in the Trust's payroll department as a pensions assistant after completing the Prince's Trust 'Get Into' work placement scheme.

After having a baby at 17, further education had to wait as finding paid employment became a priority. Unable to find work, Shamara saw the 'Get Into' scheme advertised and was successful in securing a place, which allowed her to spend five weeks providing administrative support to the recruitment department last year.

She says: "I've always wanted to work in an office setting in the NHS, but places were limited. Fortunately, I was offered a placement and my life changed from that day. I cannot thank Guy's and St Thomas' and the Prince's Trust enough."

programme will give apprentices the unique opportunity to see a large scale project like the new £160 million cancer centre progress.

Helping students with autism

With charity Care Trade we offer an employment-focused education programme to help autistic students get the chance to learn more about the world of work. Whether this is in the post room or catering services, we have seen people with autism improve their communication skills and their confidence in the workplace.

Meanwhile, through our partnership with the Prince's Trust's 'Get Into' work placement scheme, 70% of young people have gone on to find work or enter further education within six months of completing their placement.

FAST FACTS

11 applications are made for each apprenticeship scheme in the UK

Lambeth and Southwark are two of the most deprived boroughs in England with high rates of unemployment compared to the national average

In a typical hospital, there are more than 300 different non-clinical roles offering a wide range of career options

Find out more

For more details on our apprenticeship schemes, please email Harlene.Dandy-Hughes@gstt.nhs.uk.

"I was offered a placement and my life changed from that day. I cannot thank Guy's and St Thomas' and the Prince's Trust enough."

Summer is upon us, and for patients at the St John's Institute of Dermatology, part of Guy's and St Thomas', this can mean very different things. We shine a light on this international centre of excellence to see how it is helping patients and developing its pioneering service.

Summer at St John's

From itchy skin and eczema to conditions so rare they affect only one in a million, the St John's Institute looks after and treats the skin of more than 67,000 people a year.

Having just been rated the best dermatology centre in the UK by a recent National Institute of Health Research study, St John's is continuing to achieve what it set out to when it opened as a centre of dermatological excellence in 1863.

Patients from across south London, the UK and overseas travel to St John's

to benefit from the treatment, education and research that it offers for complex dermatological conditions.

Knowing the dangers of summer

Skin cancer is the UK's most common form of cancer, and it is on the rise with more than 12,500 people treated for the disease at St John's in the last year.

"Basal Cell Carcinomas (BCC) are the commonest form of skin cancer," explains Dr Emma Craythorne, consultant dermatologist and dermatological surgeon.

"They are usually caused by over-exposure to the sun over a long period of time, or intense exposure in a short amount of time, so it is very important to protect ourselves during the summer.

"BCCs often appear as a mark or lump on the skin and don't usually spread to other parts of the body. If you notice any unusual changes on your skin like red patches, scar-like areas, pink growths or shiny bumps that do not go away for a number of weeks, you should see your GP," suggests Dr Craythorne.

"Being exposed to the sun does not mean you are going to get skin cancer, you just have to make sure you take the appropriate precautions to protect yourself. Always protect your skin when you are in the sun by using sun cream with a sun protection factor (SPF) of 30 or above – there are many available so it is important to find one that suits your skin type so you don't forget to use it." ▶

Find out more

For more information about skin cancers and how you can check your skin, you can visit the NHS Choices website: www.nhs.uk.



Dr Emma Craythorne, consultant dermatologist and dermatological surgeon



Kathleen Morrey and Dr Raj Mallipeddi looking at Kathleen's before and after surgery photos

KATHLEEN'S STORY

Kathleen Morrey, 62, was diagnosed with an aggressive Basal Cell Carcinoma (BCC) on her cheek in 2008 and faced invasive surgery.

But after reading about St John's in the newspaper, Kathleen was referred for Mohs Micrographic Surgery, the most effective skin cancer surgery available. During the procedure, skin is removed layer by layer instead of cutting out large amounts. The surgeon examines each layer under a microscope, ensuring all cancerous cells are removed and no unnecessary skin is taken.

Dr Raj Mallipeddi, the surgeon who led the procedure, said: "Kathleen's tumour was the ideal type to be removed

"Being exposed to the sun does not mean you are going to get skin cancer, you just have to make sure you take appropriate precautions to protect yourself."

by Mohs, and we were even able to give her the all-clear on the very same day. My colleague Nisith Sheth was able to repair the area without a skin graft.

"Seeing Kathleen reach the five-year mark shows how excellent the outcome of surgery has been for her. It's a significant time point because if the cancer has not returned by now, then it is highly unlikely to."

Kathleen says she owes everything to the staff at St Thomas', her family

and the power of prayer, for turning such a bad experience into something positive. She said: "I'm eternally grateful for the love and support I received throughout my skin cancer ordeal, from Father Mark and the parishioners of St Margaret Mary's in Liverpool, and all those who prayed for me during that difficult time.

"I was asked if I wanted to share my experience, and decided I did, because I want others to know that the treatment is available to them too."

► The sun has its benefits and costs

Dermatology doesn't just mean skin cancer. St John's sees thousands of patients each year with medical conditions and skin diseases which are common and others extremely rare.

"We deal with sunlight and the skin," says Dr Robert Sarkany, head of photodermatology at St John's. "For some of our patients, summer can bring the biggest dangers while, for others, their conditions can vastly improve during the summer months."

"Some conditions like eczema, vitiligo and psoriasis improve when exposed to the sun's ultraviolet (UV) rays. The rays provide a therapeutic effect on the skin, often drastically reducing symptoms and flare-ups," explains Dr Sarkany.

"We have specialist equipment to provide a phototherapy service where ultraviolet light is used to treat patients all year round so they don't have to wait

for summer to see improvements."

For other patients, however, the sun can have the opposite effect, and we provide national services for patients with conditions so rare that St John's is the only expert centre in the UK to treat them.

"We run national clinics for some of the rarest skin conditions. One of the most uncommon is Xeroderma Pigmentosum (XP), a hereditary skin disorder which affects just one in 250,000 people," adds Dr Sarkany.

"People with XP are unable to repair the damage that UV light causes to their skin, so any exposure to the sun, no matter what time of day or year, can cause skin cancer, meaning they have to totally avoid daylight."

"We diagnose and treat both adults and children with XP, working with their families and schools or workplaces to ensure their lives are made as safe as possible."

"Some conditions like eczema, vitiligo and psoriasis improve when exposed to the sun's ultraviolet (UV) rays. The rays provide a therapeutic effect on the skin, often drastically reducing symptoms and flare-ups."

The sun has its benefits and costs

Day to day

The day care unit at St John's provides a home from home environment for patients who need regular treatment without having to be admitted to hospital.

The unit is open seven days a week and provides a variety of treatments for patients who have already been diagnosed with a dermatological condition, and investigations for patients who are suspected to have one.

"The day unit provides a welcoming atmosphere to help our patients manage their conditions," says day unit sister Ann Bowrin-Soyer (pictured right).

"Some of our patients need treatments which cannot be administered at home. Previously these patients were admitted to hospital, but with the dermatology day unit we are able to provide a place where they can come, have their treatment and carry on with their day afterwards. Some patients still require more intensive therapies and may stay on the unit during the day."

"We have great relationships with our patients and hope that they feel very comfortable in our care. They shouldn't feel like they are in hospital when they visit us and this is the atmosphere we aim to create on the day unit."

Education is key

"Educating patients and families about their conditions is crucial," says Karina Jackson, dermatology nurse consultant. "Patients often receive mixed messages and the wrong advice from a number of sources, and don't know what is best for their condition."

"We work with families who have children with eczema to help build their confidence and educate them so they can take a more independent approach towards their care."

Karina and her team run two-day eczema education courses where they give presentations and work interactively with patients and carers, providing them with toolkits for managing the condition and guides for recognising when it is getting worse.

"Feedback has shown an increase in patient confidence and an improvement in the quality of life," adds Karina.

"The courses have gone from strength



Patient Juan Lopez Coneson with matron Ann Bowrin-Soyer

"Some of our patients need treatments which cannot be administered at home. Previously these patients were admitted to hospital, but with the dermatology day unit we are able to provide a place where they can come, have their treatment and carry on with their day afterwards."

to strength and it has been so rewarding to see how much they have benefited our patients."

The courses are the first of their kind in the UK and there are plans to run them in other places in the country.

Researching towards the future

With more than 20 research studies taking place at any one time, St John's is set to

ensure it is continuing to provide the most pioneering and beneficial treatments for its patients.

"We see a wide range of conditions and also work closely with other specialities including rheumatology, paediatrics, allergy and genetics. We provide patients with the most diverse dermatological services in the UK," explains Dr Sean Whittaker, clinical director of St John's

Institute of Dermatology.

"With the support of our Biomedical Research Centre, we continue to develop the latest treatments."

"Research keeps our department at the forefront of patient care, and we hope our clinical trials will help us to continue to improve the diagnosis and treatment for very severe and common disorders, as well as some of the rarest dermatological conditions."

Find out more

For more information about St John's Institute of Dermatology, visit www.guysandstthomas.nhs.uk.

Caring for our community



Physiotherapist Stephanie Carroll
with patient Margaret Doherty

Our 1,500 community staff care for thousands of patients in Lambeth, Southwark and Lewisham. We find out how they are making a difference to the lives of local people 24/7.

Making a difference

It's 10am and physiotherapist Stephanie Carroll arrives at 70-year-old Margaret Doherty's flat to help her get moving. Margaret suffers from chronic back pain due to a spinal injury. She finds it difficult to move around and has not left her home in weeks.

Stephanie is part of a small army of community nurses, physiotherapists, occupational therapists, rehabilitation support workers and social workers – known as the Enhanced Rapid Response Service – who support people like Margaret through intensive rehabilitation to become mobile and independent again after illness.

Over the last year they have helped more than 1,200 people return to their own homes after a short hospital stay or avoid the need to come into hospital.

Available seven days a week for up to six weeks, the service is a lifeline for people who need urgent support so

that they can stay at home.

The team provides equipment such as walking frames and sticks, creates exercise programmes and support with everyday tasks such as washing, dressing and preparing meals.

Giving children a voice

The first three years of life are crucial for the development of speech and language as this is when the brain develops fastest.

Jane Conway is a speech and language therapist who jointly leads a team of 35 therapists helping children from birth to five-years-old improve their speech and language and reach their full potential.

The therapists assess children who have trouble understanding what people say, expressing themselves or pronouncing words correctly. They give advice on improving speech and language skills and help children with additional needs, for example as a result of Down's Syndrome or autism.

They also provide drop-in sessions in children's centres and visit nurseries and playgroups to train and support staff working with children who have communication problems.

Jane says: "It's important to encourage children to speak and broaden their language skills between 13 months and two-and-a-half years old. If we are able to do this, children are more likely to do better at school and go on to lead fulfilling lives."

"By giving people with diabetes information about being fit and healthy, as well as about how to take and store medicines such as insulin, we can support them to make changes that will improve their lives."

Caring for people with diabetes

Up to 13,000 people in Southwark and 15,000 in Lambeth are diagnosed as diabetic.

Diabetes is a lifelong condition in which blood glucose (sugar) is too high.

Jennifer Sharpe runs the community diabetes service in Southwark which helps people with Type 2 diabetes – when the body doesn't produce enough insulin or the insulin isn't working properly – to find ways to live with the condition and avoid complications such as heart problems and stroke.

People with Type 2 diabetes may be able to control their condition by leading healthier lifestyles.

Jennifer says: "The body is like a car. You have to look after it and have regular tests to keep it in good condition."

"By giving people with diabetes information about staying fit and healthy, as well as about how to take and store medicines such as insulin, we can support them to make changes that will improve their lives."

The team works closely with the specialist diabetes services at Guy's and St Thomas' hospitals.

A helping hand at home

It's 10pm and a district nurse visits the home of a patient who is coming to the end of his life. The nurse makes sure that the patient is pain-free and comfortable. Advice is given to the family about how best to care for their loved one.

District nurse Joseph Adeleke explains that this is typical of the care that he and his team of 15 community nurses provide to people living in Clapham, either in their own home or in local residential care homes.

They look after people who need treatment every day but who cannot get to their GP surgery. Many will have long-term conditions such as diabetes, cancer, heart disease, or breathing difficulties.

The team provides a range of nursing care including taking blood samples, giving injections and looking after wounds. They also advise other healthcare professionals involved in a patient's care.

Joseph says: "We provide the best possible care for patients in the best place for them. For many people that will be at home."

Find out more

The Enhanced Rapid Response Service
Tel: 020 3049 5391

Community Diabetes Service
Tel: 020 3049 8863

Speech and Language Therapy

Tel: 020 3049 5976
(Lambeth)

Tel: 020 3049 9097
(Southwark)

District Nursing
Tel: 020 3049 4040
(Lambeth)

Role reversal

Governor **Dawn Hill** interviews health visitor **Christina Obuka**.

Q What is the role of the health visitor?

A The health visitor's role is very varied. We work with families with children under the age of five and other health professionals to improve health outcomes. The health visiting team is made up of health visitors, child development workers or nursery nurses, health visiting assistants, and administrative staff. All team members work together to ensure these families get the best care possible in the community.

Q What kinds of services are provided by health visitors?

A Visiting pregnant women, visiting new mothers and babies, health

reviews, immunisations, and child health clinics to name but a few.

Health visitors also work with vulnerable families and children with complex needs to keep them from harm – for example, children who are exposed to domestic violence.

Q What is a typical day for you?

A My work varies from day to day. I carry out home visits or see patients in the clinic. I work closely with other health professionals for updates on my patients, or refer my patients to them if their help is needed. I also support students who are with us on placement and share my knowledge with them.

Q How do you become a health visitor?

A I have almost eight years' health visiting experience and also have a nursing and midwifery background. In order to train as a health visitor you either have a nursing or midwifery qualification. The health visiting course is a specialist course and takes one year to complete.

Q Who are your patients?

A I am based at Lister Primary Care Centre in Peckham. We look after patients from Peckham and Camberwell. My patients come from different parts of the world including Europe, Latin America, Africa, Asia and the Caribbean. They come from a range

of ethnic groups with different religions, cultures and languages.

Q What is most important about the job health visitors do?

A Health visitors play a vital role in identifying patients' needs quickly. To help us do this, we ensure families have access to the resources that enable them to improve their health outcomes. We often talk about eating healthily, stimulating the growth and development of their children, including keeping them safe at all times, and social and emotional issues for example.

Q Do you enjoy your job?

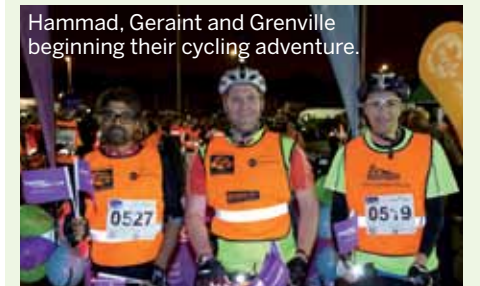
A Yes I do. Health visiting work is versatile so you can find your passion

in a particular area of the service. I really enjoy supporting women to continue breastfeeding and see them come through any difficulties experienced. In addition to this I enjoy facilitating students' learning in practice by creating an environment for them to learn.

Q What is the future of health visiting?

A This is a very exciting time for health visiting in view of the national plan to increase the number of health visitors across the country by 4,200 by 2015. We may see our workload reduce in the future which will enable us to increase the preventative work we currently do with families – to prevent patients from needing to go to hospital.

FUNDRAISING THROUGH THE NIGHT



On Saturday 8 June, Grenville Fox, Hammad Khan and Geraint Lee, all consultant neonatologists at Evelina London Children's Hospital, took on the Nightrider challenge to raise money for the neonatal unit.

Beginning at 10.55pm at Crystal Palace, they cycled more than 100km across London through the night, passing many of its iconic sights before arriving back at the start seven hours and 57 minutes later.

"As members of the Evelina team we know first-hand how important donations are. We're delighted to have completed this challenge for the best cause, whilst having the best time!" says Grenville Fox, clinical director of children's services.

The neonatal unit looks after 800 babies a year who are born prematurely with life-threatening and life-changing conditions.

You can still sponsor the team at www.uk.virginmoneygiving.com/team/NicuConsultants.

together we can

*support
Guy's and
St Thomas'*

To find out how you can fundraise for Guy's and St Thomas' visit togetherwecan.org.uk, email supportgstt@togetherwecan.org.uk or call 020 7848 4701.

Say what?

Dr Anatole Menon-Johansson, clinical lead for the Burrell Street sexual health clinic

Q When growing up, what did you want to be?

A I have always wanted to be a doctor since I can remember.

Q If you could learn one thing.....?

A I got a unicycle for my birthday in 2011 and I am still not great at going backwards.

Q What's the best advice you could give someone?

A Whatever project you undertake, start with small steps and ask for feedback along the way.

Q Who would you say is your hero?

A William Petty who trained in anatomy, mapped the island of Ireland, and invented the catamaran.

Q Where is your favourite place?

A Sitting in any London theatre watching a new play.

Q If you could have a superpower, what would it be?

A The bending of time spell used by Hermione Granger in Harry Potter.



Q Tell us something about you we don't know?

A I shook hands with Barack Obama the week before he announced his presidential candidacy.

For an appointment at Burrell Street sexual health clinic, please contact 020 7188 6666 (4-6 Burrell Street, London SE1 0UN)

Keep in touch with the Trust

If you've retired or left the Trust, would like to stay in touch with your former colleagues and find out what is happening at the Trust now, why not become a veteran?

The Veterans' Association was founded in 1959 at St Thomas' Hospital with the aim of bringing together staff who have left or retired. Emeritus Professor of Surgery, Public Governor and Chairman of the Veterans' Association, Kevin Burnand, said: "It's a great way to meet up with people you enjoyed working with and might otherwise have lost contact with. It's a chance to catch up with all those staff such as porters, receptionists, doctors, secretaries, physiotherapists and nurses you used to see regularly. Everyone is welcome."

Originally, there were just 49 members ranging from consultants to porters, and from nursing staff to administrators. Fast forward more than 50 years and the

Veterans' Association now has more than 500 members, ranging in age from 40 to 105. Anyone who has worked at the Trust eight years or more, including the medical school

and Charity, is eligible to join on leaving the organisation.

The Association meets each year on the first Saturday of October, starting with a chapel service at St Thomas', followed by the Annual General Meeting and updates from senior Trust staff. The day concludes with members enjoying lunch in Shepherd Hall supported by the Charity. This year Chief Nurse, Eileen Sills and former Non-Executive Director, Professor Gwyn Williams will be speaking.

Throughout the year members receive regular updates via a newsletter and membership costs just £10 a year. For further information contact Veterans' Secretary, Helen Lawrence Helen-lawrence@hotmail.co.uk.



Catering for patients' needs

Helpful staff at Guy's and St Thomas' are using their spare time to give hospital meal times a personal and sociable touch for patients.

Specially trained staff volunteers are dedicating their lunch breaks and time after work to serve food to older patients and to those who may need extra support.

Nicki Bickford, a business support manager who has been volunteering since 2011, said: "Being a mealtime volunteer is so rewarding. You get to have a really nice chat with all the patients and give them any help they might need."

"It also helps ward staff to carry on with their duties and assist the patients who need extra help. It really brightens up my day and I hope it does theirs."

More than one million meals are served each year across the Trust and results of a recent national survey of hospital inpatients highlighted hospital food amongst the best in London.

"Making sure all patients in our care enjoy a good choice of high quality, nutritious food is really important to us," says Peter Bennett, head of hotel services.

"We cater for a wide range of dietary requirements and ensure everyone's needs are met. On our older persons'

Mealtime volunteers Judith Olaitan-Salami and Nicki Bickford with patient James Carroll



"Making sure all patients in our care enjoy a good choice of high quality, nutritious food is really important to us."

unit we make sure there are more soft food options which are easier to chew, we have low potassium and phosphate foods on the menu for our kidney patients, and low fibre choices for patients within gastroenterology."

In addition to standard menus, multicultural menus including Kosher, Halal, Caribbean, West African and Asian vegetarian meals are available.

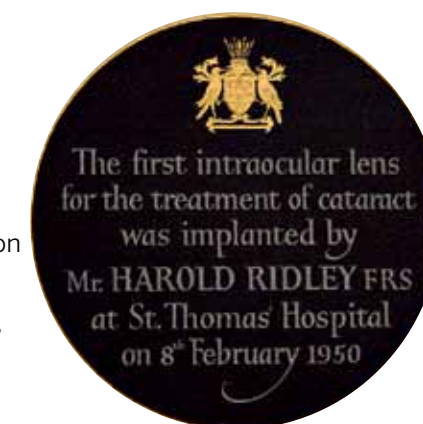
Find out more

If you are a member of staff and would like to volunteer to serve lunch, you can email Leeanne.green@gstt.nhs.uk.

HISTORY CORNER

In 1949 Sir Harold Ridley pioneered artificial intraocular lens implantation after cataract surgery. He performed the first implantation at St Thomas' Hospital that same year. But it was not until 1950 that he left an artificial lens permanently in place in a patient's eye and modern cataract surgery was born.

This pioneering sight-saving operation, which he fought for more than two



decades to have accepted by the medical profession, is now the most common form of eye surgery in the world and has saved the sight of more than 200 million people worldwide.

From the frontline

Sherol Griffith-Pallett, service manager of General Outpatients and Gracefield Gardens

“We see around 1,500 patients every week and it is my job to ensure that the outpatients departments run smoothly. To do this, I work very closely with the service managers and nursing teams on both sites, Gassiot House at St Thomas’ and Gracefield Gardens in Streatham. “I manage 16 members of staff but we usually have four receptionists on duty at any one time. Our receptionists are the first point of contact for welcoming patients and it is their job to put them into our call forward system, inform

them of the clinic waiting times, and organise their next appointment. “A receptionist’s role from when a patient arrives right up until they leave is very important as they are a familiar face and vital source of information. Whether a patient has a question or needs help booking their transport home, our team of receptionists go out of their way to help our patients. “Our new outpatients department at Gassiot House has been open for a year now and we are thrilled with



the positive feedback from patients. For example, some patients feel that the new environment is inviting and doesn’t feel like a typical hospital environment.”

Ask us: Why does cleaning hands save lives?

We speak to **Shona Perkins**, matron for infection prevention and control

What is it you do?

I lead a team of clinical nurse specialists who provide the infection prevention and control service across our hospitals. We review test results that may be of significance for the control of infection. I work very closely with clinical teams and patients across both hospitals, ensuring that patients are protected from the risks of infection. We also train staff on all aspects of infection

prevention and control, including hand hygiene, and we monitor compliance.

Why is it so important that patients wash their hands properly?

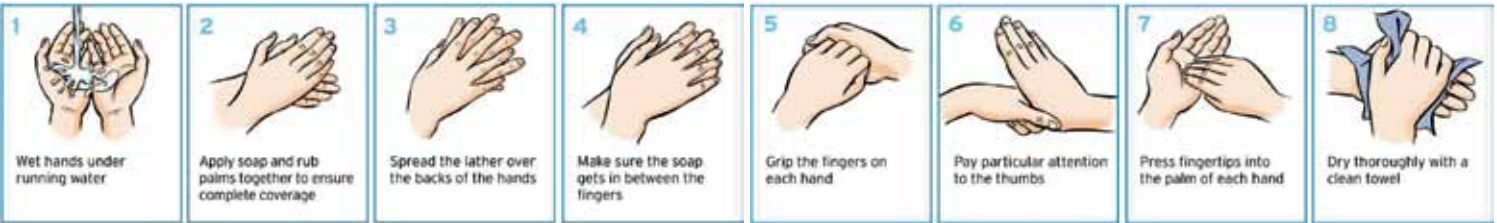
This is important for all our staff, but for our patients too. Our hands pick up and spread germs very easily so washing your hands properly ensures that you are not putting yourself or others at risk of infection. If you

are a patient you may be at increased risk due to your underlying health problem. Or you may have a surgical wound or a device in your vein to give your medication. Which means that excellent infection control is essential to keep you safe.

What are you doing to minimise infection?

We have a continual education programme to ensure staff follow the best standards of

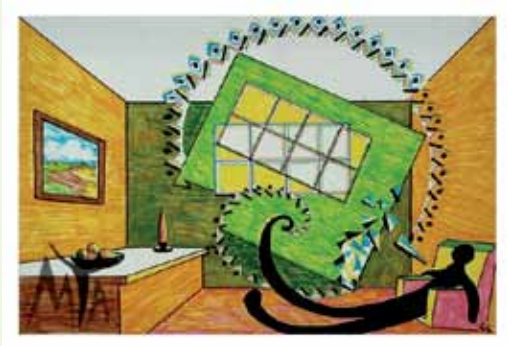
infection control and prevention. Each new member of staff receives training and our team supports a network of staff who help us to educate and advise colleagues on infection prevention and control measures in the areas in which they work. In September there will be an awareness week to remind staff, as well as patients and visitors, about the importance of infection control and hand hygiene in providing safe care to our patients.



What’s on

- 24 July**
Board of Directors and Council of Governors meeting
4-7.30pm, Robens Suite, Guy’s
- 1 – 7 September**
Migraine Awareness Week
Call 0116 275 8317 or visit www.migraine.org.uk
- 3 September**
Diabetes seminar for Foundation Trust members
5.30-7.30pm, Robens Suite, Guy’s. Call 0800 731 0319 to book your place
- 9 – 15 September**
Lymphatic Cancer Awareness Week
Call 0808 808 5555 or visit www.lymphomas.org.uk
- 15 September**
World Lymphoma Day
- 18 September**
Annual Public Meeting
6-7.30pm, New Hunt’s House (Lecture Theatre 2), Guy’s

Migraine Art: Produced by people who suffer from migraines to help show what a migraine can feel like, what ‘aura’ looks like and the impact that the condition can have on an individual. © Migraine Action



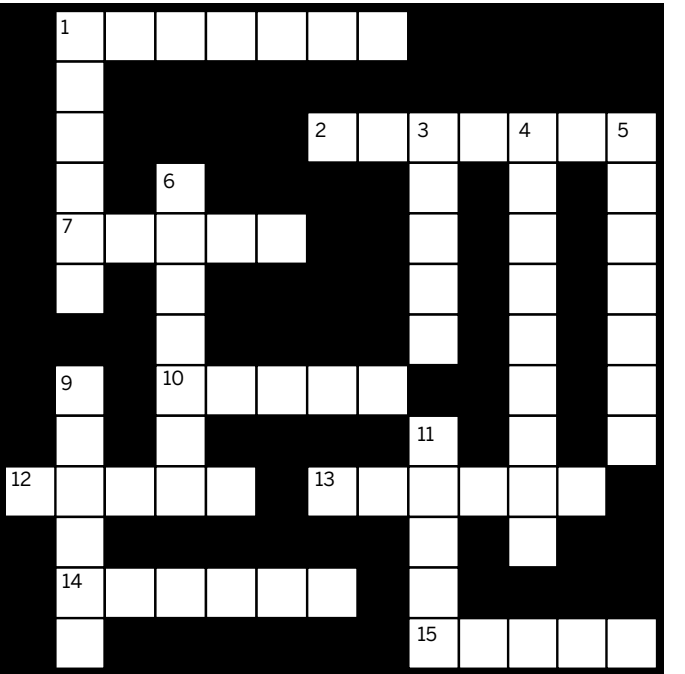
Every Monday:
Free lunchtime concert
1-2pm, Central Hall, St Thomas’

Every Wednesday:
Free lunchtime concert
1-2pm, Atrium 3, Guy’s

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



To be in with a chance of winning a champagne afternoon tea for two at the London Marriott Hotel County Hall at Westminster Bridge, simply complete the crossword below.



- | Across | Down |
|----------------------------------|-------------------------------|
| 1. Home country of Count Dracula | 1. “From ___ with Love” |
| 2. Singer Björk’s birthplace | 3. Land of the Pharaohs |
| 7. Boot-shaped country | 4. Koala’s home |
| 10. “A Passage To ___” (1984) | 5. Home of the Vikings |
| 12. Himalayan Kingdom | 6. Reggae’s birthplace |
| 13. Kind of nut | 8. Portuguese capital |
| 14. Maple leaf land | 9. Birthplace of the Olympics |
| 15. West African river | 11. Land of the rising sun |

Please send your entry by **Monday 26 August** 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 winner of the competition. The prize is not transferable.

Help

support

**Evelina
London**

Every donation goes towards improving care for sick children. From life-saving research and the latest medical equipment, to the little things that help make hospital less scary for our youngest patients.

**Text
'Evelina'
to 70800 to
donate £5**

To find out about other ways to support

Call **020 7848 4701**

Email **supportevelina@togetherwecan.org.uk**

Visit **togetherwecan.org.uk/evelina**