

# *the* G1ST

News from Guy's and St Thomas' Issue 9 | 2013

Nursing assistants  
leading the way

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Spotlight on  
speech therapy

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*Winter care*

How to keep well this winter



## Welcome

...to the Autumn edition of our magazine. Read on to find out how we plan to invest £1 million in improving our hospital environment for people with dementia, how we are helping people with learning disabilities to get the care they need, and about the UK's first dedicated NHS hair loss clinic for children.

Our main feature looks at the different types of patients who are helped by our speech and language therapists. There are 2.5 million people in the UK living with speech and language difficulties, which can be caused by a wide variety of conditions including stroke, Parkinson's disease or dementia.

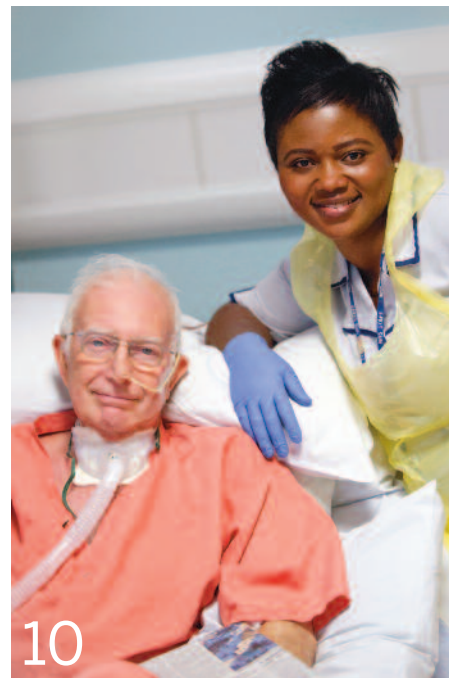
Preparing for winter is a topical issue, so our staff tell us how they ready our hospital and community services for the colder months.

You can also find out how we're doing in the new Friends and Family Test.

I hope you enjoy reading 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 other supporters of Guy's and St Thomas'.

## TELL US WHAT YOU THINK

If you have any comments about the magazine or suggestions for future articles, please contact the communications department, St Thomas' Hospital, Westminster Bridge Road, London SE1 7EH, or email [press@gstt.nhs.uk](mailto:press@gstt.nhs.uk)

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## The PM visits Evelina London

Prime Minister David Cameron praised Evelina London during a visit to celebrate the 65th anniversary of the NHS in July.

Meeting children, parents and staff with Secretary of State for Health Jeremy Hunt, Mr Cameron said: "My son was treated right here in this fabulous hospital for much of his life."

Evelina London, which launched its new name on 1 July to reflect its location at the heart of the capital, also hosted Jeremy Hunt's keynote address to mark the NHS anniversary. He spoke to an audience of hospital staff, senior health leaders and the media.

Our two special guests spent time chatting to young patient Liam Islam, 13, from Lewisham.

Liam said: "I was so pleased to meet David Cameron and Jeremy Hunt. They were really down to earth and took their time to talk to me. They chatted to me about my interests, and said they liked my Superman T-shirt!"

Liam's mum, Ambea, added: "Meeting the VIPs was a great ending to Liam's stay in hospital. Evelina London is such a special place, all the staff are amazing, we feel like we're part of a big family here and I'm glad such influential people had the chance to see this."

## Dementia care commended

Health Secretary Jeremy Hunt visited St Thomas' Hospital in July to launch a national scheme to improve the care of patients with dementia.

Staff were delighted when he highlighted the Older Persons' Unit at St Thomas' as an example of best practice.

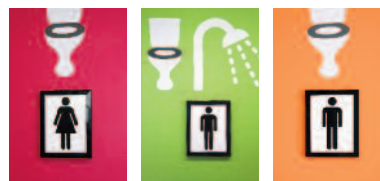
We will receive almost £1 million of a £50 million national fund to create pioneering care environments designed to meet the needs of people with dementia.

The funding will enable successful initiatives already in place on our Older Persons' Unit to be rolled out to other high priority areas across our hospitals. This includes a specially designed ward environment with colour-coded

bays and symbols to help patients remember their way

back to their bed, blue wristbands so staff can easily identify patients with dementia, and red-topped jugs and meal trays so that staff know which patients need extra help with eating and drinking.

Chief Nurse Eileen Sills says: "Since the changes were made to our Older Persons' Unit, patients have independence and staff really enjoy working in the pleasant environment."



## IN THE NEWS

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

### **BBC, Daily Mail**

Dr Ian White, a consultant dermatologist from the St John's Institute of Dermatology at St Thomas', was interviewed by BBC's *Watchdog* about extreme allergic reactions to particular ingredients in sunscreen. The *Daily Mail* also covered the story.

### **Nursing Times, Nursing Standard**



National and nursing media reported on the publication of the Cavendish Report into healthcare assistants. The *Nursing Times* mentioned the joint training approach at Guy's and St Thomas' as an example of good practice, while the *Nursing Standard* highlighted the positive work we are doing at Guy's and St Thomas'.

### **BBC, ITV, Evening Standard**

Comfort Momoh was interviewed about a new NSPCC helpline for victims of FGM (female genital mutilation). Comfort is an FGM and public health specialist at St Thomas' and one of the UK's leading experts in FGM.

## Patients recommend their care at Guy's and St Thomas'



Most inpatients and many A&E patients say that they would recommend our care to their friends and family.

The national Friends and Family Test was introduced in April. It asks adult patients treated on hospital wards and visiting A&E whether they would recommend their care. NHS trusts can score between -100 and +100, with 100 being the best.

Guy's and St Thomas' has an average monthly score of 78 for inpatient services, with some areas scoring more than 90. A&E has an average monthly score of 44.

Deputy Chief Nurse Debbie Parker says: "This is an important barometer that tells us very quickly what our patients think about their care. By listening to their responses we have been able to make simple but effective improvements."

For example, a patient on one of our medical wards highlighted the benefits of using a carrier for their oxygen canister because it helped them to move around more easily, boosting their recovery and giving them more independence. The ward sister has now purchased additional carriers to help other patients.

From October the Friends and Family Test is being extended to cover maternity.

## Patients rate our cancer care

In line with the national average, 88% of our cancer patients rate their care as excellent or very good, according to the national Cancer Patient Experience Survey. The survey reports the views of 116,000 cancer patients in all 155 NHS trusts in England that provide treatment to patients with cancer.

Guy's and St Thomas' is ranked in the top 20% of NHS trusts nationally for seven areas of cancer care, including providing information for patients about the side effects of treatment, support groups, cancer research and family support, and for supporting patients to



Cancer nurse Lorna Hendry with patient June Marshall

look after themselves when they return home from hospital.

Chief Nurse Eileen Sills says: "Although the majority of our cancer patients rate their care as excellent or very good, we have a number of areas

for improvement.

"For example, to ensure we always communicate a diagnosis sensitively to patients and provide the emotional support that patients and their families need."

## First NHS hair loss clinic for children

St John's Institute of Dermatology at St Thomas' has launched the UK's first dedicated NHS hair loss clinic for children.

This national service will treat children with a range of hair loss conditions including alopecia areata, hair pulling habits, thyroid disorders, hair loss caused by vitamin deficiencies, and hair loss from chemotherapy.

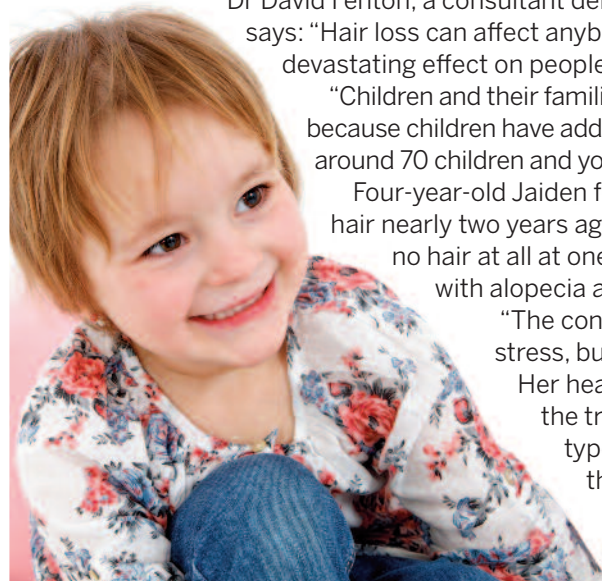
Dr David Fenton, a consultant dermatologist who runs the service, says: "Hair loss can affect anybody at any age, and can have a devastating effect on people's lives.

"Children and their families deserve special attention because children have additional needs. We expect to see around 70 children and young people in the clinic each year."

Four-year-old Jaiden from Chelmsford started losing her hair nearly two years ago. Her mum Sarah says: "She had no hair at all at one point. Dr Fenton diagnosed her with alopecia areata in March this year.

"The condition is normally caused by stress, but we're not sure what set it off.

Her head is now covered in hair thanks to the treatment which involved a special type of shampoo that is only available through the clinic. She started school in September so it's brilliant that her hair came back before then."





The hospital at 5 Lisle Street, Leicester Square



## St JOHN'S INSTITUTE OF DERMATOLOGY CELEBRATING 150 YEARS

Our world-famous St John's Institute of Dermatology at St Thomas' is celebrating 150 years of medical excellence focused on improving the lives of people with both common and more complex and rare skin diseases.

The Institute is home to many of the country's best dermatologists, medical equipment and facilities.

Since it opened near Leicester Square in 1863, staff at St John's have been responsible for many new treatments and medical discoveries that have transformed the lives of patients and increased understanding about skin disease.

Dr Sean Whittaker, Clinical Director of the St John's Institute, says: "Our 150th anniversary is a wonderful moment not only

to reflect on past achievements but also to celebrate progress and think about the future as new technologies, genetics and imaging will transform what we do next.

"Our specialists are always pushing the boundaries with pioneering treatments and research, and we are proud to continue the legacy of St John's."

## Cancer Centre breaks new ground



Breast cancer survivor Diana Crawshaw and local MP Simon Hughes carried out the official 'breaking the ground' ceremony to mark the start of construction work on the new £160 million Cancer Centre at Guy's Hospital.

Diana chairs the Patient

Reference Group which has played an important role in shaping the new centre. She says: "It has been a real privilege to be involved in the development of the new Cancer Centre. Patients have been fully consulted on every important decision and we were even

involved in the process of choosing the architects."

Guy's and St Thomas' is a major provider of cancer services in London but these are currently located in a number of different areas on both hospital sites. When the new Cancer Centre opens to patients in 2016, it will bring together the majority of care and research in a single state-of-the-art building.

Dr Maj Kazmi, Clinical Director of cancer services, says: "We want patients to have their say in every aspect of their care, everything from decisions about their treatment to designing the facilities in which their treatment is provided."

## TOP TWEETS



@andycarlos:

Had to get blood tests yesterday at St Thomas' hospital. Whole process took just 7 minutes. That included waiting. Thank you #NHS great job



@DHL66:

@GSTTnhs what a most excellent experience in the #eye&e today. Thank you for your kind and prompt attention. Ur Drs & Nurses are the best.



@JohnMcM1:

Thank you Guy's Hospital @GSTTnhs for looking after my cousin, with a successful kidney transplant and post-op recovery. #NHS #RichardBright



@ladyyeoman:

@GSTTnhs thank you very much to the team in Surgical Admissions and Day surgery at St Thomas' for looking after me today x



@AnnieMulroy:

Thank you @EvelinaLondon and @GSTTnhs esp Bill in Mountain Ward for looking after us SO well. Grateful to live by this world class hospital.

**Follow @GSTTnhs**

for news, service and patient information, and jobs.

# Free WiFi

**Free WiFi is now available for patients and visitors at Guy's, St Thomas' and Evelina London.**

Get connected by using the Wi-FiSPARK network through a laptop, smartphone or tablet. To register, enter your name and email address, and then accept the terms and conditions.

Please note that some internet content will be automatically blocked. WiFi should not be used for viewing TV programmes or making phone calls.

**For more information please visit [www.wifispark.com](http://www.wifispark.com) or call 0844 848 9555 for technical help.**



Guy's and St Thomas' staff Victoria Cheston (far left) and Dr Bill Newsholme (4th right) with staff at Ndola Central Hospital in Zambia

# Zambian partnership brings shared benefits



Our doctors and nurses travel all over the world to share their expertise and to learn from medical staff in other countries. We have also established formal links with two hospitals in Ndola, Zambia – Ndola Central Hospital and Arthur Davison Children's Hospital. Our partnership is part of the growing number of international collaborations across the NHS which have benefits for staff and patients in both countries.

Zambia is a large, landlocked country in southern Africa with many health problems including a high incidence of HIV, low life expectancy and high child and maternal death rates.

Our partnership focuses on improving children's services, maternal health, patient safety and infection control, as well as medical equipment maintenance at both hospitals. The link is not funded

by the NHS, but receives grants from organisations such as the Tropical Health Education Trust and the World Health Organisation (WHO).

In June, a group of five doctors and nurses from Zambia visited Guy's and St Thomas' as part of the WHO African Patient Safety Programme. This allowed staff from both countries to work together on ways to improve infection control and patient safety.

Dr Bill Newsholme, who leads the patient safety work programme, says: "Working with such enthusiastic colleagues from Zambia, and having to think about how to improve patient care in such a different setting, helps us to think smarter about what we do here too."

The partnership between Evelina London and Arthur Davison Children's Hospital has supported the development

of the first children's nursing training programme which will be delivered in Zambia from 2014. This has been developed with Brighton University. Other training and education programmes focus on maternity care, including the use of ultrasound to monitor the health of unborn babies.

Our joint work also focuses on sickle cell disease, which affects significant numbers of people in south east London, and we have helped to set up the first clinic for children with sickle cell disease in Ndola.

Victoria Cheston, Executive Lead for Global Health at Guy's and St Thomas' says: "Our work with Zambia has been a really positive experience for everyone involved. It's been great to witness the improvements in Ndola, and also to see the benefits for our staff and our work here in the UK."



89-year-old **William Simmons** is an inspiration. In May this year he decided it was time to give up smoking after 75 years.

## What's stopping you from going smoke free?

William never considered giving up smoking until he began having problems with his breathing. Now, thanks to the support from Guy's and St Thomas' stop smoking service, he has quit smoking and has never looked back.

Last year the team – who run stop smoking clinics at both hospitals and community drop-in workshops at GP surgeries in Streatham and Brixton – helped more than 700 patients and staff to take their first steps towards quitting the habit.

Clients are offered free stop smoking treatments and expert advice to help them quit. They are also encouraged to find new ways of coping with the problems that may trigger their smoking habit, such as stress or a relationship breakdown.

Stop smoking specialist, Nirmala Madadi, says: "By taking one day at a time we can support someone and give them the confidence to go smoke free for good. If William can do it, with our help, anyone can."

At Guy's and St Thomas' we are keen to set a positive example to others. We are actively working towards becoming a smoke free Trust and, from January 2014, staff will no longer be permitted to smoke anywhere on Trust property.

When we consulted staff about this, most supported our decision.

To help those wanting to give up smoking,



Stop smoking specialist Nirmala Madadi is pictured with William Simmons and his carbon monoxide monitor

we offer comprehensive support through our stop smoking service as part of our '5 ways to a healthier YOU' staff well-being campaign.

In response to patient feedback we have also removed the smoking shelter outside the main entrance at Guy's Hospital and replaced it with a cycle rack. Smoking is no longer permitted for staff, patients and visitors in this area.



- Call the NHS No Smoking Helpline on 0800 022 4332, open Monday – Friday 9am to 8pm, and Saturday and Sunday 11am to 5pm. This helpline is also available in a number of languages.
- Visit the Department of Health's 'Go Smoke Free' website [www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)
- Visit [www.quit.org.uk](http://www.quit.org.uk) or call 0800 002 200

For further information

Lambeth:  
020 3049 5791

Southwark:  
020 3049 8550

At our hospitals:  
020 7188 2847

We talk to **Dr Simon Eccles**, consultant physician in emergency medicine, about exciting plans to improve the Emergency Department (also known as A&E) and the emergency care 'pathways' at Guy's and St Thomas'.

# Emergency care to get a £19 million makeover



### Q What does your job involve?

A I joined the Trust in February this year as a consultant in the Emergency Department after eight years as a consultant and then clinical lead in a similar role at Homerton Hospital in Hackney. I have been asked to lead the work transforming the emergency care pathways for patients coming to Guy's and St Thomas'.

I have also recently been appointed by NHS England as Joint Clinical Director for Urgent and Emergency Care in London to co-ordinate the development of standards for emergency care and to help share best practice across the capital.

### Q How busy is the Emergency Department at St Thomas'?

A It's one of the busiest in the NHS. During the heatwave at the beginning of July we had some of the busiest days that the department has ever seen, with up to 450 patients a day.

Many patients with long-term and chronic conditions became unwell because the heat made their health worse and some of those patients needed to stay in hospital for treatment.

We are used to 'winter pressures' but these were 'summer pressures' which is really unusual.

### Q What happens if patients come to the Emergency Department who don't need to be here?

A Patients like the convenience of a 24-hour department but there is no doubt that some patients who come to us would be better treated elsewhere, for example in our Urgent Care Centre at Guy's or by their GP.

We don't turn away these patients but we 'stream' them to our Urgent Care Centre which is located next to the Emergency Department at St Thomas' where they can be seen and treated by GPs and emergency nurse practitioners.

### Q How quickly can patients expect to be seen?

A We work hard to see and treat patients as quickly as possible. The national standard is that 95% of patients



are seen, treated and either discharged or admitted to hospital for further treatment within four hours. We met this standard in 2012/13, but it is becoming more difficult as we experience increases in both the number of patients and how ill they are.

This is why the Trust is investing £19 million to rebuild the Emergency Department at St Thomas' and redesign the whole 'pathway' of emergency care for seriously ill patients who need to be admitted to hospital.

## Q What will the redevelopment mean for patients?

A We are rebuilding the Emergency Department because it is simply too small – we see an average of 380 patients a day and the department in its current form was built to see a maximum of 300 patients a day. So patients should see a real difference in terms of an improved environment for their care.

It will be a major challenge because the new department will be built while the existing department is still very much open 24 hours a day. It will be a bit like changing the wheels on a car without stopping!

## Q How will the rest of the 'pathway' of emergency care be improved?

A Sarah Swift Ward and Victoria Ward, our acute medical wards which admit most patients from the Emergency Department, are currently located on the 9th and 10th floors of East Wing at St Thomas' which is far from ideal. They will be moved down to the ground floor so they are much closer to the department.

We will also be working with GPs and community staff to provide better alternatives. These will include 'hot clinics' for specific long-term or chronic conditions, for example breathing problems or kidney disease, so these patients don't have to come to the Emergency Department every time their condition worsens.

Hospitals are just part of the healthcare system and we all need to work together to help patients get the right care in the right place at the right time.



Colin Heard (centre) with learning disability nurse Michael Ginn (left) and a colleague

# Helping local people with disabilities

Colin Heard, 57, has a learning disability and problems with his kidneys and eyes. He finds visiting unfamiliar places, like hospitals, frightening.

A Guy's and St Thomas' project is helping people like Colin to keep their hospital appointments and have early discussions about their health. This will prevent up to 6,000 people in Lambeth, Southwark and Lewisham with learning disabilities from developing potentially life-threatening conditions.

According to a recent study, people with learning disabilities sometimes experience delays in diagnosis and treatment because their health needs are not always picked up by doctors. They are also more likely to die before the age of 50, compared with the general population.

Our community adult learning disability health team includes community nurses, physiotherapists and speech and language therapists. The team encourages people with learning disabilities to visit their GP regularly and to seek advice on issues such as sexual health and diabetes.

Michael Ginn, a learning disability nurse at Guy's and St Thomas', attends hospital and GP appointments with Colin. He says: "We have introduced a 'hospital passport' to help people with learning disabilities so that visits to hospital or a hospital stay are less traumatic."

The wallet-sized 'hospital passport' is a basic summary of known conditions such as diabetes, epilepsy or mental health problems, as well as more personal information, for example food preferences, behaviour and habits. Patients with learning disabilities are encouraged to take it with them to every hospital appointment.

Michael adds: "It is important that people like Colin feel able to explain any symptoms they may be having so that problems can be picked up early and addressed. By doing this, we can help more people with disabilities to live longer, fuller and happier lives."

**"By doing this, we can help more people with disabilities to live longer, fuller and happier lives."**

"I love my job, it's so rewarding. Being able to care for people and helping them to feel better about themselves makes me feel good. I get some lovely comments from patients, I was even asked to help a patient on a different ward when she heard what I can do."



Nursing assistant  
Stella Barnie with  
Blundell Ward patient  
David Chambers



Our nursing assistants redefined their identity.  
Now a national review urges the rest of the NHS  
to follow in their footsteps.

# Nursing assistants lead the way

Formerly known as health care assistants (HCAs), our team of more than 550 nursing assistants came together to establish a new identity which makes it easier for patients to understand their role and how vital it is.

Nursing assistants directly care for patients, looking after their nutrition and helping them with washing and personal care.

Their simple, but effective, name change has been highlighted in the government's Cavendish Review, a report that looked at the role of HCAs. It made a number of recommendations about how training and support can help them to provide care to the highest standard.

Review author Camilla Cavendish praised Guy's and St Thomas' and recommended all hospitals should follow our lead by renaming their HCAs as nursing assistants.

She said: "What is important about the adoption of 'nursing' in the title is the implied recognition by these trusts that HCAs are part of the nursing team, not a separate tribe."

Deputy head of nursing, Ciara Rooney, says: "We want our nursing assistants to feel valued and understand the difference they make to a patient's care."

"Working in any nursing role is a privilege. You take on a position of trust when a person is at their most vulnerable. Our nursing assistants are in this position every day and we wanted to formally acknowledge just how much they do for patients."

One nursing assistant who knows exactly how much her role means to those she cares

for is Stella Barnie, who works on Blundell Ward at Guy's Hospital.

She says: "I trained as a beauty therapist so that, in addition to my formal duties, I can give patients treatments to make them feel better about themselves."

"I make sure they are able to have a shower and feel fresh, and then I can do their hair, nails, and feet, anything to help them feel good."

A change of name is not the only thing our nursing assistants decided when they came together at their first ever Trustwide nursing assistants' conference earlier this year, an event which now runs as a monthly forum.

They were asked who would be interested in taking steps towards higher education, and 70% replied 'yes'.

Sarah Candy, lead for clinical apprenticeships, says: "We have developed an education plan within the Trust so that our nursing assistants can undertake a diploma in health."

"We've had a great response and the first group of students have already begun their diplomas. They study one day a month in the Trust's education centre."

Chief Nurse Eileen Sills says: "The Cavendish Review is a welcome recognition of the vital role that nursing assistants play on our wards. We are proud of our nursing assistants and their initiative to revitalise their role and be the best. I'd like to say well done to all of them, and thank you to Sarah and Ciara for their hard work with the whole project."

## Evelina London nursing assistants make the grade

Five nursing assistants from Evelina London Children's Hospital are settling into their new role after they all passed their one-year apprenticeship programme in paediatric support.

This is the first year of the nursing assistant apprenticeship, which trains its students to care for children on the wards. The nursing assistants will now 'buddy' up with a new apprenticeship group when they start in October.

Helen Holloway, joint head of children's nursing at Evelina London, says: "We'd like to congratulate all of our nursing assistants on their achievements and hope they have a successful career with us at Evelina London."

## GUY'S AND ST THOMAS' NURSING ASSISTANTS TOP FACTS

- There are more than 550 nursing assistants in the Trust
- Nursing assistants act as patient advocates
- Nursing assistants bring a wide range of knowledge to the Trust as they all have different experience and educational backgrounds.

For more information visit:  
[www.guysandstthomas.nhs.uk/nursingassistants](http://www.guysandstthomas.nhs.uk/nursingassistants)

Our community and hospital services are gearing up for the colder months. Find out how you can choose the right NHS service this winter.

## Keeping well this winter

No one wants to be unwell or in hospital but we all want to know that the right care is there when we need it. In winter, we usually see more patients with flu, breathing problems, and other health issues associated with cold weather. So how do our services prepare?

### Hospital care

Our site nurse practitioners are senior nurses who manage our hospitals day-to-day. They are always on hand to help ensure services run smoothly and that we provide the safe, high quality care our patients expect. They are the eyes and ears of our hospitals, and ensure we can respond quickly and efficiently to any emergencies or increases in demand for our services.

Site nurse practitioner Paula Willmore says: "We monitor bed availability, capacity in operating theatres, waiting times, and vital non-clinical issues such as housekeeping and the delivery of crucial supplies – all essential to keep our hospitals running smoothly and ready for the unexpected."

"Working closely with A&E is always important, especially if there's a flu outbreak or sudden cold weather, as this can significantly increase the number of people coming to hospital."

To prepare for the busier winter months, the Trust is recruiting an extra 25 nurses who can be deployed flexibly and at short notice to wherever they are needed most. For example, supporting

wards if several staff are off sick or enabling us to open additional beds. We are also extending some services, such as physiotherapy and occupational therapy clinics, to open seven-days-a-week so they can provide care whenever patients need it.

### Help at home

During the winter months, our community teams usually see more patients with breathing problems or chest infections, and also an increase in older patients who need extra support following surgery or a hospital admission. District nurses and other community-based staff can often treat these patients safely at home.

Launched last January, Home ward and the Enhanced Rapid Response service have helped more than 1,200 local residents to be treated at home rather than in hospital. The services support people with a range of illnesses, including diabetes, heart disease or severe breathing problems, who have been referred by their GP or hospital consultant.

A team of nurses, physiotherapists, support workers, GPs, and social workers work together to provide patients with the support they need. By the end of the year, all GPs in Lambeth and Southwark will be able to refer their patients directly to this service.

Ese Umukoro, Home ward matron and a community nurse for 18 years, says:

"These services have been extremely successful because they help patients to be treated at home which they prefer. Whether it's assessing if a patient needs a stair lift or giving them specialist medical treatment, they get the best care possible in an environment where they are more relaxed and comfortable."

### Choose well

If you are unwell it's good to know which NHS service is right for you.

"It's really important that we choose the right service for our needs," says Dr Katherine Henderson, clinical lead for the Emergency Department at St Thomas'.

"The Emergency Department should only be used for emergencies and serious injuries. The NHS Choices website is a useful place to get information about which services are best to use. Many people don't realise how much pharmacists can help and that often there are shorter waits at Urgent Care Centres such as the service at Guy's."

### Fight flu

Anybody can get a flu jab from their GP, high street pharmacists or some supermarkets.

Flu vaccination is free for certain groups of people considered at higher risk of health complications, including children, those over the age of 65, pregnant women, or those with underlying heart or respiratory health conditions. Ask at your GP surgery for further details or visit [www.nhs.uk/livewell/winterhealth](http://www.nhs.uk/livewell/winterhealth).





Site nurse practitioner  
Paula Willmore

### WHAT'S WRONG?

Choking, chest pain,  
blackouts, blood loss,  
serious injuries

Cuts, bites, sprains

Vomiting, ear pain, painful coughs,  
toothache, flu-like symptoms,  
unwell but unsure

Diarrhoea, runny nose,  
upset stomach, headache

Hangover, sore throat,  
grazed knee, cough

### WHAT TO DO

A&E at  
St Thomas' Hospital,  
or call 999

Urgent Care Centre at  
Guy's Hospital 8am-8pm  
every day (last arrival at 7pm)

Your GP or dentist,  
Out of hours:  
call 020 8693 9066

Pharmacist

Self care

“Working closely with A&E is always important, especially if there's a flu outbreak or sudden cold weather, as this can significantly increase the number of people coming to hospital.”

### TOP TIPS FOR KEEPING WELL

- Get enough sleep
- Look after your immune system by eating more fruit and vegetables
- Get a flu jab
- Good lighting helps avoid slips and trips
- Help elderly neighbours with their food shopping or when getting up the stairs.

In the UK 2.5 million people are living with speech and language difficulties, ranging from unclear speech or a delay in development to long-term voice loss.

# Speaking from experience

At Guy's and St Thomas' we have 31 speech and language therapists who help people of all ages with speech and language problems to communicate more easily. They also provide support for people who find it difficult to eat, drink and swallow.

## Our adult patients

We see more than 2,000 adult patients a year. Most of our patients are referred to us by other departments in our hospitals but we also accept outpatient referrals from local GPs. Our specialists help people after head and neck surgery or a stroke, as well as those who have conditions like Parkinson's disease, motor neurone disease or dementia. We also see many patients with voice disorders.

Strokes are the most common cause of speech loss in the UK, and four in ten people who've had a stroke will also have trouble swallowing, so we have two specialist therapists dedicated to supporting these patients.

The speech and language therapists train our hospital-based doctors, nurses and other therapists so patients on the wards receive support even before a speech and language therapist sees them.

There are seven community speech and language therapists who see adult patients in their own homes in Lambeth and Southwark. These patients are usually referred by their GP or hospital teams, but patients can also refer themselves.

## Caring for children

One in ten children have speech, language and communication needs that require long-term support, and 5% of children start school with difficulties with their speech and language.

Lindsay McLelland, service manager for children's community speech and

language therapy says: "We have 65 community therapists helping children who have problems communicating or language difficulties. The service is convenient and flexible, supporting children at local health centres, nurseries and schools, or at home."

We also provide hospital-based services for children and babies with more complex medical needs. These include mild, moderate or severe learning difficulties, physical disabilities, delayed language skills, specific hearing impairment, cleft palate, autism, dyslexia or voice disorders, and children who have anxiety disorders that may prevent them from speaking.

## Types of treatment

Our therapists assess what the problem is and then decide a plan of treatment. For patients with swallowing difficulties, they may use a fiberoptic endoscope to evaluate how a patient is swallowing and if food goes down the wrong way.

For patients who have had their voicebox removed following throat cancer, a silicone valve can be fitted to help them breathe. Air is pushed through the valve, up into the mouth and can be vibrated to produce sounds just like our vocal cords do. A channel is made by a surgeon and then a speech and language therapist fits the valve and shows the patient how to use and care for it.

After a stroke, confusion, memory loss or tiredness can make following computer instructions or using a computer mouse too challenging. Adapted keyboards and pointing devices can help. Therapists teach patients to use a range of communication aids such as signing, symbols, picture boards, or computer voice programmes.

Some patients may need relaxation or breathing exercises to improve their voice.

## Silenced singer

Tyrone Sinclair, 26, is a secondary school teacher and sings for church choirs in his free time.

Following a sore throat, he lost his voice for a week and it didn't recover properly.

In July, Tyrone was assessed in the voice clinic where he discovered he had a lump on his vocal cords that needed removing. After treatment, his speech and language therapist worked with Tyrone to retrain his voice, teaching him how to relax his voice in the classroom and how to release tension in his throat to avoid a recurrence.

Tyrone says: "Voice therapy has helped return my voice to normal and even improved my range, which is great for my singing."

"When I had to rest my voice for a week after my operation, it showed me how socially isolating it can be to lose your voice or to be unable to use it in the way you want to. I now realise what an important job speech therapists do."

## FAST FACTS

- Our voice clinic sees around 40 new patients a month
- Inpatients who need urgent support are seen within a day
- 15-25% of patients in the voice clinic are teachers
- 30% of people who have had a stroke struggle with speech and language afterwards.

For more information, visit [www.guysandstthomas.nhs.uk/speechtherapy](http://www.guysandstthomas.nhs.uk/speechtherapy)





Speech and language therapist Christina Iezzi uses a fiberoptic endoscope to evaluate a patient's swallowing



# What our values mean

Every day our 13,200 staff strive to provide our patients with exceptional care by following our five values. Our values underpin our new *Showing we care* strategy in response to the lessons learned from the Francis Report into the tragic events at Stafford Hospital.

The strategy was developed in consultation and conversation with staff – more than 2,000 staff took part in our 'listening exercise' earlier this year. It translates our five values into 'pledges' we have made to our patients and staff about the quality and compassion of the care that patients should receive at Guy's and St Thomas' and the mutual support and respect that we expect our staff to show for each other.



- You will receive a professional standard of care delivered with kindness, dignity and respect
- We will support our staff to listen to you

"I now introduce myself every time I see a patient. I used to do it just the first time I saw someone, but now I do it every time and I introduce everyone around the bedside so that my patients know everyone involved in their care."

**Dr Mark Kinirons**  
Consultant in general  
and geriatric medicine



- Our staff will ensure that your care and treatment is safe
- We will ensure our staff have the right skills and resources to provide the most effective care

"I do my best to keep my ward clean. That's why I'm here, to look after the patients and keep them free from infection."

**Soledad Runas**  
Housekeeper



# to our staff and patients

We decided to ask our staff, patients and volunteers what our values mean to them – and we turned their insights into a short *Showing we care* film which we premiered at our Annual Public Meeting in September. You can watch the film on our website at [www.guysandstthomas.nhs.uk/ourvalues](http://www.guysandstthomas.nhs.uk/ourvalues) and get a taster of what our staff said below.



- We will always treat you with the utmost kindness and respect
- Our staff will treat each other with dignity and respect

“I know from my personal experience of having my own relatives in hospital that it can be a difficult time and a pretty daunting experience. By putting myself in their shoes and empathising with them, I can try to understand the needs of my patients.”

**Gayle Campbell**  
Pharmacist



- We will ensure your care is based on clinical evidence and best practice, and delivered efficiently
- We will support our staff to deliver the best possible care 24 hours a day, seven days a week

“If you want to be a good doctor you’ve got to go the extra mile, you can’t just come in at 9 and leave at 5, it just doesn’t work like that.”

**Dr Jelena Stojanovic**  
Specialty trainee  
in paediatric nephrology



- We will be open about our mistakes and work hard to put them right
- We will listen to our staff and support them if they raise concerns

“You have to be your own manager and maintain the standards. It’s important because wherever the patients are, they deserve the same high standards.”

**Chris Craig**  
Porter

Clinical specialist nurse in oral health **Beverley Banton** interviews consultant dentist and senior specialist clinical teacher **Barry Quinn**

## Role reversal



### Q What does the St Thomas' Dental Centre do?

A The Dental Centre provides general dental treatment for adult patients by training dental students and postgraduates running specialist dental clinics. We also hold specialist consultant clinics for patients with sleep apnoea, bleeding disorders, and skin conditions who require dental intervention which your local dentist isn't always able to help with.

The team also promotes oral health around the hospital. We go onto wards and advise patients on how best to look after their teeth or dentures.

### Q What is a typical day for you?

A There is no typical day! I'm a consultant dentist, a teacher and researcher.

I usually teach final year dental students and postgraduate dentists. We have 24 surgeries and patients are referred to us from the Dental Institute at Guy's Hospital if they are suitable for dental care and are willing to have their dental work carried out by students under supervision of our clinical teachers. We are very lucky to have had more than £3 million spent on refurbishing and upgrading the department which was re-opened by the Chief Dental Officer Barry Cockcroft in 2011. This has resulted in a better patient experience.

### Q What's the most interesting thing about dentistry?

A The mouth is a mirror to the rest of the body. By looking in someone's mouth you can sometimes detect diseases that have not previously been diagnosed including diabetes, anaemia and mouth cancer.

### Q What are you most proud of?

A Working at St Thomas' Dental Centre is a joy due to the enthusiastic and friendly team. We have won awards including a commendation for our Oral Health Promotion Team and I was awarded the King's College London Dental Institute Teaching Excellence award last year.





## Q What do you enjoy most about your job?

A I have a passion for clinical teaching as I enjoy helping young people with their careers in dentistry and putting a smile on our patients' faces.

We have a great team of consultants, teachers, hygiene therapists, dental technicians, and fantastic dental nurses like you – without great staff like you, Beverley, we wouldn't be able to run our service.

### Beverley and Barry's top tips for healthy teeth

- Get regular check-ups – at least once every two years. If you've had problems with decay or gum disease then you will need to see a dentist twice a year.
- Look at food labels for the amount of sugar included. Swap sugary foods for fruit and vegetables.
- Limit your sugar intake to between two and four times a day.
- Try to give up smoking.
- Brush your teeth twice a day with fluoride toothpaste using a circular motion with a pea sized amount of toothpaste.
- Don't rinse! This washes the protective fluoride off your teeth.

### FAST FACTS

- Barry and the team teach around 130 dental students, 30 postgraduate dentists, and five medical students aiming to become oral maxillofacial surgeons each year
- The team treats around 4,000 patients a year.

## Why we fundraise



This summer 'The Islanders', James Plumley, Alan Morgan, Josh Taylor and Gavin Sheehan (pictured above), entered Britain's toughest rowing race to raise money for Evelina London.

GB Row 2013 is a 2,000 mile non-stop voyage around the UK's coast.

Josh's girlfriend Sarah is a senior ward nurse at Evelina London.

"We were all lucky enough to have a healthy childhood, but that's not guaranteed. We wanted the money to help children who aren't so lucky and we know from Sarah the difference Evelina London staff can make," says Gavin.

'The Islanders' battled winds, tides, busy shipping lanes, and mental and physical exhaustion to win the race, setting a new Guinness world record. Their time of 26 days 9 hours 9 minutes beat the previous record by more than 12 hours.

The team has raised almost £10,000 so far. You can still sponsor them at [bit.ly/Zin9y7](http://bit.ly/Zin9y7).

To find out how you can fundraise for Guy's and St Thomas' visit [togetherwecan.org.uk](http://togetherwecan.org.uk), email [supportgstt@togetherwecan.org.uk](mailto:supportgstt@togetherwecan.org.uk) or call 020 7848 4701.

# Say what?

**Dena O’Gorman,**  
IT training manager



**Q Growing up, what did you want to be?**  
**A** A midwife. My nan was a midwife and used to tell me wonderful stories.

**Q If you could learn one thing...?**  
**A** I love driving, so stock car rallying or racing.

**Q Tell us something about you that we don’t know?**  
**A** My Great Great Grandfather was Captain Webb – the first man to swim the channel unaided.

**Q If you could have a superpower, what would it be?**  
**A** It has to be the power of invisibility.

**Q What’s your best advice?**  
**A** The longest journey starts with the smallest step. You can achieve anything if you set your mind to it.

**Q Who is your hero?**  
**A** I really admire the unsung heroes who provide care, whether professionally or those caring for friends or family at home.

**Q Where is your favourite place?**  
**A** There is nothing like relaxing in the Cotswolds with a log fire and a glass of wine.

## Aung San Suu Kyi enlists help of Trust’s Buddhist chaplain

A Buddhist chaplain at Guy’s and St Thomas’ has been asked personally by Aung San Suu Kyi, winner of the Nobel Peace Prize, to set up Burma’s first multi-faith spiritual health team in two hospitals.

U Uttara, originally from Burma, was the world’s first hospital Buddhist chaplain when he joined the department of spiritual care at Guy’s and St Thomas’ in 2002.

“Having a spiritual health service is vital to the mental and physical well-being of many patients and their families,” he says.

“With the recent political and economic changes in Burma, public health is increasingly important, and so the Burmese government welcomed my idea of launching a service in Rangoon and Mandalay.”

Burmese opposition party leader Aung San Suu Kyi personally asked U to start work

as soon as possible.

He will spend the next 10 months in Burma training chaplains from different faiths, including Buddhist, Muslim, Jewish and Christian.

“Here at Guy’s and St Thomas’ the chaplains are available 24-hours-a-day, seven-days-a-week if a patient or family member needs someone to talk to – whatever their faith or if they have no faith or religion but would like our support,” he says.

“We listen to concerns, pray with patients and their families, and support families after the death of a loved one.

“I hope this is just the start of my overseas adventure, as my aim is that every hospital in Burma will have a service like the one we have here.”



Buddhist chaplain U Uttara



# Celebrating our life-long volunteers

11 volunteers, with more than 200 years of volunteering between them, have been praised for their dedicated service to the Trust.

Our volunteers provide an extremely valuable service which improves patients' experience in hospital and complements the work of our full-time staff.

They are involved in assisting with meals, guiding patients and visitors around the hospitals, befriending, giving hand massages, supporting administrative duties, and providing trolley services with books and magazines to patients on the ward.

Amanda Bryan, voluntary service lead, says: "It is remarkable that these volunteers have given up their time for so many years to make a difference to patients. We thank them for their years of commitment – it is an outstanding achievement."

Elizabeth Watson, 82, has volunteered at the Trust for 15 years. For the last seven years she has befriended patients in the Lane Fox Unit, a specialist unit at St Thomas' for patients who have severe breathing conditions, who are often admitted for long periods.

Elizabeth says: "I enjoy meeting people and as a volunteer I have met people from all walks of life. The patients just want someone to talk to who isn't a medical professional or a family member. I enjoy keeping them company and I hope to continue volunteering for as many years as I can."

Long service awards were recently presented to a group of 11 dedicated volunteers who between them have given 225 years of support to patients and staff at Guy's and St Thomas' – we thank them for their valuable contribution to the life of the Trust.

- **Olga Ketley**, for 40 years' service
- **Bernadette Budge** and **Doris Penman**, for 25 years' service
- **Mary Vroom**, **Margaret Lobb** and **Anthony McEnery**, for 20 years' service
- **Beryl Heyden**, **Doris Newnham**, **Fred Burtenshaw**, **Sheila Pennant Jones** and **Elizabeth Watson**, for 15 years' service.



Hospital volunteer Elizabeth Watson



## History Corner

### The East Wing at St Thomas' Hospital

#### Then

In the early 1960s, land to the east of the original St Thomas' site was purchased to extend the hospital. The new building accommodated the casualty department and new wards, and was named the East Wing. It was opened in June 1966.

There was one ward on each floor – including a ward for psychiatric patients, orthopaedics, thoracic surgery, and the intensive treatment unit (ITU).

#### Now

Casualty, now known as the Emergency Department, and the Trust's cardiology services, two intensive care units (ICU), and admission wards, as well as offices, teaching facilities and support services now occupy the East Wing.

A major refurbishment is now underway to create a building fit for the next generation.

The proposed design (pictured) will give a new lease of life to the existing building, and was chosen by patients, staff, and members of the public.

The year-long project will result in two airy and light glass atria, new lifts, and modern cladding of the exterior to weather-proof the building and improve energy efficiency.

# From the frontline

Guy's post room team leader,  
**Terry Reynolds**

"Without the post room service, quite simply the hospitals would grind to a halt. Without post our staff wouldn't be able to do their jobs effectively.

"There are two post rooms – one at Guy's and one at St Thomas'. The team includes eight post room operatives, myself and our manager.

"Each morning at 7am, we start to sort the 15,000 letters and packages that are delivered to our post rooms by Royal Mail each day.

"In the afternoon we frank – or stamp – the 10,000 letters that staff need us to post out daily.

"We all love our jobs. Two members of the team, Mark Tyrell and Nicki Charles, have been here for more than 40 years



Terry Reynolds, Mabs Choudhury and Nicki Charles

between them.

"The strangest thing that we've had delivered to the post room by mistake was a package for television presenters Ant and Dec, in which a fan had sent her underwear!

"We get a lot of cards delivered for patients too – an important tip for their friends and relatives is to make sure they put the relevant ward name on the envelope or it won't reach the patient."

## Ask us: How to get help with domestic abuse

We speak to **Laura Stretch**,  
REACH service manager

### What is the REACH Domestic abuse service?

It is an 'in-reach' domestic abuse advisory service based in the Emergency Department (A&E) at St Thomas'. We provide advice and support to both men and women who are being harmed or controlled, and who are afraid of their partner or a family member. The service is free and confidential for all patients, staff and students.



### How does the REACH team help people?

While our clinical staff will be dealing with the injuries or illness of patients, we work alongside them to provide support and advice around the patient's safety, discussing their options when they are ready to leave hospital, for example, arranging alternative accommodation if necessary.

For a variety of reasons, some victims may not choose to leave the relationship at this time but REACH will continue to support them.

Because we are based in the Emergency Department, we are able to respond at the time of crisis for those who have experienced violence. Some patients may not feel able to say they have been assaulted by a loved one so we train new staff in how to approach the subject and how to refer patients to the REACH service.

We also work closely with both our child protection and safeguarding adults teams.

### How can people get support or advice?

If you are a patient, ask your nurse or doctor to phone us on 020 7188 8161 from Monday to Friday, 8am to 6pm.

In an emergency please dial 999.

If you work in the Trust, or are no longer receiving treatment, you can self-refer by calling the number above.



# What's On

## 1–31 October

### Breast Cancer Awareness Month

Visit [www.breastcancercare.org](http://www.breastcancercare.org)

## 1–31 October

### Lupus Awareness Month

Call 01708 731251 or visit [www.lupusuk.org.uk](http://www.lupusuk.org.uk)

## 1–31 October

### Stoptober

(Department of Health stop smoking campaign)  
Call the Smokefree helpline 0800 022 4332 or visit [www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)

## 12 October

### World Arthritis Day

## 23 October

### Joint Board of Directors and Council of Governors meeting

4–7.30pm, Robens Suite, Guy's Hospital

## 25 October

### Wear it Pink

(breast cancer campaign)  
Call 0800 107 3104 or visit [www.wearitpink.org](http://www.wearitpink.org)

## 1–30 November

### Movember (Men's health awareness month)

Visit <http://uk.movember.com>

## 10 November

### Remembrance Day

## 1 December

### World Aids Day

## 1–31 December

### Decembeard

(bowel cancer fundraising campaign)  
Helpline 08450 719301, visit [www.beatingbowelcancer.org](http://www.beatingbowelcancer.org)

## 5 December

The Friends of St Thomas' Hospital Christmas Market  
11am–3pm, Central Hall and corridors, St Thomas'



## 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](http://www.togetherwecan.org.uk)

# Competition



To be in with a chance to win four tickets for the London Eye, simply complete the word search below.

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

Arctic

Fuel

Ice

Icicle

Skiing

Sledging

Snowboarding

Solstice

Winter

Please send your entry by **Friday 9 December** 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](mailto: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 of the winner. The prize is non-transferable.

# Guy's Hospital carries out 1 in 10 of all UK kidney transplants...

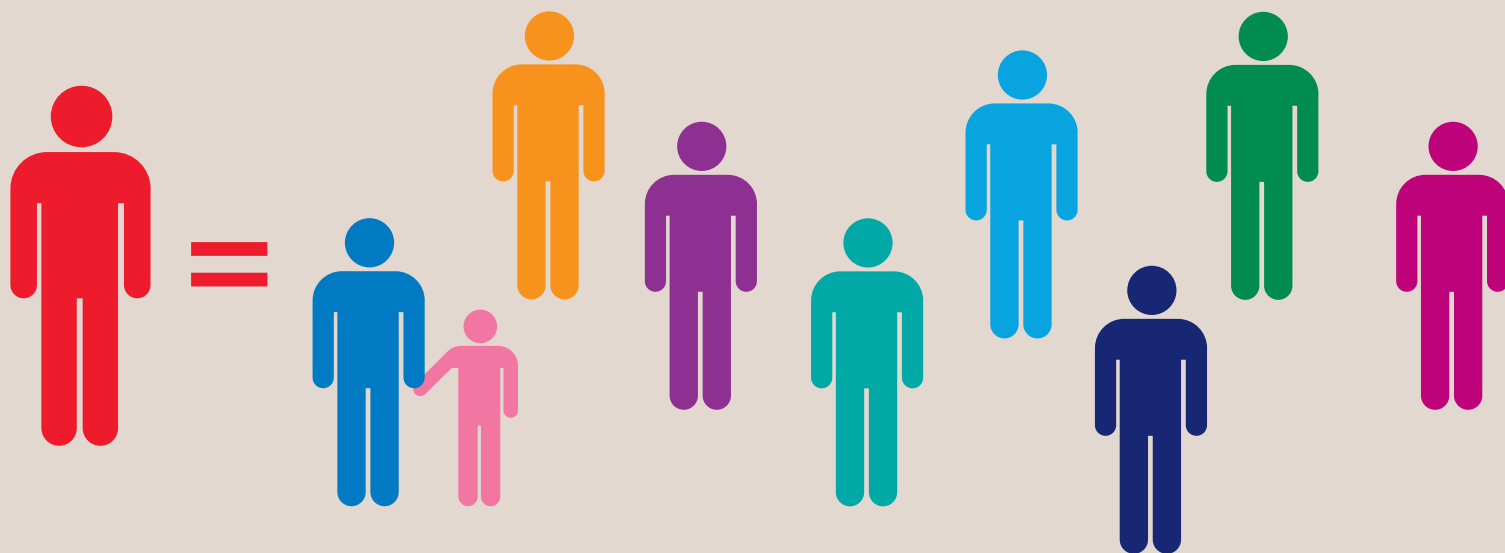
## ...but around 400 of our patients are still waiting for a donated kidney.

In the UK today more than 7,000 people are on the transplant list, waiting for a heart, kidney, liver or other organ.

Anyone can register to be an organ donor – even if you are over 65, or have a medical condition such as high blood pressure or diabetes.

**The gift of life**

**A single donor can transform up to nine lives.**



**Sign up today**  
**[organdonation.nhs.uk](https://organdonation.nhs.uk)**