

the GIST

News from Guy's and St Thomas' Issue 10 | 2014

Straight talking

Information to make
patients smile





Welcome

...to the winter edition of *The GiST* magazine. Patient input is a vital part of how we run our services and this edition has two excellent examples of patients making a real impact.

Our cover feature looks at how a dedicated team of volunteer readers make sure our publications are not only factually correct but also easy to understand. Ray and Abi's story on page 10 shows what a difference good information makes to patients, offering valuable peace of mind.

We also explore how patients are helping to shape our new Cancer Centre, which, when finished in 2016, will be one of the UK's leading centres for research and treatment. Turn to page 12 to find out more.

Finally, I am happy to report we have been independently recognised as Trust of the Year for London, an award highlighting the hard work and effort of all our staff.

But we will not be resting on our laurels and will make sure we continue to improve throughout 2014.

I hope you enjoy this issue.

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



Contents

- 04 Dimblebys boost new Cancer Centre fund**
Brothers' generosity helps the new Cancer Centre
- 05 London Trust of the Year**
Why Guy's and St Thomas' is top of the list
- 07 Eileen celebrates 80th birthday psoriasis-free**
How a grandmother won her battle with a serious skin condition

- 10 Making sense of it all**
Find out how patients ensure our information stays jargon-free
- 12 New Cancer Centre**
How patient involvement is shaping this exciting development
- 14 Putting community services on the map**
Five community services patients tell their amazing stories
- 18 Role reversal**
Why one surgeon chose his colleague when he needed life-changing surgery

Meet the team

Produced by:
The communications department
Design:
AYA-Creative www.aya-creative.co.uk
Print:
O'Sullivan Communications
Front cover:
Patient Abi Claggett and her dad Ray Askew



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



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



Follow us on Twitter @GSTTnhs



Duncan Selbie officially opens Burrell Street Sexual Health Centre

It's a community thing

Almost 20% more patients have used a new community sexual health centre in Southwark since it moved from a clinic at St Thomas'.

Burrell Street replaced the Lydia Clinic in December 2012. It is the first NHS sexual health centre in London to open seven days a week.

Dr Anatole Menon-Johansson, clinical lead for sexual health services, says: "By taking sexual health services out of hospital and into our local community, we want to make having a sexual health test as routine as a check-up at your dentist or optician.

"We are giving people what they want, when they want it – our Sunday clinics are proving particularly popular."

Duncan Selbie, Chief Executive of Public Health England, officially opened Burrell Street just before Christmas.

He says: "Making it easy for people to access expert advice and services, such as tests for sexually transmitted infections and HIV, can help them to make healthy, informed choices and address health concerns early. Burrell Street is an excellent example of this with great results already being seen in its first year."

For information and appointments, call **020 7188 6666** – find out more about Burrell Street online www.burrellstreet.co.uk or on Twitter **@BurrellStreet**.

IN THE NEWS

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

The Guardian

The Weekend magazine published a feature about Finn, a newborn baby who had heart surgery at Evelina London. The article was an emotional piece that underlined the excellent, highly specialist care provided by the Trust.



Sky News

Sky News broadcast twice an hour from A&E on 10 January as part of its week-long focus on winter pressures. Staff discussed the impact of issues such as mental health, drugs and alcohol, and youth violence. Patients commented on their experiences with one saying his care had been "exemplary".

BBC One

Midwives from St Thomas' starred in an episode of primetime documentary series *Keeping Britain Safe* 24/7. Presenter Julia Bradbury visited the Maternity Unit in September 2012 during its busiest week of the year, the autumnal baby boom. This episode was the TV 'pick of the day' in the *Daily Telegraph*, *The Sun* and *The Times*.

Award for Rheumatoid Arthritis Centre

The Rheumatoid Arthritis Centre at Guy's has received a centre of excellence award from Care Minister Norman Lamb.

He had a tour of the centre and met members of the team who care for patients with rheumatoid arthritis, a condition that causes pain and swelling in the joints.

Consultant rheumatologist Dr Bruce Kirkham says: "We are thrilled to receive this recognition from the British Society for Rheumatology. To be presented with our award by Norman Lamb was an honour. He was very interested in what we had been doing and how it helped patients."



Norman Lamb (centre) and Laura Guest, Chief Executive of the British Society for Rheumatology (right) present Dr Bruce Kirkham with the centre of excellence award



Stroke doctor is healthcare trailblazer

A doctor who pioneered changes to stroke services that could save 400 lives a year has been named one of the 50 most innovative people in healthcare.

Professor Tony Rudd was recognised by national magazine *Health Service Journal* in its annual list of healthcare trailblazers.

Professor Rudd helped reorganise stroke services and experts into a smaller number of more specialised centres in London to provide patients with the best care possible.

These changes have set a standard for stroke care nationwide and are being used as a model for other areas including adult congenital heart disease services.

Professor Rudd says: "I'm honoured to have made this list. I feel like I'm just doing my job but it's humbling to know that some of the changes I've initiated have made a difference to people who have had a stroke."

Professor Rudd is the Guy's and St Thomas' lead for stroke. He has worked at the Trust for 16 years helping to provide a stroke service that is rated among the best in the country. He is also London stroke clinical director and national clinical director for stroke at NHS England.

Dimblebys boost new Cancer Centre fund

David and Jonathan Dimbleby have donated £2 million towards the new Cancer Centre at Guy's Hospital.

The brothers' generosity, through their charity Dimbleby Cancer Care, will support the state-of-the-art centre to provide specialist services to patients under one roof.

Ron Kerr, Chief Executive of Guy's and St Thomas' NHS Foundation Trust, says: "The Dimbleby family are close friends of our organisation and long-term supporters of our cancer services."

"This latest and very generous gift will ensure the new Cancer Centre at Guy's Hospital is a truly



Cancer nurse Minnie Salvador with David Dimbleby

exceptional place for our patients, allowing them to benefit from the best possible care, as well as the latest research and treatments."

Dimbleby Cancer Care was set up in memory of Richard Dimbleby who died at St Thomas' in 1965. The

charity supports drop-in centres for patients, families and carers at the Trust's hospitals.

The new Cancer Centre at Guy's is due to open in 2016 as a hub for cancer treatment and research, providing seamless care for patients.

Kidney removal gives Lillian, 96, new lease of life

The oldest person to have her kidney removed by robot has made a full recovery after surgery at St Thomas'.

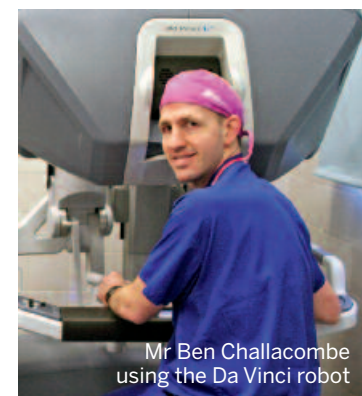
Surgeons operated on Lillian Read, 96, from Crystal Palace, in December. Lillian says: "I had a very painful kidney caused by a tumour. My kidney needed to be taken out so I was referred to experts at Guy's and St Thomas'."

Mr Ben Challacombe, consultant urologist, performed Lillian's keyhole surgery using the Da Vinci robot.

Lillian adds: "I'm so grateful to Mr Challacombe. I just wanted to be rid of the dreadful pain and have a better quality of life. I want to thank every single one of the nurses and doctors who looked after me. They were all wonderful."

Lillian returned home after five days where she was cared for by her son. She says her secret to staying healthy is keeping active. Until her husband died three years ago, she enjoyed ballroom and Latin dancing.

Mr Challacombe says: "Lillian is very fit for her age, so recovered quickly and I'm sure she'll continue to lead a fulfilling life. It was a pleasure to treat her."



Mr Ben Challacombe using the Da Vinci robot

Trust wins recognition for patient safety

Guy's and St Thomas' has been named Trust of the Year for London by an independent report.

The Dr Foster Hospital Guide, an annual healthcare report that compares mortality rates, also said Guy's and St Thomas' was one of the safest trusts to be treated in at weekends.

Chief Executive Ron Kerr says: "Thanks to all our staff for their part in helping us earn this independent recognition of the high quality, safe care we provide.

"I am proud of this achievement but we are not complacent as we know there is always room for improvement."

Dr Mark Kinirons, consultant physician in



Dr Tim Baker, Chief Executive of Dr Foster (3rd left) presents Trust Chief Executive Ron Kerr (centre) and staff with the award

general and geriatric medicine, says: "From the moment patients arrive, their safety is our top priority.

"We closely monitor all patients, particularly those at risk of becoming seriously ill, for example due to delirium or infection."

Life-changing mentors meet pupils offline

Mentors and students taking part in the Trust's first e-mentoring scheme finally met face-to-face at an NHS careers fair.

The event at St Thomas' on 12 December marked the culmination of the scheme that saw 46 staff paired with pupils from local schools.

Mentors offered advice and helped with practical tasks such as CV writing and filling in

university application forms.

Rachel Ogunbayo (pictured), a student who was mentored, says: "It's a really good opportunity, especially if you're not sure what you want to do. It will help you clear your head and narrow it down to what you want to do in the future."

About 250 Trust staff applied to become mentors and those chosen received training before



being assigned a student.

Senior physicist Fiammetta Fedele says: "It brings you back to the years when you were making these choices about your life."

TOP TWEETS

Nadia @NadiaQaz
Massive thanks to @EvelinaLondon and @GSTTnhs in PICU for looking after my baby girl your staff are truly amazing people.

Nikki Spencer @NikkiS49 Our NHS is awesome. Staff @GSTTnhs orthopaedics were brilliant – consultant even wished me happy birthday for Mon after seeing my DOB – ah!

Samantha Jones @SamanthaJNHS
Just watched Barbara's story. Powerful & hard hitting. Everyone who has a role in healthcare should watch it. Well done @GSTTnhs

Andrea Marlow @almarlow
Big congrats to London's @GSTTnhs for Trust of Year award (low mortality rates) in this year's Hospital Guide! @DrFosterIntel #DFHG2013

Catherine Kidd @catherineskidd
Such respect for the catering department at @GSTTnhs after a tour of the kitchens yesterday #hospitalfood #youshouldbeproud

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



Feel better with film

They say laughter is the best medicine and now patients at Guy's can enjoy the latest comedy blockbusters in a state-of-the-art 3D cinema. The new MediCinema has 37 seats and holds five hospital beds and seven wheelchairs so patients undergoing different types of treatment can feel better with film. Trust Chairman Sir Hugh Taylor says: "It brings the outside world into the hospital, allowing patients and relatives to enjoy the wonderful experience of watching a film with others."



"I didn't want my son to face the same violence and hardship I had come across."

Lucy Williams was a finalist in the Prince's Trust Celebrate Success Awards



Prince's Trust

Job success against the odds

Despite years of abuse and violence Lucy Williams turned her life around thanks to a work experience programme.

Lucy, 22, from Southwark, left school with no qualifications and little confidence. She found it hard to get work but refused to join in with the criminal activity going on where she lived.

As a result she was viciously attacked on the street with her son who was born soon after she left school.

Lucy says: "Being attacked was one of the most traumatic experiences of my life. I didn't want my son to face the same violence and hardship I had come across, and I knew I had to take control of my life."

Her victim support counsellor referred her to the Get into the NHS programme, a partnership between Guy's and St Thomas' and the Prince's Trust that helps unemployed young people find

jobs in healthcare.

"I was so happy when I got the phone call telling me I had a place on the programme," Lucy says.

"All the agencies I'd called about work and training in the past had said no to me, so for someone to finally say yes was just fantastic and a huge confidence boost.

"If I hadn't been involved in the Prince's Trust I'd still be unemployed and stuck in a cycle of bullying, with no prospects of improving myself. I'm a good role model for my son and I can help my family now. I think my old life has finally faded into the background."

Lucy was recognised for her hard work by being named as a finalist in the Prince's Trust Celebrate Success Awards.

During the programme, she was sent on a week-long induction before starting a four-week job placement on the main

reception desk at St Thomas'. When the programme ended she was offered a permanent job.

Jill Chatt, Lucy's supervisor, nominated her for the award. She says: "Lucy impressed us with her hardworking and dedicated nature. Her confidence grew each day she was here with us during her placement. She's an asset to the reception team."

Building on the success of the Prince's Trust Get into the NHS programme last year, Guy's and St Thomas' has started its own scheme through which young people receive formal qualifications alongside structured work experience. This gives young people access to a diverse range of placements and benefits Trust staff by providing mentoring and leadership opportunities.



Eileen Bell with Professor Jonathan Barker

Eileen celebrates 80th birthday psoriasis-free

A grandmother whose skin condition was so severe doctors thought it may have been caused by a tumour has beaten the illness in time for her 80th birthday.

Eileen Bell, from Plumstead Common, was rushed to St John's Institute of Dermatology at St Thomas' in 2011 when her psoriasis, which had been dormant for more than 30 years, spread to her entire body including her eyes.

The retired Ministry of Defence secretary says: "People think psoriasis is just a case of itchy, scaly skin, but I'm an example of how terrible it can be. Doctors thought my body was under such great attack that a tumour might have been causing the reaction. I was in hospital for three months."

Eileen was treated by Professor Jonathan Barker, consultant dermatologist at St John's, who carried

out tests to find a combination of medicines and creams that began to improve the condition of Eileen's skin.

"I can't thank the team at St John's and the Dermatology Day Centre enough for their friendliness and care during the most painful and uncomfortable time," she says.

"They've turned my life around and I want people to know there is help available."

Professor Barker says: "Eileen had one of the most severe cases of psoriasis I've ever seen. She did not respond to any standard treatment which was very concerning. When skin is as severely inflamed as Eileen's was it can be extremely painful and patients can rapidly become very sick.

"It is great to see Eileen in such good health. She's made so much progress and her skin is continuing to stay clear."

Eileen and her son Steve celebrated her 80th birthday at the end of last year with lunch at the House of Commons.

She adds: "Thanks to the team I enjoyed my birthday without leaving telltale signs of dry skin everywhere I walked!"

Professor Barker and the team at St John's recently celebrated the Institute's 150th anniversary. Staff held a celebratory lecture to mark the occasion, with guests travelling from as far away as the US to attend the prestigious event.

St John's was founded in London in 1863 and was originally based in Soho and Leicester Square before moving to its current home at St Thomas' Hospital.

The Institute is one of the world's leading centres for patients with skin disease and treats some people with conditions so rare and severe that no other place in the UK can treat them.

Recently named a 'Rising Star' by *Health Service Journal* magazine, Evelina London consultant **Dr Claire Lemer** tells us why she can't help getting involved in improving children's healthcare.

A quiet revolution



Q The *Health Service Journal* judges called you “quietly brilliant”. How does it feel to be on a list celebrating NHS healthcare leaders of tomorrow?

A It was an honour to have been recognised and quite a surprise. I wish I could have added many more names to the list, I couldn't be where I am today without my colleagues. I work with a great group of people who are so passionate about children's health and together we hope to make a difference in our local community.

Q You spend 50% of your time as a doctor and 50% transforming services. How did you get involved in the combination of roles?

A From an early stage in my career I was interested in looking for new ways to do things. If there was a problem with something I couldn't sit back and get on with my job, I wanted to figure out a way to fix it. I'm lucky to be able to spend half my time as a consultant on Evelina's Mountain Ward and the rest of my time looking at how we can make improvements to our children's services. Small changes often make the biggest difference and I find it hugely rewarding to help identify those changes and improve patient care.

Q You're working on the Evelina London Child Health Programme – what's that about?

A The programme aims to improve the healthcare of children in Lambeth and Southwark by strengthening relationships between hospitals and the community, schools and social services. Our programme is innovative because we're asking families and professionals what they want and using that information to update the way children's health services communicate with one another. Society changes so fast and the healthcare system needs to keep up with that.

Q What difference will the programme make to children and their families?

A We want children to be seen in the right place at the right time.

Families end up telling the same story over and over again to different healthcare providers. We want them to only have to tell their story once and then receive the care they need. We're evaluating our programme so that if it's successful we can roll it out across the country and other children's services can do the same. It would be fair to say there are very few hospitals across the country doing something similar.

Q Do you have any aspirations for the future? What can we expect to see next from you?

A I try not to plan ahead. What matters to me is being able to change things for the better. I love working at Evelina London and as long as I'm helping people and making those tiny improvements I'll be happy.

Q What is your favourite memory of working at Evelina London?

A When I worked here as a junior doctor I looked after a young patient with sickle cell disease who had to have regular blood transfusions. He came once a month on a Saturday and over time I got to know him and his family. One day he was due to have his blood transfusion and it just happened to coincide with a MediCinema screening of the first Harry Potter film (before the premiere). So he and his family were able to see the film. He came back and told me this was the first good thing that had happened to him because of his disease.



Living Well life coach Emmanuel Kormi talks to Virginia Mansor

Choose Life

After three bereavements in a year, retired architect Virginia Mansor felt devastated when she was diagnosed with kidney failure.

In 2008, Virginia lost her second husband, her sister, and her first husband in the space of a few months. Following this, her diagnosis was almost too much to bear.

"I was really at a loss. I was living alone in the UK, I was really down and felt I wanted to let my life go," she says. But she chose to fight back with help from life coach Emmanuel Kormi and the Living Well Programme, a scheme that aims to help people get the most out of life despite their illness.

Virginia says: "During this dark time in my life, I knew I needed to keep a positive spirit and not let my illness define me or dictate my life. I had to keep living. I chose to fight, difficult as it is."

Emmanuel visited New Cross Gate Dialysis Unit where Virginia was being treated, and encouraged her to join the programme. She noticed a change almost immediately.

She says: "From the first step it made a difference. Emmanuel made sure he spoke to me and discussed the value of life, encouraged me to have a positive outlook, and talked about lifestyle changes I could adopt to keep me going."

Patients being treated with dialysis need several sessions a week that can leave them feeling exhausted and cause a host of other symptoms.

Dialysis manager Philomena Kwofie says: "Our patients really benefited from the team's visits – they opened up to the Living Well coaches about their problems and concerns. And the coaches always visited all the patients, even those who were less keen to talk."

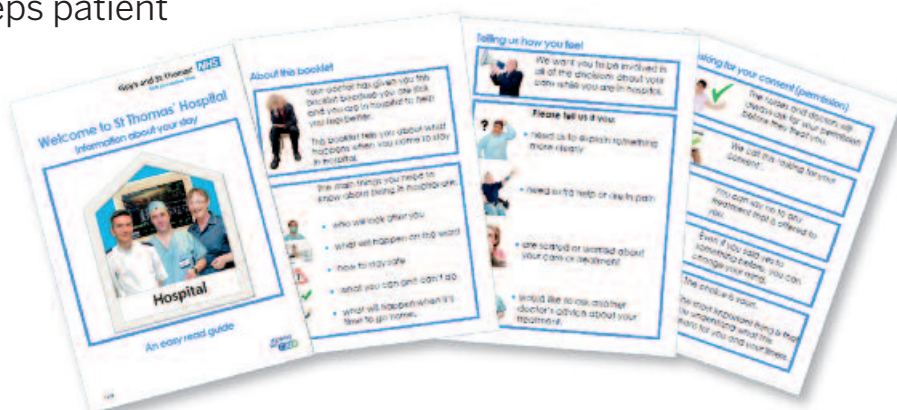
The programme helps patients overcome limitations by setting themselves targets like getting out more, exercising, taking up a new hobby or starting a course.

"I knew I needed to keep a positive spirit, and not let my illness define me or dictate my life."

Patient reader
Maggie Bruce-Konuah
with Ray and his
daughter Abi

“Hopefully by
telling Abi’s
story we’ve
made things a
little bit easier
for future
parents.”

Nobody likes being ill but having the right information at your fingertips can provide valuable peace of mind. Find out how Guy's and St Thomas' keeps patient publications accurate and jargon-free.



Making sense of it all

The Trust produces easy read information leaflets for patients with learning disabilities

Imagine your child is diagnosed with a complex illness. You talk to your consultant but the words aren't going in. You need time to digest the information – hear it again maybe, see it written down.

But what if the information simply isn't available? It's a frightening situation for any parent as Ray Askew, father of 10-year-old Abi Claggett, vividly recalls.

Doctors discovered a problem with Abi's kidneys before she was born and it wasn't long before she was diagnosed with a condition affecting her entire urinary tract, leaving her with long-standing continence issues.

"Bladder and continence problems aren't openly discussed," says Ray. "Even now there's a stigma around the subject, so when we first started looking for information about Abi's condition, it was tough.

"There was virtually no information around for patients or parents and the small amount on the internet you couldn't be sure you could trust. The only reputable information was the snippets we found in medical journals but, of course, these aren't written with the anxious parent in mind and are full of jargon the average person doesn't understand.

"It was a very scary time for us. Without any written information to guide us, we didn't know what was around the corner and we didn't know what to do. Every decision felt like a huge gamble."

Poor or insufficient patient information has long been a problem for NHS trusts, with patients nationwide reporting they do not receive the right kind of literature to make informed choices. At Guy's and St Thomas' a dedicated patient publications team manages the development of all patient information.

Publications officer Amy Obradovic says: "The patient publications team is responsible for ensuring the availability and consistency of more than 1,000 information resources. We work with doctors, nurses and pharmacists to guarantee accuracy but at the heart of the process is the patient."

The Trust enlists the help of about 40 patient volunteers who offer valuable feedback on language, structure and tone.

Maggie Bruce-Konuah, one of the Trust's longest-standing volunteers, says: "Comprehensive and impartial information is crucial in helping patients make the right decision. As well as being accurate and relevant, good patient information should be respectful and strike the right chord.

"In my role as a volunteer I see myself as a kind of intermediary between the professionals and the patients who usually have no say in the information written for them. I feel very privileged that I'm given the opportunity to comment on materials, have my views taken into account and be a part of what the publications team does."

And it's not just adults who offer their expertise. In 2011 Abi, who is now a patient at Evelina London Children's Hospital, helped create a DVD for children having the same operation as her.

Ray says: "Hopefully by telling Abi's story we've made things a little bit easier for future patients. Even if it only helps one family, that's job done!"

One of the publication team's most important tasks is making sure information is right for the audience.

Amy says: "We produce large-print materials for people with visual impairments, in easy-read formats for patients with learning disabilities, and with colourful animation to better engage children and young people. We're passionate no patient group is excluded."

"Some of the information for children is fantastic", says Ray.

"What looks like an ordinary storybook can be used to prepare your child for coming into hospital or having an operation. It doesn't stop a child from being scared but it helps them to understand things better and to know what to expect, which makes it more manageable.

"Just having something to refer to that answers their questions, or your own, is great for parents. And because it comes from the hospital, you know you can trust it."

Patients are at the heart of the development of a new Cancer Centre at Guy's Hospital. Find out how cancer survivors are helping to shape services for future patients.

Patient power

"We want patients to have their say in every aspect of how their care is delivered – from being involved in decisions about their own treatment to helping us to design the facilities in which that treatment is provided."

Dr Maj Kazmi, clinical director of cancer services, sums up the philosophy that is central to plans for a new Cancer Centre at Guy's Hospital.



Diana Crawshaw and Simon Hughes MP breaking the ground to mark the start of construction work in July 2013

Diana's story

Breast cancer survivor Diana Crawshaw, who had surgery, chemotherapy and radiotherapy treatment at Guy's after being diagnosed in 2008, chairs the Patient Reference Group.

She says: "Patients have been fully consulted on every important decision. We were even involved in the process of choosing the architects."

Guy's and St Thomas' provides life-saving cancer treatment for thousands of patients a year but services are currently provided in many different locations. That will change when the Cancer Centre opens in 2016, as Diana explains.

"Patients will be able to receive most of their treatment under one roof and research will be fully integrated so that patients benefit from the latest advances."

Alison's story

When Alison Hookham was diagnosed with breast cancer in 2009, her treatment included five weeks of radiotherapy at St Thomas' Hospital.

She recalls: "My treatment was usually in the late afternoon or early evening when it was already dark outside and then I went down to the basement for radiotherapy."

"There was no mobile phone reception, no receptionist after 5pm and no facilities for making a hot drink or even getting a cup of water. It felt like one was cut off from civilization, sitting in the waiting area looking at a blank wall."

"When I joined the Patient Reference Group, I asked if the radiotherapy suite in the new Cancer Centre could be above ground."

"Initially the project team said the reason why radiotherapy is usually in the basement is because the machines are so heavy."

"But they listened to what I said from a patient's perspective and discovered it was possible. I am delighted that my wish has been granted and radiotherapy in the new Cancer Centre will be on the second floor."

Alison's experience shows how patients have been encouraged to constructively challenge the project team.

She says: "Staff have been genuinely interested in what we have had to say and they have listened to us."

Patients have been involved in decisions about not only clinical care in the new Cancer Centre but also its design.

Our website has lots of information including a 3D video of the construction process – see www.gstt.nhs.uk/cancercentre for details.



Lis Lawrence and Alison Hookham at a meeting of the Patient Reference Group for the new Cancer Centre

Lis's story

Lis Lawrence has beaten cancer not once but twice – breast cancer in 1995 and bowel cancer in 2009.

She explains: "I was in the middle of treatment for bowel cancer when the process of involving patients in the development of the new Cancer Centre started. I contributed as a patient representative to most of the discussions about the overall layouts and practicalities of the Welcome and One Stop 'villages' in the building."

"When artists were being selected to work on commissions for the building last year, I was chosen to sit on the interview panel."

The work of the artists selected – including Turner Prize nominee Angela Bulloch – will form an integral part of the new Cancer Centre.

"Patients, particularly those whose treatment lasts months or even years, are keen observers of how things work or don't work in practice," says Lis.

"The arts provide something to take you out of your own problems and to provide calm and areas of contemplation that you don't usually find in hospitals. They can also help to reduce patients' anxiety."

Lis has been impressed by the approach to asking patients for their views on the new Cancer Centre – she says it has been "a real eye-opener".

Artist's impression
of the new Cancer
Centre at Guy's
opening in 2016

FAST FACTS

Want to know more about
the new Cancer Centre?

- A drop-in event is being held in the Robens Suite on the 29th floor of Tower Wing at Guy's Hospital from 5–7pm on Tuesday 18 March – this is a chance to meet the project team, our building contractors Laing O'Rourke, some of the artists whose work will feature in the building, and a representative from the Museum of London Archaeology who will have some of the artefacts that were unearthed from the site
- A free health seminar for Foundation Trust members is being held in the Nevin Lecture Theatre at St Thomas' Hospital from 6.30–8pm on Tuesday 13 May with speakers including patient representative Diana Crawshaw, clinical director Dr Maj Kazmi and Alastair Gourlay from the project team – Foundation Trust members who would like to attend the seminar can register by emailing members@gstt.nhs.uk or calling 0800 731 0319

Hospitals aren't the only places where patients receive life-changing care. Read five amazing stories from the Trust's community services patients.

Putting community services on the map



When Jacquie Thornton returned home after work and found husband Jim lying on the bedroom floor, she knew he'd had a stroke.

He was displaying the classic signs of the condition that she had seen in a stroke awareness TV campaign, and she called an ambulance straight away.

At 75, Jim, a retired marketing manager, lost the use of his right side and spent four months in hospital before returning home in September 2010.

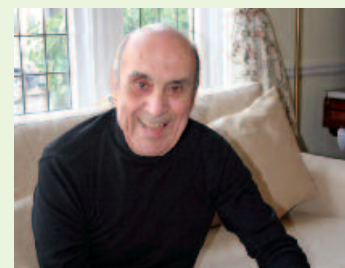
Jacquie says: "At first Jim had very little speech and had to sleep downstairs because he couldn't walk very well.

"The community neuro-rehabilitation team have been excellent. Little things make a big difference. The physiotherapist would meet Jim at the end of the street rather than coming to the house so he could practise walking and regain some independence."

Jim's confidence returned with the support of the speech and language therapists. He says: "The therapist encouraged me to read aloud every day which helped me put longer sentences together. She also suggested that I keep a diary so now I am writing again using my left hand."

Jacquie recalls: "This morning Jim called out and asked me to bring him a towel. A few months ago he wouldn't have been able to do that and that's thanks to the community team."

Location: Dulwich Community Hospital, East Dulwich Grove, SE22 8PT



Jim Thornton

Steven Onasanya was 41 when he went into a coma after catching pneumonia.

He says: "When I came round three weeks later I knew something was terribly wrong. I couldn't move, my leg was swollen and my nose and feet were discoloured.

"I was told that I had multiple organ failure. Blood was no longer getting to my toes so both legs had to be amputated just below the knee."

Steven has been helped by dedicated staff at the Amputee Rehabilitation Unit in Kennington which opened last year.

Staff including therapists, nurses and psychological counsellors provide intensive rehabilitation to amputees.

Steven says: "The rehabilitation team helped me get fit, get up and out and about. Now I'm planning to return to my job as a nursery teacher and I hope to retrain as a primary school teacher in the future."

Location: Amputee Rehabilitation Unit, Monkton Street, Kennington, SE11 4TX



Steven Onasanya (left) with paralympian Scott Moorhouse

Fatima*, 36, was born in Somalia and is still living with the effects of the country's civil war.

She says: "When the war began in 1991 our lives were turned upside down. We lived in constant fear of violent attack. The militia roamed the streets torturing and killing ordinary people like us."

One evening armed men broke into the family home. Fatima says: "My mother and sister were raped and beaten right in front of me. My sister died as a result of her injuries."

After the attack Fatima and her family moved to the UK and were eventually granted refugee status. Fatima was given treatment for injuries to her spine and arm and referred to the Wellbeing and Self-care Service.

The service helps vulnerable refugees and asylum seekers living in Lambeth reduce their trauma-related pain through massage, stretching and breathing exercises.

Fatima says: "Because of my experiences I feel very fragile. After treatment I feel like cotton. My mood changes, I feel lighter. I come into the clinic room dragging my leg, feeling depressed and angry. When I leave I'm a very different person."

*Not her real name

Location: Gracefield Gardens Health and Social Care Centre, 2-8 Gracefield Gardens, Streatham, SW16 2ST



Three-year-old James Doswell has cerebral palsy which means he has problems moving and finds it difficult to explain what he needs.

James's mum Nicola says: "James is a wonderfully bright little boy who has lots of words now but it's not always easy for him to be understood.

"James has three older brothers so the community therapists have taught us sign language which has helped us communicate better as a family. He also has an amazing gadget which helps him to use his eyes to point at pictures to tell us what he wants.

"They've even trained James's nursery staff so that he is safe and happy there too.

"Because of the support from the community therapists I feel that I can cope much better. We're able to do things as a family now. James is always included in everything from bike riding to painting."

Location: Sunshine House, 27 Peckham Road, Camberwell, SE5 8UH



SeSe Foster (left), daughter Nymiah and family nurse Dorothy Parker

X Factor finalist SeSe Foster was 18, pregnant and living in a hostel when she was first introduced to the family nurse team. She suffered from low self-esteem after being bullied at school.

Specialist nurses helped her develop skills to take care of her baby, Nymiah, and herself during pregnancy and beyond.

SeSe, real name Shereece, who is now 22, says: "I was in a really low place but with the help of my family nurse I began to feel confident again. I realised I needed to give my daughter the best possible start in life."

Shereece, a member of the X Factor group Miss Dynamix, says her family nurse, Dorothy Porter, helped her to find a good local nursery and to go to college to study health and social care.

Two teams of specialist family nurses provide a service for first time parents in Lambeth and Southwark.

Location: Gracefield Gardens Health and Social Care Centre, 2-8 Gracefield Gardens, Streatham, SW16 2ST

Guy's and St Thomas' has embraced a national nursing initiative called the 6Cs – **Care, Compassion, Communication, Courage, Competence** and **Commitment**. We look at how staff turn these words into action.

Putting words into action

Details matter during a stay in hospital when patients might be in an unfamiliar place far away from their families.

Doret Thompson, who spent two months at St Thomas' following a stroke, says: "I've got my favourite nurses who make me feel special and pay attention to all my needs. One of the nurses even sings me an old song I loved to dance to when I was a young girl, which makes me feel good."

Simple things like this can help patients feel safer and more comfortable in hospital. Philip Mariathas, a patient on Florence Ward at Guy's, says: "I think it's often the little things that make the biggest difference. The red dignity pegs, for example, are a very simple idea but help me feel more at ease here."

The pegs were introduced by ward manager Steve Wharnsby. They are clipped to the outside of bed curtains to make it clear the patient should not be disturbed.

All staff at the Trust, not just nurses, aim to show the values of the 6Cs in their everyday work.

Chief Nurse Eileen Sills says: "We have an outstanding workforce who always want to do their best. We recognise at times it doesn't always go right. The 6Cs is both a reminder and a challenge to us all to be constantly restless for improvement."



The 6Cs in action

Patient boards are being introduced to show the name of the nurse and consultant looking after each patient. Most patients can't see above their bed so the boards have been designed to sit on a bedside table where they can be easily seen at any time. There is also space for the patient, or a carer or relative to write information about their needs that day and the name they like to be known by.

Fundamental care stickers aim to ensure basic care is carried out and recorded for every patient. The green stickers are placed on patients' records every

day and updated with information such as whether the patient has had a wash, a shave, their clothes changed or needs a hearing aid. Senior nurse Caroline Spencer says: "On busy wards when staff change shifts, these details can get lost in the effort to focus on medical care. But it's just as important that fundamental care is provided and these stickers help staff know at a glance what care has been given."



Going the extra mile badges recognise staff who demonstrate the 6C principles – showing compassion and care through small

things that make a real difference. Recent winners include housekeeper Kwaku Kuma who was nominated by a patient impressed by the cheerfulness and care he put into cleaning the ward. Nursing assistant Joseph de Torres was also nominated by a patient who said he always had a smile and made her feel important.



"I've got my favourite nurses who make me feel special and pay attention to all my needs."

Doret Thompson
with ward manager
Morine Hepburn

OUR TRUST VALUES

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

Trust CARE awards – which aim to recognise courtesy, attitude, respect and enthusiasm – are given to staff who provide exceptional care. One of the latest winners, staff nurse Kate Wyburd (pictured), was nominated by her colleagues and a patient who described



her as "the true definition of the word compassion". Kate makes small pretty bags for patients to carry their drain bottles home. The drains take fluid from the wound, following reconstructive breast surgery and the bags allow them to be transported home discreetly.

Have you experienced exceptional care?
Call 020 7188 1661 to nominate someone for an award

Consultant urological surgeon **Mr Declan Cahill** interviews fellow surgeon **Mr Jonathan Glass** who he operated on for prostate cancer.

Role reversal

Q What made you get checked for prostate cancer?

A My father and uncle both died aged 63 of prostate cancer so although I wasn't experiencing any problems I thought it would be wise to get looked at. With this family history, my chance of prostate cancer was 50%. The test results showed that I had prostate cancer aged only 47. I needed to have my prostate removed.

Q Why did you choose to be operated on by me and your colleagues at Guy's?

A I had complete faith in you and the rest of the urology team here. I wouldn't have gone anywhere else. We also have the latest technology and I wanted the operation to be performed using the da Vinci robot. As you know, using the robot to remove the prostate is a less invasive operation. The 3D images taken by the robot give the surgeon excellent views of the anatomy and mean a quicker recovery time for me, the patient.

"I bounced back quickly and was back at work within five weeks."



Mr Jonathan Glass and Mr Declan Cahill

Q What was it like being in the patient's shoes?

A My experience with prostate cancer has given me a unique experience of what patients go through. I can now really relate to what they've been through when I'm talking to them about the treatments. This includes things you have to deal with after the operation – I can tell patients what life at home with a catheter for nine days is like!

Q Were you pleased with your care?

A I had excellent care from the whole team, I know you were nervous about operating on a colleague but you were fantastically supportive.

Q Would you do anything differently as a doctor now?

A I can better advise patients about the pain following the operation. Having a catheter can be very painful and so I make sure patients are warned about this. I didn't expect so much pain after keyhole surgery either. Also after the surgery I was hugely tired for a period – I've never experienced tiredness like it. Having said that, with a get up and go attitude I bounced back quickly and was back at work within five weeks.

Q Has having your prostate removed slowed you down?

A Absolutely not. Seven months after having my prostate removed,



FAST FACTS

- Prostate cancer is the most common cancer in men in the UK
- Prostate cancer usually develops slowly so there may be no signs for many years
- Symptoms can include a need to go to the toilet more often, straining while weeing and a feeling your bladder has not fully emptied
- More than 40,000 new cases are diagnosed every year.

I ran two half marathons within a week. I started training not long after the operation.

Q What advice would you give to people reading this article?

A My advice for people who have a family history of prostate cancer is don't pretend it's not there, go to your GP. Having treatment early could dramatically change your outcome.

For more information about prostate cancer
visit www.prostatecancer.org.uk

Why I fundraise



A dedicated nurse has put in a marathon effort to raise more than £2,000 for Evelina London.

Children's palliative care clinical nurse specialist Natalie Hastings cares for children with long-term conditions and has worked for the Trust for the last 10 years.

"Everyone is so passionate about the hospital and there is a real 'can do' attitude," she says.

Last year she raised £1,280 for Evelina London by holding two cake sales at St Thomas' and by running the Royal Parks Half Marathon.

Natalie says: "The cake sales were a great way to make money and get the children's palliative care service known in the hospital. My team and friends have contributed so it's been a group effort. It's so easy to organise a sale – the fundraising and catering teams both supported me."

Natalie raised another £1,000 by completing the Royal Parks Half Marathon in October.

The £280 raised from the cake sales has bought books for siblings of children who have passed away and helped the children's palliative care service to support families.

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?

Gabrielle Dominise,
Sterile Services Department technician.

Q If you could time travel, when would you go?

A To 1940 when my father was an amateur boxer in central Philippines. I want to see how he floored his opponents.

Q Who is your idol?

A David Bailey because he is regarded as one of the best photographers.

Q Who would play you in a film?

A Rob Schneider – and of course it should be a comedy film. He has Filipino blood.

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

A I'm passionate about painting and won drawing contests during my school days. At university I graduated as a mechanical engineer.

Q What are you proud of?

A Being named Photographer of the Year 2013 by the Institute of Photography.

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



A The power to gather all the evidence (in pictures) without the use of a camera to solve all the crimes committed in the UK.

Q What is your perfect day away from work?

A A stroll along the lakeside of Hornchurch with my wife and our cameras.

Trust goes smoke-free



Carina Oliveira's life changed for the better when she stubbed out her last cigarette in October.

Carina, 27, who operates a machine that monitors patients' heartbeats at St Thomas', quit with the help of the Trust's stop smoking service. She began smoking at 17 to fit in with school friends before finally giving up her habit last year.

She says: "My father died last August of lung cancer so I knew it was time to give up smoking myself.

"With the support of Nirmala Madadi, my stop smoking specialist, I have never looked back.

"The key is to remind yourself why you are doing it and to find the nicotine replacement therapy that works for you. Simple things like walking or swimming are relaxing and also take your mind off reaching for a cigarette."

To set a positive example to patients,

Guy's and St Thomas' staff were banned from smoking on Trust property on 1 January.

Giving up smoking improves patients' chances of successful treatment and makes for a quicker recovery. The Trust's stop smoking service has helped 350 staff and patients quit since it was established in 2011.

The Trust is considering how it will extend this ban to patients and visitors in the future to make all Guy's and St Thomas' sites completely smoke-free.

About 461,000 hospital admissions a year in England are due to smoking-related conditions such as heart disease.

For help to stop smoking contact:
Lambeth: 020 3049 5791
Southwark: 020 3049 8550
At our hospitals: 020 7188 0995

Sophie flies in for life-changing op

Sophie Washington arrived in style for a transplant operation that changed her life – she was airlifted by the RAF.

Sophie suffered from brittle diabetes, a severe form of type 1, and was spending more time in hospital than at home.

Painful muscle spasms meant she had to use a wheelchair and she could not be left alone for long because she suffered regular seizures.

Only a pancreas transplant could cure her condition last December, just days after her 18th birthday. Sophie got the call she had been waiting for – a perfect match had been found and there was no time to lose.

A helicopter flew Sophie to London from her home in Wales for the operation. As soon as she came round from the anaesthetic, she noticed an improvement.

“Even though I was in pain from the surgery I felt better in myself,” she says. “It’s going to be amazing to be a normal family. It’s been hard for all of us – I’d rather be ill than watch my mum, dad or brother go through it.

“My brother Harry was three when I was diagnosed so he’s never known me as being anything but ill. I’ve promised to take him to Harry Potter World in Florida as soon as I’m cleared to fly.”

Now Sophie has made a list of 50 things to do, including A-levels, a skydive, and enjoying a long bath – impossible when she had to test her blood sugars every 30 minutes and couldn’t be left alone for long in case she had a diabetic seizure.

Sophie works with NHS Blood and Transplant to raise awareness of organ donation.

She says: “I’m so grateful to my donor and their relatives. I can’t express the difference they’ve made to me and my family.”

To register as an organ donor visit:
www.organdonation.nhs.uk



History Corner

A pioneering surgeon at St Thomas’ was one of the first to successfully remove bladder stones from patients including the famous 17th century diarist Samuel Pepys.



Thomas Hollier, originally from Coventry, removed a huge bladder stone from Pepys in 1658. The patient was in safe hands – in 1662 Hollier carried out 30 similar operations and every one of his patients survived.

This was before antibiotics or painkillers when even basic surgery could be a very risky business. Deaths on the operating table were not uncommon.

Bladder stones are formed when urine crystallises into small hard lumps, and they have a number of causes. Kidney stones form from waste products filtered from the blood by the kidneys.

Both are still quite common conditions but fortunately things have moved on quite a bit since Hollier’s time.

The stone unit at St Thomas’ is now one of the largest in the country, treating both bladder stones and kidney stones five days a week.

From the frontline

General manager for customer services,
Beverley Beesley.

Switchboard is our busiest area. In December, which is a relatively quiet month, we dealt with 442,195 calls.

We answer the crash calls when a patient has a heart attack, and we are responsible for contacting the crash teams and making sure the team of experienced doctors and nurses responds. If someone doesn't or can't respond it's down to us to find them, or someone else from that team, and quickly.

After all these years nothing is an odd call. You do

hear some distressing things. It may not be something we can help them with but we can get them through to the people who can. We do get some irate people and some can be rude, but we always bear in mind we don't know what news that person has just received.

We're very aware that calling the switchboard is often the first interaction a patient has with the Trust, and we always try to answer calls as quickly as we can.



Ask us: How to choose the right service for you this winter

We speak to **Tim Yorston**,
lead emergency
nurse practitioner.

Why is it important people choose the right service?

We've got pressures on our A&E service but ultimately we want patients to go to the service that will make them better in the fastest, most appropriate way.

There are times when A&E is the best choice – chest pain, difficulty breathing,



heavy bleeding – but there are some things people may want to consider before they come to A&E.

If someone comes to A&E with a less serious problem, often they will be redirected to the most appropriate service. It would save time if people went directly to the best service for them.

What options are available?

Self-care – hangovers, simple headaches or sore throats are things people can manage themselves or maybe go to

pharmacy. Certainly pharmacy staff have a lot of training and access to health resources and they can give good advice to patients about over the counter medicines.

For most problems, especially something that's been going on for a few days, a GP surgery is often the best place to go. Your GP has got all your medical records and knows your medical history so they've got a broad picture of the best way to treat you.

They are also the main gatekeepers to the health service. So, if you have a condition that is not so time critical, like back pain that's lasted six months and hasn't got any better, they are the people who can direct you to specialist services.

How do people know which service to choose?

You can ring 111 which will give you advice about the service that would best suit your needs. Locally there is also the Not Always A&E website (www.notalwaysAandE.co.uk) which offers a simple way to find out which service would be best. It lists the services in your area so you can find out exactly where to go.

What's On

13 January – 27 June

Exhibition: 'This bewitching poison': alcohol and the Royal College of Physicians (free entry) 9am – 5pm, Royal College of Physicians Museum, Regent's Park
Call 020 3075 1543/
020 3075 1510 or visit www.medicalmuseums.org/Royal-College-of-Physicians

27 February

Event: 'Passions Between Women in Victorian Britain' 6.30pm, Florence Nightingale Museum
Call 020 7620 0374 or visit www.florence-nightingale.co.uk

1–31 March

The Great Daffodil Appeal (Marie Curie Cancer Care)
Call 0800 716 146 or visit www.mariecurie.org.uk

Until 2 March

Exhibition: 'The Eternal Sunshine of the Spotless Celebrity'
10am – 5pm, Florence Nightingale Museum
Call 020 7620 0374 or visit www.florence-nightingale.co.uk

4 March

Event: Hunterian Museum Lunchtime Lecture 'Sir James Paget: surgeon, teacher and clinical observer' Professor Harold Ellis CBE FRCS
1–2pm, Hunterian Museum, The Royal College of Surgeons of England
Call 020 7869 6568 to book or visit www.rcseng.ac.uk/museums/hunterian/events

12 March

No Smoking Day

18 March

New Cancer Centre drop-in event 5–7pm, Robens Suite, 29th Floor Tower Wing, Guy's Hospital

27 March

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

7 April

World Health Day

30 April

Joint Board of Directors and Council of Governors meeting 3.45–7.30pm, Governors' Hall, 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

For all the latest news about our amazing fundraisers and how you can support Guy's, St Thomas' and Evelina London,

follow [@SupportGSTT](https://twitter.com/SupportGSTT)
and [@SupportEvelina](https://twitter.com/SupportEvelina)
and like facebook.com/SupportGSTT
and facebook.com/SupportEvelina.

Competition



To be in with a chance of winning one of two pairs of tickets for The View from The Shard, simply complete the spring word search below.

C	M	A	B	C	T	D	H	E	O	A	R
R	A	W	K	R	H	E	W	C	T	H	E
L	I	C	J	T	I	D	E	K	H	E	V
M	N	E	K	E	D	A	N	O	A	M	J
S	R	T	D	I	H	O	F	T	I	W	R
T	I	M	E	T	B	L	L	O	R	K	T
O	S	A	L	D	R	F	W	N	T	D	H
R	E	V	E	F	N	M	A	I	I	H	K
K	C	L	E	T	E	E	T	O	N	P	O
W	H	C	H	I	C	K	E	N	Y	I	B
C	K	J	K	C	A	K	I	H	A	T	C
E	O	P	M	P	H	C	T	A	W	R	M

Bok	Hair	Main	Tide
Chicken	Heeled	Onion	Time
Fever	Loaded	Roll	Watch

Send your entry by **Friday 2 May** to *The GiST* competition, Communications Department, 4th floor, Staircase C, South Wing, St Thomas' Hospital, Westminster Bridge Road, SE1 7EH; or you can email communications@gstt.nhs.uk

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

Cough or cold?

**Don't go to A&E.
Treat this at home.**



Don't go to A&E if it's not a serious emergency.
Other NHS services are everywhere.

Use **www.notalwaysAandE.co.uk**
to find the right treatment.