

the GIST

News from Guy's and St Thomas' Issue 11 | 2014

Sickle cell survivor

How Esther keeps smiling





Welcome

...to the summer edition of *The GiST* magazine. It's an exciting time at Guy's and St Thomas'.

We've laid the foundation stone of our new Cancer Centre at Guy's and work to create an Emergency Floor at St Thomas' is now underway.

The feature on pages 12 and 13 looks at how the Emergency Floor will bring together services for patients who need emergency treatment on the ground floor of St Thomas'. It will include a bigger, better A&E.

Barbara's Story – the Trust's groundbreaking film about a fictional patient suffering from dementia – has affected everyone at Guy's and St Thomas'. On page 18 you can read an interview between our Chief Nurse Eileen Sills and June Bailey, the actress who plays Barbara.

The film was created to help our staff think about the treatment of patients who may be frightened and confused. It has changed the way our staff care and it has now been watched via YouTube by people from as far afield as Australia and Chile.

I hope you enjoy this issue.

Ron Kerr

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



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Pick up your copy:

The GiST magazine is for our patients, local people, staff, members and 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



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The Lane Fox Respiratory Unit at St Thomas' is celebrating 25 years of treating patients with long-term breathing conditions.

Dr Geoffrey Spencer established the Phipps Unit in the South Western Hospital in 1968 for polio patients who needed machines to help them breathe. In 1989 the unit changed its name and moved to St Thomas', thanks to support from Baroness Felicity Lane Fox and the unit's Patients' Association.

Rob Landy, 26, from Vauxhall, has muscular dystrophy. He has been a Lane Fox patient for more than a decade.

He says: "All the staff have been very good over the years, they've looked after me very well."

Dr Nicholas Hart, Clinical and Academic Director of the Lane Fox Unit, says: "Over the past 25 years there have been many changes in the way we deliver care to our patients, in particular to fulfil our patients' wishes to provide more of our services in the community."

Sister Natalie Grey adds: "Our doctors, nurses, technicians, therapists and administrators deliver care to more than 1,300 patients in the community, making Lane Fox one of the largest units of its kind."

Major milestone for new Cancer Centre

World famous British architect Richard Rogers has officially marked the next phase of construction work on a £160 million Cancer Centre at Guy's.

His architectural practice, Rogers Stirk Harbour + Partners, was chosen to design the new Cancer Centre following a competition involving patients and staff.

During the foundation stone ceremony in May, Richard Rogers unveiled a glass window etched with a drawing based on the original design.

He said: "There is nothing more important than supporting people back to health and from the initial planning stages the design team put patients at the very centre of the process."

Guy's and St Thomas' already cares for thousands of cancer patients a year but this treatment is provided in many different



Dr Maj Kazmi (Clinical Director, Cancer Services), Diana Crawshaw (Chair, Cancer Centre Patient Reference Group), Richard Rogers, David Dumbleby, Jonathan Dumbleby and architect Ivan Harbour

locations on both hospital sites.

That will change for the better when the Cancer Centre opens in 2016 as patients will receive most treatment under one roof.

IN THE NEWS

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

Daily Telegraph, The Independent, Evening Standard

David and Jonathan Dumbleby launched Guy's Cancer Centre Appeal, a fundraising campaign to add the finishing touches to the new Cancer Centre at Guy's. See page 24 for details of the appeal.



ITV London

Dr Adam Fox, an allergy doctor in Evelina London Children's Hospital, was interviewed about hayfever and natural remedies. He explained that there is little scientific evidence that pollen-enriched honey is an effective treatment.

BBC Radio 4

Documentary *Disabled and broody: my impossible choice* explored disabled people's feelings about having children. It followed Sophie and Roberto, a couple having pre-implantation genetic diagnosis (PGD) in the Assisted Conception Unit at Guy's. PGD helps people with serious genetic conditions who want to avoid passing them on to their children.



Better care for adults in Lambeth and Southwark

Local people will be cared for increasingly by teams of both hospital and community staff as Guy's and St Thomas' transforms the way it looks after adult patients.

Angela Dawe, Director of Operations and Strategic Development for Adult Local Services, says: "From the moment a patient comes into hospital our staff will be thinking about the care needed in hospital, as well as the arrangements that need to be in place when they return home.

"Our clinical teams are making it easier for adult patients to get consistent, ongoing care wherever they receive their treatment – whether that is in hospital or at home.

"Doctors, community nurses, therapists and social workers are also working together to help local people avoid being admitted unnecessarily to hospital in the future."

In addition, Evelina London Children's Hospital has recently joined together with children's community health services to provide the same continuity of care for our younger patients in Lambeth and Southwark.

See page 20 to find out how the @home service is making it easier for local people to be cared for in their own homes rather than in hospital.

Wards get a dementia-friendly makeover

Older patients on wards at St Thomas' will soon have a more dementia-friendly experience thanks to a grant from the Department of Health.

The Older Persons Unit already features a specially designed ward environment with soft flooring, colour-coded bays and symbols to help patients find their way around.

Chief Nurse Eileen Sills says: "These design initiatives have made an overwhelming difference to patients, making them feel safer, calmer and more comfortable. Thanks to the extra funding, we will now be able to make the same changes to other wards that care for older patients."

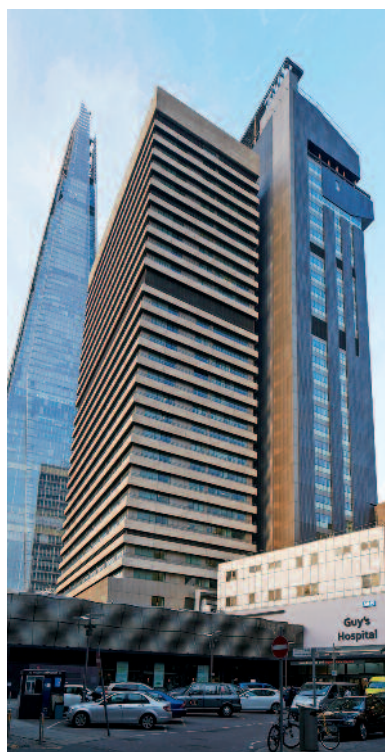
Funding was awarded to projects that could demonstrate how practical changes to the areas where people with dementia are treated will make a real improvement to their condition.



Blue wristbands help staff identify patients with dementia

Eileen Sills adds: "We have worked with staff, patients, families and carers who have suggested further improvements including a welcoming reception area on each of the elderly care wards and more relaxing day rooms."

Guy's Tower regains tallest title



Guy's Tower is home to the largest dental hospital in Europe and one of the world's foremost dental schools, King's College London Dental Institute.

The Tower was officially the world's tallest hospital building from its opening in 1974 until 1990 and it has now regained its title after a £40 million programme of essential repairs and environmental improvements and the addition of a light sculpture funded by Guy's and St Thomas' Charity.

The Tower needed a complete overhaul due to severe deterioration of its concrete façade, failing windows and inefficient environmental performance.

The windows have been replaced and energy efficient aluminium wrapped around the façade to potentially reduce energy consumption by 18%.

Steve McGuire, Director of Essentia at Guy's and St Thomas', says: "To safeguard our services to patients and the groundbreaking research based in the Tower, something had to be done. We set out a plan to repair it and make it fit for decades to come.

"The revamp was completed without one patient appointment being cancelled."

Unique service helps youngsters

Teenagers and young adults with long-term conditions are getting the support they need through a one-of-a-kind service.

Winnie Nugent, a clinical nurse specialist who helps run the Young Onset Urology Service, says: "I see young people from 16 at Evelina London Children's Hospital who have long-term problems with their kidneys, bladder and bowels.

"Becoming an adult means the responsibility of looking after their condition begins to fall to them instead of their parents.

"We support them when they leave the care of the children's hospital for the adult service at Guy's – a daunting experience for many.

"We also continue the support after their move to the adult service. We try to ensure they don't get serious health problems by keeping in regular contact and helping them to look after themselves."

Anne-Marie Anderson, aged 19 from Brixton, has suffered with bladder and bowel problems



Patient Anne-Marie Anderson with nurse Winnie Nugent


since she was a child.


She says: "Winnie and the team are always there for me. They made me feel comfortable to transfer to the adult service knowing I wasn't going to meet a new team who didn't know much about me.

"They've really given me confidence to look after my condition. I've now applied to college to study social care and hope to start next year."


TOP TWEETS


 **@Katepikethomas**
Thanks 2 brill staff @GSTTnhs urg care centre. Thought foot was broken, luckily a bad sprain. In & out in about 2hrs20m. Staff were awesome.

 **@AdamAllnutt**
@GSTTnhs I'd like to thank some of your night staff on the night on Blundell ward: Laura A, Vicky and dinner lady Bridget they made me smile!

 **@antara_amin**
Hospital training @GSTTnhs is epic! Loving it!

 **@itsgottobegf**
Just had xray done @GSTTnhs at St Thomas and xray waiting area so nice, no wandering or waiting in gown all sep areas #fantastic

 **@BeckyRDtobe**
Another lovely appt @lupustrust @GSTTnhs Docs, phlebotomist and pharmacist all brilliant as ever... Thank you!

@NHScommsorg
 An excellent resource for #NHScomms teams – @GSTTnhs's #dementia training film 'Barbara's Story' is now on #YouTube

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

A generous thank you

A grateful patient is thanking the surgeons who restored her sight by leaving £3,000 to Guy's and St Thomas' in her will.

Patricia Field, 79, had two cataract operations at St Thomas' in the mid-1990s, shortly after retiring from her job as a nursery school teacher.

"My sight had been deteriorating for 18 months or so," she recalls. "I could still

see but everything was cloudy and dull. The effect of the operations was immediate. I felt confident about driving again and I could see the colours of the trees and flowers. I'm a keen gardener so that was very important to me.

"I think we all owe a debt to the NHS," says Patricia. "This is my way of showing my appreciation."



Find out how you can support Guy's and St Thomas' by calling 020 7848 4701.

Find out the facts



How are we doing?

Our Quality Story is a new section of the Guy's and St Thomas' website to help keep you informed about how we are doing. Launched in June, it brings together a wide range of information about our performance such as waiting times, infection rates, and Friends and Family Test results. Patients, the public and local GPs were all involved in the development of Our Quality Story. We plan to review the information monthly and publish updated results as soon as we can. See www.gstt.nhs.uk/ourqualitystory to find out more.



Kimberly Cleghorn, Oscar Adamu and community food worker Keely Sunderland

Healthy recipe for local children

Kimberly Cleghorn is the first to admit she has a sweet tooth but thanks to Guy's and St Thomas' 'cook and eat' sessions she can get advice to make healthy homemade meals and treats on a budget.

Community food workers run the sessions from 24 children's centres in Lambeth and 18 centres in Southwark.

Kimberly and her three year old son, Oscar Adamu, are regulars at the sessions held at the Jubilee Children's Centre in Tulse Hill.

She says: "I started going to the cookery classes in 2011 with my older son, Ashton, who is now eight.

"Now I come along with Oscar and we have lots of fun trying out new recipes. It's great learning how to make

healthier versions of some of our favourites.

"Last week we made a healthy fruit crumble which we took home. The boys loved it."

In Southwark, 26.7% of children aged four to five are overweight and 14% of them are obese. In Lambeth, 23.5% of children aged four to five are overweight and 11.3% of them are obese.

Carys Marke, service manager for children's nutrition and dietetics, says:

"Sometimes busy parents feel under pressure to feed children something that's quick and convenient.

"It's important that we give local families the tools to develop healthy eating habits in their children from infancy.

"For example, starting

babies on solids too early or too late may lead to health problems.

"The classes give parents great tips so cooking together as a family is fun rather than an effort.

"By reducing salt, fat and sugar and introducing more fruit and vegetables, parents can give their children the healthy start in life they need."

Recently the team began working with families that have not previously used their services including traveller communities in Southwark.

FRUIT CRUMBLE SERVES: 6-8

Fruit puddings are a tasty way to work towards your five or more servings of fruit and vegetables a day. Adding oats and using wholemeal flour in the crumble increases the fibre content. Try using different combinations of fruit or use up overripe fruits. Apples, bananas, pears and berry fruits all work well.

Ingredients:

- 150g wholemeal flour
- 80g soft brown sugar
- 100g butter (chopped into small cubes)
- 1 orange (zest only)
- 100g oats
- 2 teaspoons cinnamon

For the filling

- 800g plums (stones removed and chopped)
- 2 tins peaches or apricots in juice (chopped)
- 1 orange (juice only)

Method:

- Preheat the oven to 190°C (Gas Mark 5) and grease an oven dish.
- Place the flour, oats, cinnamon, sugar and orange zest in a large bowl and mix well.
- Chop the butter into little cubes and rub into the flour mixture. Keep rubbing until the mixture looks like breadcrumbs.
- Spread the chopped fruit across the bottom of the oven dish and sprinkle the crumble mixture on top. Bake in the oven for 30-35 minutes until the crumble is browned and the fruit mixture is bubbling.

For more information about 'cook and eat' sessions contact Tanisha Roberts on 020 3049 5383 or email tanisha.roberts@gstt.nhs.uk

Expert patients learn to take control

“It’s a way of getting us to succeed on a daily basis and it’s a way of building our confidence so the next week we can do something more.”



Melanie Khan at the Expert Patients Group

Depressed, isolated and withdrawn – these are the emotions that many people feel as they try to cope with a long-term, life-changing illness.

But thanks to the Expert Patients Group, no one has to face these challenges alone.

Melanie Khan, who was diagnosed with diabetes in 2006, says: “The stress of the illness made me a total wreck.

“I am a supply teacher – I go to secondary schools, teach all sorts of different subjects, and 30 students would be eating out of my hand by the time I’d finished with them.

“And yet I was reduced to what I would call a babbling idiot. I couldn’t even string sentences together because of the stress I was under.”

Through her doctor Melanie was introduced to the Expert Patients Group, a six-week course that helps people manage long-term physical and mental illness. The group offers valuable emotional support and shared experience as well as practical advice.

Melanie says: “The group has people who suffer from all sorts of different

illnesses but there is a common theme which is that often these conditions cause depression. You can get medication for your illness but the effect it has on your family and on your social life can be huge.

“My life was becoming more and more isolated because I didn’t want to talk to my friends or family, I wasn’t going out, I just didn’t want to do anything.”

But through the group Melanie was able to take control of her life and help others at the same time.

She says: “We have an action plan, one thing we commit to each week, and we say what we’re going to do, how long it’s going to take, then we come back and report the next week.

“It’s a way of getting us to succeed on a daily basis and it’s a way of building our confidence so the next week we can do something more.”

Through their shared experiences, group members help each other with advice about services and how to make things easier. And at the end, patients can learn to become trainers themselves.

Sharon Hudswell, who joined the

programme as a volunteer, leads Melanie’s group.

She says: “The biggest barrier is accepting you have your condition and it is not going to go away. What helped me was finding a way to let this condition become my friend, not my enemy. The course gave me back the ‘me’ that I had lost along the way.”

For Melanie, the experience has also given her back the life she enjoyed before her illness.

She says: “It’s provided me with a gateway into the life I used to have. I was a teacher, a community worker. I’ve always been used to helping and empowering others and now it’s helped me to empower myself.”

For more information
call 020 3049 5242 or email
gsttr.referralsleips@nhs.net

Since opening one of the UK's first Female Genital Mutilation clinics in 1997, midwife **Comfort Momoh** has fought for the rights of women and girls around the world.

Offering Comfort



Q You've been running your Female Genital Mutilation (FGM) clinic for more than 16 years. How did your crucial role at Guy's and St Thomas' begin?

A I always had an interest in FGM when I heard girls talking about it back home in Nigeria – I didn't understand what it was or why it happened, it really intrigued me. I was lucky to have a mentor when I was finishing my midwifery degree who specialised in FGM and I wrote my dissertation on the topic. I remember when the job was advertised at St Thomas' Hospital and I didn't think I should apply for it because I had two young children to look after. My husband encouraged me, he said: "I've got a feeling about this" – I guess he was right! I get goose pimples thinking about it.

Q It's not just in your clinics where you work and campaign. What is the work you do in the community?

A A big part of my work is providing education to the public, local communities and other health professionals. About 20,000 girls are at risk each year of being taken overseas by their family to have FGM. I spend a lot of time in schools raising awareness among pupils and helping teachers and staff to recognise if a child is at risk and what they can do to protect them. I also work closely with GPs as they are often the first health professionals to come into contact with women who have undergone FGM. I run GP education courses to make sure they can recognise the signs of FGM and know where to refer their patients if they need help.

Q You see more FGM patients than any other hospital in London, more than 1,100 in the last five years. Have you noticed a change in attitudes as FGM awareness grows?

A Having the media campaigning against FGM has been a great help and is making a big difference. The practice has always been such a 'hush hush' topic. Young girls do not get the

chance to talk to their friends and family about it and often women do not know they've had it done until they become pregnant or have complications and have to visit my clinic. Thanks to the media campaigns, young girls are reading about FGM in the newspapers and seeing it on the news and discussing it with their friends and family. It's been a long time coming, and we still have a long way to go, but London is really starting to make a stand against FGM.

Q You say there's still a long way to go in the fight against FGM – what do you think is next, how do we keep fighting?

A I always have and always will say that education is the key to ending FGM. You cannot change a culture but you can educate young people and make sure they do not carry on the tradition.

Q You've probably got one of the most appropriate names for your profession. Where did your lovely name originate?

A My mum lost her mum just days before I was born. I was her first child and she said I was her comfort, that's where my name came from.

What is FGM?

- FGM refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons
- The practice is illegal in the UK and it is also illegal to take a child abroad for FGM
- 20,000 girls under the age of 15 are at risk of FGM every year in the UK
- FGM is most common in parts of Africa, Asia and the Middle East.

Award for dedicated doctor... dog



Young patient Latrell Gordon (9) with Dr Dog and her owner Sandy Kennedy

Dedicated Dr Dog and her owner Sandy Kennedy have won a Trust CARE award after bringing smiles to the faces of sick kids in Evelina London Children's Hospital for the last four years.

Volunteer Sandy and her therapy dog, a golden retriever called Nala, travel from Brighton several days a week to visit children on the wards.

Sandy was nominated by staff and patients for her commitment and dedication to brightening the days of young patients, some of whom spend a long time in hospital.

Melinda Edwards, consultant paediatric psychologist, says: "They have brought immeasurable joy and happiness to many children whose stay in hospital can be fraught with unpleasant medical procedures and who may be missing their friends and family.

"Nala's gentle and calm disposition makes her an ideal hospital visitor, helping even the most anxious children to feel safe enough to stroke her or want to talk or walk with her. She is pretty indispensable.

"I'm pleased that we have recognised the important contribution that Sandy and Nala make to our children's hospital."

CARE awards recognise Courtesy, Attitude, Respect and Enthusiasm. They are given each month to individual members of staff and volunteers, or teams, who have:

- Made substantial contributions to the quality of care provided to patients
- Delivered exceptional levels of work performance or delivered increased benefits to the Trust
- Gone the 'extra mile' or 'beyond the call of duty' to provide an exceptional service to patients and/or staff
- Exemplified our core values.

Staff and volunteers can be nominated by their colleagues, patients and visitors. You can nominate by using the form on the Trust website

www.guysandstthomas.nhs.uk/contact-us/care-awards.

What is sickle cell disease?

- About 12,500 people in the UK live with sickle cell disease, an inherited blood disorder that affects haemoglobin, a protein in red blood cells that carries oxygen around the body
- The sickle shaped red blood cells block small blood vessels, which can cause severe pain for anything from a few hours to several weeks
- Sickle cell disease is most common in people of African, Caribbean, Middle Eastern, Mediterranean and Asian descent
- Simple things like keeping the home clean and warm and dressing in layers can make a big difference. Drinking plenty of water and eating healthy foods can also help.

Haematology staff help patients dealing with blood disorders such as sickle cell disease and leukaemia to live healthier, more fulfilling lives.

“We help patients and parents to be more independent by learning how to recognise and avoid risk factors that can trigger a painful episode.”

Inspirational Esther

“I’ve grown up at Guy’s and St Thomas,” jokes Esther Adeyinka who was diagnosed with sickle cell disease at birth.

Esther, 23, had three strokes when she was aged five and had to relearn how to walk, talk and eat. Originally right-handed, she had to learn to become left-handed as the right side of her body remained weak.

“There is a lot of stigma around having sickle cell,” she says. “When people meet you they assume that you’re constantly in pain and always in hospital but that’s not true in my case. Sickle cell disease affects everyone differently.”

Esther visits the Haematology Day Unit at Guy’s every five weeks for red blood cell exchange, which replaces the sickle red blood cells with donated healthy red blood cells.

Despite her regular hospital appointments, Esther graduated last September from the University of Roehampton with a first class degree in business management.

She is now doing an internship in the university’s business school office and is planning her wedding to fiancé Femi.

Dr Jo Howard, clinical lead for haematology, describes Esther as “one of our most inspirational patients”.

Moving from the children’s sickle cell service to the adult service can be difficult for young patients as they have to become independent and more responsible for their own care.

“We were the first hospital to have a clinical nurse specialist focused on helping young people make the transition to adult care and becoming independent,” says Dr Howard.

Esther says: “Even though I was sad to leave the children’s service, the transition team was really helpful. They even helped me with the paperwork to get extra support for university and housing.”

Joined-up care

Guy’s and St Thomas’ has one of the largest and most comprehensive sickle cell services in the country.

Patients can have problems with their kidneys, bones, nerves, and bladder.

“We’re leading the way with joint clinics for all these areas, which means patients’ care is well co-ordinated. We also provide psychological support,” says Dr Howard.

Hospital and community staff work together closely to ensure there is no interruption to patients’ care when moving from hospital to home or vice versa.

The community specialist nurses provide genetic counselling for pregnant women with unusual haemoglobin types, such as those who are carriers for sickle cell disease or thalassemia. The nurses also offer genetic screening and counselling to women’s partners, as well as screening for those trying to get pregnant.

All newborn babies with a haemoglobin

disorder are referred to the community specialist nurses for follow-up care, and their parents are given support.

The nurses make home visits, raise awareness in schools, run a community drop-in clinic for adults, support almost 1,000 children in Lambeth, Southwark and Lewisham who suffer from sickle cell disease, and educate other health professionals about the condition.

Clinical nurse manager Nkechi Anyanwu says: “We help patients and parents to be more independent by learning how to recognise and avoid risk factors that can trigger a painful episode. This ensures they have the best chance of leading stable, happy lives by staying fit, healthy and out of hospital.”

Blood disorders

Staff at Guy’s and St Thomas’ care for children and adults who have blood disorders including:

- **Haemochromatosis** – excess iron in the blood, which can damage the liver and other organs
- **Haemoglobin disorders** – such as sickle cell disease and thalassemia
- **Blood cancers** – such as leukaemia and myelofibrosis
- **Bleeding disorders** – such as haemophilia, when blood does not clot properly after an injury.

When the worst happens it's reassuring to know you'll be treated as quickly and efficiently as possible. Take a look at how the new £20 million Emergency Floor at St Thomas' will improve care.

In the event of emergency



The biggest physical challenge

Of the 380 patients who come to St Thomas' A&E on an average day, typically 80 need to be admitted for further care. Creating an Emergency Floor on the ground floor of the hospital will make a big difference to these patients.

Dr Simon Eccles, A&E consultant and programme director for the Emergency Care Pathway Transformation Programme, says: "Moving the two wards that A&E patients are admitted to from their current locations on the 9th and 10th floors down to the Emergency Floor means our teams of nurses and senior doctors can work together more closely to decide the best treatment for each patient."

"By working in this more productive way, we can ensure that patients do not spend longer in hospital than necessary and make the best use of our beds for patients who really need them."

"This will save a lot of time. If a patient needs to be admitted, it currently takes up to 30 minutes for them to be taken from A&E to the wards. When the Emergency Floor is complete it will only take five minutes."



Dr Charlotte Clements treats Omar Mulla-Jassim (10) in Children's A&E

Children

One of the main aims of the Emergency Floor development is to only admit children to hospital if it's really necessary. The Emergency Floor is going to make a big difference to children arriving at Children's A&E, the 'emergency front door' to Evelina London Children's Hospital.

Dr John Criddle, consultant paediatrician and clinical lead for the Emergency Floor development, explains: "Sometimes children need to stay with us a little bit longer for treatment or

observations. Rather than admitting them to Evelina London for such a short time, we're creating a six-bed unit on the Emergency Floor for them. This will be much easier for families and will keep beds free in Evelina London for children who need to stay longer."

Art will play an integral role in making the environment as pleasant as possible for children and their families. There are plans for an educational interactive animation to teach children about their bodies and how to avoid accidents.

Dr Silvia Pierini,
Sister Jo Bellamy
and Deputy Sister
Ruth Brennan



Mental health

It's not just patients with physical illnesses who come to St Thomas' A&E. Many patients with mental health problems visit the department.

Patients with mental health issues will be assessed and treated by a doctor or nurse specialising in mental health in four new rooms being built as part of the Emergency Floor.

Dr Simon Eccles says: "These rooms will ensure we respect the privacy and maintain the dignity of some of our most vulnerable patients. Our specially trained mental health nurses and doctors will make sure patients can be referred to the most appropriate place for their ongoing treatment once we've done all we can in A&E."

Community

"One of the most important aspects of the project will be to help patients find alternatives to A&E," explains Dr Eccles. "This could be in their home or in the



Nursing assistant Kaddour Lakehal treats A&E patient Edison Vaca

local community so they receive care in the right place for them.

"As part of the Emergency Floor project, we're working closely with local healthcare providers including GPs and our community @home service. This

approach will make sure people with long-term conditions can get the care they need at home or in their local area so that they don't have to visit A&E and stay in hospital unnecessarily."

A seamless journey for patients

The Emergency Floor is being created so patients experience a seamless journey when they come to St Thomas' for emergency care.

"It's going to be a bit like the experience at an airport. We will have an arrivals area, check-in, treatment, admissions and discharge," adds Dr Eccles.

"Any patient or visitor should be able to find their way around easily, understand where they are in the process of being cared for, and receive this care in comfort.

"Patients will receive the most appropriate treatment quickly and efficiently in a bigger, better and more modern department. The Emergency Floor will provide 21st century care."

Children with hearing loss have new hope thanks to pioneering treatments from experts in a new Children and Young People's Audiology Centre and the Hearing Implant Centre at St Thomas'.

Hearing is believing

Hummingbird Clinic takes flight

When a new Children and Young People's Audiology Centre was being planned at St Thomas', staff decided this was an ideal opportunity to address the needs of youngsters with complex needs.

And so they applied for funding from Guy's and St Thomas' Charity to set up the Hummingbird Clinic, a hearing assessment service for children who are autistic or have other conditions such as cerebral palsy.

Previously autistic children had required an average of five visits to the children's hearing service before a diagnosis about the extent of their hearing loss could be made.

And demand is growing – for example, the number of children diagnosed with autism in Southwark schools has increased by 80% in the last five years.

A grant of £200,000 from the Charity has enabled the development of an environment which is much better for autistic children in particular – the Hummingbird Clinic is the only service of its kind in London.

Professor Adrian Davis, who led the introduction of the national newborn hearing screening programme in England, officially opened the new Children and Young People's Audiology Centre including the Hummingbird Clinic earlier this year.

He was joined by young patients Nii Addo, 10, from Mottingham and Elodie Kuhn, 2, from Blackheath. They do not

have complex needs but have benefited from the new centre's state-of-the-art facilities.

Nii's dad, Onasis, says: "Since Nii's hearing loss was diagnosed and he was given a hearing aid, his school work has really improved because he can now hear what his teachers are saying.

"The staff in the new centre are excellent and they take great care of us."

Elodie's mum, Charlotte, agrees: "The staff have been fantastic since Elodie's hearing loss was diagnosed when she

was just five weeks old. Her speech is now on a par with other children of her age and when we come back every three months for an assessment the staff are always friendly."

Guy's and St Thomas' also provides children's hearing services at two satellite clinics in our local community – Sunshine House in Peckham and the Kaleidoscope Centre in Lewisham.

Charlotte Kuhn and daughter Elodie and Onasis Addo and son Nii officially open the new Children and Young People's Audiology Centre with Professor Adrian Davis





Proud parents
Jenny and
Barrie Smith
with baby Evie

Baby Evie is youngest in UK to have hearing implants

When six month old Evie Smith's cochlear implants were turned on at St Thomas' Hospital she was able to hear for the first time since meningitis left her profoundly deaf.

She is the youngest child in the UK to benefit from this small electronic device which is implanted in her head.

Evie's parents, Barrie and Jenny, decided to go ahead with the implants so she would be able to experience another aspect to life.

"Evie is still a deaf child because, if her implants were removed, she wouldn't be able to hear but having them will make a big difference, especially in helping her develop speech and language," says Barrie.

Evie contracted meningitis when she was just three days old and was rushed to the Paediatric Intensive Care Unit in Evelina London Children's Hospital at St Thomas' where she made a remarkable recovery.

Deafness is a common side-effect of meningitis so Evie was referred to the

St Thomas' Hearing Implant Centre.

The hearing team discovered she had bony growth of the cochlea, part of the inner ear. If this sort of growth develops too far, cochlear implants cannot be put in so doctors had limited time to act.

Mr Dan Jiang, an ear, nose and throat surgeon, performed the operation to put in Evie's first cochlear implant when she was just three months old and the second implant seven weeks later.

Audiological scientist Katherine Wilson says: "The bony growth had already started so the window for Evie to be able to have cochlear implants was closing fast. Barrie and Jenny had to make a quick decision."

Early implantation provides children with exposure to sounds during the critical period when they develop speech and language.

Evie will have appointments throughout her life to ensure her cochlear implants are tailored to her needs so she enjoys the best quality of hearing possible.



What are cochlear implants?

A cochlear implant is a small electronic device that provides a sense of sound to a person who is profoundly deaf or severely hard of hearing. A microphone and processor sit behind the ear and transmit electronic signals to a receiver implanted under the skin, which stimulates the auditory nerve.

A 13 year old American boy has returned to Guy's and St Thomas', where he clung to life in the Neonatal Unit after being born three months prematurely, to deliver gifts in honour of his late mother.

From Texas with love

Boy Scout Jackson Cloyd weighed just 1lb 10oz when he was born at Guy's in 2000.

He was cared for by staff in the Neonatal Unit and four months later defied expectations by making such good progress doctors said he was well enough to be taken home to Houston, Texas, by parents Gwendolyn and Myron. He made the journey wrapped in a patchwork quilt given to the family by a midwife.

Now 13 years later, in honour of his mother Gwendolyn who died of cancer in 2008, Jackson has handmade his own patchwork quilts and flown to London with his father Myron to deliver them to other families with premature babies.

He says: "I still have the quilt in my bedroom that was given to me when I was a baby. My parents always told me how lucky I was and about the people in London who helped me.

"To become an Eagle Scout I needed to complete a community service project and I wanted to do something significant related to my life.

"My dad and I had the idea about the quilts to show the staff at Guy's how grateful we are for what they did and to honour my mum by sharing more quilts like the one that I know helped her through a really tough time. Hopefully they will bring comfort to other parents like mine did to her."

Jackson and Myron flew to London and spent a week sightseeing and visiting other scouting groups as well as returning to St Thomas', where the

Neonatal Unit is now based.

Mary Mulkerrins is a bereavement midwife who was with the Cloyds throughout Jackson's first crucial months. She gave them the quilt to take their tiny baby back home.

She says: "My neighbour at the time was in a quilting group and often made patchwork quilts for the hospital. I gave one to Jackson's mother when she was worried they had no clothes or blankets for him.

"It was overwhelming to see Jackson after 13 years and receive the beautiful quilts that he had made for other tiny babies. It's so sad that Jackson's mother could not return to see us after she fought so hard to keep her son."

Jackson's father, Myron, says: "My wife and I both worked in healthcare and we knew the implications of having a baby born so early. The first few days in hospital were tough, we were overseas with no friends or family to turn to.

"The care and support we experienced from the staff at Guy's Hospital was beyond definition. The love they showed us at such a hard time sustained us both emotionally.

"The circumstances that meant my wife could not be with us to make this trip just made it more meaningful. We did it in her honour and we gave thanks to everyone on her behalf."



Jackson was born three months early and had to fight for life

Neonatal Unit facts

- There are three areas in the Neonatal Unit – NICU (Neonatal Intensive Care Unit), HDU (High Dependency Unit) and SCBU (Special Care Baby Unit)
- Staff look after babies who need extra care, for example if they are extremely premature, have heart conditions or need surgery
- The Neonatal Unit can care for up to 46 babies at one time
- Babies come from other hospitals across the country to receive our expert care
- Last year the Neonatal Unit treated more than 900 babies.

“It was overwhelming to see Jackson after 13 years and receive the beautiful quilts that he had made for other tiny babies. It’s so sad that Jackson’s mother could not return to see us after she fought so hard to keep her son.”

Jackson with bereavement midwife Mary Mulkerrins



Actress **June Bailey**, who plays fictional dementia patient Barbara in the training film *Barbara's Story*, interviews Chief Nurse **Eileen Sills**.

Role reversal

Q What is *Barbara's Story*?

A It's a film created by nurses at Guy's and St Thomas' about a fictional 85 year old woman who shows signs of dementia. It explores the challenges she faces when she comes into contact with NHS staff at home and in hospital.

Q Why did you want to create the film?

A We're very proud of our standards of care but we know we can do better. We don't always get the small things right.

We wanted to get all our staff to think about dementia and how these patients need to be cared for not only by our doctors and nurses but also by our receptionists, cleaners and porters. Dementia is everyone's business and many of us are also affected by it in our personal lives.



Q Why is it so important we all understand dementia?

A Dementia touches the hearts of many people. It is expected that dementia will increase significantly in the next 25 years. One in three people over the age of 65 will die with dementia.

Q What impact has *Barbara's Story* had?

A I never expected it to have the impact it has had. We've seen staff doing things differently. They are thinking more than they ever did before about how they care for patients.

It's also taken off around the world with hospitals in Europe, America, and even Qatar using the film to train their staff.

Q What feedback have you had from staff and patients?

A Staff are more understanding. It makes them realise how much they don't know. Feedback from patients demonstrates our staff go the extra mile.

Q Which moment in the film was your favourite?

A The bits that stand out are the moments where the utmost kindness is shown. Like when nurse Jane talks to Barbara about her life, when nursing assistant Nina does the crossword with Barbara, and when nurse Muwumba sits down by the bed and holds Barbara's hand. These moments are very powerful.



Q You have a very important job as Chief Nurse, and now you are a film producer. What have you learned from helping to develop *Barbara's Story*?

A I've learned a huge amount including a little bit about the film industry.

Putting that aside, I think what this film has done is to show that, if you get it right, then anything is possible. By telling the story how we did, we were able to get our messages across much better than we ever could have done in a written document.

FAST FACTS

- All of the Trust's 13,500 staff have watched the first episode of *Barbara's Story*
- We are making our wards more dementia-friendly with soft flooring, artwork, and colour-coded bed bays to help patients find their way
- Dementia affects one in three people
- Almost half of the population knows someone with dementia
- One in three people aged over 65 will die with a form of dementia
- One new case of dementia occurs every three minutes in England and Wales.

You can now watch *Barbara, the whole story* on YouTube at www.youtube.com/GSTThs.

The film has been watched 7,000 times on YouTube in less than three months by people across the world as far afield as Chile, New Zealand and Singapore.

Eileen Sills says: "It's absolutely fantastic that the film has been so successful. For so many people to watch it shows that dementia is an issue that everyone is concerned about."



Why I fundraise

When Evelina London Children's Hospital patients discovered their friend would lose her hair due to radiotherapy they decided to raise money for the hospital by losing theirs too.

Katie Miller, 17, and Hannah Phillips, 19, decided to have their heads shaved in support of Cissy Adamou, 14.

Earlier this year friends and family gathered to watch all three girls lose their locks. And although they were nervous at first, they were delighted with their new look.

"If it wasn't for the Evelina, the three of us wouldn't be here," says Hannah.

So far the girls have raised about £8,000 but donations continue to come in.

Cissy says: "I'm so pleased we did it, it was such a great day."

Cissy was born with a heart condition and had a transplant when she was 10. Two years later she had a kidney transplant, with a kidney donated by her mother.

She had to undergo radiotherapy this year to treat benign tumours on her brain and back. The treatment often results in hair loss.

Inspired?

You too can raise money for Guy's, St Thomas' or Evelina London:

Find out more at togetherwecan.org.uk

Say what?

Dr Ranjit Singh of Evelina London Children's Hospital, better known to viewers of CBeebies as TV's Dr Ranj.



Q Growing up, what did you want to be?

A At first an astronaut. Then a teacher. Then I finally settled on doctor so third time lucky.

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

A I got my first GCSE at the age of eight.

Q If you won the lottery what is the first thing you would do?

A Probably pass out. And then when I came round, I would pinch myself. After that the world is my oyster!

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

A Time travel. I want to see what the world is like in 1,000 years.

Q What's your favourite hobby outside work?

A I'm a big DIY fanatic. I've renovated a couple of houses, everything from wallpapering to rewiring.

Q Who is your idol?

A Actually, I don't have one. I've always believed in not comparing yourself to others but just being the best person you can be.

Q If you could meet anyone, living or dead, who would you meet?

A I'd love to meet Alan Carr. I know that's not very ambitious but I think he's the funniest bloke on TV. We would have a right laugh!

Angels at the door

When Maria Hammond's GP listened to her chest she was so concerned she called an ambulance.

But after one night in St Thomas', where Maria was given antibiotics for an infection, hospital doctors felt she was a perfect candidate for the Guy's and St Thomas' @home service.

Maria, 68, from Vauxhall, says: "I was apprehensive when they told me I could go home. But I really couldn't fault the @home service. It was like having a hospital at home.

"They explained that I was less likely to catch an infection at home and more likely to get better quicker with familiar things around me.

"They really looked after me, coming in to check my chest and oxygen levels every day. I would describe them as angels.

"When you're ill you can feel like you've

been abandoned but when the @home staff knock on the door you feel better."

The service helps about 100 people each month leave hospital sooner than usual to recover at home or avoid a hospital stay altogether.

Karen Titchener, head of nursing for the service, says: "We see people who are teetering on the edge of hospital admission. They may have diabetes or a heart problem or been discharged from hospital and need short-term monitoring.

"We assess the patient's medical needs while looking at the patient as a whole. Have they got food in the fridge? Can they get up the stairs? Do they need equipment put in their home to make it safe?

"It's about the right people providing the right care at the right time in the right place."



Karen Titchener, head of nursing for the @home service, with patient Maria Hammond

The @home service runs from 8am to 11pm seven days a week with a team of community nurses, GPs, therapists and a pharmacist. The team makes an initial assessment and agrees a care plan with the patient.

Health professionals can refer patients to the service at any time up to 7pm which triggers a visit by a senior nurse or GP to see the patient at home within two hours.

Power and money

A new partnership with British Gas is the latest step in reducing carbon emissions and saving money.

Guy's and St Thomas' will save more than £1 million a year on its energy bills thanks to a new partnership with British Gas.

The Trust has agreed an Energy Performance Contract that guarantees savings of at least 10% a year by installing a range of new energy technology and encouraging staff to use less power.

The hospitals will be surveyed over the next six months by British Gas and London-based partner Breathe Energy to identify the best technology to install. This could include new boilers, automated heating systems and solar panels.

Local contractors will deliver some of the projects, supporting businesses and jobs in the community.

Alexandra Hammond, Sustainability Manager, says: "The 10% energy saving is a minimum target and I hope we will see even better results.

"In 2009 we installed our combined heat and power engines that save more than £2 million a year, which is reinvested into the Trust and so benefits patients. But there is still more we can do to improve sustainability and save money.

"British Gas will help us identify areas where improvements could make a big difference."

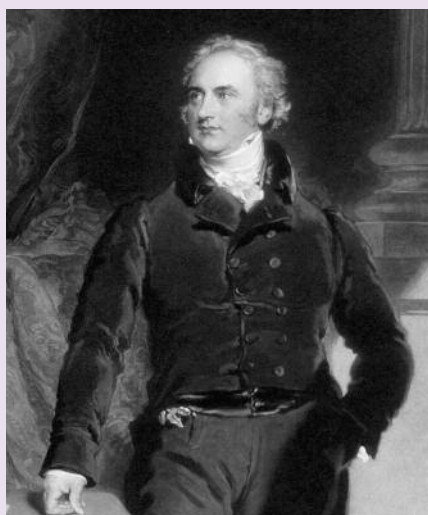
Mike Chessum, Head of Energy Performance at British Gas, says: "Working alongside the Trust, we will review each building individually and put in place a bespoke plan to help reduce energy costs and carbon emissions. These savings are guaranteed by the contract which means the Trust can make a positive return on its investment."



Ed Miliband opened the Trust's combined heat and power engines in 2009 and five years on a new contract with British Gas should provide more savings

History Corner

One of the leading surgeons of his day, Sir Astley Paston Cooper performed a number of groundbreaking operations in the 18th and 19th centuries and was



eventually appointed surgeon to the royal family. Born in 1768, the son of a Norfolk clergyman, Cooper studied at St Thomas' Hospital where in 1789 he became a demonstrator in anatomy.

His greatest contributions were in vascular surgery – operations involving veins and arteries. He pioneered new procedures using ligatures, tiny sutures used to tie off blood vessels.

In 1820 he removed an infected sebaceous cyst from King George IV's scalp. After the successful operation he was appointed sergeant surgeon to Queen Victoria, George IV and William IV.

Cooper was elected President of the Royal College of Surgeons twice, first in 1827 and again in 1836. In honour of his discoveries, the approach to the external iliac artery – the main artery that supplies blood to the legs – is named after him.



From the frontline

Chef team leader **Pam Woodbridge**.

It's essential that patients have good food to help them get better and go home as soon as they can.

We're here to make sure that patients get the right nutritional content so the service we provide is as important as the doctors and nurses.

We work very closely with dietitians to produce the right food for different groups of patients. Each ward menu has its ingredients broken down into exact amounts of salt, fats, potassium – everything that's in the food, so we know what each patient is eating.

As well as the main lunch and dinner menus we do many different diets – halal, kosher, Caribbean and puree. The puree

breaks down into different levels for different groups of patients depending on what people can manage.

We don't just put it in a pan, cook it and feed it to the patient – it's much more scientific than that.

It's a complex operation – we serve both hospitals and several of the Trust's community services. It adds up to almost 200,000 meals a year, and that's not including the special menus.

The focus on food now is huge. Our staff know that the nourishment a patient gets is a prime concern. Between 12 noon and 1pm we have protected meal times so there's no visiting and no medication. This means patients can eat their meals in peace and quiet.

Ask us: Why clean hands save lives

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

What is it you do?

I lead a team of clinical nurse specialists who provide the infection prevention and control service across our hospitals. We review and advise on all new microbiology and virology test results that may be of significance for control of infection. I work very closely with staff and patients across both hospitals to ensure that, if a patient requires isolation, this is done safely. We also train staff in all

aspects of infection prevention and control, including hand hygiene.

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

This is important for not only our staff but also our patients. Your hands pick up and spread germs very easily so washing them properly ensures you are not putting yourself or others at risk of infection. If you are a patient, you may be at increased risk due to your underlying health problem or you may have a surgical wound or a device in your vein to give your medication.

What are you doing to minimise infection?

We have a continual education programme to ensure staff follow the best standards of infections control and prevention. Each new member of staff receives training and our team supports a network of staff who help us educate and advise colleagues on infection prevention and control measures.



In August we are relaunching an awareness campaign to remind staff, as well as patients and visitors, about the importance of infection control and hand hygiene in providing safe care.

What's On

Now until 26 October

Exhibition: Mind Maps: Stories from Psychology
10am – 6pm,
Science Museum
www.sciencemuseum.org.uk

23 July

Joint Board of Directors and Council of Governors meeting
3.45 – 7.30pm, Robens Suite,
Guy's Hospital

Lecture: Touch and Reminiscence – Objects and Well-being

12.30 – 1.30pm,
The Royal College of Nursing's
Library and Heritage Centre
To book email:
eventsreg@rcn.org.uk
or call 029 2054 6460
Visit www.tinyurl.com/lqubkrr
for more information

27 July

World Hepatitis Day

7 August

Event: The Lost Art of Letter Writing
11am – 1pm and 2 – 4pm,
Florence Nightingale Museum
Call 020 7620 0374
or visit
www.florence-nightingale.co.uk

1 – 30 September

Childhood Cancer Awareness Month
Call 0300 330 0803 or visit
www.clicsargent.org.uk

8 September

Event: Cardiology Seminar for Foundation Trust Members
6.30 – 8pm,
Robens Suite, Guy's Hospital
Call 0800 731 0319 or email
members@gstt.nhs.uk
to book your place

15 – 22 September

Know Your Numbers! (National Blood Pressure Testing Awareness Week)
www.bloodpressureuk.org

20 September

World Alzheimer's Day

24 September

Event: Annual Public Meeting
6 – 7.30pm,
Nevin Lecture Theatre,
St Thomas'

1 October

Event: Cancer Centre drop-in session
5 – 7pm, Robens Suite,
Guy's Hospital

Every Monday:

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

Every Wednesday:

Free lunchtime concert 1–2pm, Atrium 2, 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 summer word search below.

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

Beach	Camping	Picnic	Sunshine
Barbecue	Deckchair	Sandals	Swim
Bikini	Holiday	Seaside	Travel

Name

Address

Email

Send your entry by **Monday 11 August** to The GiST competition, Communications Department, 4th floor, Staircase C, South Wing, St Thomas' Hospital, Westminster Bridge Road, SE1 7EH; or you can email communications@gstt.nhs.uk

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



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We cure.*

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**We're speeding up our search for cures to bring hope and comfort
to thousands of patients. Help by donating to our appeal today.**

Text **GUYS** to **70800** to give **£5** now

Call **020 7848 4701**

Visit **togetherwecan.org.uk/cancercentre**

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