

A woman with dark hair, wearing a white and black striped short-sleeved shirt and black pants, stands with her hands on her hips. Next to her is a bald man with glasses, wearing a dark blue suit, white shirt, and blue patterned tie. They are standing outdoors in front of a building with large windows and greenery in the background.

# *the* GIST

News from Guy's and St Thomas' Issue 14 | 2015

## *Life-changing choice*

Why Clair's not living in fear of cancer



## Welcome

... to the latest edition of *the GiST* magazine which features the stories of a wide range of patients and staff, reflecting the diversity of the community that we serve.

Guy's and St Thomas' provides not only treatment in our hospitals but also community health services throughout our local boroughs of Lambeth and Southwark.

And so a theme of this issue is the joining up of hospital and community care through our Adult Local Services programme.

You can read the story of market trader Clive Boyton who has been successfully treated by our TB team – their work is profiled on page 7.

Marathon runner Zoe Robson has quit smoking thanks to the support of our stop smoking experts – you can read her story on pages 16 and 17.

Diabetes care is another key area in which our staff are increasingly providing a joined-up service – Dr Dulmini Kariyawasam is profiled on page 22.

I hope you enjoy this issue.

### Ron Kerr

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



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## Meet the team

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Claira Hermet, who underwent a double mastectomy at Guy's Hospital, with her surgeon Tibor Kovacs

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: Communications Department, St Thomas' Hospital, Westminster Bridge Road, London SE1 7EH, or email [press@gstt.nhs.uk](mailto:press@gstt.nhs.uk)

Visit us online at [www.guysandstthomas.nhs.uk](http://www.guysandstthomas.nhs.uk)



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



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# Patient tops out new Cancer Centre



Construction workers and guests at the topping out event on the roof of the new Cancer Centre at Guy's

Breast cancer survivor Diana Crawshaw carried out the official 'topping out' ceremony for the new £160 million Cancer Centre at Guy's Hospital in March.

The new Cancer Centre will bring together most cancer treatment provided by Guy's and

St Thomas' under one roof when it opens next year.

The topping out ceremony saw the traditional placing of a yew tree branch into the roof of the 14-storey building by Diana Crawshaw. She chairs the Patient Reference Group which has played a key role in shaping it.

Diana described the event as a "celebration of the combined efforts of all those involved in the realisation of a vision".

Dr Majid Kazmi, clinical director of cancer services at Guy's and St Thomas', says: "The new Cancer Centre at Guy's promises to be a truly world-class facility for cancer patients in south east London and beyond."

Guy's Cancer Centre Appeal is helping to raise £15 million to complete the new building. More than £5 million has already been raised, leaving a target of just under £10 million.

Donations to the Appeal will help provide the finishing touches to the Cancer Centre – everything from treatment couches and wheelchairs to privacy screens and gym equipment.

Donate £5 by texting GUYS to 70800 – see [www.togetherwecan.org.uk/cancercentre](http://www.togetherwecan.org.uk/cancercentre) for more information.

## IN THE NEWS

A round-up of media activity featuring Guy's and St Thomas'.

### **Evening Standard**

When baby Ben was born on 31 January at St Thomas', he was a record breaker as his birth meant London's population hit an all time high of 8.615 million.



Ben and his mum Kelly Davies featured in the *Evening Standard*. Paul Ross (pictured above) and colleagues broadcast the BBC London Radio breakfast show from our Maternity Unit.

### **The Guardian**

A documentary film was made for the *The Guardian* website about BBC Radio 1 DJ Claira Hermet's decision to have a double mastectomy, under the care of the team at Guy's Hospital. See page 8 for the full story.

### **South London Press**

The Trust's announcement that patients and visitors will no longer be permitted to smoke on our premises from 19 June was covered by the *South London Press* and other local newspapers.

## Khadija is smoke-free poster girl

A poster designed by a nine-year-old Evelina London patient will remind parents and visitors that Guy's and St Thomas' is going smoke-free.

Khadija Hussein, from Deptford, won a poster competition in our children's hospital to raise awareness that smoking will no longer be permitted anywhere on Guy's and St Thomas' hospital and community premises from 19 June.

She is pictured with Chief Nurse Eileen Sills and her winning design.

Khadija says: "I don't like smoking because it's not good for your body. My poster says 'Please do not smoke, it will pollute the world. It might give you cancer and eventually you will die. Please stop smoking for not only your safety but everybody else's'."

Yinglen Butt, Deputy Chief Nurse, says: "Khadija's poster has such a powerful



message. It explains in a very simple way why we want Guy's and St Thomas' to be a healthy environment.

"With the support of our stop smoking service, patients and visitors can kick the smoking habit. Going smoke-free benefits everyone, including our children."

**Want to quit? See pages 16 and 17 to find out how to contact our Stop Smoking Service.**



## Finding your way around our hospitals

Like all hospitals, Guy's and St Thomas' are filled with signs and directions designed to help patients, visitors and staff find their way around quickly and easily.

It might sound simple but in fact there is a very detailed and comprehensive 'wayfinding' strategy behind the colourful maps and directions.

For a number of years the Trust has published a guide for staff to help them navigate their way around our buildings, which is particularly useful for new starters. The guide explains the three basic elements of the wayfinding plan:

- Find the correct wing (colour-coded)
- Find the correct lift/stairs (marked by letters of the alphabet)
- Find the correct floor (numbered).

The guide also gives tips on how to direct patients who aren't sure where they are going, as well as details of where to find information about specific department locations.

Now we have produced a similar guide for patients – a leaflet called 'Find your way around the hospital in 3 easy steps'.

Copies are available from main receptions at both Guy's and St Thomas', as well as from the Knowledge and Information Centre at St Thomas'. A printable version is available to download from the 'Finding your way' section of our website [www.guysandstthomas.nhs.uk](http://www.guysandstthomas.nhs.uk).

# Medical shock detector to save lives

Researchers from Guy's and St Thomas' have developed the world's first medical device to detect shock and high blood pressure in pregnant women.

It could save more than 70,000 lives a year in developing countries where 99% of all worldwide maternal deaths occur.

The Microlife Vital Signs Alert (VSA) measures blood pressure and pulse to calculate the impending risk of shock.

It has a traffic light system that clearly indicates the risk of shock or high blood pressure – green if a woman is not at risk, amber if she needs to be carefully monitored, or red if she requires emergency treatment.

Professor Andrew Shennan, consultant obstetrician at Guy's and St



A pregnant woman is monitored using the new shock detector

Thomas', says: "In many developing countries, medical expertise is limited so people simply do not recognise the signs of danger before it is too late.

"The Microlife VSA will prevent deaths by detecting the signs of shock and high blood pressure early. We're confident that, by using the

device in the care of these pregnant women, we can cut maternal mortality by at least 25%."

The hand-held device was funded with a \$1 million grant from the Bill and Melinda Gates Foundation.

## Talk and play every day

Poor early communication skills can have a significant impact on children's social, educational and health outcomes. The period from 8-24 months is one of the most important stages of language development.

What takes place in a child's early years can have a lasting influence on their health and well-being.

And so therapists from the Evelina London community speech and language therapy service are working with colleagues in children's centres across Lambeth and Southwark to ensure that all parents are aware of their key message "Talk & Play Every Day", while their children are still young.

The team has launched a new range of

leaflets to

provide parents with information

about what they can expect, along with five top tips to support their child's language and communication – they are available to download from [www.evelinalondon.nhs.uk/communityspeechandlanguage](http://www.evelinalondon.nhs.uk/communityspeechandlanguage).

If parents or carers are concerned, they can attend one of 13 weekly Chattertime sessions in Lambeth and Southwark to meet a speech and language therapist, discuss their concerns, and receive advice.

For further information, contact Cat Kayum on **020 3049 8061**.





# Smart solution for sleepless kids

The first smartphone app of its kind to help children with sleep problems and their families was launched at Evelina London Children's Hospital on 1 April.

*Kids Sleep Dr* allows parents to understand their child's sleep patterns, track their progress and receive sleep tips personalised to their child.

Designed by sleep experts at Evelina London with technology company RMA Consulting, the app features an innovative finger-painting technique so parents can fill in their child's sleep diary by 'painting' in the hours.

Research shows that most apps emit blue enriched light, which can postpone and disturb sleep. *Kids Sleep Dr* is the first app to use a unique colour palette that emits light that won't disturb sleep.

Professor Paul Gringras (pictured right) says: "Studies show that around 20% of children have sleep problems that their parents find hard to deal with.

"With the exception of some of the more serious sleep disorders, many childhood sleep problems can be solved by parents once they have the confidence and knowledge to understand what is happening and how best to help.

"We developed *Kids Sleep Dr* based on feedback from hundreds of parents who we see in our clinic with children of all ages."

Professor Tanya Byron, who spoke at the *Kids Sleep Dr* launch event at Evelina London, adds: "Many children are affected by sleep problems, and this can have a major effect on the whole family. Getting a good night's sleep is



so important for a child's physical and mental development, behaviour and concentration.

"I'm sure that when parents get to grips with using the app, it could reduce their need to visit their GP or hospital and manage the problem themselves."

See [www.kidssleepdr.com](http://www.kidssleepdr.com) for more information.

# Work experience wins award

Guy's and St Thomas' has been named as London's top provider of work experience.

The Trust was named Work Experience Placement Provider of the Year at the Mayor's Fund for London Awards at City Hall on 12 March.

These prestigious awards celebrate the achievements of employers who are committed to improving the job prospects of young Londoners.

From January to September 2014, we provided work experience for more than 450 young people through innovative programmes including placements for autistic youngsters.

Ann Macintyre, Director of Workforce, says: "I would like to thank staff who give up their time to take someone on work experience. Their contribution is making a real difference to the life chances and career prospects of many local young people."



Staff celebrate at the Mayor's Fund for London Awards

Boris Johnson, Mayor of London, adds: "I applaud the efforts of all the organisations and individuals being recognised by these awards for their dynamic approach to youth employment in London."

## TOP TWEETS



@charlotte\_tweet

Huge thanks to @GSTnhs yesterday for helping me out with back pain. Superb care from docs, nurses and staff who are a credit to the #NHS.



@beatricebazell

It can never be said enough: the #dentists at @GSTnhs are a wonderful bunch - kind, professional, and caring #nhs.



@itsgottobegf

Big thank you to the staff at A&E in St Thomas' @GSTnhs tonight who have really taken care of my husband. #muchlove #lovenhs



@maffie587

@GSTnhs Do you think the staff in the Coronary Care Unit would prefer a tin of chocolates or home made cakes as a thank you for looking after Dad?



@imstanley3

@EvelinaLondon Thank you to the Savannah cardiology team for looking after a loved one recently. You are amazing.



@Mike\_Archer

Thanks to the doctors & BIG THANKS to the nurses of @GSTnhs for healing my bone with the coolest thermo splint ever #poorlypaw



@notjaMilla

Thank you to Melanie in the musculoskeletal department @GSTnhs for taking such good care of me today. Much appreciated!

**Follow @GSTnhs and @EvelinaLondon** for all the latest news from Guy's and St Thomas' and Evelina London Children's Hospital.

**"I could have died.  
I was struggling  
to speak and  
unable to eat. It  
was a nightmare."**

**Claudia  
Innocenti**



## Life after cancer

A very special service is celebrating its fifth anniversary. The Community Head & Neck Team (CHANT) offers specialist rehabilitation so that patients who have been treated for head and neck cancer can continue to live and function in the community.

CHANT, which is run jointly by Guy's and St Thomas' with Lewisham and Greenwich NHS Trust, includes clinical nurse specialists, speech and language therapists, dietitians, and physiotherapists.

Surgeon Richard Oakley says: "Our local area has one of the highest rates of head and neck cancer in Britain. Without CHANT we'd have many more people in hospital and we wouldn't be able to give such prompt treatment to new patients."

"Over the last five years, we've significantly increased the number of people we care for. CHANT helps us to keep in touch with many vulnerable patients in the community."

The team has clinics in each of the six south east London boroughs and treats patients in their own homes.

Physiotherapist Sian Evans says: "After months of treatments like radiotherapy, many patients are so exhausted that coming back into hospital is difficult."

"Seeing patients in their own homes is incredibly useful because we can gain a better understanding of how patients are living, which impacts on their recovery and rehabilitation. Patients who are unable to access our community clinics can still receive the specialist rehabilitation that we provide."

Samantha Tordesillas, clinical team leader and a speech and language therapist, adds: "Our service is unique and seamless. We help patients to recover more quickly and keep them out of hospital. CHANT is about rehab in a timely way and in an appropriate setting."

### Claudia's story

Artist Claudia Innocenti was diagnosed with throat cancer in June 2014 following weeks of breathing difficulties. She was rushed into King's College Hospital A&E and diagnosed with cancer of the throat. She underwent a tracheotomy – a surgical procedure that opens an airway in the windpipe – which helped her to breathe again. She was in intensive care before spending a month on Blundell Ward at Guy's Hospital.

After two months coming to hospital for daily radiotherapy treatment, she began receiving visits from the CHANT team at home.

Claudia says: "I could have died. I was struggling to speak and unable to eat. It was a nightmare. But I had visits every week from my physiotherapist Sian Evans, who helped me get strong again, and my speech and language therapist Jane Dunton."

"I had been in bed for three months and, because I hadn't been eating, had lost ten kilos. Thanks to Jane, I was able to swallow again and she helped me to deal with all of this emotionally."

"Sian and my new speech and language therapist are still visiting me. They're such nice people and it's very reassuring. I'm starting to paint again and I've just been told that they're going to remove the tube in my neck so I can breathe through my nose and mouth again. It's great news. I'm really excited."



TB nurse specialist Anil Nundloll with Clive Boyton

# Tackling TB

Clive Boyton says he feels “lucky to be alive” after being diagnosed with Tuberculosis in 2012.

He is just one of an estimated 4,500 people living in Lambeth and Southwark who have beaten the disease thanks to the boroughs’ TB service, now run by Guy’s and St Thomas’, which was launched in 1994.

Almost 3,000 people were diagnosed with TB in London in 2013 – 38% of the 7,892 TB cases in the UK.

Clive, 53, a market trader from Bermondsey, says: “I had quite an exaggerated sore throat for a while and eventually my GP referred me for an X-ray. While I was waiting for the appointment my throat got progressively worse so I went to A&E at St Thomas’. The doctor took a blood sample and diagnosed me with TB. I was so shocked.

“No one knows exactly how I got it but in the 90s I did lots of travelling around South Asia. The doctor said I probably got it there and it could have been

dormant in my system all that time.

“I was on four types of antibiotics which made me feel quite nauseous. About 30 friends and family had to be tested for TB including my son and mother-in-law who both became carriers. There is a stigma attached to TB which I noticed in my own case, but I do feel lucky – lucky to be alive.”

Guy’s and St Thomas’ community team runs TB clinics at St Thomas’, King’s College Hospital and Lewisham and Greenwich NHS Trust. Staff also visit patients at home or in other locations that are more convenient to them.

To raise awareness of TB, the team runs events in venues across Lambeth and Southwark including community centres, GP surgeries and day centres.

Margaret Ogedengbe, nurse manager and TB service lead, says: “TB can affect anyone but it’s often vulnerable people with social problems living in poor housing conditions who are at risk.

“We are also beginning to see younger

## What is TB?

- A bacterial infection spread by inhaling tiny drops of sneezes or coughs of an infected person
- It is a serious condition but can be cured with proper treatment
- TB mainly affects the lungs but it can affect any part of the body, including the glands, bones, and nervous system.

people who are out enjoying life but not necessarily looking after their health. We work closely with hospital and community staff to give patients the support they need.

“Our nurses and advocate workers encourage patients to stick to their medication and attend appointments. They also give advice on a range of issues including housing and maintaining a healthy lifestyle.”



**Claira Hermet**, who is a Radio 1 DJ and TV presenter, underwent a double mastectomy at Guy's Hospital to reduce her chances of developing breast cancer by up to 95%. She tells us why she made such a life-changing decision.

# Choosing to prevent cancer



Claira Hermet (centre) with surgeon Tibor Kovacs and breast care nurse Joan Travers

**Q You had your double mastectomy for preventative measures against cancer. How did you make that decision?**

**A** I lost my mum to breast cancer when I was nine-years-old. It was a desperately sad time. When my beautiful sister Emily was diagnosed with the disease when she was 25, we were offered genetic testing. I was surprised when we both tested positive but as I was so young, I wasn't ready to do anything about it yet. Two years after my sister died aged 31, I felt lumps when I was lying in the bath. I was so panicked thinking that I had the disease. I went to the doctors and said I was ready, I didn't want to live my life in fear.

**Q You're looking very well, how has your recovery process been?**

**A** Far better than I ever expected, quick and smooth. It feels like a lifetime ago already and it's not even been three months! After the operation I got to go and stay with my family and spend lots of time with my friends. I wanted to make the most of my recovery time because I knew it would be over before long and I'd be back to work rushing around.

**Q We've been fascinated to read about your journey as you've shared it on your blog and social media channels - why do you think it's so important for people to share their experiences?**

**A** After losing both my mum and my sister to breast cancer, I felt incredibly lucky to be able to have the choice to have the procedure. I wanted to share my confidence and my happiness in what I was doing. I hope that it might make other people feel less isolated and more able to talk about what they're going through. I hope I have made at least a few people feel more confident about their own decisions.



**Q In 2013 we saw a rise in referrals to our service when Angelina Jolie revealed that she had undergone a double mastectomy. Hopefully many more women and girls will be aware thanks to you - do you have plans to continue raising awareness?**

**A** Yes, I will be continuing to raise awareness because breast cancer has affected my whole life. Until my mastectomy it had always had a negative effect but now it has ended with something very positive. I know only too well how short life can be. I hope more people are aware and are confident enough to go ahead with the tests which could potentially save their life.

**Q If you could give one piece of advice to someone in the same situation as you before your surgery, what would it be?**

**A** Embrace it. I decided I would make my procedure a positive experience and I stuck to it. I had a party to say goodbye to my boobs and I had a photo shoot too! On occasion I would get sad, but then I'd remind myself why I was doing it and I'd remember how lucky I was. Make the most of this time, relish your friends and family, and focus on what happens after the operation. Having to talk about what I was doing, and having to think about my mum and sister, has made me realise how precious life is. I don't want to waste another minute.

### Treating breast cancer

- Guy's Hospital Breast Unit sees more than 360 newly diagnosed breast cancer patients a year
- The Unit performs risk reducing surgery and immediate reconstruction on more than 50 patients a year
- Mastectomy is used to treat breast cancer and it can also be used to reduce the risk of breast cancer.

## Going overground



Artist's impression of a waiting area in the Radiotherapy Village of our new Cancer Centre at Guy's

When cancer patients were asked what they wanted from our new £160 million Cancer Centre at Guy's Hospital, they said bringing radiotherapy treatment above ground level was a top priority.

Traditionally the linear accelerators that deliver radiation therapy are located in basements because of the weight of the machines and the lead-lined rooms that house them. The lack of natural light can make them depressing places.

Following feedback from the Patient Reference Group, which has shaped the development of the new Cancer Centre, the six radiotherapy suites will now be on the 2nd floor of the building when it opens next year.

It will be the first time that radiotherapy treatment will be provided above ground level in the UK.

The design includes outside balconies and lots of natural light inside the building to make it as relaxed and comfortable a space as possible for patients and their loved ones.

Terry Weston, who was treated successfully for breast cancer at Guy's and St Thomas', says: "For my radiotherapy, I went down into the bowels of the hospital in the basement. It wasn't the best environment, although the staff really

tried to make it an OK experience."

Alison Hookham also beat breast cancer after treatment including five weeks of radiotherapy at St Thomas' Hospital.

She recalls: "My treatment was usually in the late afternoon or early



A waiting area in the current Radiotherapy Department at St Thomas'

evening when it was already dark outside, and then I went down to the basement for radiotherapy.

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

“We help staff to step into the shoes of parents who come here. Many staff are parents themselves and it’s always interesting to hear about their experiences.”

**Sarah Barclay**

## Listening to

Evelina London Children’s Hospital started work on a pilot resolution project in 2013, offering to support both parents and staff in difficult situations. The project was funded by Guy’s and St Thomas’ Charity for two years and has just received a further year’s funding from the Trust.

Consultant paediatrician Dr Esse Menson explains: “It came about because we had one case which didn’t fall within the usual safeguarding or legal areas of resolution. The child’s parents felt they needed someone independent to intervene, so I did some research and came across the Medical Mediation Foundation.”

The Foundation is run by Sarah Barclay (pictured below), a former healthcare journalist. Following the successful mediation of the original case, Sarah and Esse applied to the Charity for funding to create a pilot in Evelina. To support their case, they conducted a survey among staff which found that 83% had personal





Last summer, the world's press reported widely on the case of five-year-old Ashya King. His parents were held in a Spanish prison after taking their son out of a Southampton hospital, against medical advice, for brain tumour treatment abroad. This case highlighted the consequences of a fundamental breakdown in trust between parents and healthcare staff.

## parents

experience of conflict with a parent, patient or other family member.

Esse continues: "Having a sick child in hospital is a very stressful situation. Think of a parent who has had to entertain a two-year-old who hasn't eaten all day waiting for an operation, only to be put down the waiting list because an emergency has come in.

"We can't make that operation happen any faster but we can support people and help them with their anxiety. How we deal with that situation in the early stages is crucial."

So far 750 staff have received training, with 350 more due to be trained this year, and a further 12 trained as mediators.

Sarah Barclay, now Director of the Evelina Resolution Project, says: "We help staff to step into the shoes of parents who come here. Many staff are parents themselves and it's always interesting to hear about their experiences and how they've felt being in hospital with their own children.

"We train in multi-disciplinary groups which works really well as it provides an opportunity to talk about cases. We look at how to take the heat out of situations. It's essentially about making sure people



Consultant paediatrician Dr Esse Menson and senior staff nurse Helen Scothern

are heard."

Sarah follows up with staff six months after training to see how helpful it has been. In the first follow-up, 89.4% said it helped them to de-escalate or resolve situations.

Senior staff nurse Helen Scothern says: "It was really thought provoking and made me realise that conflict isn't just about the big things, but can be those little things that spiral out of control.

"It's about watching someone's body language, how you talk to people and how they're answering you. Now all the staff try much harder to resolve things before they escalate."

Mediation and training in conflict resolution are not unique in the NHS but this project is special in that it combines the two. The pilot is receiving national

recognition from other hospitals whose staff come to observe the Evelina training and from the Royal College of Paediatrics and Child Health, which is considering a pilot training programme in recognising and managing conflict.

Dr Sara Hanna, Medical Director of Evelina London Children's Hospital, says: "We're dealing with children with very complicated conditions whose families are highly involved every day. These families are a vital part of the health team, so losing their support is a tragedy for everyone, especially for the child.

"Learning to recognise areas of conflict early and deal with them better, before they escalate, is really important. This project provides staff with the skills and strategies to do just that, and provides families with the support they need."

More information about the Evelina Resolution Project is available at [www.medicalmediation.org.uk/evelina-resolution-project](http://www.medicalmediation.org.uk/evelina-resolution-project)

Volunteers of all ages play an important role in the life of Guy's and St Thomas'. Two volunteers explain in their own words how they support our staff, and we hear from the member of staff who leads voluntary services in the Trust.

## In the service of others



Cyril Victor, a volunteer at Guy's Hospital

### Cyril Victor, 77, Guy's Hospital Information Desk

I retired in 2003. I'd been selling furniture at John Lewis for 17 years and that had always been my work since leaving school.

For 11 years, I've thoroughly enjoyed volunteering for the Trust, directing people to wards and clinics from the information desk at Guy's. I never wanted to retire so this gives you a reason to get up in the morning. I need to get out of the house and I enjoy coming here, speaking to people and feeling useful.

With the crowds that come through the hospital, it's like a railway station. Most people who come here are quite stressed because they're worried about what's going to happen to them. So when a patient comes to the desk, it doesn't

matter who they are or how they're dressed, I greet them with a smile, welcome and relax them. Sometimes, if they seem to need it, I'll take them to their destination.

Last Christmas I got a certificate for 10 years' service which was lovely. I think I get more out of it than the hospital does and I will carry on as long as I can.

### Catarina Francisco, 27, Evelina London Children's Hospital

I came here in 2013 to find work because of the economic crisis in Portugal. I was a kindergarten teacher there. Now I'm a full-time youth hostel supervisor in Waterloo but I've volunteered since I was 18.

I'd heard a lot of good things about Evelina – that it was a special place and

that children feel at home there. I've been doing half a day each week for six months, arranging drawing and toys for children in the outpatients department.

You have to connect with the kids instantly because they're only here for 10 minutes before their appointment. We create a safe environment for parents who can be very worried and for children who need to feel safe.

The other day I was drawing something with a little girl of two. Her parents said "Oh my goodness, she drew her first house!" because she hadn't been motivated to draw before. There's no price for that.

I think everybody should do it. You get a lot more back than you give. I love it there. I get a lot of smiles, and lots of hugs. That's the most rewarding thing.





Catarina Francisco, a volunteer in Evelina London Children's Hospital

It's already contributing to my future. Evelina London has given me a reference so that I can begin supply teaching this month for an agency, then one day I will be a teacher again.

**Amanda Bryan,  
Voluntary Services Lead**

Volunteer recruitment used to be done in large groups, with volunteers placed in available roles. But the placements weren't necessarily a good fit and the retention rate was low.

Now, to ensure volunteers are an integral part of a team, the department writes the role description to be advertised and is part of the interview process.

People volunteer for different reasons – there are students needing to gain

experience, unemployed people wanting to gain different skill sets, people changing careers, retired people wanting to use their time in a meaningful way, and patients who were treated at the Trust and want to give something back.

Volunteers have to undergo a number of safeguarding checks which is why we ask for a minimum commitment of six months.

Volunteering is a two-way process. Our volunteers gain skills, experience and a sense of contributing to society, and the Trust gains an integral part of the workforce.

This adds to our Trust value of providing a compassionate and caring experience for our patients, carers and visitors. We're immensely proud of our volunteers.

**National Volunteers' Week will be celebrated in the first week of June – there are events taking place in Central Hall at St Thomas' on Wednesday 3 June from 10am – 3.30pm, and in Atrium 2 at Guy's on Friday 5 June from 10am – 2.30pm**

If you are interested in finding out more about volunteering at Guy's and St Thomas', contact [voluntaryservices@gstt.nhs.uk](mailto:voluntaryservices@gstt.nhs.uk)

More than 2,750 patients have had a kidney transplant at Guy's and St Thomas' since 1972 – Brian Marchant, who underwent a transplant that year, still benefits from a fully functioning kidney. Brian and two other patients who have received the gift of life thanks to our transplant programme explain how this unique service has transformed their lives.

# The gift of life

**Kidney transplant recipients tell their stories in their own words**

- In the UK three people die each day while in need of an organ
- There are currently around 10,000 people in the UK in need of an organ transplant
- Age is not a barrier to being a donor and neither are most medical conditions
- [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk) has full details of how to join the organ donor register

## Brian's story

Brian Marchant, 77, is Guy's and St Thomas' oldest surviving kidney transplant recipient – he was one of the very first patients to have a transplant in here in 1972.

He says: "My transplant gave me the chance to have a normal life, including seeing my two daughters grow up and having a job in the Civil Service until I retired.

"I'm still in contact with the nurses and dietitian who cared for me at the time. My surgeon even attended the celebrations for the 40th anniversary of my transplant in 2012!

"I will always be grateful for the gift of life I received from my kidney donor. I consider it essential that as many people as possible sign up as organ donors."

Dr Rachel Hilton, kidney service lead at Guy's and St Thomas', says: "Kidney

transplantation is one of the most remarkable medical success stories of the last few decades. There are almost 30,000 people in the UK who, like Brian, are living with a working kidney transplant.

"Guy's and St Thomas' is at the forefront of this activity as we carry out 200 adult kidney transplants a year."



## Soraya's story

Soraya Kadri, 27, received a new kidney at Guy's Hospital through a paired donation in March 2014. She has since formed a close friendship with the stranger who changed her life.

She explains: "I wasn't coping well with dialysis. I was on the transplant list but it felt a bit like all hope was lost."

Soraya was told she would need a transplant when she was diagnosed with a chronic kidney disease at the age of just 20. Her dad donated a kidney but







Ted Harrison with his artwork *The Cherry Tree* in Atrium 2 at Guy's Hospital

problems which developed after the transplant operation meant the donated organ had to be removed.

However, one of Soraya's friends was a match for another patient in the shared donation scheme – for people who offer a kidney to a stranger – and that patient's relative was in turn a match for Soraya.

Soraya says: "I am so grateful to my donor and to my friend. Because of their kindness, two lives have been changed."

### Ted's story

A major new artwork was unveiled at Guy's Hospital on Easter Saturday in honour of those who have donated organs and helped save the lives of others. It was unveiled by Alan Titchmarsh and blessed by the former Archbishop of Canterbury, Rowan Williams.

*The Cherry Tree* is made out of

stainless steel and forms a cherry tree that also resembles a kidney. It has been created by Ted Harrison, an artist and kidney patient, 25 years after his kidney transplant at Guy's.

Ted explains: "Designing *The Cherry Tree* has been poignant for me as it marks the 25th anniversary of my own kidney transplant which is still going strong.

"Cherry trees also hold a special significance because a flowering cherry was planted several years ago in memory of my own donor. I was never told their name but I have corresponded with their family anonymously.

"I'm hugely pleased to have the chance to express in art my gratitude to my donor – the friend I never knew."

Geoff Koffman, the surgeon who carried out Ted's transplant in 1990, still

works at Guy's and St Thomas' and was also at the unveiling.

He says: "Having operated on Ted 25 years ago, it's wonderful to see him in such good health.

"Huge advances have been made in kidney transplantation. In 1990 around 30% of transplanted kidneys would be rejected by recipients' bodies, but that figure is now just 2-3%. We regularly see transplants lasting a quarter of a century or more."

Alan Titchmarsh said at the unveiling: "There is no gift that any human can bestow on another that is greater than the gift of life.

"*The Cherry Tree* at Guy's Hospital is a powerful symbol of gratitude to those who have donated their organs and a reminder to the rest of us what a difference such actions make."



Our stop smoking specialists are a valuable source of help and advice for anyone who wants to quit the habit – and Zoe Robson is one of their success stories. She tells us how they changed her life for the better.

## Marathon girl Zoe goes smoke-free



Zoe Robson

Zoe Robson completed her first London Marathon in 2014 in 3 hours 34 minutes – despite smoking 10 cigarettes a day.

Zoe, 34, head of digital innovation for an investment company, says: “I’d always been into sport but hadn’t run competitively since I was a teenager.

“A drunken bet resulted in me choosing a charity and applying to run the London Marathon. When my place was confirmed I joined a running club called Full Potential as I was eager to give it my best shot. The training was tough and it took commitment but it was great to have the support of the coaches, friends and family.

“As soon as I finished the marathon I lit

up a cigarette. My teammates standing next to me looked shocked and appalled. It was the first time I felt ashamed and embarrassed that I was still smoking. I knew I needed to address the smoking thing.”

Spurred on by her coach and a fortuitous meeting with Guy’s and St Thomas’ stop smoking specialist Doris Gaga, who is in the same running club, Zoe was inspired to finally put an end to the smoking habit she had begun at 14. She set a quit date of 1 October 2014.

Zoe says: “Doris would meet me in my lunch hour at her clinic in Tooley Street. We’d talk about how to deal with cravings and she warned me that certain times,

like the third day and the third week, would be the most difficult after stopping smoking.

“I was also using nicotine patches and oral strips in the first few months until, with Doris’ guidance, I eventually weaned myself off them.

“The benefits of not smoking are endless. I have much more energy. I don’t stink of cigarettes, my hair is shinier and my skin glows. I can run faster for longer and I have so much more time. I’m just a jollier person – it feels like a big fog has lifted.

“Three months after I stopped smoking I ran the Florence Marathon in 3 hours 29 minutes and I’m on track to be





Zoe is now running marathons smoke-free

**“The benefits of not smoking are endless. I have much more energy. I don’t stink of cigarettes, my hair is shinier and my skin glows.”**

**Zoe Robson**

even faster when I run in Boston. I’m really pleased with my efforts and it’s down to a fantastic support network – I couldn’t be happier.”

Doris Gaga says: “Zoe is awesome and a great example of what can be achieved. It’s easy to underestimate how addictive smoking can be. The daily struggle of quitting often wears people down but you’re more likely to succeed if you work with a stop smoking specialist.

“We guide people through so they know about the pitfalls in advance and can prepare. There’s no one size fits all, everyone is different.

“We give advice about which medication will suit the best, such as

patches, and give people space to talk through triggers and alternative ways of coping”.

“Smokers often think they don’t have the willpower to quit but, with the support of our advisors, we raise their confidence and help them find a determination they never knew they had.”

**The Stop Smoking Service is part of Guy’s and St Thomas’ Adult Local Services for Lambeth and Southwark residents.**

## **Guy’s and St Thomas’ will be going smoke-free on Friday 19 June**

Patients, visitors and staff will no longer be permitted to smoke anywhere on Guy’s and St Thomas’ hospital and community premises. In January 2014, the Trust banned its staff from smoking on Trust grounds.

If you would like to stop smoking we can help. Contact the Stop Smoking Service for support and advice. Call 020 7188 0995 or email [stopsmoking@gstt.nhs.uk](mailto:stopsmoking@gstt.nhs.uk).



## **Does smoking make you old before your time?**

Patients and staff can try out the latest face-ageing technology at St Thomas’ Hospital. It helps to predict how people will age over time if they continue smoking. Brian Kasule, 26, is one of the first patients to use the new software.

Brian, who gave up a 15-a-day smoking habit last Christmas, says: “What I want is a happy future with my girlfriend and family, one with me in it. I started imagining life 50 years from now, sat in a hospital bed suffering from a disease I’d brought on myself.

“I wanted to protect my family from that pain so I decided to quit smoking. Seeing the photos of me as an older smoker has made my decision to quit all the more rewarding.”

A new Paired Learning programme, designed by **Dr Chris Meadows** (consultant intensivist) and **Jo Ward** (critical care service manager), is pairing up hospital managers with junior doctors to share different perspectives and help break down traditional boundaries between professions.

## Role reversal



**Dr Matt Camilleri**, a junior doctor, and **Claire Hay**, assistant general manager for dental services, talk about their experiences on the programme so far.

**C** Matt, why did you enrol on the programme?

**M** There is increasingly more management involved in being a doctor so it's a great opportunity to learn about that. Also, the only way we're going to improve services for patients is if managers and doctors understand each other a bit more.

**C** Starting in my new role in dental services, the clinical side seemed like a different world to me so I thought the scheme would help me communicate better with those staff. And in my position I can influence others to better engage with clinical staff at all levels.

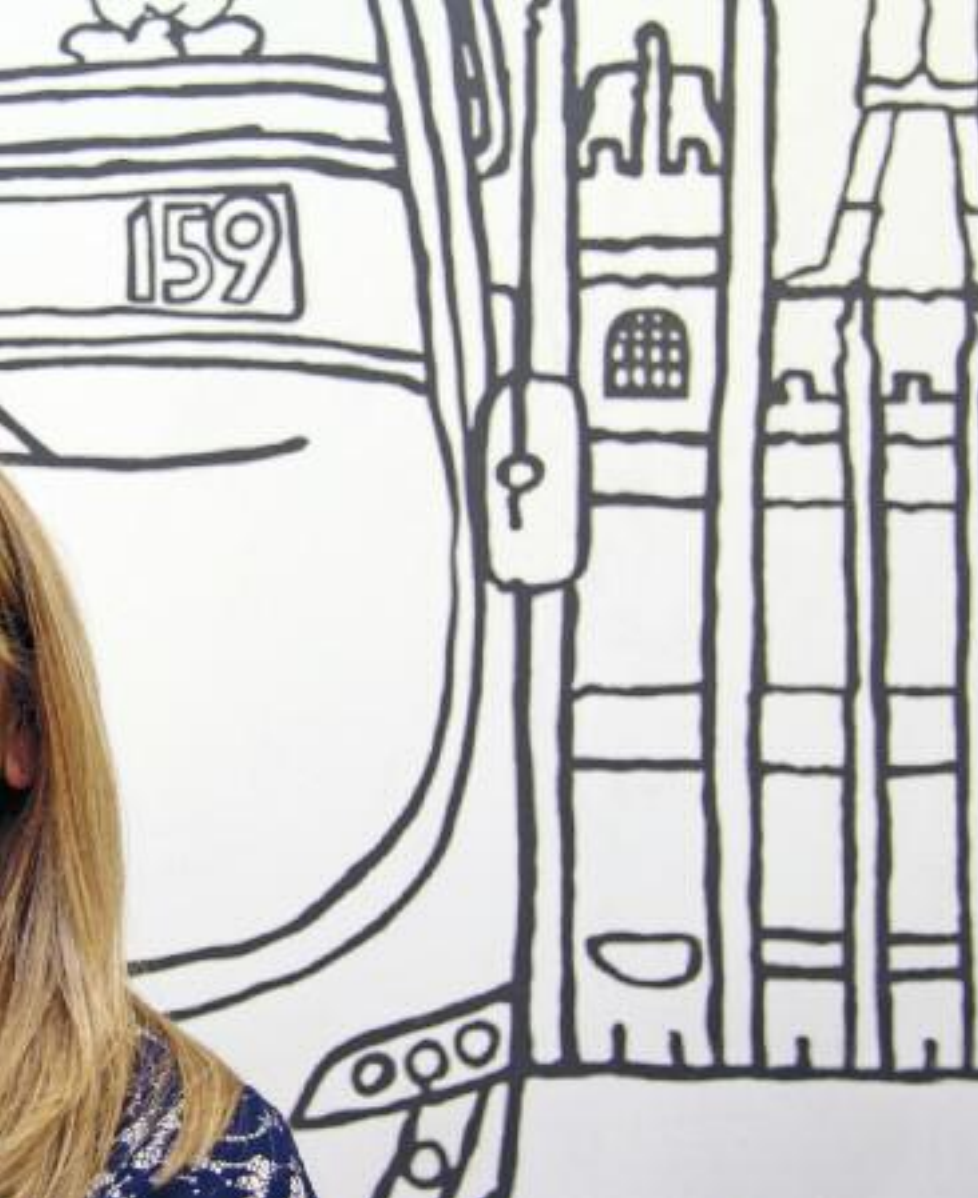
**M** Do you remember our first meeting when we arranged to meet 'at the entrance'? I waited at St Thomas' while you were at Guy's!

**C** Yes, it was good that we got on when we met, so we could laugh about it and improve our communication!

**M** So what do you think you've learned so far?

**C** Last week, when I shadowed you in A&E, I was able to see how well you juggle the care of many different patients. Watching you work confirmed that, no matter which role we are in, patients are at the forefront of our mind and are always our priority.





**M** When I came to one of your management meetings, I learned about all the different kinds of pressure you're under. When you explained that to me, I felt pressure just listening to you. It gave me an appreciation of what your challenges are on a daily basis and it's made me more open to engaging with a healthcare system that is much bigger than just my team.

**C** In a big hospital, you can easily stay in your silos and never come out but if we build on this better engagement, working together for positive change, it could alter the whole culture. Now I'm going

to encourage colleagues to talk more to frontline staff instead of just working it out in the office.

**M** Yes, the Trust could use this pilot to push boundaries and create innovation for patient care. Not so much at consultant level but for staff working on the ground.

**C** I'm excited about our project which came out of discussions we had when we first met. It would provide junior doctors with better knowledge of the management team within their area of the Trust who could help them with day-to-day issues.



## Why I fundraise

Jill Blowes recently raised £450 for Guy's Cancer Centre Appeal by holding a witches and wizards evening. A self-confessed lover of Halloween, she was unable to host her usual festivities last October as she was being treated at Guy's and St Thomas' for breast cancer.

Now she's fully recovered, Jill's stepdaughter organised the mystical themed evening at a local pub, to celebrate Jill's recovery and to raise money to help us complete our new Cancer Centre.

"I think the Cancer Centre will be an absolute godsend," says Jill. "A centre solely for cancer patients – amazing!"

We're building a Cancer Centre at Guy's so we can treat more people like Jill. We will be able to treat more patients with cancer – about 6,500 patients per year.

"The Cancer Centre will be an amazing place and I am chuffed to think I can contribute," says Jill.



Inspired? You can read Jill's story in full and find out how you can organise your own event to support Guy's Cancer Centre Appeal at [www.togetherwecan.org.uk/jill](http://www.togetherwecan.org.uk/jill)



# Say what?

**Jayne King**, head of security and co-Chair of the Lesbian, Gay, Bisexual and Transgender (LGBT) staff forum at Guy's and St Thomas'



**Q Growing up, what did you want to be?**

**A** I always wanted to join the armed forces. I knew the typing pool wasn't for me...

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

**A** I would love to have flying lessons over Biggin Hill and get my pilot's licence.

**Q What's your best advice?**

**A** If someone upsets you, sleep on it. Things always get more perspective after a night's sleep.

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

**A** I would love to twitch my nose (as in Bewitched) and find that all the housework, emails and reports had been done.

**Q If you could meet anyone, who would it be?**

**A** Emmeline Pankhurst. To mobilise 60,000 women for a central London rally without mobile phones and email deserves respect.

**Q If you could time travel where would you go?**

**A** Elizabethan times. But not for too long or I suspect I'd be burnt at the stake!

## Ebola fighters win prestigious award

A pioneering team of staff from King's Health Partners – which includes Guy's and St Thomas' – won a top prize at *The Guardian* University Awards.

The King's Sierra Leone Partnership took home the award for best international project, for its work fighting Ebola. The team, largely made up of volunteers, was originally in Sierra Leone to help strengthen the local health system but has played a vital role responding to Ebola since the virus first reached the country in May 2014.

Staff have not only treated Ebola patients at Connaught Hospital in Freetown but also helped build capacity, train staff,



Staff on the frontline in Sierra Leone

spread best practice, and have advised governments and international organisations.

Dr Oliver Johnson, King's Sierra Leone Programme Director, says: "This award is a tribute to not only our team but also the local healthcare staff who have bravely led the fight against Ebola.

"They are the real heroes of the response, and I would like to dedicate this award to them and to the people of Sierra Leone, especially those who have lost their lives to Ebola. We will continue to fight the virus until we have seen the last case and we will work with our local partners to rebuild and strengthen their health system."

# Florence Nightingale's legacy

When Florence Nightingale told her parents she was going to become a nurse, they were horrified. Nurses had a very bad and probably unjustified reputation as being dishonest, drunk and dirty. Yet today, her groundbreaking ideas and reforms can be seen in the very fabric of modern healthcare.

In fact hers was a liberal family, including a grandfather who was a leading light in the abolition of slavery. These early connections meant she already knew Sidney Herbert, Minister at War, when in 1854 he asked her to take a group of nurses to the Crimea.

Labelled the 'Lady with the Lamp', it was her harrowing experiences there that made her determined to put her specialised knowledge to good use.

Nightingale campaigned tirelessly to improve standards of health. Possibly her greatest achievement was to make nursing a respectable profession for women.

It began with the 'Nightingale Training School' at St Thomas' Hospital in 1860, where uniformed nurses weren't allowed alcohol or to sleep overnight on the wards.

She was fascinated by all aspects of health, including diet and design. She advised on the rebuilding of St Thomas' Hospital, suggesting that its seven pavilion buildings should be separated to prevent infection and encourage ventilation. On the wards, high windows would circulate air rather than draughts.

Her nurses' training school was built on the site that now houses the Florence Nightingale Museum.



Nightingale nurses

Museum Director Natasha McEnroe says: "It wasn't just about nursing. She had this huge influence on global health reforms and wrote thousands of letters, books and articles in aid of it. She corresponded directly with Queen Victoria, a major supporter, and politicians would come and consult her. So if you were sent to be a viceroy in India, you'd go and visit Florence Nightingale first."

But Florence's fame spread much further than the corridors of power, as Natasha explains:

"She became a massive celebrity. Crimea was the first war to be reported at home due to the explosion of the popular press. She was an attractive young woman and hers was such an unusual story. There were popular songs and poems written about her and her face was on paper bags, pillowcases and figurines."

Today she still captures the public imagination, with more than 45,000 people visiting the Florence Nightingale Museum every year.

Sue Sheridan OBE, previously Chief Executive of the Nursing and Midwifery Council and now Chair of the Museum's Trustee Board, says: "From compassionate nursing care through hospital design to public health, Nightingale's legacy is as relevant today as when she undertook her pioneering work in these and many other health-related fields."

"She is an historical figure, yes, but one who was as forward thinking as Guy's and St Thomas' and from whom we can still learn."



Florence Nightingale pictured in 1860



Victoria Ward at St Thomas' Hospital in 1900

- The Florence Nightingale Museum at St Thomas' Hospital is open daily from 10am – 5pm. Children under five go free.



## From the frontline

Diabetes consultant **Dr Dulmini Kariyawasam.**

There are nearly 30,000 people living with diabetes locally and this is on the increase. Guy's and St Thomas' provides specialist diabetes care in many locations beyond the traditional hospital setting. Our aim is to provide the right care in the right place.

Our specialist diabetes service works with several teams in different locations across Lambeth and Southwark, including Gracefield Gardens Health and Social Care Centre in Streatham and local GP practices.

This brings specialist advice and diabetes care closer to where people live. We provide care as a team with nurses, foot health, nutrition advice and GP support.

I lead the young people's diabetes service with the hospital team consisting of diabetes specialist nurses, dietitians, psychotherapists and a youth worker. This way young people with diabetes get the right advice, guidance and support they need to live happy, healthy lives.

Many people have their diabetes managed at the GP practice so we provide

training, advice, guidance and education for GPs and practice nurses. This brings specialist diabetes advice into the heart of the GP surgery without people having to come to hospital.

In the future being a diabetes doctor will be very different. It will involve bringing specialist advice and care to where people with diabetes are. It will involve working in new ways with others such as youth workers or support workers so that every contact with people with diabetes really counts.

**Our specialist diabetes service is part of Guy's and St Thomas' Adult Local Services for Lambeth and Southwark residents.**

## Ask us: What difference does technology make to healthcare?

We speak to **Scott Sommerville**,  
Chief Information Officer.

### How is the Trust using technology to improve patient care?

Guy's and St Thomas' is investing in a number of large IT projects which will help us to improve the way in which we care for our patients. For example, we are currently rolling out a new system called eNoting which will allow staff to make patient notes electronically instead of on paper.

### How will this electronic system affect patients?

Recording and viewing notes electronically will help medical staff to get the information they need quickly and easily.



It will avoid the delays that can occur when interpreting or looking for paper files. Having one electronic set of notes, which can be accessed remotely by all staff who need to see it, also means patients will not have to give their personal details and medical history repeatedly.

### How secure are these systems?

We take confidentiality extremely seriously. Patient information is shared only with those who need it and all our IT systems are built and tested with security in mind.



# What's On

## 19 May

### Clinical Trials Day

10am – 4pm, Birdsong Corridor, St Thomas' & Main Entrance and Atrium 2, Guy's

## 20 May

### Friends of St Thomas' Hospital Book Sale

10.30am – 2pm, Birdsong Corridor, St Thomas'

## 20–22 May

### Get Colourful for the Cancer Centre Appeal

11am – 2pm, Atrium 2, Guy's. Come and find out about our new Cancer Centre, and how you can support our fundraising appeal

## 31 May

### World No Tobacco Day

## 1–30 June

### Motor Neurone Disease (MND) Awareness Month

Call 08457 626262 or visit [www.mndassociation.org](http://www.mndassociation.org)

## 3 June

### Volunteers' Week event

10am – 3.30pm, Central Hall, St Thomas'

## 5 June

### Volunteers' Week event

10am – 2.30pm, Atrium 2, Guy's

## 14–20 June

### Diabetes Week

Call 0345 123 2399 or visit [www.diabetes.org.uk](http://www.diabetes.org.uk)

## 17 June

### Friends of St Thomas' Hospital Book Sale

10.30am – 2pm, Birdsong Corridor, St Thomas'

## 19 June

### Guy's and St Thomas' goes smoke-free

Patients and visitors will no longer be able to smoke anywhere on our premises

## 21–28 June

### Myeloma Awareness Week

Call 0800 980 3332 or visit [www.myeloma.org.uk](http://www.myeloma.org.uk)

## 1–31 July

### Sickle Cell Awareness Month

Call 020 8961 7795 or visit [www.sicklecellsociety.org](http://www.sicklecellsociety.org)

## 22 July

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

3.45 – 7.30pm, Robens Suite, Guy's

## 22 July

### Friends of St Thomas' Hospital Book Sale

10.30am – 2pm, Birdsong Corridor, St Thomas'

# Competition



We have two pairs of tickets to The View from The Shard up for grabs – to be in with a chance of winning them, simply complete the spring word search below.

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

Birds

Chicks

Rainbow

Tulips

Bloom

Grass

Raindrops

Umbrella

Bunny

Lily

Sunshine

Violets

Name

Address

Email

Send your entry by **Monday 15 June** to the GiST competition, Communications Department, 4th Floor, Staircase C, South Wing, St Thomas' Hospital, Westminster Bridge Road, SE1 7EH; or you can email [communications@gstt.nhs.uk](mailto:communications@gstt.nhs.uk).

The winners 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 winners. The prize is non-transferable.

## Every Monday:

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

## Every Wednesday:

**Free lunchtime concert** 1–2pm, Hospital Chapel, 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

and @SupportEvelina

and like [facebook.com/SupportGSTT](https://www.facebook.com/SupportGSTT)

and [facebook.com/SupportEvelina](https://www.facebook.com/SupportEvelina).

# Coming to Evelina London?



**Check out our brand new website  
for children and their families**

- Listen to children and young people sharing their tips about coming to hospital
- Take a virtual tour of our wards and community centres
- Read about what happens when you come for a visit and who you'll meet

**[www.evelinalondon.nhs.uk](http://www.evelinalondon.nhs.uk)**