

the GIST

News from Guy's and St Thomas' Issue 15 | 2015

Design for life

Cancer survivors
strut their stuff





Welcome

... to the latest edition of *the GiST* magazine, which includes news and features from across the Trust.

It's important to us that the patient voice is at the heart of all we do. On page 12 you can read about the wide range of ways in which people like Oyin and Julie are getting involved in the services we provide.

You can also find out how our outpatient department, which sees more than one million patients a year, is improving safety, quality and efficiency. Their work, and its effect on patients like Joshua, is profiled on page 16.

We are keen to hear what you think of *the GiST*, and how we might improve it in the future. By completing the enclosed survey and sending it to us by 30 September, you'll also be entered into a prize draw to win a pair of tickets to The View from The Shard.

Finally, our Annual Public Meeting takes place on 10 September at St Thomas' Hospital. It is open to all to attend, and will include a review of the past year as well as covering our plans for the future. The meeting starts with refreshments and an exhibition at 5.30pm in Central Hall.

I hope you enjoy this issue.

Ron Kerr

Chief Executive

Guy's and St Thomas'
NHS Foundation Trust



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The communications department

Design:

AYA-Creative www.aya-creative.co.uk

Print:

O'Sullivan Communications

Front cover:

Cancer survivor Carrie Westlotorn struts her stuff with Drew Hensman, whose grandmother, Hazel Hensman, has survived cancer.

Pick up your copy:

the GiST magazine is for our patients, local people, staff, members and other supporters of Guy's and St Thomas'

TELL US WHAT YOU THINK

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

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



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



Follow us on Twitter @GSTTnhs

Inspecting quality

Our inspection



Inspectors will visit Guy's and St Thomas' hospitals and our community sites in September in order to assess the standards of care we provide to patients.

The inspection – which starts on Monday 7 September – will provide the Care Quality Commission (CQC) with an opportunity to visit any service and department that we manage.

Inspectors will speak to patients, relatives, carers and staff during their visit to ensure that their views form part of the final report.

The inspection is expected to last for at least four days and unannounced follow-up visits may also be carried out in the fortnight following the main inspection week.

The CQC aims to give the public a clear picture of the quality of care in their local hospitals and community services by asking five key questions:

- Is care safe?
- Is care effective?
- Are services caring?
- Is the service responsive?
- Is the service well-led?

Before the inspection, the CQC will hold a listening event – an open public meeting. See local press and our website for details.

Dame Eileen Sills, Chief Nurse and Director of Patient Experience, says: "We look forward to welcoming the CQC team. This is an opportunity for our staff to showcase excellent care and for us all to learn what we need to do better."

IN THE NEWS

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

BBC News

The first smartphone app of its kind to help children with sleep problems and their families was launched by Professor Tanya Byron at Evelina London Children's Hospital in April. The app, which was designed by Professor Paul Gringras, was featured on BBC News.

Sky News

A father who donated his kidney to his daughter in an operation performed at Guy's Hospital was featured on Sky News on Father's Day and also in the *Evening Standard*.



Evening Standard

The Trust went smoke-free on 19 June and the story was covered by BBC News, the *Evening Standard*, and local media – the *South London Press*, *Southwark News* and in *SE1*.

BBC London

The UK's first ever Cancer Survivors' Day event (see pages 8-9) was held at Guy's Hospital on 7 June. The day, which featured fashion shows, music and entertainment and tours of the new Cancer Centre at Guy's, was featured on BBC London, and in the *Southwark News* and *Kentish Gazette*.

Guy's and St Thomas' goes smoke-free

Patients, visitors and staff can no longer smoke cigarettes or e-cigarettes anywhere on our hospital or community premises.

Georgie Edwards, 59, from Walworth, quit her 20-a-day smoking habit with the help of a stop smoking clinic at the Aylesbury Health Centre.

She says: "I'm having a knee replacement at the end of this year and I'm so glad I stopped smoking before the operation."

"I felt much better once I stopped smoking in August 2014. I couldn't have done it without the support of Doris Gaga who runs the clinic. She's marvellous and calls me regularly to check how I'm getting on. Giving up smoking has been life-changing."

Chief Executive Ron Kerr says: "We are asking everyone who uses our services or visits our hospitals or community buildings to play their part in helping us to create a healthier



environment for everyone.

"We know that patients recover more quickly after surgery or illness if they do not smoke."

If you want to quit, contact our Stop Smoking Service on 020 7188 0995 or email stopsmoking@gstt.nhs.uk. This is part of Guy's and St Thomas' Adult Local Services for Lambeth and Southwark residents.

Tell us what you think

As *the GiST* approaches its fourth anniversary, we'd like to know what you think of this magazine, and how we might improve it.

You'll find a short survey attached to pages 12 and 13. Please complete this and return it by 30 September to be in with a chance to win a pair of tickets to *The View from The Shard*.

To return the survey, you can:

- **Hand it in to the main reception at either Guy's Hospital or St Thomas' Hospital**
- **Seal the survey and return it in the post free of charge**
- **Complete the survey online at www.surveymonkey.com/s/M7XGGQH.**

Leia's best birthday gift

A little girl who was born with a rare form of deafness has heard her parents sing Happy Birthday for the first time after becoming one of the youngest people in the UK to have pioneering hearing surgery.

Leia Armitage, who celebrated her fourth birthday on 28 June, was born without cochlear or auditory nerves in both ears. Without these, it is impossible for sound to reach the brain.

She had pioneering brain surgery to have an auditory brainstem implant. The implanted device stimulates nerve cells directly at the brainstem, bypassing the cochlea and auditory nerve entirely.

Leia's dad, Bob Armitage, says: "Leia can now hear us calling her from other rooms and we spend hours watching her dance and sing along to her favourite Disney films. We were so excited to sing Happy Birthday to her, it was a special day for the whole family."

Katherine Wilson, lead audiological



Leia Armitage with her parents, Alison and Bob

scientist at St Thomas', activated and programmed Leia's implant on her second birthday, six weeks after her surgery.

She says: "At this crucial two-year mark, we're confident that Leia's brain has adapted to the device to gain the optimum benefits. She's hearing all types of sounds and is now starting to form her own speech."

Marching with pride

Proud members of the Lesbian, Gay, Bisexual and Transgender (LGBT) Forum at Guy's and St Thomas' and their supporters took part in the annual Pride in London celebration for the first time on 27 June.

More than 50 staff marched through the streets of London to celebrate the equality and diversity of our workforce and to promote our inclusive services.

Jayne King, Head of Security and co-chair of the LGBT Forum, says: "I'm proud to work in an open-minded and diverse organisation with people of all backgrounds, cultures, nationalities, religions, and sexuality."

Eric Pirozzoli, Associate Director of Human Resources and also co-chair of the LGBT Forum, says: "We were so excited to represent the Trust in London's Pride march – one of the biggest and most famous celebrations in the world. We had



an amazing time and we'll definitely be marching again next year."

Earlier this year, Stonewall, the charity

that campaigns for LGBT equality, named Guy's and St Thomas' as the most inclusive healthcare organisation in London.

7/7 survivor returns to St Thomas'

To mark the 10th anniversary of the London Bombings in July, survivor Gill Hicks returned to St Thomas' Hospital to be reunited with the staff who cared for her.

Gill had both her legs amputated after being severely injured on 7/7. Over the course of three months she learned to walk again using prosthetic limbs.

Accompanied by her two-year-old daughter Amelie, Gill met Dame Eileen Sills, Chief Nurse and Director of Patient Experience at Guy's and St Thomas', who was one of the first people she saw when she regained consciousness.

She then visited Luke Ward where she had spent months recovering. Gill was overjoyed to find physiotherapist Matthew Fuller, nurse Lucy Ford, and senior nursing assistant Fatima Eretusi waiting for her on the ward. All three had been instrumental in her care.

Gill says: "St Thomas' is the final place where my life was saved on 7/7. The decisions made by the health professionals here determined my future. I wasn't expected to survive when I was brought in, but three months later I walked out



Gill Hicks (2nd left) and her daughter Amelie, with Fatima Eretusi, Matthew Fuller and Lucy Ford

and started my second life.

"The staff who cared for me are gorgeous, wonderful people and I'll always be grateful for what they did."

Dame Eileen Sills says: "We were thrilled to welcome Gill back to St Thomas' so that she could catch up with the staff who cared for her in 2005.

"7/7 was a terrible day that none of us will ever forget. To see a patient like Gill 10 years later, with all her optimism and enthusiasm for life after everything she's been through, is absolutely inspirational."

Assessing older people more quickly

Patients aged over 75 who come to the Emergency Department (A&E) at St Thomas' are now seen immediately in the Acute Older Persons Unit next to the department.

Lilian Wescombe, 94, from Elephant and Castle, was brought to A&E after her GP suspected heart problems and called for an ambulance. Lilian was seen by a doctor in the unit and was able to return home later the same day.

She says: "They put me in a cubicle and did lots of checks as soon as I arrived. I know they are very busy and rushed off their feet but they were marvellous."

Dr Rebekah Schiff, Clinical Lead for Ageing and Health, says: "When an older person comes to A&E, there might be not only an acute medical need but also complex long-term conditions that may change the way we look after them.



Clinical Nurse Specialist Jo Luke and Consultant Geriatrician Dr James Fleet

"Now older people are seen by a consultant geriatrician, a specialist who considers all these issues and decides whether people need to be admitted to hospital or can go home with ongoing care in the community."

TOP TWEETS



@eformation

@GSTTnhs Very very impressed by outpatients, warm welcome, helpful all-round, excellent care and dementia aware #loveNHS



@SarahJaneMayA

Thanks to all @GSTTnhs who have helped with my granddads keyhole surgery the past couple of days looks like we'll have him home in no time x



@CityLdnSinfonia

Having a wonderful day making and performing music with children at Evelina Hospital School @GSTTnhs @BreatheAHR.



@Charlotte_1598

@International Nurse Day, the nurses at the @Evelina-London deserve an Oscar



@nancyhoneybun

I have so much respect for the NICU team @EvelinaLondon @GSTTnhs. My tiny cousin has a long way to go, but I know he's in good hands.



@NoraNightingale

Attended A&E at St Thomas' this morning and the staff and the high quality of service was a credit to the NHS. @GSTTnhs



@vanessasr

@GSTTnhs So grateful to the incredible midwives, doctors and all staff who helped deliver my baby daughter earlier this month. Fantastic!

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

Space satellite engineer **Michael Loweth**, 38, had never been given a precise diagnosis to explain why he stopped growing when he was 4ft 2in. He is seeking the answer as part of the 100,000 Genomes Project.



Answers in the genes

Michael's story

Having a diagnosis didn't cross my mind until I was asked for it on a job application form. My specialist, who I had seen once a year for nearly all my life, hadn't encountered anyone like me or my brother before. He said what we have may be unique, but he put me in touch with Dr Melita Irving, Consultant Clinical Geneticist at Guy's and St Thomas', for a genetic diagnosis.

After earlier consultations Dr Irving contacted me about the 100,000 Genomes Project. It seemed like a great chance, so I thought, 'Why not?'. It will be a nice answer to have – like any other question – but one that will also be useful for the wider scientific understanding. As a scientist and an engineer, that's important to me.

The answers won't change my life, but they might help other people in the future. From my perspective, if someone has a similar issue, I hope that my family and I can show that it won't ruin your life, and in fact it will provide some strange and wonderful opportunities.

One of the biggest things my height has taught me is a degree of independence. I problem-solve in everyday life.

When I was young, and starting to ask questions, our doctor said to my parents, "You've got to make a choice. Do you mollycoddle and protect your sons, or do you let them get on with life?". My parents agreed they would treat me just like everybody else. It's what made me have to learn my way.

That's been an important process – learning where my advantages lie and how to use them, how to minimise the disadvantages, and how to solve my own problems. I'm eternally grateful to my parents for doing that, and to the doctor who pointed it out.

The lessons I learned have shown me that my height is not a problem to be solved. Being taller could be useful but then I wouldn't be me. I've coxed at Henley, white water kayaked down Welsh rivers, jumped out of planes on a parachute, worked at NASA, scuba dived in Turkey, and met astronauts and billionaires. I've been inspired and I've inspired others. I've had so many amazing experiences that I know my life has very few limits and some great challenges which I always try to face head-on.

What is the 100,000 Genomes Project?

Genes are made up of billions of pieces of DNA that define what we look like, our health, and the way our bodies work.

Our knowledge of genetics is increasing quickly. The 100,000 Genomes Project is a groundbreaking initiative that aims to decode the DNA sequences of 100,000 genomes from people who have a rare disease or condition, their families, and people with cancer.

Identifying the genetic cause of rare conditions and cancers will help to transform the way that people are cared for across the NHS. It could lead to diagnoses which weren't possible before. In time, there is even the potential for new treatments.

The South London Genomic Medicine Centre, hosted by Guy's and St Thomas', is one of the centres taking part in the 100,000 Genomes Project.

www.guysandstthomas.nhs.uk/genetics

Daniel Jerman is treated for cluster headaches at St Thomas' Hospital



Talking heads

Daniel's story

Bricklayer Daniel Jerman first suffered severe headaches when he was 21. He tried to continue working – a hard labour job he loved to do with his father – but could not.

"It broke my heart," says Daniel. "I prided myself on being a hard worker but these headaches have robbed me of everything."

Daniel, now 33, has lived with excruciating cluster headaches that have prevented him from sleeping, leaving the house, or helping to look after his children.

"My kids are now 13, 11 and six – they have lived through all of this. They get me home from the park if one of my headaches is starting. They listen to me screaming in pain. My wife and my kids are my rock, but they shouldn't have to live like this."

Daniel was experiencing several headaches a day, usually in a cycle of eight days with pain followed by three days when he was pain-free.

"I couldn't sleep for days on end. The headaches feel like a red-hot poker through my eye.

"They made me so low – I'd had all the treatments but nothing worked."

In February, the pain management team offered Daniel an experimental treatment. He has had an occipital nerve stimulator implanted in the back of his head. This electrically regulates the nerves and is powered by a battery at the base of his spine, which is connected by wires to the implant at the top.

"It seems a bit like the TENS machine that some women use during childbirth," Daniel explains. "I have it turned on all the time so I have to plug myself into the mains for a few hours each day to keep the battery topped up."

Although this new treatment has not stopped Daniel's pain completely, it is the light at the end of the tunnel for him. Over time, it should continue to increase the time that he is free of pain.

He says: "It's already improved, and I know it's going to get better.

"I'm so grateful to my GP who first recognised the cluster headaches and referred me to Dr Giorgio Lambru at St Thomas'."

The headache service

The headache service at St Thomas' Hospital is a lifeline for patients with severe headaches, including chronic migraines and cluster headaches, a rare but extremely severe type of head pain.

Patients, who are referred to the service from all over the country, have often seen several specialists and failed to respond to other treatments, including surgery.

"We provide a multi-disciplinary approach to the assessment and management of headaches and facial pain," explains Dr Giorgio Lambru, a consultant neurologist who specialises in headaches.

"Our team includes pain medicine consultants, psychologists, physiotherapists, an acupuncturist, and nurses who run Botox and nerve-block clinics and support our patients."

Their approach, which combines neurology and pain medicine, has proved increasingly popular with patients since the service was set up two years ago.

The team specialises in the management of cluster headaches, one of the most severe pain conditions known to medicine.

"Last year we set up the biggest ever gathering of cluster headache sufferers – 170 people," says Dr Lambru.

"Educating people about their treatments is important. And patient feedback shows how valuable people find these opportunities to meet others with similar conditions. It is one of the first things people ask me – 'Does anyone else have this?'"

www.guysandstthomas.nhs.uk/headaches

The UK's first ever **Cancer Survivors' Day** event was held at Guy's Hospital in June to spread hope and inspiration.

Patients, staff, family members and carers enjoyed live music and entertainment, and 20 cancer survivors took part in an extra special fashion show.

For our supermodel survivors, the day was about more than fashion.

Cancer survivors walk tall

Nicki

It was an amazing day. Thank you to the many people who gave up their spare time to make such an exceptional event happen so smoothly and successfully.



Carrie

It's not that long since I finished my cancer treatment so it was wonderful to take part in the fashion show and meet such a lovely group of people. They all gave me a lot of hope and confidence. I was absolutely petrified about doing the show but I enjoyed every minute of it!



Jake

I walked down the catwalk for my mum, my friends and family, I could not have done this if it wasn't for them. I spent most of my teenage years living with a brain tumour but, after a successful operation and tough recovery, I'm living my life again.



Beverley

I'm a mother of four and was diagnosed with breast cancer last year. I learned to remain positive, keep focused and keep my faith in God. I think Cancer Survivors' Day will inspire others to keep their faith and remain strong.



Graham

I made more new friends and had more fun modelling in the fashion show than I've had in the six years since I retired. The experience has inspired me to respect that cancer survivors can achieve as much as anyone else. Determination is not something survivors are short of, as we demonstrated with some force on such a heartwarming and memorable day.



Debbie

It was a brilliant day. I'm still thinking about it. I can't believe we were even on BBC London News! And to my fellow models, it was a pleasure to meet you all and be part of this special day together.



Carol

Cancer Survivors' Day was a fantastic event and I felt really special and pampered. It was great to wear such beautiful clothes and show off!

Organisers are already planning Cancer Survivors' Day 2016. If you were at Cancer Survivors' Day 2015 and would like to share your pictures you can Tweet us [@GSTThs](#) using the hashtag [#CancerSurvivorsDay](#)

Evelina London Children's Hospital hosts a school for its patients so children who are well enough can continue their education while they're in hospital. We speak to Headteacher **Anne Hamilton** to find out more.

A school with a difference



Albie Wozny is a student at the Evelina Hospital School

Q Why does the hospital have a school?

A Children should be educated, wherever they are. Most importantly, education should not stop when children come to hospital. It should continue in whatever way is the most appropriate for the child. My team has high expectations of the children and offers opportunities for personalised learning.

When a child's health means they can't attend school, having a hospital school enables them to have opportunities later on in life because their education hasn't been fractured by ill health.

Being in hospital can be quite daunting. School helps to normalise the experience – it's something children recognise. At the end of the day, some of the children don't want to leave. It's such an engaging environment and children feel at home here quite quickly.

Q Who are your students?

A The children come from the wards on the Beach, Savannah and Mountain floors. They are being treated for a range of healthcare problems. Some children are here regularly for treatments such as kidney dialysis two or three days a week. Some are here for only a day, or even less. We also see some brothers and sisters who are staying in the Ronald McDonald House, accommodation for families whose children may be in hospital for weeks or even months.

Not all children are well enough to come to the hospital school and be taught as a class, so my team also goes onto the wards. We even make sure we take cooking up to the wards. The smells from the cooking lessons are gorgeous.

All the teachers know how to be flexible and how to cater for each pupil's needs. We personalise the lessons so every child feels like it's been about them. It helps to make learning easier.



Student Joshua Nesanet and Headteacher Anne Hamilton

Q What are you proudest of?

A That the school caters for all the children who come through the door. We're inclusive and we treat each child as an individual.

I can have anyone from a two-year-old up to a 19-year-old in a cooking class making a pizza. Clearly, the two-year-old is not going to be chopping and dicing, but they'll each get what they need out of the lesson. We get pupils with profound learning difficulties who are only able to take in the smells, so we'll talk about what we're doing and what the different smells are. The pupils can enjoy the results with their families.

Q What do you teach?

A We can teach all subjects including English, maths, science and computing as well as languages, humanities, physical education and cooking. We have a broad creative curriculum too, with music, art and drama.

Q Is there a link between learning and health?

A Health and education go together. It's all part of the well-being of the child. We share the same goal – that when a child leaves the hospital they are fit and ready to go back to their normal lives.

The Evelina Hospital School

The Evelina Hospital School is recruiting new school governors. For more information, email:

- Cynthia Davies, Chair of Governors, cynthia.davies@education.gsi.gov.uk
- Anne Hamilton, Headteacher, headteacher@evelina.southwark.sch.uk

We want to make sure the patient voice is at the heart of everything we do. Patients, families and carers are involved throughout Guy's and St Thomas', from the training of staff, through to planning and assessing the care that we provide. We talk to some of the people who are helping us to improve our services.

Getting involved

Improving maternity care

Amanda Scott and her five-month-old son Trey were among 50 people who gathered to play Whose Shoes in July. The game brought together midwives, paramedics, students, porters, doctors, administrative staff, and parents whose babies were born at St Thomas' Hospital.

Midwife Camella Main, who organised the event, explains:

"Whose Shoes exists to help hospital staff put themselves into the shoes of the people they are caring for. It helps us all to explore ways that we can improve the experiences of families using our maternity services.

"Making sure we're there for women is why I became a midwife in the first place. It's great to be able to improve the way we care for families."

After the game had finished, the hospital staff, including the midwives and the doctors, made pledges to improve patient care.

"Making sure we're there for women is why I became a midwife in the first place. It's great to be able to improve the way we care for families."

Camella Main

Camella continues: "Parents' feedback is so important. It is already helping us to improve what we can offer for families.

Last year, we started letting partners stay on the wards overnight so they can bond with their families and offer support to new mums.

"It has made such a difference to the families. It's lovely to see."

Mystery shoppers

Julie Mirish has done around 50 visits since mystery shopping was introduced to Guy's and St Thomas' in 2013.

Mystery shoppers visit the Trust's outpatient areas and get a snapshot of how well they are doing before reporting back. They look at how staff in receptions, waiting areas and other public spaces help our patients and visitors.

Julie explains: "I'd spent a lot of time in hospitals in Liverpool with my family, and I became very interested in how hospitals work and learning how everything fits together. I had some time on my hands after being made redundant and mystery shopping was a good way of staying involved in an issue I was passionate about.

"It's a chance for me to give something back, because I'm very passionate about the NHS – I believe in it 100%.

"I find the visits very interesting. Bringing my knowledge of hospitals in Liverpool down to London helped me to see things from a different angle. It's good to be a part of something that's improving things for patients and their carers.

"I had about six months off, and when I came back I noticed a difference. Reception areas are more organised, and the new Patient Advice and Liaison Service (PALS) office near the main entrance at St Thomas' looks great. Staff do a great job but there is always room for improvement."



50 people gathered to play Whose Shoes



Midwife Camella Main (left) plays Whose Shoes with Amanda Scott and five-month-old Trey

PLACE assessments

Like all hospitals in England, our hospitals are regularly assessed by local people who check that the food is good, the environment is clean, our buildings are well-maintained, and patients' privacy and dignity are safeguarded. The visits are known as patient-led assessments of the care environment (PLACE).

Oyin Ogunbiyi took part in one of these assessments for the first time in May. She says: "I chose to get involved as I have used a number of services at Guys and St Thomas'. I felt that this would be a good opportunity for me to help to make the patient experience as positive as possible.

"It was great meeting other patients, sharing experiences and also meeting some of the staff who work behind the scenes. I had a most enjoyable day!"



Oyin Ogunbiyi on the PLACE assessment

To get involved, email
getinvolved@gstt.nhs.uk

Why become a Foundation Trust member?

More than 10,000 patients and local people are Foundation Trust members. Membership provides a unique opportunity to get involved with a range of activities across the Trust, including the activities that Julie, Amanda and Oyin took part in.

In January, we asked why our members joined the Trust, and what they find valuable about their membership. More than 500 people responded to our survey:

- 77% became a member to be kept up-to-date
- 57% of members joined because they wanted to take part in activities to help improve services
- 47% felt membership was a chance to give something back by helping the Trust to improve services
- 25% value staying involved with the Trust and having an input in its running
- 51% would like to take part in more surveys and consultations
- 49% would like to give views on how services are performing.

www.guysandstthomas.nhs.uk/membership

More than 50% of the care we provide is for people living and working in Lambeth and Southwark. We find out about three services to help local people get the best care in the place that suits them – at home, in our community health centres, or in hospital.



Ursula Kaye (centre) with paramedic Lara Hammond and physiotherapist Sophie Green

Keeping it local

Ursula's story

"I don't like sitting the whole day in hospital, I'd rather be at home," says retired nurse Ursula Kaye. But when 86-year-old Ursula's daughter, Elizabeth, phoned her one morning and heard just how short of breath she was, she called for an ambulance.

Ursula was seen by London Ambulance Service paramedic, Lara Hammond. After checking her symptoms, Lara called the @home service, which provides intensive medical care in people's homes so they don't have to go into hospital, or helps them to leave hospital sooner.

Ursula, from Elephant and Castle, says: "They saved me from going into hospital and taking up a hospital bed which is a very good thing."

Since November 2014, this new initiative between Guy's and St Thomas' and the London Ambulance Service has helped more than 300 people to avoid a visit to the St Thomas' Emergency Department (A&E). Instead, patients receive treatment at home.

Karen Titchener, Deputy Head of Nursing for the @home service, says: "The paramedic calls our highly trained staff, either a senior nurse or GP, and we discuss whether the patient could stay at home with our support or needs to be admitted to hospital.

"We care for people who have had a fall or who are at risk of falling, people with chronic lung conditions, chest infections or urinary tract infections – people who would otherwise have been taken to St Thomas' or King's College Hospital."

Jaqui Lindridge, a consultant paramedic with the London Ambulance Service, says: "This initiative is a genuine alternative to A&E for patients with medical problems who are too unwell to wait to see their GP. If they can be cared for safely at home, it means that our paramedics are freed up to look after people who need immediate hospital care, helping to reduce pressure on the Emergency Department.

"For example, we have seen the number of people with chronic obstructive pulmonary disease (a lung condition that makes breathing difficult) being taken to A&E reduce significantly. It has fallen by 8% in Lambeth and 5% in Southwark, compared with a London average reduction of 3%."

Rob's story

Rob Anderson, 71, from Herne Hill, was recovering from a heart bypass operation at St Thomas' Hospital when he had a heart attack. It resulted in a brain injury due to lack of oxygen to the brain. In January 2015, after two months of care, Rob was ready to leave hospital.

Thanks to our neuro-navigators, who work with ward staff to reduce the amount of time that patients with head injuries, neurological problems and strokes have to stay in hospital, Rob was able to go straight home rather than being transferred to a specialist rehabilitation centre first.

The neuro-navigators asked the Neuro-rehab Enhanced Transition Team – which includes therapists, rehabilitation assistants and a psychologist – to help Rob make the transition from hospital to home.

Rob's wife, Cynthia, says: "When Rob was ready to leave hospital, it was reassuring to find the team had taken care of things. When we got home that evening they had adapted the house – a hospital bed was delivered and put in the room upstairs and later they arranged for a special chair, bedside table and handrails.

"They developed strategies to help me get Rob out of bed and in and out of the car. It was a 12-week programme with



Rob Anderson (centre), with physiotherapist Eadaoin Finch and wife Cynthia

someone from the team coming in a couple of times a day.

"Eric, our rehabilitation assistant, did lots of exercises with Rob like blowing water through a straw to improve breath control for example. They were all very pleasant, patient and considerate, and had solutions to problems. We were sorry to see them go."

Darren Mockler, a neuropsychologist and Rob's key worker, says: "Making the transition from hospital to home is a massive step for many patients and their

carers. Suddenly the carer is responsible for looking after a loved one by themselves. They may be worried about how they will cope.

"Our team is here to help manage the situation. We also work closely with other services like social workers, who help patients get washed and dressed, and community mental health teams, who may prescribe medication to help people deal with anxiety and other conditions. We make sure the care is co-ordinated and planned."



Desmond Barfield (centre) with Augustine Adu-Amankwah, physiotherapist, and Helen Nelson, rehabilitation engineer

Desmond's story

Desmond Barfield, a 65-year-old former publican, was diagnosed with motor neurone disease in 2012. This rare condition affects the nerves that control the muscles, making them weaken and waste away. It can also lead to breathing problems.

Desmond was cared for at Bowley Close Rehabilitation Centre in Crystal Palace, where he received his wheelchair. The Centre has supplied wheelchairs to 12,000 residents in Lambeth, Southwark and Lewisham. They make customised seating for wheelchairs and also provide a standard wheelchair service. Staff carry out assessments that enable patients to use powered wheelchairs that can be driven in different ways, like using specialist

chin controls.

Desmond's daughter, Jodie, says: "Dad wouldn't have been independent without Bowley Close. They adapted his wheelchair so there was a breathing machine on the back. It meant he could sit up and join us in the front room. He loved watching his 19-month-old granddaughter play and he felt part of the family."

In memoriam

Desmond Barfield sadly passed away earlier this year. Our thanks to his daughter, Jodie, who wanted his story to be shared in this issue of *the GiST*.

We provide community health services in a variety of locations across Lambeth and Southwark. Find out more by visiting www.guysandstthomas.nhs.uk/community

More than one million people come to Guy's and St Thomas' for an outpatient appointment each year. Over the last year, staff have been listening to patients' views to make improvements to a number of our outpatient services.

Improving outpatient care



Thurayya Charles enjoys the toys in the allergy clinic while she waits for her appointment

Supporting families with allergic conditions

As part of the project to improve outpatient services, families attending the children's allergy service were asked what they least liked about their time in hospital. Unsurprisingly, it was the waiting that they found most frustrating.

Roisin Fitzsimons, an allergy nurse consultant, says: "Families told us that they often weren't informed about how long they would be kept waiting and that there was nothing or very little for them to do while they waited. They also said that they weren't given enough information before their appointment.

"In response to this feedback, we've made some simple changes. We now provide information booklets for all outpatients, we have a 'nurse in charge' in

the clinic each day to keep families informed as they wait, and we've improved the clinic waiting area by having toys and activities for children.

"We also created a 'feedback tree', so that families can tell us what they think by sticking comments to a tree on the wall of the clinic. It means patient feedback is kept at the heart of all we do."

Joshua's story

Joshua Yonish, 13, has been attending the children's allergy service for the last seven years. He has severe allergies to eggs, nuts, sesame seeds, shellfish, dust, grass, tree pollen and cats. With the help of the allergy team at St Thomas' he has learned to manage his condition.

Joshua and his mum Frances are regular visitors to the children's allergy

service and have experienced first-hand the improvements that have been put in place.

Frances says: "Over the last year, I've noticed that staff seem a lot calmer and the clinic is much better organised. The staff seem to take time to listen to us, which is really important.

"Having a nurse available who can explain things in layman's terms and help with our queries is really valuable.

"There is also a lot more information available in the waiting area, including a folder with allergy recipes and articles.

"It gives me confidence to see that improvements are happening and that the team is eager to listen to patient views."

Roisin Fitzsimons says: "I have known Joshua and his family for many years. It's incredibly satisfying to hear that by

making some very simple changes we've improved their experience of attending the department."

The project to improve outpatient services has transformed patients' experience in nine departments in the Trust, including the children's allergy service. It is part of Guy's and St Thomas' *Fit for the Future* programme, which aims to improve safety, quality and efficiency.



Joshua and his mother, Frances Yonish

Amelia Samuel, a senior quality improvement and patient safety manager who has been closely involved in this work, says: "By asking our patients what matters most to them, we have been able to make changes that really make a difference.

"For example, patients tell us that if they are kept up-to-date about timings, they don't mind having to wait for appointments. In response to this feedback, our staff now announce how long people will be waiting every 30 minutes. We also provide hot drinks, puzzles and reading materials to improve the waiting experience.

"Since the start of the project, our teams have seen significant improvements in their Friends and Family Test results – a national survey that allows patients to rate the care they receive.

"We've found that it's often the small changes that can make the biggest difference for our patients."



Photo credit: Paul Tyagi

Helping patients to sleep soundly

Hospitals are incredibly busy places, with many services operating around the clock and people continually coming and going. Unfortunately, the hustle and bustle means that some patients have difficulty sleeping.

Reducing noise levels in hospitals so that patients can sleep undisturbed has long been a challenge. In 1859, Florence Nightingale wrote that "unnecessary noise is the most cruel absence of care which can be inflicted on the sick".

Recognising the importance of this issue, Guy's and St Thomas' is putting in place a raft of new measures to help patients to sleep soundly.

The Trust has launched a Sleep Soundly in Hospital initiative to improve patients' experience.

To minimise disturbance, patients are being supplied with headphones to use if they want to watch television at night and new lighting is being installed that will be better focused on individual beds.

Sleep packs will be available in all inpatient areas and include headphones, eye masks and ear plugs. People's sleep patterns will be assessed on admission so that staff can better cater for their sleeping habits and make sure they have a comfortable stay.

New guidance is also being issued to staff to ensure everyone is aware of how to keep noise on our wards to a minimum.

Sarah Wilding, Acting Clinical Director for Abdominal Medicine and Surgery, says: "This is a priority because we know it's a key issue for patients who stay in our hospitals.

"Being able to rest properly plays a crucial part in our patients' care and recovery – patients who are stressed and tired tend not to respond as well to treatment.

"Having listened to patients' views, we're now introducing a range of new approaches that will reduce noise levels and better enable our patients to sleep soundly."

Karen Proctor, Director of Nursing for Adult Services, and **Pearl Sakoane**, student nurse, share their views on nursing at Guy's and St Thomas'.

Role reversal

K What brought you into nursing?

P Healthcare runs through the family – my mum was a nurse and my father is a doctor. I love working with people, so I love nursing. I find it a fascinating profession. Nursing is both an art and a science, and no two days are ever the same.

K That's certainly true. I found that out when I first volunteered in a hospital in Kent while I was at school. I knew that I loved nursing.

P How has the profession changed since you became a nurse?

K Many aspects of nursing have changed but overall the main focus on patient care remains the same. Unlike today, when I completed my nurse training it wasn't a graduate profession. However, I've always been determined to continue learning and to gain new skills. I've got one Masters degree in management and a second in healthcare law.



Karen Proctor, Director of Nursing for Adult Services, and Pearl Sakoane, student nurse

P I'm in the final year of my nursing degree at King's College London. Nurse education is so important. Highly educated nurses will be able to provide high quality care to patients.

K I think that's right and I think that becomes clear through the range of nursing roles at this Trust. There is a lot of fantastic nursing care, research and innovative practice taking place here.

P Yes, when I was on a placement in the Trust's dermatology department I worked alongside two nurses who are the world's only clinical nurse specialists in their particular field – and they're both at Guy's and St Thomas'!

K We have some exceptional skills among our nursing workforce and it makes Guy's and St Thomas' an amazing place to work.

P What do you like to see in a new nurse starting here?

K Nursing staff should be patient-centred, which means they put the patient at the heart of everything they do. I expect nurses to care for their patients as they would for one of their own relatives. I also want them to support high standards of care, be inquisitive, committed to their professional development, and supportive of their team. What do you want to achieve in your career?



P I really want to effect change. Through my mother's experience as both a nurse, and then as a cancer patient here at Guy's and St Thomas, I saw the difference that dedicated health professionals make to people's lives. I feel I have the strength and the passion to make that difference. What do you think makes a good nursing leader?

K Nursing leaders are passionate and committed. You need to be a good communicator, which includes being a good listener. Leaders have to be open to change and prepared to make difficult decisions. The nursing profession will always be evolving, but at the same time we must remain as committed as ever to providing the best possible care for our patients.

- Nearly 5,000 nurses, midwives and nursing assistants work at Guy's and St Thomas'
- We provide clinical placements for around 600 student nurses and midwives from King's College London and London South Bank University
- For more information about studying to be a nurse or midwife visit www.kcl.ac.uk/nursing or www.lsbu.ac.uk.



Why I fundraise

Deborah Barrett recently hosted a fundraising baby swim to support Evelina London Children's Hospital.

"My son George was born with problems with his heart, brain and lungs, so he had a lot of specialist treatment," says Deborah. "He spent his first five months in hospital, and had open-heart surgery when he was just two weeks old.

"He was stuck on a ventilator for a very long time and everyone thought he wouldn't make it. It was a very emotional and challenging time, watching, praying and waiting for a change, but it came and George took his first independent breaths."

As George's first birthday approached, Deborah decided to hold a fundraising event at the pool where George had just started baby swim classes.

"We marched, bobbed and swam our way up and down the pool to 'The Grand Old Duke of York,'" says Deborah, who set up an online fundraising page and has raised £120.

"Without the support, dedication and skills of the team, George wouldn't be here today," Deborah says. "I felt compelled to give something back."

For ways to say thank you and fundraise for Evelina London Children's Hospital or Guy's and St Thomas', go to www.togetherwecan.org.uk or call 020 7848 4701

Ask us: What does the patient transport team do?

We speak to patient transport
ambulance driver
Ian Coshall.

What is patient transport?

We're there to pick up patients who can't make their own way to their hospital appointments, including people who are bedbound or who are wheelchair users. We pick them up from home, care homes or hospices, and we take them back again.

We have 17 ambulances. As well as taking people to and from Guy's and St Thomas' hospitals, we cover several sites in the community, working closely with

our sub-contractors. In total, we do about 1,000 journeys every day.

How far do you drive every day?

It varies – within a day I normally do three or four runs in London and pick up about 12 people, but last week I had to go all the way to Manchester.

How do you keep the ambulances clean?

They get deep-cleaned regularly. We wipe down the vehicles daily and get them jet-washed weekly.

What are you proudest of?

The best bit of my job is meeting people from all walks of life. There are some patients who we see several times a week, and others who we only see once in a while. They really appreciate what we do. It's a good service and I hope people would say that we act with integrity and treat them with respect.

This is my seventh year in the patient transport team. I love it.



To find out if you're eligible for patient transport, call 020 7188 2888.

Reader's letter

The last edition of *the GiST* featured Guy's and St Thomas' kidney transplant service.

Peter Gibbs,

71, wrote in to thank the team who cared for him 20 years ago, when he received his transplant.



Dear Guy's and St Thomas',

20 years ago, on 12 April 1995, following some years of outpatient visits and a spell on dialysis, I received a kidney transplant at Guy's Hospital. So, on this, the 20th anniversary, I would be grateful if I could thank most sincerely all the many, many staff of all levels at Guy's and St Thomas' for getting me past this fantastic milestone and ensuring things have stayed stable for all these years.

Receiving the gift of a transplant aged 51 was life-changing to say the least. It enabled me and my wonderfully supportive wife to resume a normal family life and allowed me to carry on working, which I did until I finally retired six years ago.

A noteworthy spin-off from this was that my year of pre-op self-dialysing sparked an interest in medical matters in our daughter, and she is now a doctor. Happily, our son has followed her into the medical profession.

Yours sincerely,
Peter Gibbs

- Guy's and St Thomas' has one of the largest kidney transplantation programmes in the UK, carrying out around 200 adult kidney transplants a year
- Almost 30,000 people in the UK are living with a successful kidney transplant
- Last year, nearly 4,500 people in the UK had their lives saved or improved by an organ donation
- Age isn't a barrier to joining the organ donor register, and neither are most medical conditions
- To join the organ donor register, call 0300 123 2323 or visit www.organdonation.nhs.uk.

NHS

Blood and Transplant

Guy's and St Thomas' in the Blitz

The views of central London from Guy's and St Thomas' are often commented on by visitors and patients. But during the Second World War, the hospitals' iconic locations made them a frequent target of bombing raids.

Both Guy's and St Thomas' hospitals were hit by hundreds of bombs during the Blitz.

But despite the damage, neither hospital closed. They continued to treat thousands of casualties from across London.

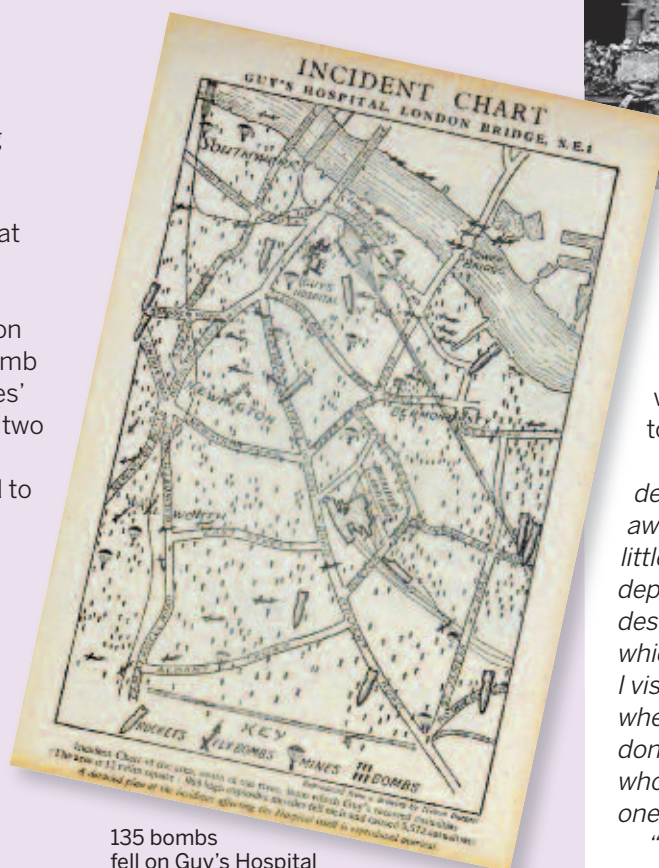
The first bombs hit Guy's Hospital on 8 September 1940. The next day, a bomb fell on the block that housed the nurses' accommodation at St Thomas', killing two nurses and four physiotherapists. The wards, which had already been moved to the basement in anticipation of war, were prepared for emergency cases.

**"We found five nurses who were trapped and let them out... They seemed quite cheery."
(Frank Cockett)**

When the hospitals' gas and water supplies were disrupted by the bombing, staff had to cook food and sterilise instruments for surgery on Primus stoves illuminated by the light of hurricane lamps.



King George VI and Queen Elizabeth inspect the bomb damage at St Thomas' Hospital



135 bombs fell on Guy's Hospital during the Blitz

The largest bomb to fall on St Thomas' Hospital exploded next to Central Hall on 15 September 1940. It was powerful enough to penetrate the basement corridor where hospital staff were working and sleeping.

By the end of the war, 10 members of staff had been killed at St Thomas' Hospital, and several more were wounded. But incredibly no patients were seriously injured during the bombing of either Guy's or St Thomas' hospitals.



Frank Cockett, who was a house surgeon at St Thomas' Hospital in 1940, lost three friends and colleagues in the explosion on 15 September. He wrote to his family after returning to St Thomas' five days later:

"Thomas's took two more very devastating direct hits while I was away, and these have reduced it to little more than a ruin. I felt incredibly depressed as I walked through the deserted and debris ridden halls which so lately had teemed with life. I visited the ruined operating theatre, where only one short week ago I had done my last operation – the nurse who assisted me at it was killed by one of the bombs..."

"It's this sort of thing that makes one feel absolutely livid with Hitler. If he thinks that he is striking a blow at the morale of the British by this indiscriminate bombing of London – he never made a bigger mistake."

Extract from **The War Diary of St. Thomas's Hospital 1939-1945**, Frank and Dorothea Cockett, Starling Press, 1991

On 10 September, we will hold an event at St Thomas' to remember the bombing of the hospital 75 years ago. It will start at 12.30pm outside Gassiot House. All are welcome to attend.

Say what?

George Kallupalam,
Housekeeping Manager



Q Growing up, what did you want to be?

A I wanted to be a teacher. I used to practise teaching when I was meant to be studying.

Q If you could learn one thing?

A I want to learn how to swim by the end of this year.

Q What's your best advice?

A Smile, and always keep things cheerful. You'll make others feel better about themselves.

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

A I'd love to meet the Bollywood actress, Rekha. I've always found her inspirational.

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

A Teleportation, so I don't have to sit on a plane to see my mum in India. I would just nip away for the weekend.

Q If you could time travel where would you go?

A I'd go back to Ephesus, the ancient Greek city. But I think we live in the best time.

Q Is there anything your colleagues don't know about you?

A I'm such a chatterbox, I think everyone knows everything about me! I'm an open book.

From the frontline

MediCinema nurse volunteer **Katie Simpson**

As a nurse volunteer in the MediCinema, I've seen what a difference a couple of hours away from the hospital routine can make for patients and their families.

We're very lucky to have a cinema in both Guy's and St Thomas' hospitals. They are run by the charity MediCinema and allow people who use our hospitals to get away and enjoy a film. We show many of the latest releases and it really does help them to feel better.

We organise for patients to come down from the wards, whether they are in a bed, a wheelchair or able to travel under their own steam. We've even had patients come down from the High Dependency Unit (HDU) with tubes to help them breathe. One lady had been in the HDU for more than a month and, although it took plenty of careful planning, we successfully managed to transport her and her machines down to the cinema. She was under the watchful eye of a specialist

nurse the whole time, but it was her first time off the ward and it really helped her to regain a little bit of normality.

It's lovely to see patients' rehabilitation taking place. I remember one stroke patient who first visited in his bed, then he came in his wheelchair, and eventually he proudly showed me he was able to sit in one of the cinema chairs.

Some people think the MediCinema is just for patients but their friends and family can watch the films as well. A couple's baby was in our neonatal intensive care unit for months. They used to come and watch a film as a much needed 'date night'. It offered them some valuable time to themselves, but also the comfort that if anything did happen to their baby they were only five minutes away.



Katie Simpson volunteers with MediCinema

I currently work in our community nursing team so volunteering at the MediCinema gives me the chance to talk to patients who I wouldn't normally come into contact with. I love films and I love seeing what a difference a little cinema magic can make to patients and their families.

www.medicinema.org.uk

What's On

Now until 23 October

Exhibition: The Kiss of Light: Nursing and Light Therapy in Twentieth-Century Britain

10am - 5pm 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.clipsargent.org.uk

10 September

Annual Public Meeting

6-7.30pm, Shepherd Hall, St Thomas'
Refreshments served from 5.30pm in Central Hall

14-20 September

Know Your Numbers!

National blood pressure testing awareness week
Call 020 7882 6218 or visit www.bloodpressureuk.org

Lymphatic Cancer Awareness Week

Call 0808 808 5555 or visit www.lymphomas.org.uk

16 September

Friends of St Thomas'

Hospital Book Sale

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

Guy's Cancer Centre drop-in session

12-6pm, Marquee, St Thomas'

29 September

Allergy Seminar for Foundation Trust Members

6.30-8pm, MediCinema, Guy's Hospital
Call 0800 731 0319 or email members@gstt.nhs.uk to book your place

1-31 October

Breast Cancer Awareness Month

Call 0808 800 6000 or visit www.breastcancercare.org.uk

Stoptober

The stop smoking campaign from the Department of Health
www.nhs.uk/smokefree

1-2 October

'Get Colourful for the Cancer Centre Appeal'

9am-2pm Guy's Atrium 2 and St Thomas' Central Hall
Come and find out how you can support our fundraising appeal

7 October

Friends of St Thomas'

Hospital Book Sale

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

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](https://twitter.com/SupportGSTT)

and [@SupportEvelina](https://twitter.com/SupportEvelina)

and like facebook.com/SupportGSTT

and facebook.com/SupportEvelina

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 London word search below.

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

Barbican

DLR

Mayor

Shard

BigBen

Euston

OxoTower

Soho

Blackcab

Gherkin

Redbus

Southwark

Cockney

Lambeth

RiverThames

Tube

Name

Address

Email

Send your entry by **Monday 14 September** 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 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.



Help us reach our
£15 million target

Supported by

LAING O'ROURKE



Run.

Secure your place
guysurbanchallenge.org.uk



Spin.



Climb.

**Fundraise for Guy's new
world-class Cancer Centre**

Run the streets. Spin the pedals. Climb the
stairs of the world's tallest hospital building.
Step up on your own or in a relay team.

**Guy's
Urban
Challenge**
9/10 Oct 2015