

the GIST

News from Guy's and St Thomas' Issue 16 | 2015



*Happy
10th birthday
Evelina London!*



Welcome

... to the latest edition of *the GiST* magazine, which celebrates the 10th birthday of Evelina London Children's Hospital.

When Evelina London opened in 2005, it was the first new children's hospital in London for more than 100 years. You can find out more about the history of our hospital and who the original 'Evelina' was on page 21.

Evelina London now sees more than 50,000 patients each year. The families of four young patients – Sebastian, Peter, James and Ellie – talk about the care they have received on pages 8 and 9.

I agree wholeheartedly with Dr Simon Steddon, our Acting Chief Operating Officer, who says on page 18 that our strength comes from how we work together as a team, with a shared purpose. In this edition, you can read about the work of a wide range of staff at Guy's and St Thomas' and find out how they are improving the way we care for patients.

I hope you enjoy this issue of *the GiST*.

Amanda Rutland

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



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India Stern, a patient at Evelina London, celebrates the hospital's 10th birthday with her parents, Suzy and Ben, and her big sister, Freya.

Pick up your copy:

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

TELL US WHAT YOU THINK

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

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



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Photos celebrate older people

An exhibition of photographs showing positive images of ageing is creating a welcoming atmosphere for patients and visitors at St Thomas' Hospital.

The 50 photos, which are displayed on the walls leading to the hospital's Older Persons Unit, were taken by professional photographer Edward Webb. They show patients from Guy's and St Thomas' and other people from the local community in south London.

Winifred Burraway, 92, who was one of the models, says: "I enjoyed having my picture taken and I'm really pleased with how it looks as part of the display. Everyone says what lovely photos they are."

Photographer Edward Webb says: "It was an immense pleasure to meet everyone who features in these portraits. I



Winifred Burraway with the photo display

learned so much about their lives and characters and I think their personalities come across strongly in the photographs.

"Seeing all the images on display together at St Thomas' is really powerful. I'm pleased to hear that people enjoy looking at the portraits on their

way in and out of the wards – it's nice to make even a small difference to how patients, visitors, and staff feel while in the hospital.

The project was funded by a Department of Health grant that has been used to make the wards more 'dementia-friendly'.

IN THE NEWS

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

The Mirror

Consultant cardiac surgeon Professor Vinayak Bapat and his team have performed the UK's first keyhole aortic heart valve replacements. The pioneering procedure was used to save the life and career of Kamil Wojniak, London's Strongest Man (pictured with Prof Bapat). His story was featured in *The Mirror* and on BBC South East.



BBC London

BBC London's *Inside Out* aired a feature about Evelina London's 10th birthday on both BBC1 London and BBC1 HD. The news programme was watched by more than 500,000 people, and a short clip on Facebook had more than 100,000 views.

Sky News

A new approach to HIV testing in St Thomas' Emergency Department (A&E) was featured on Sky News. Dr Nick Larbalestier, consultant physician and HIV clinical lead, explained why including an HIV test alongside other routine blood tests will help to diagnose patients who are unaware they have the condition.

Blitz nurse's war memories



Katharine Forbes (second left) with patients and nurses

Nurse Katharine Forbes was among 10 members of staff and two firefighters who died at St Thomas' Hospital during World War II. Her nephew Eric Arnold attended a service of remembrance on 10 September which marked the 75th anniversary of the first Blitz raids.

In her last letter home on 10 September 1940,

after the nurses' home was bombed, Katharine wrote: "We heard men calling to us. We shouted back that we were alright and they were very nice to us. Planes were overheard and searchlights on them and men told us to 'Take cover'.

"Well, I must say I just laughed as I was then standing in a mass of masonry and girders so I skipped across them and made for the arch (which is really the steps leading to the Treasurer's House). To my great surprise the other side was completely clear. I had Bainbridge with me with a slightly cut ankle – we tied a pillow case round it.

"Then we rounded the corner and there was Big Ben, safe and sound, and we were so thankful. I should be really very upset if anything happened to Big Ben. We climbed a little gate and were now on the terrace. We walked across Nightingale lawn which had a good bit of glass on it. We went to Matron's office and were thoroughly spoilt with two mugs of tea, one mug of coffee, and lots of sandwiches. We tucked ourselves up down there till morning."

Survey results now in

In the last edition of *the GiST*, we asked you what you thought of our magazine and how we might improve it. More than 350 people shared their views and came up with some great suggestions for features and stories. We were very pleased that 97% of you rated *the GiST* as 'very good' or 'good'.

You also told us that you most enjoyed reading the news section, stories about patients, and History Corner.

Thank you to everyone who completed the survey and congratulations to Ashok Patel, who won our prize draw for tickets to The View from The Shard.

Our CQC inspection

The Care Quality Commission (CQC), which regulates health and social care services in England, carried out an inspection of our hospitals and community sites in September.

Inspectors visited services across the Trust to assess the standards of care we provide for patients. They also spoke to patients, relatives, carers and staff.

The inspection was an important opportunity for staff to showcase what they do well and also a chance to learn where we need to do better.

When the report is published, it will be publicly available on the CQC website.

Through its inspection, the CQC aims to give the public a clear picture of the care provided at Guy's and St Thomas' by asking five key questions:

Our inspection

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

Dame Eileen Sills, Chief Nurse, says: "We do not know what the outcome of our report will be, but I would like to thank all staff for their tremendous response in welcoming and engaging with the inspection team."



Question time at September's Annual Public Meeting

Older people's care in focus

More than 250 people attended the Trust's Annual Public Meeting on 10 September to hear about the last year in the life of Guy's and St Thomas' and to find out more about our future plans.

Keynote speakers Dr Rebekah Schiff and nurse Karen Titchener talked about improving care for older people in our hospitals and in the community.

The meeting also saw the premiere of 'We're Listening', a new film demonstrating the commitment of our staff to listen to and learn from the experts – our patients and carers.

This film is now available to watch via the Guy's and St Thomas' YouTube channel www.youtube.com/GSTTnhs.

Chief Nurse Dame Eileen Sills talked

about #hellomynameis, a national campaign that we have adopted at Guy's and St Thomas'. More than 10,000 staff now wear bright yellow name badges to ensure that patients know who they are talking to.

The meeting also included a lively question and answer session which gave people the chance to quiz the Trust Board.

Lily Cole praises 'baby friendly' midwives

New mum Lily Cole has thanked midwives at St Thomas' Hospital who gave her the confidence to breastfeed.

The model and actress returned to the hospital, where she received postnatal care, to present the maternity team with the internationally renowned UNICEF Baby Friendly Award.

The Baby Friendly Initiative, set up by UNICEF and the World Health Organisation, works with UK public services to protect, promote, and support breastfeeding in order to strengthen mother-baby and family relationships.

Speaking at the



presentation, Lily said: "The care I received at St Thomas' Hospital was wonderful. I was in hospital for two days after the birth and I had no idea how to breastfeed.

"I was so grateful to be in an environment where I was

constantly helped to learn how to breastfeed. I couldn't do it without help at first, but by the time I left I had the confidence to feed my baby at home on my own – and it has been easy ever since!"

Bermondsey Centre opens its doors

Dermatology and rheumatology services have recently moved into state-of-the-art facilities in the new Bermondsey Centre at Guy's Hospital.

Barbara Gratton has been a patient of the photopheresis service, where blood is treated with UV light, since she was diagnosed with a rare kind of blood cancer in November 2014. She now receives her treatment in the Bermondsey Centre.

Barbara says: "It's very smart here – very pleasant. The old place was pretty grotty, really, compared with this. I like the big, airy waiting room, and I like that it's so near to the coffee shop. I think it's really well signposted. They've made a huge effort to make it comfortable, and it shows.

"Of course, the nurses are still as wonderful as ever – and that's the most important thing."

A lot of the conditions that are treated in the Bermondsey Centre require several different clinicians. By locating services together, healthcare professionals can collaborate closely, alongside academic and research teams.

Manda Mootien, senior sister in the



Patient Barbara Gratton with nurse Manda Mootien

photopheresis service, adds: "The move has been really good for our patients. We're easier to find and the environment is nicer.

"Everyone is under one roof, so we can get advice from specialist colleagues, if we need it, and it feels like we're working as a team.

"We can be more efficient too. We can make the most of our resources so we can help more patients."

Read about the art in the Bermondsey Centre on page 20.

TOP TWEETS

@BeckyRDtobe
In the haematology day unit @GSTnhs having treatment – spotless, comfortable and the staff are absolutely lovely! Big thumbs up

@VanessaLongley
Love the way my daughters consultant @GSTnhs ways talks to her first and gives her the time she needs to really understand. @GrangerKate

@CLScottLang
#Evelina10
Remembering the exciting move! I was working in PICU at the time – one of my best jobs ever. Happy birthday ECH! @EvelinaLondon

@Iswithin
@GSTnhs I'm walking my kids to school and back #WorldHeartDay #WHD2015 #starttheyoung

@Eric_Barratt 8
Early morning start to get my nose fixed. Will be nice to breathe/smell again! @GSTnhs

@HGWombat
@GSTnhs thank you to everyone who dealt with me today at the fracture clinic. Made a stressful visit completely stress free.

@joelpetch
@EvelinaLondon
@GSTnhs want to express massive gratitude to both PICU and Mountain Ward staff for the treatment of a relative. #ThankYou

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



Surviving a stroke at 16

The Child Stroke Project is a unique collaboration between Evelina London and the Stroke Association. It has helped more than 140 children and young people since it started two years ago, including **Maya Jotwani**.

Maya's story

In April 2014, when I was 16 years old, I had a stroke. Of course, I didn't use the word 'stroke' at first – as far as I knew, what I was feeling could just have been a side effect of being a normal teenager.

When I arrived at Evelina London Children's Hospital, I was seen by child neurologist Dr Noma Dlamini. I heard the word 'stroke' for the first time. My panic rose. But she talked to me as if I was a friend, explained what was happening, and my panic and confusion melted into a sense of power.

In July 2014, I had a second stroke while I was in America and I was admitted to hospital in California.

Day after day, teams of people in white coats came by to work out why this was happening to me. One doctor in particular became more than just another white coat to me. Just like Dr Dlamini did, Dr Schwartz took

the time to talk to me, not my parents, not the other doctors, just me. He made sure that I understood what was happening to my body.

At the end of July 2014, my doctors found the cause of my strokes. I had been born with a bone in my neck crunching into an artery, which damaged it and caused blood clots. These blood clots travelled up to my brain and caused the strokes. In August 2014, I had a seven-hour brain operation at Stanford Hospital in California to fix the problem.

Everyone needs someone to believe in them and to trust them with knowledge. Never is it more important than when you are at your weakest and most vulnerable. Dr Dlamini and Dr Schwartz gave me confidence – they made me feel brave and powerful.

For me, the best doctors were the ones who made me the owner of my problems and the boss of my own body.

What is a stroke?

The brain controls everything our body does. It needs blood to work properly. When the blood supply to the brain is cut off, a stroke happens.

The signs of a stroke are very sudden, and include one side of the body being weak, slurred speech, problems with vision, confusion or unsteadiness, and severe headaches.

Adults can reduce their risk of stroke by not smoking, drinking sensibly, eating healthily, and keeping active.

Generally, people are more at risk of a stroke when they are older. However, it is possible for a child or baby to have a stroke.

It is not always easy to recognise when a young child has a stroke. It may be detected afterwards when they have difficulties with learning and development.

Recovering from a stroke can take a long time, and needs to be supported by specialist therapy.

Professor Tony Rudd, stroke consultant at Guy's and St Thomas, says: "Treating stroke in children is complex. Because younger children lose the potential to learn, rather than the abilities themselves, we talk about 'habilitation' rather than rehabilitation."

The stroke service at Evelina London Children's Hospital gives advice and treatment to children and families affected by stroke, ensuring they have information and access to support in the local community.

John Bernard with Nell Blane, Health Improvement Practitioner for Alcohol



John breaks the alcohol cycle

When John Bernard realised he had a drink problem he turned to Guy's and St Thomas' Community Alcohol Support Service for help.

John, 59, who works in sales, says: "My partner and I belong to a sports social club. Most of our friends drink the same volumes as us and there's a kind of social acceptance when we're out drinking together.

"Eventually I found myself drinking a bottle of wine a night, maybe more. A friend said I'm argumentative and confrontational when I drink excessively. I do silly things. Once I gave my Montblanc watch to a complete stranger on a bridge.

"One morning, when I was completely sober, I decided to go to my GP to talk through my fears. I said, 'I think I might be an alcoholic'. Thankfully he confirmed that I wasn't but referred me to Nell Blane in the Community Alcohol Support Service who worked with me for nine weeks using talking therapy."

In talking therapy a trained therapist listens to people and helps them to find their own answers to problems without judgement.

John continues: "I've got a high-pressure job that's all about targets, I live with an

irregular heartbeat, and recently I found blood in my urine which was stressful. But with Nell's help I'm able to stay on track. I still drink now but it's in moderation and that gives me the confidence to walk away from difficult situations."

People who drink above recommended levels are at greater risk of many conditions including mouth, bowel and breast cancer and liver disease. They are also more likely to have depression, low energy, high blood pressure and weight problems.

Nell Blane, Guy's and St Thomas' Health Improvement Practitioner for Alcohol, supports people in Lambeth to cut down on alcohol before it becomes a problem.

She says: "Drink has a way of creeping up on you. Before you know it, it's too important. I see lots of different people – teachers, musicians, artists, all ages and nationalities.

"I carry out an initial assessment to find out how much people drink and whether they are putting their health at risk. I try to find out why they are drinking. Alcohol might be helping them sleep or simply marking the boundary between day and night. By making small changes, people can reduce the risk to their health."

Our Alcohol Care Team

In 2013-14, more than a million hospital admissions in England were due to an alcohol-related disease, injury or condition.

Guy's and St Thomas' Specialist Alcohol Care Team is based in our hospitals and carries out a range of tasks including training staff to screen and advise patients on wards about alcohol.

Kundayi Sauti, clinical nurse specialist from the Alcohol Care Team, says: "People are not aware of harmful drinking levels. It may not be obvious when they come into hospital that they have an underlying alcohol problem and require detox or support to manage their withdrawal.

"So it is important that all patients are screened for their alcohol use and, when they are ready to leave hospital, those who need further help are referred to community services for follow-up and support."

For advice about alcohol call 020 3049 5221 or email gstr-tr.AlcoholLEIPS@nhs.net

Helen Marshall
with her twins
Peter and James
at Evelina London's
10th birthday party



Raise £10 for our 10th birthday
Text EVELINA10 to 70025 to donate £10
Visit www.supportevelina.org.uk/birthday

The new Evelina London Children's Hospital opened in 2005. Over the last 10 years, it has saved the lives of thousands of children. We talk to patients, parents and staff to find out why it is so special.

Now we are

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Peter and James' story

Twins Peter and James Marshall were born prematurely and spent months on ventilators in their local hospital. When they were five months old, they were transferred to Evelina London where they were given tracheostomies, small plastic tubes inserted into their windpipes to form an artificial airway to help them breathe more easily.

Now, the three-year-old boys are looking forward to having their tracheostomies removed next year.

Su Man, ear, nose and throat (ENT) nurse specialist, says: "Tracheostomies are used as a last resort, as they have a huge impact on the whole family's life. They can be used for a number of reasons – Peter and James need them to help their airways to stay open so their lungs can work properly.

"They're such lovely, energetic boys and it's great to see how far they've come."

Helen Marshall, the twins' mother, says: "Evelina London is amazing. The nurses go above and beyond all the time. There's lots for the boys to do while they're here, and we know they're always safe."

Sebastian's story

"I was told Sebastian had a problem with his heart when I was pregnant with him," says Marcela Holtheuer, whose son is now a patient at Evelina London Children's Hospital.

"At the 20-week scan they couldn't see the left side of the heart."



Sebastian, aged two, with his dad, Paul Bainbridge

Sebastian had the first of three operations at Guy's Hospital in March 2000 when he was just three days old.

When Evelina London opened in 2005, Sebastian became a patient in the new hospital. Now, aged 15, he's considering a career with computers.

Marcella continues: "Evelina London provides five-star care. The new building has made a real difference to how I as a parent and Sebastian as a patient feel about visiting hospital."

Sebastian adds: "I like to talk to the other patients and play games with them. It's good to know that you are not the only one in this situation."

Professor John Simpson, consultant fetal cardiologist, explains: "The left pumping chamber of Sebastian's heart is too small. It's quite a rare condition, only about 200 babies a year are born with it.

"Evelina London has led the way in a lot of the recent developments in children's heart medicine. We have pioneered the use of hybrid surgery to treat people with Sebastian's condition. Cardiac surgeons and interventional cardiologists operate at the same time to reduce the number of times a child has to have surgery.

"And the ways we can now visualise a heart, without having to carry out surgery, would have been unthinkable 10 years ago. Evelina London was one of the first units to use cardiac MRI scanning to look at a heart, and it is still the only place where you can have a fetal cardiac MRI to scan your baby's heart before it is born."

Ellie's story

Evelina London has provided community services – including breastfeeding support and school nursing – to families in Lambeth and Southwark since 2014. Salmatta Sesay received extra help from Evelina London's team of community health visitors after her daughter, Ellie, was born in February this year.

Salmatta says: "They were very helpful with making sure Ellie was OK and that we were doing all the right things for her. When Ellie started to have eczema, I had no idea what to do but they helped me. And now, apart from a bit of dry skin, she's doing really well.

"They made me feel like a mum – just like I'm supposed to."



Ellie with her mum Salmatta, and her dad, John Ayoola

Amanda Pritchard took on the role of Acting Chief Executive when Sir Ron Kerr stepped down at the start of October. She has been at Guy's and St Thomas' for more than three years as Chief Operating Officer.

Amanda talks candidly about her role, the challenges facing the Trust and how her young family helps keep her grounded.

Representing “an incredible team”



Amanda and her children Thomas (1), Isobel (5) and Henry (7)

Q Did you always want a job in healthcare?

A I'm not from a medical background – my father was a clergyman and my mother was a maths teacher. I was, however, determined to work in the public sector, so joined the NHS Management Training Scheme. I fell in love with it from the moment I started, and I have never stopped being absolutely committed to the health service.

Q How has the NHS enabled you to progress your career?

A I grew up and went to a comprehensive school in County Durham before studying at Oxford University. I have a strong public service ethos, which I get from my parents and from my experience growing up. I strongly believe that where you come from should in no way determine where you can go.

I think the NHS, and particularly Guy's and St Thomas', is fantastic at providing opportunities and supporting people to succeed. I'm younger than most people in this position, but you should never underestimate the life experience that having three children gives you!

Q How do you manage to juggle your family life and work?

A It's very busy. Both my family and my work are extremely important to me and I very much want to be good at both of them. It's too difficult for me to be one thing at work and another thing at home and I wouldn't want to be. My family shapes my values and makes me who I am. I've always been very open about that.

Q How do you describe your new job to your children?

A The closest they've come to understanding what I do was when I told them I'm a bit like the headmistress of Guy's and St Thomas'. They want details such as how many people I can tell what to do! I try to explain that my job is more about working *with* people but I'm afraid I just get questions like, "What are you going to say at assembly today Mummy?"



Acting Chief Executive Amanda Pritchard outside St Thomas' Hospital

Q Do you feel you have big shoes to fill after Sir Ron Kerr?

A That's a massive understatement. We've been very lucky to have Ron and have benefited enormously from his experience. The fact that he's staying on as Executive Vice Chairman will be a huge benefit to the organisation and to me personally.

It's a real testament to his leadership that, along with our Chairman Sir Hugh Taylor, he's planned the transition as he has done.

It will allow us to continue to work effectively with other external organisations, while making sure we can focus on our internal challenges in the way we need to.

Q You're presumably talking about financial challenges?

A We're certainly not immune from the huge financial pressures facing the whole of the NHS. This financial year is the first time the Trust has ever planned to make a deficit. Essentially, we are getting paid less for the services we provide and the gap cannot be filled by just increasing our activity. We can't lose focus on providing high-quality and safe care to more patients than ever – but unless we get the money side of things sorted, we cannot pursue our ambitions to invest in improvements.

My immediate focus is on engaging all our 13,600 staff to increase efficiency and reduce costs without compromising the quality and safety of care that we provide to patients.

Q What makes Guy's and St Thomas' special for you?

A If I'm having a bad day, there is nothing better than getting out into the organisation, meeting people and talking to them about what they're doing. It reinforces what we're all about and just how special Guys' and St Thomas' is.

Our third child, Thomas, was born here last year so I experienced at first hand the fantastic care that our staff provide. I feel very privileged to be part of this team and to be able to represent this incredible collection of people.

Yes we're facing huge challenges as an organisation, but we also have great opportunities. Just look at the people, the values, the experience, the structure and the diversity that we've got to respond to them.

There have been some major changes taking place in and around our Emergency Department (A&E) at St Thomas' Hospital as we create a new Emergency Floor. We take a look at how our patients are already seeing the benefits.

A lighter view for patients

"The polite and responsive staff can make you forget your pain."



Admission Ward

Some patients who come to the Emergency Department (A&E) need to stay in hospital for a day or two, but not long enough to be admitted to a specialist ward. These patients have been the first to experience the new environment of the Admission Ward.

Dr Simon Eccles, consultant in emergency medicine who is leading work to transform the emergency care pathway, explains: "We've reached the halfway point of the Emergency Floor development and we've successfully completed the biggest physical change. Our two acute medical wards, which were located on the 9th and 10th floors of East Wing, have moved down to the ground floor to become our new Admission Ward.

"The ward is now next to the Emergency Department. The move has reduced what used to be a 30 minute journey out of the department and up all those floors in a lift, to a five minute journey just across the corridor. We're saving our patients and staff a lot of time."

The modern design of the new ward is making a big difference to patients and staff.

"We've used some subtle but clever lighting," explains Dr Eccles. "The lighting in the ward changes intensity, brightness and tone to mirror the time of day.

"Some patients can be on the Admission Ward for up to 48 hours. If you're in bed for all that time, it's easy to become disorientated. The change in lighting helps patients to keep in tune with the day."



Faisail Maramazi on the Admission Ward

Faisail's story

Faisail Maramazi, 32, from Southwark, was on the Admission Ward after the discovery of a blood clot on his lung. He said: "The ward is very bright and very clean, they've changed my bedding every day. Patients are not here for fun, but the polite and responsive staff can make you forget your pain."

Vincent's story

Vincent Elliott, 75, from Stockwell, spent one night on the Admission Ward after being brought to the Emergency Department by ambulance when he became short of breath. He said: "It's a nice clean place. I've had no problems, the people are very lovely and I hope they keep up the good work."

What else is changing?

If you've visited the Emergency Department recently you'll have noticed that the entrance and reception areas for adults and children have drastically changed.

The registration, initial assessment and main waiting areas have moved to a new temporary location on the Emergency Floor and the pedestrian entrance to the department has moved to a temporary location.

"The challenge has been keeping the department open while the project has been underway, and continuing working with less space," says Dr Eccles.

"It's a bit like changing the wheels on a car while it's still moving."

Looking forward...

The final two stages of the Emergency Floor development have now started.

James Hill, Head of Emergency Nursing, explains: "By completing the project in stages, we're able to learn what works well and what doesn't work so well as we go along."

"It's been really encouraging to see already how the new environments are benefiting patient care, patient safety, and how efficiently we can work."

"The enthusiasm we've seen from patients and staff who are already making use of the new facilities has definitely motivated everyone to look forward as we embark on the next stages of the project."

"We've had some really positive feedback from patients and staff."

More than 250 pharmacists, technicians and support staff at Guy's and St Thomas' make sure drugs are prescribed and administered safely.

We follow a medicine from its prescription up to the moment it is received by kidney patient **Andrew Hunter**.

Inside the medicine cabinet



An aseptic technician prepares medicines

Andrew Hunter was admitted to Guy's and St Thomas' after his kidney stopped working in May 2014. For a while, he had to have dialysis several times a week at Guy's Hospital.

After a series of tests, Andrew was diagnosed with a rare blood condition. The condition causes small clots in his blood which make it hard for his kidneys to work properly. Andrew's doctor prescribed a special infusion of medicine to manage the condition and to help prevent it from getting worse. He receives the medicine once every two weeks.

Andrew says: "Every fortnight, I email Louise in the pharmacy team and tell her that I'm on my way in. She then gets to work to prepare the medicine so that it's waiting for me when I get to the hospital."

Behind the scenes

The pharmacy team makes sure that the medicine is properly prepared to be ready for Andrew.

Louise Condon, specialist pharmacist, explains: "Andrew's condition is very rare. We order his medicine in specifically for

him, and we have to go through a very special process to get his medicine just right.

"The day before Andrew is due to receive his treatment, we check the original prescription. Then, on the day itself, we give the order to the aseptic team who prepare the medicine."

The aseptic team includes specialist pharmacists and technicians who prepare medicines in sterile environments to stop them becoming contaminated by dirt or bacteria.

Penny Player, principal aseptic services technician, says: "We make sure the volumes of the medicine are correct and we clean the vials. Then we mix the raw ingredients together inside an isolator with sterile air (pictured) to make sure that no bacteria can get inside.

"Once we've done all that and everything has been double-checked, we put the medicine under a special light that allows us to check for contaminants. If it passes the test, Andrew's medicine is ready to be collected by a nurse and taken up to the ward for him."

Andrew concludes: "I know I'm very fortunate. I don't suffer any side-effects, I can lead a normal life and I consider myself lucky to have a very supportive family and to be in the hands of the professional pharmacists and kidney teams at Guy's."

Tim Hanlon, Chief Pharmacist, adds: "Pharmacy is always about medicine, but you might see pharmacists running clinics, prescribing, offering advice, manufacturing medicines or training colleagues. For every pharmacist you meet, there are a huge number of colleagues from across the team working in the background.

"The breadth and depth of pharmacy services at Guy's and St Thomas' means that we can do whatever patients need, there and then. Everyone in the team plays a different role, whether it's helping patients in the community or in hospital."



Andrew Hunter receives an infusion of medicine every two weeks

Frequently asked questions

How should I store my medicines?

Medicines should be kept in their original packaging and stored in a cool, dry, dark place out of the sight and reach of children. Some medicines need to be kept in the fridge – this will be clearly marked on the packet or instruction leaflet.

What should I do with leftover or expired medicines?

Make sure that you never take a medicine after its expiry date, which will be printed on the packet. Never throw unused or expired medicines in the rubbish bin or flush them down the toilet. Take unwanted medicines to a community pharmacy, where they can be disposed of safely.

Is it safe to take herbal medicines?

Herbal medicines are often thought to be safe as they are 'natural'. They do however have an effect on the body and can lead to side-effects and so should be used with care. They may also interact with your other medicines, medical conditions, or be unsafe if you are undergoing surgery. Always let your doctor or pharmacist know about any herbal medicines you are taking.

What should I do if I have any questions or concerns about my medicines?



Speak to your pharmacist first. If they can't help or they think that you need to see your doctor, they will advise you to do that. Alternatively, if you are a patient at Guy's and St Thomas', you can call our Pharmacy Medicines Helpline for advice on 020 7188 8748 (open 9am-5pm Monday to Friday).

Last year more than 60,000 people in the UK suffered a hip fracture. Consultant orthopaedic surgeon **Zameer Shah** talks about the treatment and care of hip fracture patients.

Keeping patients mobile



“On top of everything else they are going through, you don’t want cancer patients like Tony to be worried about hip fractures”

Tony Hunter and Zameer Shah, consultant orthopaedic surgeon

A hip fracture is a crack or break in the thigh bone which occurs at the hip joint. Hip fractures can be extremely painful and leave a person unable to move their leg.

Zameer Shah, consultant orthopaedic surgeon, explains: “We see a wide range of patients in the Fracture Clinic. A hip fracture can be brought about through all sorts of circumstances, so we have a multi-disciplinary team in place for providing prompt treatment appropriate to each patient’s individual needs.

“There are hip surgeons on standby for carrying out hip replacement or hip repair operations. We can get people back on their feet within a day or so.”

Hips become weaker as a person becomes older. Older people can also be vulnerable to falls leading to broken hips.

“A lot of hip fractures happen later in

life so there are also specialist older people’s doctors in the team who assess and plan suitable care for these patients,” says Zameer.

“Having this full team available makes such a difference for our patients as we work together very efficiently to get the patient back on their feet as quickly as possible. We’re a national leader in the service we provide and we gain a lot of positive feedback.”

Guy’s and St Thomas’ also provides a hip care service for cancer patients. Cancer in bones increases the risk of a hip fracture occurring, so a service has been set up at the Trust which cancer patients can be referred to for specialist treatment.

After an assessment, the patient will potentially be offered surgery aimed at avoiding a hip fracture. This preventative

treatment can relieve patients of the worry that their hips will suddenly break and lead to a dangerous fall. It means that cancer patients have a better chance of remaining mobile while undergoing their treatment.

Tony Hunter is a kidney cancer patient at Guy’s and St Thomas’ who has benefited from the service.

Tony, who is 63 and lives in Rochester, Kent, had a tumour behind his pelvis which made it very painful for him to use one of his legs. A referral to the specialist hip care service led to the tumour being removed and his hip being replaced.

Tony is grateful to be walking again and feels his quality of life has improved.

“My new hip is working well. Having had the operation I’m now able to get from A to B by myself and that gives me great



Zameer Shah's healthy hip tips

- Keep active and exercise regularly
- Walking, swimming, and cycling are particularly beneficial
- Try a new activity such as yoga or Pilates
- Maintain a healthy weight

peace of mind.”

Zameer Shah says: “On top of everything else they are going through, you don't want cancer patients like Tony to be worried about hip fractures.

“Through working closely with the cancer team, we are able to provide patients with improved treatment options that help them stay on their feet.”

To find out more, go to www.guysandstthomas.nhs.uk/trauma-orthopaedics

Body and mind

“We are always aiming to make things better for our patients, to help them become more independent,” explains physiotherapist Rebecca Mullin. Rebecca works with people who have neurofibromatosis, a condition that causes tumours to grow on nerves. She uses exercise to restore movement and function for her patients.

Rebecca found that some patients weren't improving as quickly as she would have expected, because they found it difficult to commit to the exercises she had recommended they do in their own time.

She explains: “They find it hard to keep their motivation up. It's understandable – physio isn't a ‘quick fix’, and some of the stretches can be uncomfortable, but they're so important. Rehabilitation can often stop a problem from getting worse.”

Rebecca started to work with health psychologist Jess Walburn to find new ways of helping patients to commit to their rehabilitation. The initiative is part of the National Neurofibromatosis Service, based at Guy's Hospital. With Jess's insight and advice, Rebecca hopes that her patients will find the encouragement they need.

Jess explains: “Whether or not a patient commits to their rehabilitation depends on how necessary they think the rehab is, and whether they have any concerns or worries about it.

“Barriers to commitment might include a lack of motivation, time, or understanding, or wider anxieties about what you've been asked to do. Motivation problems can arise during the physiotherapy session itself, or afterwards. By working together, we can find out from patients what the barriers are, and see how we can support them.

“Setbacks are normal and to be expected if you're trying something new. People who lapse on one day of a new resolution – whether it's physiotherapy, or stopping smoking, or going to the gym – often think ‘well, there's no point doing it tomorrow either’. But of course, it's always worth trying again the next day.”

It's early days for the partnership between physiotherapy and psychology, but Rebecca and Jess are already seeing results. Rebecca says: “It is absolutely amazing to see someone walk on their own for the first time in years.”



Physiotherapist Rebecca Mullin with patient Maria Whitefield

Dr Simon Steddon and King's College London medical student **Andrew Baigey** discuss life at Guy's and St Thomas'. They met in Simon's first week as Acting Chief Operating Officer and Andrew's first week on placement in the Emergency Department (A&E) at St Thomas' Hospital.

Role reversal

"You learn something new from every person"

Dr Simon Steddon, Acting Chief Operating Officer, talks to medical student Andrew Baigey

S How are you finding the Emergency Department?

A I'm learning a lot – you have no idea who's going to come through the door next. We're encouraged to spend lots of time with patients, which is great because you learn something new from every person.

S Absolutely. Patients and clinical teams both really value students – patients understand that you need to learn in order to become tomorrow's doctors and staff are grateful for your help and the completely fresh perspective you bring. It's really important that you get as involved as you can.

A What do you do as Acting Chief Operating Officer?

S I have to make sure that the Trust performs as effectively as it possibly can day-to-day. I have a fantastic team that works very closely with all our clinical services to support them in delivering care that is of the highest quality. It's really important that we take every opportunity to do things better. What are your career aspirations?

A At this point, I really don't know. I'm just starting my second year of clinical placements and still have lots to learn. It's clear from working at Guy's and St Thomas' that there's a lot on offer.

S That's a good answer. I'm always a bit nervous when a student tells me that they've already decided what they want to specialise in – there is so much to see and to learn about medicine, and yourself, before you reach that decision. Do your reasons for wanting to be a doctor still hold true?

A Yes. I chose medicine because I want to keep learning and I enjoy being part of a team that delivers patient care.

S That sense of team spirit is very important at Guy's and St Thomas'. It's great to be part of a large team that has common goals – the best possible experience and outcomes for patients.



A What led you into the role?

S Throughout my career, I've always felt that it is important to share good practice and to try to be a positive influence on the wider working of the hospital. That really is the focus of my team. If you could improve one thing about life as a student, what would it be?

A There are more than 2,200 medical students at King's College London so it's important that people don't feel lost in the system. I'd like all students to feel that their voice is heard, and as President of the Medical Students' Association I can help

make that happen. What's the biggest challenge in your job?

S The complexity! Guy's and St Thomas' is a very large organisation and it is challenging to keep on top of everything from district nursing through to dentistry. However, that's also part of the real joy of the job – it is a privilege to be involved in the work of so many services.

As a student, you're in a similar position. The hospital is open to you, so cherish the opportunity to experience all you can.



Alison Hookham with Ivan Harbour and Richard Rogers from Rogers Stirk Harbour + Partners, the architects who designed the new Cancer Centre at Guy's Hospital, which opens in autumn 2016.

Why I fundraise

Birthday thanks for breast cancer treatment

Alison Hookham was treated for breast cancer in 2009, which included five weeks of radiotherapy treatment at St Thomas' Hospital.

Once she recovered, Alison joined the Patient Reference Group that was brought together to help design the new Cancer Centre at Guy's Hospital. She continues to play a key role in the group which meets regularly to discuss how the Centre will be run, from the way services are delivered to menus in the cafés. Alison is also a keen supporter of our fundraising appeal. We still need to raise just over £9 million to provide the finishing touches to our new Cancer Centre.

She recently celebrated a special birthday and, in lieu of presents, asked friends and family to donate to Guy's Cancer Centre Appeal and a local breast cancer support charity in south east London, raising an amazing £2,000 to share between the two good causes.

To find out how you can support the appeal, go to www.supportgstt.org.uk/cancercentre

Ask us: Have you met our Friends?

We speak to **Dr Michael O'Brien**,
Chair of The Friends of Guy's Hospital,
and **Marian de la Piquerie**,
Chair of The Friends of St Thomas' Hospital.

Who are The Friends?

We're two different charities. We've existed at Guy's since 1895 and at St Thomas' since 1880. A lot of Friends are former staff members and patients, but we come from across the community. The thing we share is that we all want to give something back to the hospitals.

What do you fund?

All sorts of things – it depends on the applications we receive from staff. For example, at St Thomas' we fund medical equipment, the refurbishment of day rooms on wards, and the Music Man, who plays songs for children in intensive care at Evelina London (pictured right). At Guy's Hospital, we provide facilities and some research grants, which must be of clear and immediate relevance to patients.

What's next for The Friends?

More of the same. We're proud of our history and we want to carry on providing things that make a difference for patients.



For more information about
The Friends of St Thomas' Hospital, call 020 7188 2468 or
email friendsof.st.thomas@gstt.nhs.uk

For more information about
The Friends of Guy's Hospital, call 020 7188 2465 or
email pat.hutton@gstt.nhs.uk



The 'haiku water wall' in the Bermondsey Centre

Art in the Bermondsey Centre

You may have noticed the art on display across Guy's and St Thomas'. From the statues outside the hospitals to the paintings and prints on the walls of wards and waiting areas, art helps to create a calm and uplifting environment for staff and patients. Working with Guy's and St Thomas' Charity, we want to make our hospitals very special places.

Artwork from the collection held by Guy's and St Thomas' Charity, as well as specially made pieces are on display in the newly opened Bermondsey Centre at Guy's Hospital. The art complements the rich history and surroundings of the hospital and is part of our work to improve the environment for patients and staff.

An artist in residence, Sue Ridge, worked closely with staff, patients and Guy's and St Thomas' to develop the art for the Bermondsey Centre.

Old maps of the local area were put on

show and hand-drawn architectural drawings of the original hospital have been replicated as wallpaper. They sit alongside new pieces like an eye-catching 'haiku water wall'. To make the wall, staff were invited to write their own haiku – a three-line poem, which originated in Japan – inspired by water, light and the sea. In the final piece, the poems float over a water background, forming a soothing image.

● For more information about
Guy's and St Thomas' Charity, visit
www.gsttcharity.org.uk

Running fast as I can
Not scared at all
Suddenly a wave hits me
- a haiku from the water wall

Evelina London celebrates 10 years in its new home

As Evelina London Children's Hospital celebrates its 10th birthday in its current home on the St Thomas' site, we look back at the history of the hospital that was designed by children for children.



Patients unveil the new logo for Evelina London Children's Hospital in 2013

When Evelina de Rothschild tragically lost her life during childbirth almost 160 years ago, little did she know that her legacy would become an organisation that cares for more than 55,000 children in hospital and the community each year.

The original Evelina Hospital for Sick Children was funded by Baron Ferdinand de Rothschild in memory of his wife. It opened on Southwark Bridge Road in 1869 'with no expense spared to make this a model hospital'. In its first year, more than 300 children were admitted to the hospital. By 1900 more than 1,000 children were admitted and more than 20,000 children were treated each year.

Evelina moves to Guy's

Following the creation of the National Health Service in 1946, Evelina merged with Guy's Hospital. It moved to the newly opened Guy's Tower in 1973. Several of the children's wards in Guy's Tower were named after those who had contributed to the original hospital, including Rothschild Ward.

Over the next 30 years, as hospital services for children became more specialised, the children's department developed a worldwide reputation in a number of areas, including children's heart surgery, kidney medicine, and neurology.

Evelina moves to St Thomas'

In 2005, Evelina moved to a brand new building on the St Thomas' Hospital site. It was the first new children's hospital to be built in London for more than 100 years. The award-winning building was designed around the needs of the children, their families and staff to provide the best possible care.

Our new logo is launched

Patients, their families, and staff came together to choose the Evelina London logo, which was unveiled on 1 July 2013.

Today, 10 years since the hospital moved to its current location, Evelina London offers a wide range of services meeting the needs of south London's children while offering highly specialist care for children from across south east England and beyond.

Birthday celebrations

We held special events in October to celebrate Evelina London's 10th birthday. Teenage patients kicked off the celebrations with an exciting party and exclusive performance from X Factor pop stars Only the Young. Patients, supporters and staff were invited to a celebratory tea party and there were even some surprise visits to the wards from Shrek and Princess Fiona.



The original Evelina Hospital on Southwark Bridge Road



A royal visit in 1869

Say what?

Catherine Collins,
Inpatient Matron



Q Growing up, what did you want to be?

A Originally I wanted to be an interior designer because of TV programmes like *Changing Rooms*. It wasn't until I was 17, when my mum got breast cancer, that I decided I wanted to be a nurse.

Q What did you do this summer?

A I spent two weeks in Addis Ababa, the capital of Ethiopia, working with a small team of doctors and nurses for a charity called Project Harar. The charity carries out cleft surgery all year round, and once a year they fly out doctors and nurses to provide surgery and care for people with complex facial disfigurements. These patients are often isolated by their conditions, and have difficulty eating, drinking and speaking.

Q How did you hear about the project?

A This is the third year I've been involved. I first heard about the

project through Professor Mark McGurk, a maxillofacial surgeon at the Trust. As the project has got more established, lots of junior nurses have had the opportunity to go to help.

Q What is the most important thing you learnt?

A You learn to be very careful with anything that costs money. During my first visit, a nurse asked me why I was using two gloves rather than doing my work with one hand and one glove!

Q Who was the most inspiring person you met?

A An eight-year-old boy called Adem (pictured left). He was attacked by a hyena at night and had severe wounds. He had travelled a long way to come to the clinic, bringing his little sister and mum with him. We changed his dressing every day until he was ready to have a skin graft – he was one of the bravest little boys I've met.

From the frontline

Dimbleby Cancer Care counsellor **Jean Meadows**

I'm here to help cancer patients and their carers cope with the personal difficulties that they encounter during and after their treatment. People have all sorts of different emotional reactions to cancer and counselling can really benefit both patients, their families and carers.

Having started working at Guy's and St Thomas' 15 years ago, I've seen a huge increase in referrals – particularly among men. I think people are much more open about their feelings than they used to be and that's great because it means they're willing to receive specialist help from a counsellor when they need it.

I run a support group for patients with head and neck cancer. It's not unusual for these patients to be left with disfigurements, including eating and speech problems that make it hard to socialise or even go out in public. Through the group they get peer support from

others who have gone through similar experiences which can boost their confidence and convince them that, although life may be different and difficult, it is still liveable.

I also provide a psychosexual counselling service for cancer patients. Run within Dimbleby Cancer Care, this is one of the only services of its type in the entire country and demonstrates how committed we are to providing the best possible care for our patients.

Cancer treatment can have a major impact on someone's personal relationships. Fatigue, body image concerns, and other side effects of treatment mean patients may experience difficulties. The service offers a confidential place to talk and seek advice.

I help patients adjust to the physical change in their bodies and to learn how to be intimate with their partners again. We



discuss the issues affecting them and I can help them through a difficult adjustment process. Sometimes their partner will attend counselling sessions as well as this is often a really useful way of improving communication between them and enabling them to overcome their fears.

I take enormous pride in my job, especially when I receive grateful feedback from a patient. I believe it's crucial that cancer care isn't only about treating someone medically but also helping them with the psychological and other personal challenges they face.

What's On

1–30 November

Movember

Men's health awareness month
uk.movember.com

14 November

World Diabetes Day

19 November –

20 February 2016

**Exhibition: Designing Bodies:
Models of anatomy from
1945 to now**

Tuesday - Saturday,
10am - 5pm, Qvist Gallery,
Hunterian Museum,
Royal College of Surgeons,
free entry

25 November

Cancer Centre

drop-in session

5 - 7pm, Atrium 2, Guy's

1–31 December

Decembeard

(bowel cancer fundraising
campaign)

Call 020 8973 0011

www.beatingbowelcancer.org/
decembeard

1 December

World AIDS Day

1 December

Guy's and St Thomas'

Community Carols

7-8.15pm,
Southwark Cathedral,
London Bridge SE1 9DA
Call 020 7848 7915 to book
£5 donation

3 December

The Friends of Guy's Hospital Christmas Fair

10.30am - 2.30pm,
Atrium 1, Guy's

3 December

The Friends of St Thomas' Hospital Christmas Market

11am - 3pm, Central Hall and
Birdsong Corridor, St Thomas'

5 December

Florence Nightingale's Wonderland Grotto

Booking times for a
personal audience:
12.45 - 1pm and 2.30 - 4pm
Email catherine@florence-
nightingale.co.uk to book and
for details, free entry

9 December

Evelina London Carols

2pm, Atrium, 3rd Floor,
Evelina London Children's
Hospital

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

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 one pair, simply complete the Evelina London wordsearch below.

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

Beach	Deer	Husky	Octopus	Seahorse
Bear	Dolphin	Lizard	Penguin	Turtle
Camel	Dragonfly	Mountain	Puffin	Walrus
Crab	Forest	Ocean	Reef	Whale

Name _____

Address _____

Email _____

Send your entry by **Friday 8 January** 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.

Support



We are



*Raise £10 for our
10th birthday*

Text **EVELINA10** to **70025** to donate **£10***

Get your kids to raise £10 for Evelina London

Find out how at **www.supportevelina.org.uk/birthday**

*for terms and conditions, please see our website supportevelina.org.uk.

Evelina London Children's Hospital is part of Guy's and St Thomas' NHS Foundation Trust.
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