

# *the* G1ST

News from Guy's and St Thomas' Issue 22 | 2017

## *You're hired!*

How patients help  
recruit our staff







## Welcome

The terrorist attack in Westminster on Wednesday 22 March, just a few yards from the entrance to St Thomas' Hospital, shocked us all.

And yet the selfless acts of kindness, bravery and compassion from our staff – and colleagues in the other emergency services – on that day showed how the NHS rises to the challenge of even the most tragic events.

You can read more about our response to the Westminster terrorist attack on page 10.

HRH the Duke of Cambridge paid a visit to St Thomas' Hospital to meet staff who were among the first on the scene on 22 March but he hasn't been our only recent royal guest.

The Duchess of Cambridge officially opened a new 'home away from home' for parents of children who have to spend time in hospital and the Prince of Wales met staff who are improving care for older people – you can read about their visits on page 3 and page 5 respectively.

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

Amanda Pritchard, Chief Executive  
Guy's and St Thomas' NHS Foundation Trust



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Bianca and India – service users who help to recruit staff to our community teams

## 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](mailto:press@gstt.nhs.uk)

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## 'Home away from home' for Evelina families

Families whose children are being treated at Evelina London Children's Hospital can now stay nearby in a brand new 'home away from home' accommodation.

HRH the Duchess of Cambridge officially opened the new Ronald McDonald House in February when she joined in an arts and crafts session with children and spoke to parents.

The old House near Guy's Hospital was much smaller and further away from Evelina London.

The royal guest heard many moving stories from the parents and brothers and sisters of youngsters being cared for in our children's hospital.

Dr Grenville Fox, Clinical Director of Children's Medical Specialties & Neonatology at Evelina London, believes the new House will make a huge difference to families.

He explains: "This new House has more than doubled



HRH the Duchess of Cambridge chats to families of Evelina London patients

the number of families who can be near their children when they most need them. It provides a welcoming and nurturing environment just a short walk from our front doors, helping families to best support their children."

Jon Haward, Executive Director of Ronald McDonald Charities, adds: "This House

means that families of a sick child who may live some distance away can now be near the ward, yet enjoy a degree of normal family life.

"Going into hospital can be a frightening experience for a child and it is important that they have their family close by to help them in their recovery."

## Patient praises new Kidney Treatment Centre

Bhakshar Patel, from Petts Wood, was one of the first patients to have dialysis in our new Kidney Treatment Centre at Queen Mary's Hospital, Sidcup, in April.

He said: "The new centre is lovely. It's more open and spacious than the temporary unit we were using before and, because there is more daylight, it's brighter. The environment is better – it's more peaceful, there is easy access to the unit and everyone feels more comfortable."

The number of kidney dialysis stations has increased from 12 to 20 and there are also rooms for outpatient appointments.



Nurse Nerun Nehar with dialysis patient Bhakshar Patel

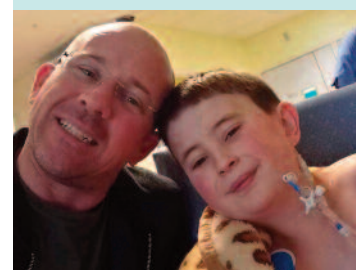
Service Improvement Nurse Ros Tibbles explains: "Our new Kidney Treatment Centre will allow us to dialyse more patients closer to home. This is especially important for kidney dialysis patients who need treatment three times a week for between four and five hours."

## IN THE NEWS

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

### **Daily Mail**

A pioneering technique which uses a special blade to help drain fluid from the eye is being used at St Thomas' Hospital in the hope that it will save the sight of glaucoma patients. The new device, being trialled as part of a small clinical study, was the subject of a 'Me and My Operation' feature in the *Daily Mail*.



### **Evening Standard**

The *Evening Standard* and *Southern Daily Echo* told how 11-year-old Tom Allfree (pictured above right) was one of the first children in the UK to undergo an innovative new procedure when surgeons at Evelina London carried out a "paired" kidney transplant. His uncle Bill (pictured above left) was part of a three-way organ swap.

### **ITV's Lorraine**

A cutting-edge device the size of a grain of rice is being used by doctors at Guy's and St Thomas' to help heart failure patients. The story of one of the first patients to have the new device was covered by ITV's *Lorraine*, as well as the *Daily Express* and American TV network CBS.



## Access all areas

A new online guide aims to make life easier for people with disabilities who are visiting our hospitals and community services.

It will allow patients and carers to plan their visit in advance by checking wheelchair access, the location of hearing loops, accessible toilets, steps and information points.

The guide is the next step in the Trust's ongoing work to improve the experience of patients and visitors with disabilities.



Sam Harper-Allen with Rachel Carter from DisabledGo

Sam Harper-Allen, Operations Manager for Childcare and Families, says: "We want to make our services completely accessible, so if you have any communication support needs please tell a member of staff."

Anna Poppmacher, who is a member of staff and a patient at Guy's and St Thomas', has a hearing impairment and runs courses for colleagues in British Sign Language.

She says: "People with a disability can often feel anxious about going somewhere new. This fantastic guide will make a big difference and help reduce anxiety levels."

It follows a comprehensive survey of our hospitals and key community facilities by DisabledGo, a leading provider of access information for disabled people in the UK.

- Find out more at the launch event for the new online guide from 1.30-3.30pm on Friday 21 July in Birdsong Corridor at St Thomas' Hospital.

## Little Lucy's gift of life

A four-year-old girl has donated the 3D models from her life-saving kidney transplant to the Science Museum.

Surgeons at Guy's Hospital pioneered the use of 3D printing to support the transplant that Lucy Boucher, from Antrim in Northern Ireland, had in November 2015 after her father Chris donated his kidney to her.

They created models of Lucy's abdomen and Chris' kidney to help surgeons accurately plan the complex surgery and minimise any risks of transplanting an adult donor kidney into a child's abdomen.

It was the first time in the world that 3D printing supported kidney transplant surgery involving an adult donor and child recipient.

Lucy and Chris donated the 3D models to the Science Museum for display in the Museum's new Medicine Galleries, which are due to open in 2019.

Chris says: "Lucy is thriving – the kidney is working well in her, she's grown a lot, her



Lucy Boucher hands over the 3D models to Selina Hurley, Curator of Medicine at the Science Museum

appetite is excellent, she's now at nursery and enjoying ballet classes. Being part of the exhibition is a great testament to what a lot of medics in the NHS are doing and how by being determined, innovative and forward thinking they are making healthcare the best it can be."

Picture courtesy of the Science Museum



## Take a break

Staff who take frequent breaks not only provide the best treatment for patients but also improve their own health and well-being.

That is the clear message of the HALT (Hungry, Angry, Late, Tired) campaign which was launched on World Sleep Day in March to make staff aware that taking breaks helps them to make the best decisions for patients.

Dr Mike Farquhar, Consultant in Sleep Medicine at Evelina London Children's Hospital, says: "Breaks for staff are not a luxury, especially when doing busy or

Dr Mike Farquhar (3rd left) and Dame Eileen Sills (2nd right) help launch the HALT campaign

intense night work. Regular rest is essential to ensure staff can provide safe, effective patient care to the best of their ability.

"Unless critically ill patients require immediate attention, our patients are always better served by clinicians who have had appropriate periods of rest during their shifts."

# Prince celebrates excellence in older people's care

HRH the Prince of Wales met patients, staff and a tiny dog at St Thomas' Hospital as he attended an event to celebrate the 70th anniversary of the British Geriatrics Society.

He spent time chatting to staff including doctors, nurses and allied health professionals who are leading the way in improving older people's care in both hospital and community settings.

The royal guest also met older patients who have benefited from the expertise of Guy's and St Thomas' staff.

He has a special interest in this area of medicine as Patron of the British Geriatrics Society which brings together healthcare professionals engaged in the specialist treatment and care of older people across the UK.

The Prince talked to patients and staff about reducing the risk of falls, supporting older patients



The Prince meets Little Dorrit the Pets as Therapy Dog

before they have surgery, and raising awareness of dementia.

He also met Little Dorrit, a four-legged friend who visits older patients in hospital as part of the Pets as Therapy scheme.

Matron Darlene Romero explained: "They cuddle her and they touch her and it is

very calming for them. We have a patient currently on the ward who loves Little Dorrit. She used to be very restless, not able to breathe without oxygen.

"But with Dorrit around she was able to calm down and come off the oxygen for more than an hour."

Picture courtesy of Bruce Basudde

## TOP TWEETS



**@dr\_zwi**

Have had excellent #NHS treatment from St Thomas' orthopaedics. All staff friendly, helpful, highly professional @GSTnhs #fracture



**@samgeorgeteach**

Kudos to @GSTnhs St Thomas' Hospital outpatients' X-Ray. Super friendly, quick and efficient service this morning #LoveOurNHS



**@larkhall\_lass**

Massive thanks to @GSTnhs Dorcas Ward for the care and respect shown to my daughter 2 operations since Jan. You are beyond amazing! X



**@erinjacqgill**

I love the #NHS. We had superb care today at Guy's Hosp UCC. Skilled & empathetic! @GSTnhs



**@Bellkd55**

Thanks to #FlorenceWard @GuysUrology @GSTnhs after prostate surgery: no cancer but much skill & kindness.



**@AKPritchard2**

Fantastic example of partnership in action - hats off to Lane Fox @GSTnhs & Remeo for developing this unique & wonderful respiratory unit



**@annejones249**

Another huge thank you to the staff on Hedley Atkins ward @GSTnhs. They are truly amazing and helped me through a very dark time



**@JeanineYJones**

THANKYOU @GSTnhs #eyeemergency for sorting out my eye today, am now conquering my fear of #eyedrops one dose at a time! #Eyehealthmatters

## Cancer care closer to home

Guy's Cancer at Queen Mary's Hospital (QMH) – Guy's and St Thomas' new cancer centre in Sidcup – opened its doors to patients for the first time on Monday 8 May.

Patients living in outer south east London will now be able to have most of their radiotherapy and chemotherapy treatment nearer to where they live.

Limited chemotherapy was already provided at Queen Mary's but more patients will now be able to have this treatment locally – and radiotherapy is available in outer south east London for the first time.

Guy's Cancer at QMH includes not only two new linear accelerator machines for radiotherapy treatment and 14



Patient Anita Latham-James with Trust Chairman Hugh Taylor (left) and Consultant Clinical Oncologist Professor George Mikhael (right)

chemotherapy treatment chairs but also a new Dimbleby Macmillan Support Centre.



Two years ago Jen Ferguson was diagnosed with a life-changing condition that causes severe, itchy hives and swellings. **Cara Lee** finds out how a clinic at Guy's and St Thomas' has transformed her life.

## New treatment transforms Jen's life



Jen Ferguson with her husband Al and their two sons, Ted (2) and Louis (12)

When Jen Ferguson noticed that she was suddenly covered in what looked like hundreds of little red dots she was understandably alarmed. Her GP told her she had urticaria, or hives, and advised her that they would go in 48 hours.

Jen, 38, from Tunbridge Wells, says: "My GP was unfortunately wrong – the hives came and went but even when they weren't there my skin was itchy and uncomfortable, and then suddenly I'd be covered in them again. I looked and felt awful. I stopped leaving the house because my skin was worse when I went outside."

She tried antihistamines but to no avail and even saw private doctors to find a solution. Jen, a mother of two who runs a parenting website, continues: "At the time I was breastfeeding my son Ted and was told that my medicines meant it wasn't safe for me to feed him anymore. I was devastated."

"Nothing worked so I'd end up in hospital with hives and swelling around my lips and eyes and in my mouth and ears. I felt so self-conscious because

everyone stared at me. It got so bad that I was having panic attacks. The condition affected work, my social life, relationships and my mental health. I didn't know what my future held."

Eventually Jen was referred to Guy's and St Thomas' where she was told about a new treatment, omalizumab. She met the strict criteria to have a six-month course of the treatment. She says: "The effect was instant. When I had the injection, I was covered in hives. I woke up the next day without a single one. I'm now on my third course and haven't had any hives since taking the drug."

The way omalizumab works is complex but it appears to stabilise mast cells, a type of white blood cell involved in our immune response, and improves urticaria as a result.

Since November 2015 chronic urticaria patients at Guy's and St Thomas' have been treated with omalizumab. Keyna Bintcliffe and Siobhan Gilkes, Clinical Nurse Specialists in Adult Allergy, run this successful weekly service. So far 130 patients have

been treated in this clinic which is the biggest of its kind in the country.

Dr Chris Rutkowski, Consultant Allergist, explains: "Patients with severe chronic urticaria experience disabling physical discomfort and significant psychological issues such as depression and anxiety, as well as frequent side-effects due to long-term steroid use including high blood pressure, diabetes and osteoporosis. Many need to take time off work which becomes a financial burden. This new treatment gives our patients their lives back."

"Around 25% of the population experience acute hives at least once in their life which quickly disappear. However, 0.5 - 1% have chronic hives."

Steroids and anti-histamines are often used but do not always work. Dr Rutkowski says: "In our experience omalizumab works for more than 90% of patients. It has transformed the management of the most severe and treatment-resistant patients. It is now an essential part of our urticaria service."



Rahillah Alam with the Intensive Care Unit team

# Rahillah's remarkable story

Rahillah Alam developed complications 26 weeks into her pregnancy and was rushed to the Emergency Department (A&E) at St Thomas' Hospital. **Shanique Wahrmann** finds out more.

Rahillah Alam is a mother-of-four who has been diagnosed with diabetes, gastroparesis (a condition in which the stomach can't empty food properly) and hypothyroidism (also known as underactive thyroid disease).

After having her first three babies early at 36, 34 and 35 weeks, during her fourth pregnancy Rahillah was admitted to St Thomas' Hospital when she was 26 weeks pregnant because she was having trouble breathing.

She recalls: "At 6am I started getting breathless and noticed my legs were

swelling up. My doctor had said that, if I started feeling breathless, I should come to hospital, so my husband called the ambulance."

Battling through rush-hour traffic, the ambulance brought Rahillah to St Thomas'.

She remembers: "I came in with what I thought was a minor complication."

After arriving at St Thomas', Rahillah developed respiratory failure and was transferred to the Intensive Care Unit where she required further support to help her breathe. Subsequently, her condition progressed to pneumonia and pre-eclampsia, a common condition during pregnancy.

After a thorough consideration of both Rahillah and her unborn child's health, doctors made the decision to deliver her baby boy at just 26 weeks.

Unexpectedly, after delivery, Rahillah suffered further deterioration in her lungs. She says: "I was improving physically, but my lungs weren't improving."

Doctors gave Rahillah extracorporeal

membrane oxygenation (ECMO), a treatment which acts as an artificial lung. Over the course of her treatment, Rahillah battled the odds and miraculously beat them.

She recalls: 'I'm so pleased my son Husayn was born at St Thomas'. The doctors and nurses were like angels."

"The extra things the nurses did for me were amazing. Each day they kept a diary of my son with a record of what he did. They also put a cloth on my chest while I was sleeping and gave it to him so he could smell me."

Now, almost 12 months on, Rahillah says: "I give so much thanks to the wonderful doctors and nurses at St Thomas' because my soon and I are doing really well."

Early identification of health conditions before or during pregnancy is important in preventing further risks to mother and baby. Guy's and St Thomas' new training package – PROMPT (Practical Obstetric Multi-Professional Training) – helps staff to provide the best possible care for pregnant women.



Bianca and India have known each other since they started school, they've grown up together and now they work together to help recruit staff for Guy's and St Thomas'.

**Nicki Bickford** finds out more.

Bianca (left)  
and India (right)  
with speech and  
language assistant  
Sarah Williams

## Just the job for Bianca and India

Bianca and India both have learning disabilities but this doesn't stop them being invaluable in the recruitment of professional staff in the speech and language department and administration staff for the whole community health team. "Their opinion really matters to us and without them our interviews are impoverished," says Petrea Woolward, speech and language lead for the three boroughs of Lambeth, Southwark and Lewisham.

Bianca and India are employed by All Star Trainers, part of Lewisham Nexus, which provides opportunities for people with learning disabilities to be employed and paid for the work they do.

They take part in interviewing staff applying to work across the three boroughs. Interviews take place at the Adults with Learning Disabilities Centre in Catford as it is more easily accessible.

Petrea explains: "It took five years of planning and has now been operating for the past three years. It is crucial that the staff we employ are able to interact with our patients and service users in a positive way. Including them in our interview process enables us to have service user involvement right from the start."

All Star Trainers manager, Jacqui Shepherd, helps Bianca and India to prepare for interviewing the job candidates. Through role play she talks to them about what to wear, helps plan their journey, and ensures they know what to do if something goes wrong. She checks

with them the night before and on the day to make sure everything is okay.

Sarah Williams, speech and language assistant, has trained them on the Trust's core values and what to expect when they are interviewing. She prepares them by using images on flash cards to agree some questions they could ask. The flash cards help them to understand the questions and remind them of how the candidate responded.

**"I enjoy talking to people and I'm looking for staff who are friendly, helpful and make me feel comfortable."**

On the day, Bianca and India are there early to welcome the candidates. India collects each candidate from reception and takes them to the interview room. She then asks the candidate to fill in a form while Bianca takes a photograph. The form and the photo help them to remember their discussions after they have seen each candidate.

They ask the candidate a few questions about why they want the job they have applied for, and some practical questions such as 'How would you help me to meet people?', 'How would you help me communicate with others?' and 'How can I find out more about the area?'

After the interview, the candidates move on to the professional interview

panel and Sarah talks to Bianca and India about their thoughts and feelings. Sarah will be looking to find out if the candidate has brought anything interesting with them to help Bianca and India understand more about their likes and dislikes such as photos, certificates, a family tree or maybe an important object.

Sarah says: "A candidate may do really well with the interview panel but in speech and language it's so important that they can demonstrate Trust core values. Bianca and India's opinion really matters before we decide who to recruit."

It's not just the community speech and language department that benefits as it's easy to see how Bianca and India's confidence has developed through the process.

Sarah says: "It has empowered them and made them feel important. It gives them a chance to participate in something that they would usually be excluded from, as there can't be many interview panels that include people with learning difficulties. The fact that they also get paid for what they do gives them a sense of value and independence."

They clearly love being part of the recruitment process.

India says: "I enjoy talking to people and I'm looking for staff who are friendly, helpful and make me feel comfortable."

Bianca adds that they have helped to employ some really good staff over the years.







When terror came to the streets of central London, Guy's and St Thomas' staff rushed to the aid of victims on Westminster Bridge while others kept patients, visitors and staff safe, as **Matt Akid** explains.

## We are not afraid

### Kindness, bravery and compassion

In the hours and days after the shocking events of Wednesday 22 March – when an ordinary day became anything but – social media users adopted a simple statement of togetherness in response.

**#wearenotafraild** was soon trending around the world as Londoners made clear that their spirit would not be broken.

This spirit was exemplified by the response of Guy's and St Thomas' staff who were widely praised.

Doctors, nurses and allied health professionals treated the dying and injured on Westminster Bridge while many other staff played their part in keeping patients and visitors safe. This was important immediately after the attack when there was so much uncertainty.

As Chief Executive Amanda Pritchard said: "The tragic events in Westminster on Wednesday 22 March shocked us all. And yet the selfless acts of kindness, bravery and compassion displayed by our staff, both clinical and non-clinical, show us that the very best in humanity can arise from tragic circumstances."

Speaking at April's Trust Board meeting, Chairman Sir Hugh Taylor added: "On 22 March the world saw the kind of people who work here. This was the NHS and Guy's and St Thomas' at their very, very best. We are proud of our staff who went out onto the bridge without concern for their own safety."

### A royal thank you

HRH the Duke of Cambridge paid a private visit to St Thomas' Hospital to thank staff from St Thomas' Hospital who were among the first on the scene following the attack on Westminster Bridge.

They included staff who treated the wounded on the bridge, as well as those who led the Trust's response to the incident – our photograph above shows the following (left to right):

### Dr Holly Gettings – A&E Consultant

Two patients were admitted to St Thomas' for treatment via A&E following the terrorist attack



Guy's and St Thomas' and London Ambulance Service staff are honoured at the *Good Morning Britain* Health Star Awards





Picture courtesy of Maxine Hoeksma

**Margaret Kallon – Ward Sister**

One of the two patients treated at St Thomas' was cared for by Margaret and her team

**Rob Nichols – Acting Head of Nursing, Inpatient Services**

Leads the team of Site Nurse Practitioners who were key in the hospital's response to the major incident as it unfolded

**Carl McIntosh – Security Operations Manager**

Raised the alert so the hospital could be 'locked down' following the terrorist attack when there were fears of other attacks, thus ensuring the safety of patients, visitors and staff

**Charlotte Wilce – Senior Physiotherapist**

Went to help patients on Westminster Bridge after witnessing the attack from the hospital

**Dr Gareth Lloyd – Junior Doctor**

Treated patients on Westminster Bridge after witnessing the attack on his way to work at St Thomas'

**Dr Colleen Anderson – Junior Doctor**

Treated patients on Westminster Bridge after witnessing the attack from the hospital

**Jess Child – Resilience Manager**

Plays a key role in emergency planning and preparedness and was actively involved in managing the impact of the major incident on the hospital as it unfolded.

**Courage and generosity in response to horror**

Reverend Mia Hilborn is Hospitalier, Head of Spiritual Healthcare and Chaplaincy Team Leader at Guy's and St Thomas' – she reflects on the events of 22 March:

*"For us, it started with a briefly worded tweet – rumours of an incident nearby, a possible terrorist act. Within minutes, through the high wall of windows at St Thomas' Hospital overlooking the river and Parliament itself, I could see helicopters fill the sky, police and ambulance sirens wailing.*

*"As a hospital chaplain, I spend much of my life working with people in distress. I am also specially trained to work with the victims of trauma and disaster. Yet this was something new, something bigger, something that would prove to be the most traumatic event for St Thomas' since it was extensively bombed in the Second World War.*

*"But if the violence that we witnessed on Westminster Bridge was bloody and traumatic, there was, in the response to the horror, such courage and generosity that there must be hope for the future of humanity, too.*

*"St Thomas' staff had been first on to the scene, ignoring their own safety, never questioning if there might be another attack.*

*"From doctors and nurses to cleaners and security guards, everyone at the hospital performed magnificently that day."*

**Rosamunde Wells** meets a mother whose son's epilepsy has been brought under control by the expert team in Evelina London Children's Hospital.

## Let food be your medicine

When Hendrix La Gree was born, his eyes were shut. After a week, his mum Kehinde Olarinmoye still hadn't seen her son's eyes and she began to worry. When Hendrix finally opened his eyes after two weeks, one was bloodshot and had a yellow tinge to it.

"I noticed that Hendrix blinked a lot each time I finished breastfeeding him. It was unusual but he was smiling so I just thought maybe the light was too bright for him," says Kehinde.

It wasn't until Kehinde's sister decided to go on the NHS Direct website and enter the details of her nephew's behaviour that they realised there was a problem.

Kehinde remembers: "Straight away NHS Direct rang us and said 'your son is having seizures'. They alerted the local hospital and before we knew it, there was an ambulance outside.

"It was a shock. The first time you look at a child having a seizure you don't know what to do. My maternal

instinct kicked in and I just wanted to comfort my child."

Hendrix was taken to King's College Hospital where doctors diagnosed him with epilepsy. Further tests revealed that it had been caused by Lissencephaly, a very rare neurological condition in which the whole or parts of the surface of the brain appear smooth.

"When they told me Hendrix had Lissencephaly, everything became white noise," says Kehinde. "How could this happen to my son who was only eight weeks old? Everyone has an idea of seeing their child doing this or that and I had to very quickly re-think what our lives would be like.

But I kept on loving him and we just carried on with our lives."

Hendrix was transferred to Evelina London Children's Hospital and placed under the care of Dr Karine Lascelles, Consultant Paediatric Neurologist specialising in Lissencephaly.

Following a number of adjustments to his medication, Hendrix's epilepsy

**"Straight away NHS Direct rang us... They alerted the local hospital and before we knew it, there was an ambulance outside."**



Kehinde Olarinmoye with her son Hendrix

seemed to be under control until he began school last September. Suddenly Hendrix started having numerous seizures for which there didn't appear to be a cause.

"They spiralled out of control, becoming much more frequent and severe," recalls Kehinde. "For the first four years of his life, we'd only had to go to A&E once or twice a year, now we were going every week for months on end."

During her many appointments with Dr Lascelles at Evelina London's specialist epilepsy service for complex or difficult to control epilepsy, Kehinde brought up her concerns that Hendrix's medications were no longer effective.





**“I thought, if we can control his condition through food, then let’s get him on that programme.”**

Dr Lascelles suggested they try ketosis, a diet-led treatment. Kehinde agreed right away.

“I thought, if we can control his condition through food, then let’s get him on that programme!”

Mary-Anne Leung is a specialist paediatric dietitian at Evelina London specialising in ketogenic diets who explains how it works.

“The brain usually gets its energy from glucose in carbohydrates. When you starve the body of carbohydrates it begins to produce ketones and the brain uses those for energy instead. It’s called being ‘in ketosis’ and it seems to stop seizures. We don’t really know how it works but researchers think it reduces

the excitability of the neurones or calms the parts of the brain that are susceptible to seizures.

“The ketogenic diet is a very unusual and unnatural diet because it’s very high in fat, very low in carbohydrate and quite low in protein. We don’t know what the long-term effects of a very high fat diet are yet so we only offer it as treatment to children whose medication isn’t working. We tailor the diet to each child to make sure that it’s going to be both achievable and effective.”

Martin Smith, Hendrix’s Epilepsy Clinical Nurse Specialist, says there was a difference within a week.

“Our aim is for children with epilepsy

to live as normal a life as possible. The number of hospital visits for Hendrix was vastly reduced right away and that will have been life-altering,” says Martin.

“We went a whole week without going to A&E,” says Kehinde, “then two weeks, three weeks and suddenly we’d gone a whole month without needing to go to A&E so I knew we were making progress.

“It made a huge difference. I was initially stressed and tired because I was worried that if he had a seizure whilst I was asleep I wouldn’t be able to help him. Now I’m so much more relaxed.

“I noticed a difference in Hendrix’s behaviour too. He’s become much more alert, happy and giggly.

“The Evelina London team have been an absolutely fantastic support on the diet. There’s never a question too difficult for Mary-Anne to come back to me with a quick response and Martin is always available at the end of the phone.”

Hendrix is finally settled in school since starting the diet and Kehinde has planned a well-earned holiday for herself and Hendrix. First stop, the Cayman Islands...

Both Director of Workforce Ann Macintyre and Head of Medical Physics Keith Ison retire from the NHS this June. **Sarah Clark** talks to these two Guy's and St Thomas' stalwarts about changes, challenges and moving on.



Keith in 1977 as a physics trainee in Hull, testing radioactive samples to calculate kidney function

## Moving on after 40 years

### **Q** What was your first job in the NHS?

**ANN** My first job was as a clerical officer at Ealing Health Authority. I was 16 and took the job because it was five minutes' walk from my parents' house – as long as I climbed over a wall, rather than use the main entrance, to get in. I was a bit of a tomboy then.

**KEITH** I think you still are, Ann! I was a junior technician at Harold Wood Hospital in Essex. I cleaned glass slides and took blood. I used to play tennis on the hospital court at lunchtime when I should have been revising 'O' level French to get into university.

### **Q** I bet you've seen lots of changes since those days?

**ANN** Absolutely. The advances in technology have been amazing. We used to have manual ink roller machines for printing, Paternoster open lifts with no doors, and computers that filled whole rooms. We now work in a world of 3D printing, robotic surgery and genomics.

**KEITH** In the 70s I worked on the first micro-processors. They had 128 bits of memory and every time you turned one on you had to reprogramme it by hand. When you look at the advances we've

made and the computer power we now command – it's incredible.

### **Q** What is medical physics, Keith?

**KEITH** It's applying science and engineering to medicine. It involves equipment, radiation and making sure complicated systems work for diagnosis and therapy. Medical physics is also about discovery and innovation – adding value by introducing new technologies that help patients and reduce costs.

### **Q** What have been your biggest challenges?

**ANN** 30 years ago I was one of the youngest HR directors in the NHS and I've always had to fight the fear that I'd get 'found out'.

**KEITH** I get that too: '*Imposter syndrome*'.

**ANN** I was lucky my employers invested in my development and I've had support from some fantastic mentors over the years.

**KEITH** I've got lots of qualifications and experience but that's not what matters – it's what you choose to do in the situation you're facing at the time. I'm helped through my fears by a strong desire to make a difference and a real belief in the values of the NHS and of our Trust.

### **Q** Has there been a change in focus on values over the years?

**KEITH** I don't think there has ever been a bigger emphasis on values in the NHS. Here at Guy's and St Thomas' there has been a clear shift towards putting patients at the centre and encouraging everyone to feel they can make a difference.

**ANN** The NHS allows you to meet and work with the most fantastic and talented people. Guy's and St Thomas' is the best organisation I've ever worked for, and it's the 15,000 members of staff who really shape what it stands for – first class patient care.

### **Q** So why leave now and what does the future hold?

**ANN** I love this job, but I want to find time to do other things like spending more time with my three daughters, two beautiful grandchildren and of course my husband. The only work commitment I've made so far is as a governor at a school in Hampshire for children with complex needs.

**KEITH** I feel I'm running out of energy to do the job the way I want to. They say every politician's career ends in failure and I don't want to go out the same way! I'm also taking time to clear my head and sort out all the jobs at home I've been putting off for years.



Ann and Keith in  
St Thomas' gardens





Five-year-old Myzat Mugomba is the first person in South London to get a hi-tech electric wheelchair that gives her the freedom to move around independently and keep up with her school friends. **Maxine Hoeksma** meets her.

# Myzat gets state-of-the-art new wheels

"My new 'motorbike' is fun, I want to go faster," Myzat tells me.

She is the proud owner of a new fibre optic electric wheelchair which enables her to move forwards, backwards, left and right.

It has been supplied by staff at Bowley Close Rehabilitation Centre in Crystal Palace, part of Guy's and St Thomas' community services.

Myzat has spinal muscular atrophy type 2 and relies on a ventilator to help her breathe. She is unable to operate other wheelchairs, which use joysticks or switches controlled by areas of the body like the head or chin, because she has little muscle tone and no strength in her fingers or neck muscles.

Myzat lives in Peckham and attends Southwark Primary School.

Oriyomi-Olowolayemo, Myzat's



Myzat with mum Oriyomi-Olowolayemo, physiotherapist Rebecca Hindle and rehabilitation engineer Vicky Curling

mother, takes up the story. "Before the electric wheelchair we always had to move Myzat around. She is a very brave girl and wants to do things for herself. Now she can drive wherever she wants to and she feels part of the family. When her three sisters are baking in the kitchen she's already there, getting involved!"

The staff at Bowley Close carefully prepared Myzat, her family and the staff

at her school to ensure her safe transition from a specially adapted buggy to the new electric wheelchair.

Myzat was helped to develop her driving skills at home by her therapists and the rehabilitation engineer at Bowley Close. The driving practice has helped her to manoeuvre the wheelchair safely, particularly in small spaces at home and in crowded environments like the school playground.



**FACT BOX**

- Bowley Close Rehabilitation Centre supports 25,000 children and adults with long-term physical disability in south east London and beyond, so they can lead full and active lives and stay independent at home
- The team provides a range of rehabilitation services including prosthetic limbs for people who have had amputations or who were born without limbs
- Staff including therapists, orthotists, psychological counsellors, rehabilitation engineers and technicians work in teams to provide expertise in prosthetic, wheelchair and special seating, orthotics and assisted communication services.

Rebecca Hindle, who is Myzat's physiotherapist, says: "Without this advanced technology, Myzat would need to be pushed around by an adult, directing them where she wants to go. Now Myzat can make choices for herself. This new wheelchair is like her legs.

"Like anyone learning to drive it takes time to develop the spatial awareness and the skills needed to be proficient. She has amazed us all by how quickly she has picked things up."

The Wheelchair Service at Bowley Close Rehabilitation Centre has supplied wheelchairs to 12,000 residents in Lambeth, Southwark and Lewisham.



The surgical team giving patients a new lease of life

## New stent tackles 'silent killer'

Technology is being used at St Thomas' Hospital to help patients beat a deadly condition that kills around 6,000 people a year.

Aortic aneurysms are often called a 'silent killer' because patients can die before they are discovered, but the complex endovascular aortic team is able to extend patients' lives by fitting a bespoke stent using keyhole surgery.

Surgeons Said Abisi and Bijan Modarai, radiologist Panos Gkoutzios and other staff in the team provide one of the largest such services in the UK and Europe.

The aorta is a two centimetre wide tube-like artery which carries vast quantities of blood from the heart to the rest of the circulatory system.

Sometimes an aneurysm can develop, meaning part of the aorta becomes enlarged and stretched, weakening its wall. It can be fatal if the aorta bursts.

Mr Abisi explains: "We can stop the wall tearing by inserting a stent directly inside the aorta. Instead of blood crashing into the side of the weakened aorta wall, the stent takes the pressure.

"However, each person's aorta is unique, so that each stent has to be specifically designed with holes, or fenestrations, in the right place to ensure blood can flow freely through the connecting arteries to the different parts of the body."

Patient Frank Garvin, 79, discovered he had an aortic aneurysm after a routine check-up.

A bespoke stent was designed for Frank based on precise 3D measurements taken of his aorta and all its branches.

The stent is collapsible so it can be inserted via a small incision. It is designed to remain in position without moving for the rest of the patient's life.

Despite a bit of bruising Frank was soon on the road to recovery and able to return home to Beckenham, in Kent, to recuperate.

Sarah Sweeney is a district nurse based at Mawbey Brough Health Centre in Lambeth. She talked to **Maxine Hoeksma** about how she cares for patients in our local community.

## On the frontline of care



Sarah Sweeney hits the road

**7:45am** – Today I’m the duty nurse so I’ll be in charge of the shift deciding which of our seven community nurses has the right skill mix and expertise to care best for patients on the list. Our team care for residents living between Waterloo Station and Clapham and we work closely with GPs in our patch.

I’m holding the duty nurse phone for the day so I’ll be the first point of contact for any new referrals from our local GPs and other health professionals. It also means that I’m on hand to give advice to our community nurses while they are out and about doing their rounds.

**10:00am** – When I’m not duty nurse I have a list of patients of my own. This morning I’ve asked a

colleague to visit Walter Temple. At 92 Walter is one of the oldest patients I see on my rounds as a district nurse. Walter is one of the lucky ones because he’s in relatively good health given his advancing years. However, he needs regular treatment for moisture sores because he sits in his wheelchair for long periods.

All of our patients are housebound but increasingly we are seeing people living with several long-term conditions who are now being cared for at home rather than in hospital. They range from patients with diabetes who need support to take their insulin to people who need intravenous medication, and those with complex wounds. Others are nearing the end of their lives and want to be at home surrounded by their loved ones.

Without our support these patients may be admitted to hospital or need to go into a nursing home.

**2:00pm** – I get a call from the hospital discharge team who have referred an older patient who is leaving hospital today. We take referrals up until 4.30pm and it’s vital that everything is in place so the patient is safe when they get home. Our district nurses are at the centre of things, alongside the patient, asking the right questions. We need to be sure they have family, friends or social care support to help them when they get home, and the right equipment.

In situations like these, where a patient is vulnerable, I’ll contact other health and social care professionals like the community diabetes team,



"I'd encourage qualified nurses to consider a change of career to join us. The work is satisfying and you can make a huge difference."

specialist wound care nurses, therapists and social workers while keeping the GP in the loop.

**3:00pm** – I lead the safety briefing for our team of nurses who have returned to base. As a district nurse you have to be able to think on your feet because we work alone and are making crucial decisions about the patient's care all the time. We discuss the patients seen today and consider whether any of them need additional support after hours.

**4:30pm** – We take our last referral for the day. Our service runs from 8am to 8pm seven days a week. Throughout

the day I'm planning the lists for the next day so the duty nurse tomorrow can pick up where I've left off.

Our biggest challenge at the moment is the shortage of district nurses and meeting demand.

I'd encourage qualified nurses to consider a change of career to join us. The work is satisfying and you can make a huge difference to the lives of many hundreds of people like Walter.



Consultants Stephen Tricklebank, Chris Meadows and Nicholas Ioannou

## Why I fundraise

The ECMOnauts are three of our fearless fundraisers who abseiled down North Wing of St Thomas' Hospital on 12 May to raise money for a new ECMO (extracorporeal membrane oxygenation) machine.

This is a temporary life support system which does the work of the lungs, allowing them time to heal while a patient's underlying condition is treated.

Consultants Stephen, Chris and Nicholas are part of the team at Guy's and St Thomas' which now runs the biggest lung failure ECMO service in Europe. Over the last five years the team has outgrown the capacity in the existing Intensive Care Unit so a new ICU is being built to accommodate the service.

The ECMOnauts were motivated to fundraise because they believe the service is hugely rewarding.

They said: "We see ECMO working wonders for people every day and many of our former patients raise funds through charity dinners or running the marathon, it's hugely rewarding to see this. We all feel so strongly about the new ICU so we wanted to help, even in just a small way."

If The ECMOnauts have inspired you to get involved in fundraising, please contact the team:  
[www.supportgstt.org.uk](http://www.supportgstt.org.uk)  
[info@supportgstt.org.uk](mailto:info@supportgstt.org.uk)  
 020 7848 4701

## Ask us: How can I check my pulse?

Arrhythmia nurse **Sharlene Hogan** explains why it is important to check your pulse.

### What's the best way to check my pulse?

Place your first and middle finger on your wrist just below your thumb. Press gently and check your pulse for one minute. Don't press too hard as you may interrupt the blood flow and you won't be able to feel

anything. Get used to what's normal for you. Can you feel a regular or irregular pattern, are there any pauses and does it skip a beat? Check it around once a month – the best time to check is first thing in the morning before getting out of bed or when you are at rest.

### Why should I check my pulse?

It can detect atrial fibrillation, a heart

condition that causes an irregular and often fast heart rate. If left untreated, clots can form in the heart which can travel to the brain and cause a stroke. Sometimes it's associated with shortness of breath, tiredness, chest discomfort or dizziness, but often people don't have symptoms.

### What should I do if my pulse is irregular?

See your GP who may arrange diagnostic tests, including an electrocardiogram (ECG) and an echocardiogram, and prescribe blood thinning medicines to prevent clots forming. You may be referred to an electrophysiology consultant. At Guy's and St Thomas' we offer a nurse-led cardioversion service, which uses electricity to resync the heart. We also perform ablation procedures, which target the tissue thought to be responsible for causing the irregular rhythm.



## Best buddies

Medway NHS Foundation Trust in Kent has celebrated the success of its 'buddying' arrangement with Guy's and St Thomas' which has led to significant improvements in patient care.

The two trusts entered a formal agreement in March 2015 when Medway was in special measures and rated

'inadequate' by the Care Quality Commission (CQC).

This March the CQC praised Medway for progress across a number of areas, particularly in terms of the quality and safety of care. The Trust is no longer in special measures.

Medway Chief Executive Lesley Dwyer said: "We have been fortunate to be buddied with a great Trust and to have worked alongside some excellent

colleagues. There is no doubt that the support we have received from Guy's and St Thomas' has been instrumental in the significant progress we have made over the last two years."

The formal buddying agreement has now come to an end and so staff from the two trusts met on 25 April to celebrate some of the achievements of the past two years.



# The Royal Doulton story

Ceramic tiles originally made for the children's wards at St Thomas' Hospital more than 100 years ago can still be enjoyed by visitors today, as **Hamza Omaar** explains.

If you have walked along the South Wing corridor of St Thomas' Hospital towards Evelina London Children's Hospital you may have noticed a superb collection of nursery rhyme and fairy tale tiled panels that guide you along the way.

The series of fairy tale tiles that include Cinderella, Puss in Boots, Little Bo Peep and Sleeping Beauty originally covered the walls of two St Thomas' children's wards, Lilian and Seymour, which opened in 1901 and 1903 respectively. The tiles were commissioned for both hygiene reasons and to decorate the wards for the amusement and pleasure of the young patients.

The tiled panels were produced by one of the great Victorian ceramics factories, Royal Doulton of Lambeth, which was active in the local area between 1815 and 1956.

John Doulton established the original pottery and porcelain business – a house with a small factory, one kiln and a large garden – on Lambeth High Street. His son, Sir Henry Doulton, who built on this business and was instrumental in developing the firm of Royal Doulton, is now widely regarded as one of the leading figures of 19th century British manufacturing. The former Doulton factory still stands on the corner of Lambeth High Street and Black Prince Road.

Henry went on to become a Governor and an almoner of St Thomas' Hospital where he distributed alms to those in need. Doulton Ward at St Thomas' was named after the Doulton family – the ward can still be found in East Wing of the hospital today, specialising in the care of heart surgery patients.

Sir Henry Doulton's interests, outside his pottery business, were in the social development of Victorian society and in the arts. In 1849 he was elected permanent chair of the Lambeth Debating



Left, Royal Doulton,  
Jack and the Giant Beanstalk  
Below, Little Red Riding Hood



Society and in 1887 he received the honour of a knighthood from HRH Queen Victoria. A few years later he was awarded the Albert Medal by the Royal Society of Arts.

The tiles for St Thomas' Hospital were designed by Margaret Thompson and William Rowe, in-house designers who worked alongside leading ceramic artists of the day including George Tinworth and Hannah Barlow. Together these ceramic artists left an artistic legacy that the Royal Doulton brand is famous for. The Royal Doulton Group is now the largest manufacturer of ceramics in Britain.

The original children's wards were damaged during World War II but some of the tiles survived. They were extensively restored in 2008 and displayed in their



Doulton Tiles in the  
children's ward in 1900

current locations for patients, staff and visitors to enjoy.

The Royal Doulton tiles are part of Guy's and St Thomas' Charity fine art and heritage collection, one of the largest art collections belonging to a health charity in the UK, with artefacts dating back to the 1500s. It is a unique resource that the Charity uses to enhance the environment for patients, staff and visitors to Guy's and St Thomas'.



## Say what?

**Neil McKie**, a former army officer who trained at Sandhurst, is now an assistant service manager in the Dental Department at Guy's Hospital.

### Q Why did you make the move to the NHS?

**A** I joined the Army when I was 25. At one point I was managing 120 soldiers. I'd done Afghanistan. I'd done Iraq. I'd done everything I wanted to do in the Army and it was time for a move. Thanks to the *Step into Health* programme, which helps service veterans apply for jobs and get work placements in the NHS, I now manage 11 people and try to squeeze in as many patients as possible to get the treatment they need.

### Q What skills from the Army help in your role here?

**A** Working under pressure! It's a different kind of pressure from the Army, of course. But you need to be

able to function when you know you have 20 tasks to do and only time to do 15. Then add to that the people management skills, dealing with individual staff and responding to their needs. The leadership skills come almost without thinking, making decisions quickly, knowing when to jump in and help, and when to delegate.

### Q What's the most unusual job you have had and why?

**A** I love fitness so after leaving the Army I did my Personal Training qualification. I became a Pilates instructor in Harpenden.

### Q Tell us something your colleagues don't know about you?

**A** When I was at university playing rugby I got a yellow card for a

dangerous tackle on Prince William. Luckily it only meant 10 minutes in the sin bin and I wasn't taken off to the Tower! I didn't realise it was him until we shook hands at the end of the match.

### Q What's the best thing that ever happened to you?

**A** Super corny but my wife. I know I am not the easiest to live with but we have been together now for nine years and probably had less than five arguments. The fact she likes going to watch rugby and cricket with me is a bonus, she gets on with and loves my daughter, we just work.

### Q What's your philosophy for life?

**A** Just get on with it!

## From the frontline

**Yancy Jensen,**  
Evelina London Healthy  
Weight Specialist Nurse



Yancy Jensen and Caroline Machamire

We provide a new service to offer support and guidance to help tackle childhood obesity in Southwark and Lambeth. Our work is funded by Southwark and Lambeth Clinical Commissioning Groups (CCGs).

The service is provided by my colleague Caroline Machamire (Healthy Weight Specialist Nurse for Lambeth) and myself, Yancy Jensen (Healthy Weight Specialist Nurse for Southwark).

We work as part of the school nursing teams across the boroughs to support children aged 5-12 years who are overweight or obese. We play an important role in advising both the child and their family who have received information about their child's weight through the National Childhood Measurement Programme.

By offering each family one-to-one support, our nurse-led service provides families with the plan they need to make healthy lifestyle changes so children achieve a healthy weight.

In addition to one-to-one support, we raise awareness about healthy eating among health professionals, schools and the wider community by providing information at team meetings and school assemblies, running healthy eating sessions in schools, and attending community events.

Obesity is not a 'one size fits all' issue. It's a very complex problem that needs a comprehensive approach and must be dealt with in a sensitive manner. It is this considered approach which underpins the work of our service.

**Contact Yancy and Caroline at [gst-tr.healthyweight@nhs.net](mailto:gst-tr.healthyweight@nhs.net) for more information**



# What's On

## Until 31 December 2017

### Free exhibition:

**'The Voice of Nursing:**

**100 years of the RCN'**

Royal College of Nursing  
Library & Heritage Centre, 20  
Cavendish Square, W1G 0RN  
Mon-Fri 9am-7pm, Sat 9am-  
5pm (not during August)

## 1-30 June

### Motor Neurone Disease Awareness Month

Call 0808 802 6262 or visit  
[www.mndassociation.org](http://www.mndassociation.org)

## 21 June

**Friends of Guy's and St  
Thomas' Hospitals Book Sale**  
10am-3pm, Birdsong Corridor,  
St Thomas' Hospital

## 25 June

**Cancer Survivors' Day**  
(including fundraising  
Celebration Walk from  
12.30pm) 2-6pm, Cancer  
Centre at Guy's Hospital

## 5 July

**Friends of Guy's and St**

**Thomas' Hospitals Book Sale**  
10am-3pm, Birdsong Corridor,  
St Thomas' Hospital

## 8 July

### Pride in London

Email [lgbtforum@gstt.nhs.uk](mailto:lgbtforum@gstt.nhs.uk)  
for details

## 12 July

**Joint Board of Directors and  
Council of Governors meeting**  
3.45pm-7.30pm  
Governors' Hall,  
St Thomas' Hospital

## 18 July

**Seminar for Foundation Trust  
Members – Pain Management**  
6-7.30pm  
Nevin Lecture Theatre,  
St Thomas' Hospital  
Call 0800 731 0319 or email  
[members@gstt.nhs.uk](mailto:members@gstt.nhs.uk)  
to book your place

## 19 July

**Friends of Guy's and St  
Thomas' Hospitals Book Sale**  
10am-3pm, Birdsong Corridor,  
St Thomas' Hospital

## Free film screenings:

**MediCinema** ([gsttmedicinema@medicinema.org.uk](mailto:gsttmedicinema@medicinema.org.uk)) shows  
the latest releases for patients and staff

**Guy's** Tuesdays, 1.30pm and Thursdays, 7pm

**St Thomas'** Saturdays, 7pm and Tuesdays, 7.30pm

**Evelina London** screenings on Wednesdays, 6.30pm

## Free lunchtime concerts:

**Mondays** 1–2pm, Central Hall, St Thomas'

**Wednesdays** 1–2pm, Atrium 1, Guy's

## Raise money for your hospitals and community services

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

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

## Competition



We have two pairs of tickets to the London Eye up for grabs. To be in with a chance of winning one pair, simply complete the wordsearch below.

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

Advantage	Delivery	Grandslam	Strawberries
Backhand	Deuce	Net	Tiebreak
Baseline	Doubles	Service	Volley
Court	Dropshot	Racket	Wimbledon

Name

Address

Email

Send your entry by **21 July** to the GiST competition, Communications Department, 4th floor, Staircase C, South Wing, St Thomas' Hospital, Westminster Bridge Road, SE1 7EH; or you can email [communications@gstt.nhs.uk](mailto:communications@gstt.nhs.uk).

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

# Become a member of our Trust



## Get involved – have your say

### As a member you can:

- Receive copies of our quarterly magazine the GiST and monthly email newsletter e-GiST
- Get involved in a range of activities at the Trust to help us improve the quality of our services
- Benefit from discounts on many products and services with Health Services Discounts
- Come to our popular health seminars and meet our experts
- Have your say by standing for election as a governor and voting to elect our Council of Governors

For more information about becoming a member  
email [members@gstt.nhs.uk](mailto:members@gstt.nhs.uk) or call **020 7188 7346**.