

# Barts Health Life

The monthly newspaper for Barts Health staff and volunteers



>  
Our new sensory garden  
PAGE 5



>  
#NewhamPride turns infectious  
PAGE 6



## Your chance to make a change

This month we will all be invited to take part in the annual NHS Staff Survey. It's an easy way to share views about our job and what it's like to work here, covering relationships with managers and colleagues, equality and diversity, patient experience, and work/life balance. It is about finding out what we do well, and where we can do better, so we can create a place where we are all proud to work. **Please help by taking part.**

From 27 September you will receive a personal email with a unique link to the survey. Although it's not compulsory, your manager will support you to complete it during work time. The survey is managed by an independent organisation, Picker Institute Europe, and all responses are strictly confidential. No one at the Trust can access your response or identify you from the completed questionnaire.

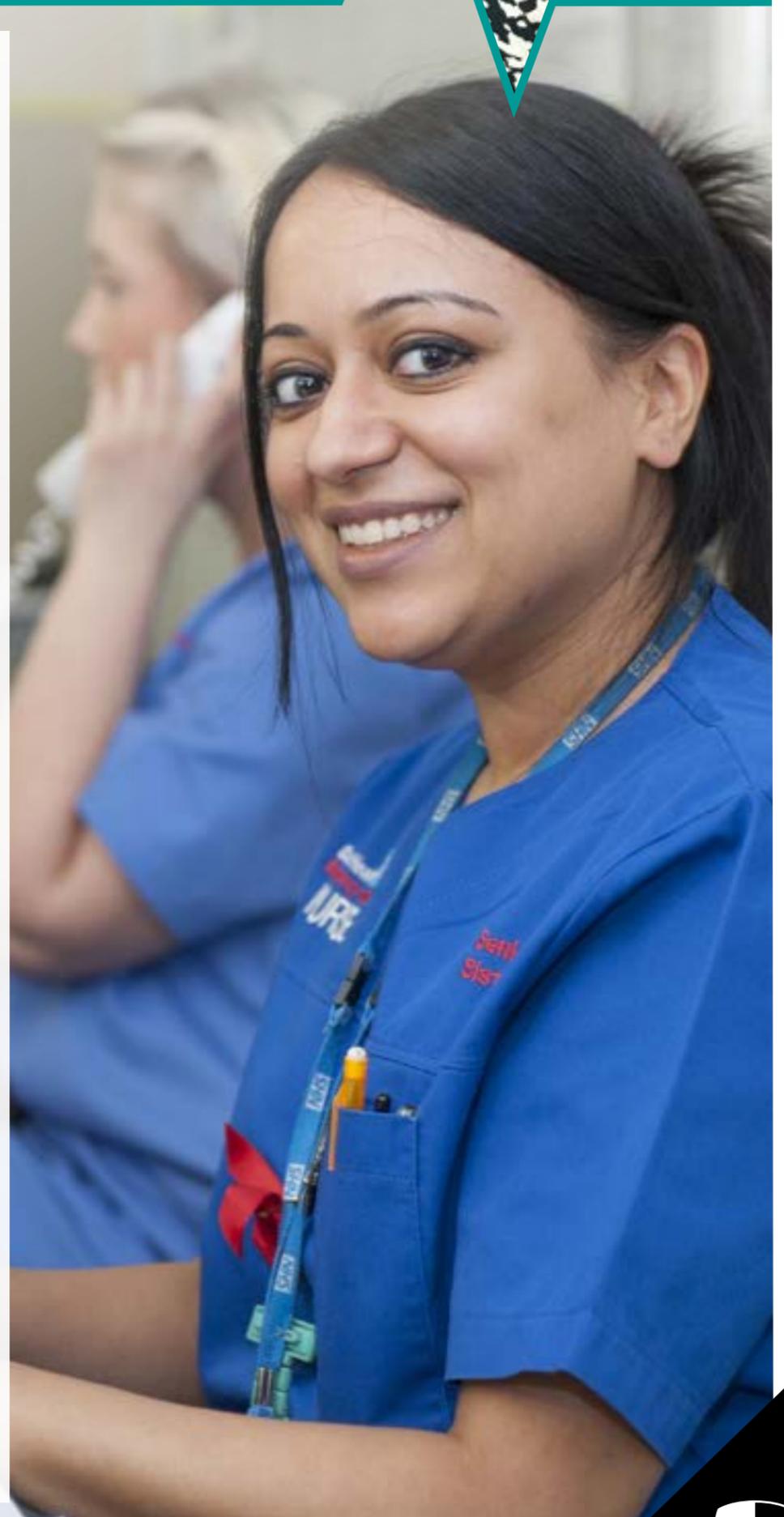
If change is what you are seeking, this is your chance. Last year's responses enabled us to make some notable improvements in our working lives. These included:

- Introducing staff-led change through Listening into Action, increasing staff morale and motivation. Over 4,000 of you got involved in LiA activities, and in tribute to your success, stories of staff and patient improvements were **published nationally**
- Building effective individual and team leadership through our leadership alumni network, our first leadership conference for senior management, and our new '**Leadership and People Management**' prospectus for staff
- Continuing our **Career Development Programme for BME and female staff**. So far, 150 staff have benefited, of whom 20 successfully secured promotion.
- The launch of the independent **Guardian Service** providing information and emotional support to staff 24/7 in a strictly confidential, non-judgemental manner
- The creation of an Equalities and Inclusion Board to oversee an ambitious programme of work to implement a refreshed set of **equality objectives**.

We are on an exciting journey to improve the quality of all our services for patients, and building a motivated workforce is crucial to achieving our vision for safe and compassionate care. Our Friends and Family test scores show increasing numbers of people would recommend us, but there is more we can do. So please use this opportunity to help us improve. Keep an eye out for your Staff Survey email, and please complete it by 2 December.

To find out more, please visit the [Staff Survey intranet section](#).

**Alwen Williams, Chief Executive**



## Accessible Information as Standard

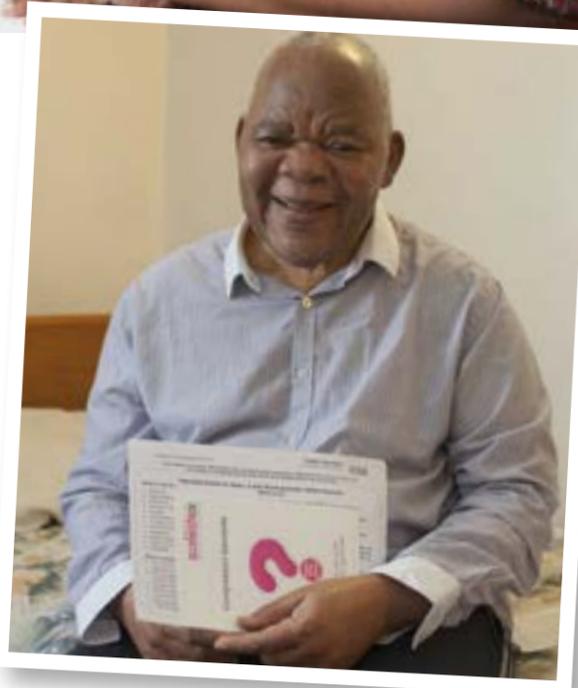


Ensuring that everybody has equal access to healthcare services is essential and in June 2015, NHS England published the Accessible Information Standard to make sure that people with a disability, impairment or sensory loss, have access to information that they can understand and which supports them to communicate with staff.

The Standard establishes a clear framework that enables patients and service users to access services appropriately and independently, and make decisions about their health, well-being, care and treatment.

By law, we must:

- Ask patients and/or carers if they have any additional information needs or require support to communicate, and ensure these needs are met
- Record the patient's needs (not their disability) clearly and consistently, ensuring they are 'highly visible' whenever their record is accessed
- Share information (where we have consent) about the patient's needs, highlighting them with colleagues or other NHS and adult social care providers where appropriate
- Act and take steps to ensure that the patient receives information which they can access and understand, and receive communication support if they need it.



To support staff, two e-learning modules have been developed in association with Health Education England and Disability Matters have also created an e-learning package.

**To find out more including useful resources, visit the [Accessible Information Standard intranet section](#).**

## Are you properly dressed?



Our uniform policy ensures we comply with best practice for infection control, protect our staff and patients in matters of health and safety, and convey a professional and positive public image.

Help us keep you and our patients safe with our **top 10 checklist**:

1. Wear appropriate uniform
2. Staff uniform must never be visible to the public outside Trust premises unless travelling on Trust/NHS transport
3. Staff must not smoke anywhere on Trust premises
4. Look professional with smart clothes which cover the midriff and a decent part of the legs
5. Hair must be off the collar
6. Headscarves should be secured or placed inside clothing
7. Staff must be bare below the elbow
8. Adhere to strict hand hygiene
9. Scrubs may only be worn in designated areas. Remove theatre hats when leaving theatre
10. Tuck in /secure identity badges worn on lanyards when caring for and/or in direct contact with a patient. Launder or replace lanyards when dirty or visibly soiled.



## The flu vaccination: a simple step to help us protect our patients

This October, we will start our flu immunisation campaign, and again we urge all of our staff members – particularly those on the frontline – to get the vaccination to help us keep our patients safe.

Influenza outbreaks in our community and our hospitals can affect you, our patients and our clients, including those who may be particularly vulnerable, like the young, elderly and those with lowered immunity. Most of our patients are potentially "At Risk" and each year flu kills many of the vulnerable in our community. This is preventable and there are simple steps we can all take.

Vaccination is more than keeping ourselves safe – for us, it's about protecting our colleagues, families and, crucially, our patients. We can all carry and pass the virus on to others without having any symptoms, so even if we feel healthy, we could be risking the health of our patients.

We'll be offering the vaccine to all of our staff towards the end of September and throughout October, to be administered by our peer vaccinators. Keep an eye on the intranet and site newsletters for details about when and where these vaccinations will be available.



**Thank you very much for your support and helping to protect our patients.**

## Shining a light on hand hygiene

We have been made a beacon for patient safety by the Infection Prevention Society (IPS), establishing our commitment to providing safe care.

On 16 August 2016, Kevin Walsh, associate director of nursing, accepted a torch on behalf of the Trust from London's The Royal Marsden NHS Foundation Trust as part of the IPS's 'hand hygiene torch relay'.

A symbolic gesture, the torch signifies the commitment made by all healthcare staff to maintain the highest standards of cleanliness to protect patients from the risk of infection. Kevin said: "Hand hygiene is vital to keep our patients safe. We are therefore using this event as an opportunity to keep that flame alive by reminding everyone of its importance."



## Congratulations to all our cancer teams across the Trust



Congratulations to all our cancer teams across the Trust. We are currently meeting all nine waiting time standards. This is a terrific turnaround from 18 months ago, when we only met one standard.

After a brief boost at the end of last year, our cancer performance peaked again in March, was sustained throughout the first quarter of 2016/17, and is on track to be confirmed for July as well when the next official NHS England figures come out.

Dr Angela Wong, clinical director for cancer performance and improvement, said: "We are delighted to see that the plans and hard work we put in place are bearing fruit. This has been achieved by working together across our hospital sites, teams and primary care, as well as other trusts within our sector that we share cancer pathways with.

"We needed to understand where the delays in our pathways were, and put in the support and capacity to correct this. We created forecasting tools to do that, so we could support teams in realtime. This detailed analysis of data, continuous learning and working together has supported Barts Health in achieving all the cancer standards."

Each month just over 2,000 patients with suspected cancers are referred to our hospitals, and the vast majority are seen within two weeks. About 200 have symptoms of breast cancer and we see virtually all of them within that initial period.

About 400 of these referrals are treated over the next two months, with about 350 of them requiring a subsequent course of treatment, which might be drugs, surgery or radiotherapy.

Eight operational standards for cancer are set nationally, and we also set one locally. Evidence indicates that patients who get their first appointment within two weeks of diagnosis have better outcomes than those who wait longer. All of our hospitals met this national standard in April, May and June.

However, each of our hospitals failed to meet at least one standard over the quarter. Unfortunately St Bartholomew's and The Royal London both failed the standard to treat 85% of suspected cancers within 62 days, which is the benchmark used to compare our performance across London.

Dr Alistair Chesser, chief medical officer, said: "Our ambition is to offer our patients the highest quality care we possibly can. More people are diagnosed and successfully treated at Barts Health than ever before. I want to congratulate each and every member of our cancer team.

"We are confident that the improvements we have made are sustainable, and measures are now in place to keep performance at this high standard for years to come."

## Barts Health surgeon made top royal doctor



Congratulations to Satyajit Bhattacharya, consultant general at the Royal London who has been named as Serjeant-Surgeon to Her Majesty The Queen and the Royal Household.

Satyajit, who has worked for St Bartholomew's and The Royal London hospitals for 17 years, first joined the Royal Household's team of doctors in 2006. On the new role, he said:

**“**I am humbled and honoured by this appointment. I am also deeply grateful to my colleagues at Barts Health, as this position reflects the excellent work that we all do within this organisation. I hope to carry on helping Her Majesty The Queen, her family and the people of East London for years to come. **”**

In his new position as Serjeant-Surgeon, Mr Bhattacharya will continue his work at Barts Health.

### Find out more

- Visit ['news and events'](#) on the intranet
- Read the weekly ['Take 5'](#) bulletin



# ROYAL LONDON AND MILE END

## My Body Back maternity clinic makes the headlines



The 'My Body Back' maternity clinic for rape and sexual violence survivors has been making headlines since its launch last month.

Clinic lead and consultant midwife Inderjeet Kaur, and founder of My Body Back Pavan Amara, were supported by the Trust Press Office to be interviewed live on BBC2's the Victoria Derbyshire show and countless radio stations. They explained how the service differs from usual maternity care, and encouraged women from across the country to access support.

With one in five women between the ages of 16-59 in England and Wales having experienced sexual violence,

we wanted news of our clinic to reach women. And it did: Just two hours after a 5am BBC Breakfast News announcement, the inbox was flooded with emails from women contacting the team for support. Later, more than 50,000 people worldwide watched an afternoon interview on BBC Facebook Live. We were even on the BBC Online homepage and Twitter turned our press release into a one of the day's top news stories. We are now seeing midwives from as far as India, Brazil and Canada contact us keen to start a similar service.

**Get support in sharing your news by contacting the Media team.**

## Deputy mayor's 'inspiring visit'

Joanne McCartney, deputy mayor of London, visited London's Air Ambulance (LAA) helipad at the Royal London on 11 August. Hosted by chief executive, Graham Hodgkin, the visit was an opportunity to showcase the important partnership between the LAA and the Trust, the work undertaken by the LAA, the helipad and how it operates.

During the visit, the Deputy Mayor met on duty doctors and paramedics, and showed an interest in the education outreach work with HELIMED. On Twitter, she spoke of an "Inspiring visit" and said "Thank you for the life-saving work you do every day!"



## Four hours in A&E

Lucy Kearney, communications advisor, is put through her paces on a night shift in A&E

"As a newbie to Barts Health and the NHS, what better way to get acquainted with our front line staff than to follow them on a night shift in A&E!

As my shift with Dr Malik Ramadan and his team approached, I began to feel apprehensive. I started in the Trauma unit and felt a sense of anticipation and tension that comes with not knowing how your shift will take shape. I watched the handover between day and night and listened to the run through of patients' statuses. All looked calm so I made the mistake of asking if it was relatively quiet, and was reprimanded with a "we don't use the 'Q' word" here." I observed a couple of procedures and was impressed with the skill of staff and how they worked together.

After a brief stay in emergency assessment, where doctors and nurses carry out initial examinations, I joined nurse Claire Kelly at the very frontline. Her job was to have an initial conversation and check up with a patient visiting the ED to offer advice, direct them to



the emergency out of hours GP or start them off on their ED journey. An array of problems and stories came through those doors. She told me that nothing shocked her and I believed her!

At 11:30pm, I took my leave and breathed a sigh of relief when I arrived home. I had been so far out of my comfort zone. I'm so impressed with our frontline team – their skill, patience, dedication and expertise.

**Thank you Dr Ramadan and team!"**

## Read our blog

For more information and site news read Jackie Sullivan's blog on the intranet

## In the words of our patients

### Caring approach



I would like to thank all the staff working in Ward 10F. I stayed there for 4.5 days, and I have only the best things to say about my experience. I was impressed by my room, the care I received, the cleanliness of the facilities and the caring approach extended to me by each and every member of staff I encountered.

## Children enjoy new sensory garden



A new £25,379 garden for children staying on Acorn Ward at Whipps Cross Hospital has officially opened with two patients cutting the ribbon.

Funded by Barts Charity, the £25,379 redeveloped garden features sensory equipment, carefully selected planting, a bug hotel and additional educational facilities such as a music-making area.

There are also light and sound arches to make the area more user-friendly for children with special educational needs and all of the garden's structures have been designed to be explored by inquisitive

hands, as well as being safe and gentle for children, especially those who are unsteady on their feet. Ghislaine Stephenson, associate director of nursing for children at Whipps Cross and the lead on this project, said: "The new garden is a fantastic addition for both patients and hospital staff. It will be a great resource for the teachers in the schoolroom and for patients and their families it will mean a much more welcoming, friendly and fun area to explore as a break from the ward. Our thanks go to Barts Charity and their supporters for their help in funding this project – it will make such a big difference to our patients."

Read our blog

For more information and site news read our managing director's blog on the intranet



### In the words of our patients

#### An angel in disguise



Thank you to all of the staff who have taken part in looking after me and my unborn baby while I was admitted to hospital with gallstones and an infected gallbladder. I would like to say a very very special thank you to Kaydian Miezah, who was by far, the most caring, attentive and friendly person I have ever met. She is an angel in disguise.

#### Outstanding staff



I was admitted to the emergency assessment unit on Thursday 28th July after arriving at Majors with a high heart rate. I was here for five days and all the nurses that had responsibility for the ward were outstanding. Ash, Ruby, Lily and Alba were working non-stop for their 12-hour shifts. They were also giving exceptional personal and emotional care to their patients... They were all professional and empathetic. Outstanding staff.



## New £5million theatre upgrade

Patients at Whipps Cross Hospital will now be treated in two brand new, state-of-the-art operating theatres.

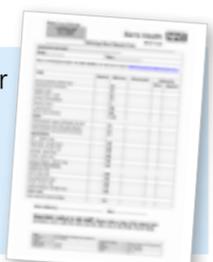
John Cryer MP opened the £5million theatres on 22 July 2016, in addition to a new corridor which reduces the journey time for patients from the ward to surgery.

The new theatres follow the recent opening of the new breast cancer unit (the Peter Frecker Clinic) at

Whipps Cross Hospital, which offers women a place where they can be examined, scanned and have a biopsy all in one place. The clinic was opened by the former Secretary of State for Work and Pensions, Iain Duncan Smith.

Watch our video of the theatres opening on the intranet.

**Pathology consumables orders** – Did you know that we've made it easier for you to order pathology consumables? Simply download the **Pathology Stock Request Form** from the intranet and email your completed order to [wxhpathologyorders@bartshealth.nhs.uk](mailto:wxhpathologyorders@bartshealth.nhs.uk). Orders will be processed within 24 hours of receipt of the completed order form. Please note that paper or fax requests are no longer accepted.



# NEWHAM

## #NewhamPride makes the front page



### Stop the Press!

We made front page news of the **Newham Recorder**. This follows recent #NewhamPride celebrations and is testament to the hard work of everyone at Newham. Make sure you catch Newham Recorder's coverage of the improvements we've been making.

### Read our blog

For more information and site news **read Chris Pocklington's blog** on the intranet



### In the words of our patients

Best hospital A&E ever! //



I qualified as an SRN in 1972 and have never been so impressed with any treatment received in any hospital my whole life in the medical field. The staff nurses, blood drawers, and both doctors that treated my mother were extremely respectful, caring and explained in detail what to expect and gave us updates throughout our 5 hour stay there. The discharging doctor even kindly showed us out to the lobby so I could call a cab to take us back to the hotel. We were both extremely impressed and grateful.



## Thistle and Tayberry get transformed

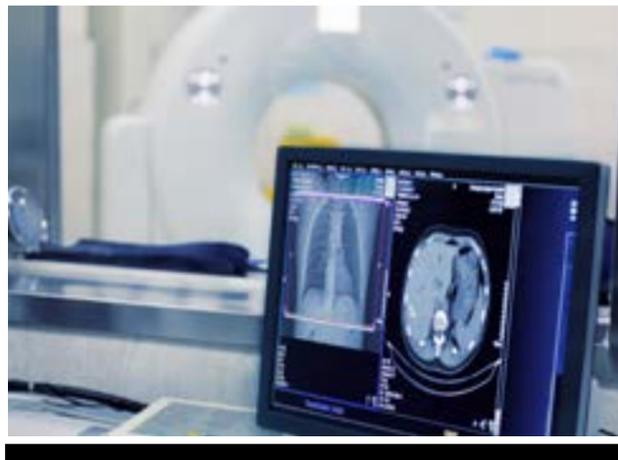
Thanks to a generous donation from Barts Charity, support from Vital Arts and the creativity and inspiration of staff, we have used artwork to create a friendly, familiar environment for our patients who are older and often suffer from dementia.

Thistle Ward is now Thistle Street, with bright coloured doors and welcoming images to adorn the walls. There is similarly creative artwork on Tayberry to help make our patients feel relaxed and at home in their surroundings.

## X-ray machines get an update

Newham Hospital will be replacing current x-ray equipment with three state-of-the-art digital radiography machines. With two on site and a third at the Shrewsbury Road centre, the new technology will improve image quality, patient experience and enhance workflows with increased patient throughput particularly for ambulatory imaging.

Work began on the two site machines on 22 August 2016, with the improvements expected to take 2-3 months per room to complete. The X-ray room at Shrewsbury Road will be replaced in the New Year. Whilst the x-ray machine at Shrewsbury Road is updated patients will be temporarily diverted to the main site.



## Hats off to Project Search graduates

Congratulations to our Project Search interns who have graduated from the programme.

Project Search is a work placement programme for young adults with disabilities who are supported to build skills with the goal of securing paid employment at the end of the programme at the Trust or externally. Newham Hospital has hosted 12 local young people on internships on various wards and departments and this year's programme has resulted in five job offers at the hospital and six job interviews.

Due to its success, the project will start running again this month. **Find out more by contacting Anna-Renee Paisley.**



## Our very own Olympic champ

Eleanora Murphy, a nursing assistant in the angio cath labs, landed her dream volunteer role, interpreting for the media at the Rio Olympics. She describes it as the 'most amazing experience of my entire life'. [Find out why in her blog on the intranet.](#)

### Read our blog

For more information and site news read [Charles Knight's blog](#) on the intranet

## Sylvia and Ian: Fighting cancer together

12 years ago, Sylvia's husband Ian was diagnosed with cancer – lymphoma. Since then, they've been hosting a garden bake sale each year to raise funds for our Cancer Immunopathology Research fund, raising over £3,400 to date.

Now, Sylvia herself has been diagnosed with mesothelioma – a type of cancer commonly affecting the lungs, associated with exposure to asbestos in earlier life.

Sylvia can't make her regular bake sale and coffee morning this year, so she's fundraising through a "Non-Coffee Morning". So far, she's raised an amazing £2,400.

Here, she tells her story:

"I have cancer. So does my husband, Ian. His is lymphoma and mine is mesothelioma.

"St Bartholomew's Hospital is a centre of excellence for both these cancers, and we have received the

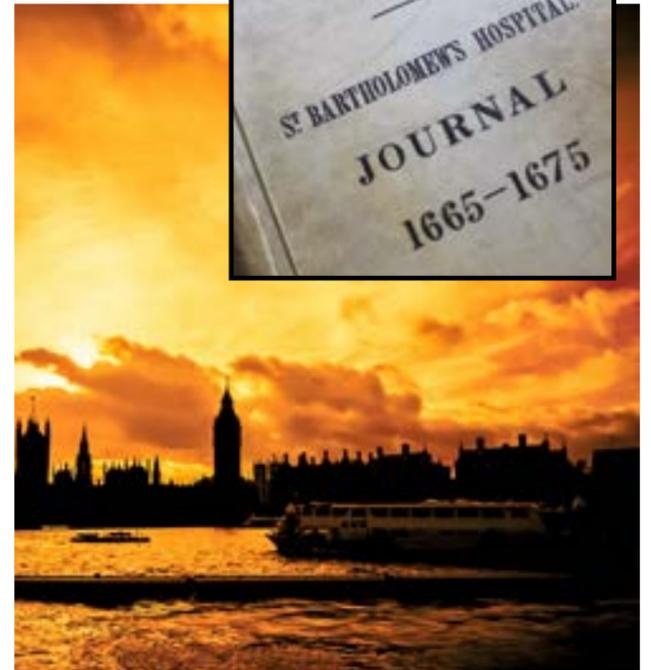
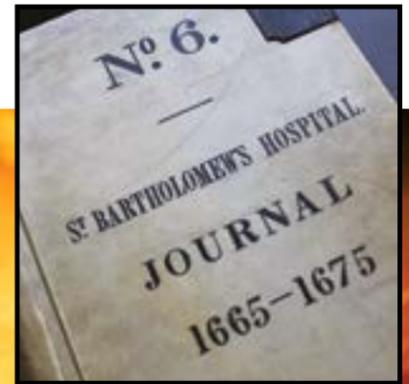
This year marks the 350th anniversary of the Great Fire of London in 1666. Archivist Rachel Merrison, tells us about St Bartholomew's Hospital's narrow escape.

## The Great Fire, 1666

St Bartholomew's Hospital had a fortunate escape from the Great Fire; the flames came within 100 yards of the boundaries and were only stopped short by the pulling down of nearby houses. The diarist John Evelyn mentioned his particular concern the "Hospital of St Bartholomew's near Smithfield, where I had many wounded and sick men, [which] made me the more diligent to promote it".

However, despite surviving the blaze, Bart's faced an uneasy future. The hospital's care of the sick poor was dependent on the income received from the endowed properties in its possession, and it was calculated that approximately 190 properties belonging to the hospital had been destroyed (with a loss to revenue of around £2000 a year). The Board of Governors was forced to close five wards (Long, New, Dyett, Naples, and Garden Dorter) and dismiss a number of sisters and one physician, Dr Tearne, although he subsequently requested to be allowed to work "without expectation of any salary or other compensation".

Although Barts had no funds to rebuild the destroyed properties, the hospital was involved in the reconstruction of the City; the rough plans for properties in Newgate Street are two of many retained in our archive. To raise funds in the short-term, the names of new donors giving more than £50 were prominently honoured in the hospital's



cloisters and King's ward was converted into shops to bring in paying tenants. A further 12 shops of 10 feet square were also being planned along the 'Long Walk', and seven more nearby.

Despite these trials, St Bartholomew's Hospital eventually recovered its income to a good level, and the resilience of its staff during this period is certainly worth celebrating on the 350th Anniversary of the Fire!



very best of treatment.

"Ian and I have been raising money for Barts Charity by holding our famous annual Coffee Mornings in our house and garden, with home-made cakes and plants for sale, since Ian was diagnosed 12 years ago.

"Now that I'm fighting mesothelioma... we can't make the Coffee Morning this year.

"Please imagine that you're in our beautiful garden at our Coffee Morning, on a lovely summer's day, eating flapjacks and chatting with friends, and make a donation to Barts Charity's mesothelioma research fund."

**You can visit [Sylvia's JustGiving page](#). Or to donate to our mesothelioma research fund directly, head to the [Barts Charity donate page](#) and specify 'mesothelioma'.**

## In the words of our patients

### Exemplary //



The staff were exemplary right from the consultant who did the operation, David Wald, to the cleaners on the ward – everyone was fantastic.

### Excellent //



Nursing staff excellent. They have explained everything they possibly can to me. I know I'm in the best place.

### Exceptional //



Staff are amazing in the way in which they carry out their care. Quality of treatment is exceptional and I feel comfortable and in safe hands every time.

# GET INVOLVED

**b+tlc** BARTS  
CHARITY

Funding extraordinary  
healthcare



## Barts Health dietitians get to grips with new 'arthritis gloves'

We've funded new 'arthritis gloves' and 'visual impairment goggles' that are helping dietitians at Barts Health better understand the challenges older people face when eating and drinking.

Malnutrition is surprisingly common, affecting an estimated three million people in the UK – nearly half of whom are over 65.

To give staff a better sense of what it may be like to have arthritis or impaired vision, the Barts Health dietitians are using these new teaching aids. The gloves restrict finger and hand movements – mimicking effects of arthritis. Staff can appreciate how patients can struggle with everyday activities, meaning they can provide support that's more tailored to individual patient needs.

## Shortlisted for Charity Times Award



We've been shortlisted for 'Change Project of the Year' for the Charity Times Awards, which celebrates best practice in the UK charity and not-for-profit sector.

The nomination is in recognition of our new Salesforce IT platform which helps to achieve a one-system, unified way of working. The new platform helps to integrate

work and processes across fundraising, grants and finance.

Barts Charity faces stiff competition from Breast Cancer Now and Parkinson's UK, among others. Winners will be announced on 28 September 2016 – **wish us luck!**



**Don't forget to join us on [www.facebook.com/BartsCharity](http://www.facebook.com/BartsCharity) and [@Barts\\_charity](https://twitter.com/Barts_charity)**

## What's on

Don't forget to come along to the **Barts Health Open Day** on **17 September, Outpatients department – Whipps Cross, 11.30am-3.30pm**. A chance to find out more about all the fantastic work that is going on in our hospitals and the community!

Come along to our open **Annual Public Meeting** on **Wednesday 21 September at Stratford Town Hall, E15 4BQ from 6pm**. An opportunity to hear about our successes and challenges in the past year and get an update on other important matters.

Get a unique insight into the Royal Air Force and Defence Medical Services at the next RAF Medical Reserves Clinical Seminar – **Casualty Care (In Conflict, In Crisis, In the Air)** on **14 October**. Full details available in the 'Events' section on the intranet.

### Tell us what you think

Tweet us at [@NHSBartsHealth](https://twitter.com/NHSBartsHealth) Talk to us via [www.facebook.com/bartshealth](http://www.facebook.com/bartshealth)

Connect with us on **LinkedIn** Leave feedback on **NHS Choices** [www.nhs.uk](http://www.nhs.uk)

## Make it Count

We've launched the **first issue of our new magazine!** It's in a handy take-away size, and packed full of news on funded projects, supporter stories, and fantastic fundraisers who are raising money for you. Pick up your copy from any of the five hospital waiting areas, restaurants and wards, or **download it online**.



## Our social side

**Newham Recorder**  
Newham University Hospital  
[@NHSBartsHealth](https://twitter.com/NHSBartsHealth) gets top marks in online patient reviews  
<http://bit.ly/2aZJb1V>

**Ross Lydall** Forget the Olympics, An Hour To Save Your Life was most extraordinary thing on TV today.  
[@Ldn\\_Ambulance](https://twitter.com/Ldn_Ambulance)  
[@LDNairamb](https://twitter.com/LDNairamb)  
[@NHSBartsHealth](https://twitter.com/NHSBartsHealth)  
[@wgbrook](https://twitter.com/wgbrook)

**Lucie Butler** Thank you to our rotating Junior Drs, good luck in your next role, your care and compassion has been fantastic  
[@NHSBartsHealth](https://twitter.com/NHSBartsHealth).

**Friya Engineer**  
Volunteering at world's first maternity clinic for women who've experienced sexual assault with [@MyBodyBackProj](https://twitter.com/MyBodyBackProj) – it's going brilliantly!