

uclh

The magazine for Foundation Trust members

News

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UCLH News Issue 39

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We welcome contributions or suggestions for future editions of UCLH News. You can send these via the membership office for review and consideration by the editor.

To receive this information in large print contact the membership office

Moving house or changing your email address?

Don't forget to contact the Membership Office and let us know your new details!

From the editorial team

After a small delay while a new membership manager was recruited – see below – UCLH News is back, keeping you up to date with what's been happening here. Although this is our 11th year and 39th issue, we'd like to make sure that the publication is exactly what you want. To help us to do this, we've enclosed a short survey which only takes a minute or two to answer. You can return it to us via Freepost or complete it online. Please do fill it in, we will report on what you've told us later in the year and you will probably see some changes as a result.

The big story that we can't cover in this issue; because it happened just after our print deadline, is the visit from the Care Quality Commission, on 8th - 11th March. There will be more about that in the next issue. This issue's focus is on volunteering, with an article from UCLH's new Lead for Volunteer Services, Clive Pankhurst. Clive joined us in July and he's planning to treble the volunteer force, across UCLH. There are now well-defined and integrated roles in all our buildings, from Queen Square and RNTNEH to the UCH Tower. If you're thinking about becoming a UCLH volunteer, check out our article on pages 4-5 or email volunteering@uclh.nhs.uk

New Membership Manager

Liz Brookes is now UCLH's Membership Manager, replacing Ros Waring who left us for Barts in November.

Liz knows UCLH very well, having been part of the Corporate Services team for 3 years. She then went to Camden and Islington NHS FT to be Membership Manager before returning to UCLH in January. Liz says of her new job:

"I'm very pleased to be back at UCLH and to be working with both members and Governors. I look forward to meeting as many of you as possible at our MembersMeets, events and out in the community.

"Whilst continuing with our existing MembersMeets and UCLH News, I would welcome any suggestions on improving our communication and interaction with members. If you have any suggestions or questions on membership, you can contact me via foundation.trust@uclh.nhs.uk or on 020 3447 9290".



Front cover photo:

Clinical Nurse Specialist, Susie Lagrata receiving her Celebrating Excellence Award for top quality patient care from Frank Dobson



Living the values - Celebrating Excellence Awards

Midwives, nurses, housekeepers, surgeons, a security manager, researchers and volunteers were among those recognised by their colleagues for their superb work for UCLH at the annual Celebrating Excellence Awards 2016.



Staff celebrating at the awards ceremony

The Celebrating Excellence Awards ceremony is a standout moment in the UCLH calendar. There were almost a thousand nominations for the 2016 awards and two new awards were introduced this year, for the junior doctor of the year and for an outstanding corporate services contribution.

Nominations are judged by a panel of nine, including Chairman Richard Murley and Patient Governor Rosalind Jacobs. Three are short listed in each of the categories and their names and nomination summaries appear in the event programme. Nominations are introduced by members of the Executive Board in film clips, which lets them pay their own tribute to the staff. "I love this award" said Medical Director Geoff Bellingan of the kindness award, because "kindness makes all the difference".



The evening was hosted by Frank Dobson, formerly Secretary of State for Health and, from 1979 until last year, UCLH's local MP. Before presenting the awards, he spoke of the

privilege of being part of the event, his gratitude for the care he and his family had received from UCLH over the years, and his pride in having played a part in keeping University College Hospital on the map and getting it a new building.

Commenting before the winners were announced, Susie Lagrata (pictured on the front cover), clinical nurse specialist at Queen Square, said she already felt like a winner having been short-listed. But she did go on to win the award for top quality patient care later in the evening. Kwaku Kyei, housekeeper for paediatrics and adolescents and winner of the safety award, spoke of his surprise when he first found he'd been nominated. 'I'd just been on holiday and was going through a lot of emails. I deleted the email telling me I'd been nominated and had to be phoned by the event organiser to make sure I knew. I couldn't believe it'.



Kwaku Kyei receiving his award from Frank Dobson

The event was generously supported by the UCLH Charity – "one of the many wonderful things the charity does for UCLH" as Richard Murley said.

Nominations for the 2017 awards will be open at the end of the year, where members will be able to nominate for those patient-nominated awards. Keep an eye-out in UCLH News and on the website for details.



We are committed to delivering top-quality patient care, excellent education and world class research

Safety
Kindness
Teamwork
Improving

Volunteering at UCLH: Help us do more

A popular question from members is “How can we get involved at UCLH?”. Although it may not be for everyone, one of the many ways members can help, is by joining the volunteering service. It is an exciting time for volunteering at UCLH, as after a period of review, the newly redesigned service has just been launched. There are now more opportunities than ever to volunteer and help make a difference to our patients, so our ‘Spotlight on...’ for this issue, provides a focus on the volunteer service.



Meet Clive Pankhurst, Trust Lead for Volunteer Services...

Clive started at UCLH in July in a new position designed to pull together volunteering across the sites. After reviewing the current service he has put in place a new system of volunteer management which makes it easier for staff to identify roles which meet patient need and for people interested in volunteering to get involved. Volunteers are now much better integrated into the teams that have asked for help meaning that their skills and time can be better used. Although UCLH already has over 200 people volunteering he would like to grow this number to over 600.

“There is huge potential for volunteers to make a difference across all our sites. Volunteers make a real difference to the quality of the patient experience and help us do more. Potential

volunteers will be given a full induction. The most important thing is being able to give a regular time commitment and wanting to make a difference to our patients.”

Meet Judith Biddlestone, Volunteer of the Year...

Judith (right, wearing the new volunteer shirt) has just been named Volunteer of the Year for ‘going the extra mile’. She was nominated by both staff and patients for a Celebrating Excellence Award, the nomination described her as a ‘dedicated, well-respected and important member of the team’. She volunteers at the UCH Macmillan Cancer Centre within the Information Service.

When asked about volunteering with patients, Judith said:

“When they go into a cancer centre, sometimes people don’t know what they are doing and they feel lost. People can feel that cancer is the end of the world; maybe sometimes it is, but the reward is to make them feel like it’s not and that’s very important work.”

“It is the most rewarding thing to hear that you’ve helped someone. I think that people recognise that I can actually say things that can help them. I have a reassuring, quite intuitive feeling of communication. I’m quite an extrovert person and I like people. So volunteering is very rewarding for me. There’s nothing like it in the world!”

“Every human being must get the best they possibly can out of life; that’s what everybody is entitled to and some people just have really bad luck. Everybody has the same right to a good life no matter what life throws at them. And we can help them make the best of it.”



Meet Behnam...

Behnam has been a volunteer at UCLH for almost 3 years, and during that time has given his support in several different areas including the phlebotomy clinic and on the wards.



“I love being here, and how varied it can be. I wanted to help to give something back as I had been a patient here and know how difficult it can be when you are bed-bound. Helping has also taught me a lot and really changed my experience of the NHS as I can see how hard and complicated it is for the staff!”

“I enjoy volunteering at UCLH as I love interacting with patients, particularly when you get a smile from someone, or when you can see how your help has really made a difference to someone’s experience. It has also really helped open up my view on life, and helps you appreciate things.”

Meet Joyce...

Joyce has been at UCLH for 3 years, volunteering on the wards for 18 months and currently helps out one morning a week as part of the Welcome Team in the Outpatients department of the Tower.

“I started volunteering as I had just retired, was a bit bored and wanted something to do. I liked helping out on the wards, especially on care of the elderly, as some people love to talk! But helping in Outpatients is the best as I used to be a receptionist.”

“I love helping the patients. Sometimes when people arrive they are really worried, and just by being friendly and chatty you can really help people relax and put them at their ease. I also escort people who are a bit anxious to different parts of the hospital, and just by going along with them they are so much better.”

“I would say to anyone thinking of volunteering give it a try! You can get so much satisfaction knowing you are helping someone. It is also a great way to give something back, and it gets you out of the house doing some exercise!”



What can you do if you're interested?

There are currently more than 35 different volunteer roles. They are:

Ward based: which include chatting with patients, helping with shopping, supporting patients with activities, assisting during mealtimes, providing complementary therapy.

Welcome team: help people feel reassured, comfortable and supported when coming to the hospital. Provide a warm welcome for visitors, help directing and escorting people to different hospital services and departments.

Information and support: give information about services and support our work behind the scenes.

The commitment and times people are needed varies, but most need a commitment of a minimum of one morning, afternoon or evening a week for 6 to 12 months. There are roles where you can volunteer on weekdays or weekends.

See what roles are available

Visit our website:

www.uclh.nhs.uk/jobs where you can find out a lot more information about being a volunteer at UCLH and the full list of opportunities.

Alternatively call us for a chat on 0203 447 9828 or join our mailing list to be kept updated on new opportunities by emailing us at:

volunteering@uclh.nhs.uk

Question Column

Question from a member:

Are Governors meetings open to the public and how can I apply to be a Governor?

Answer from Liz Brookes, Membership Manager:

Yes, Governors meetings are open to the public. You can find dates, times and meeting papers on our website or by calling the Membership Office.

We hold elections in our public and patient constituencies each year. You can register your interest to stand for governor at any time via the Membership Office.

Keep your eye out for a short 'election special' version of UCLH News coming out in May which will give you all the details of this year's election including how to stand for Governor.

If you have a question you would like to ask a Governor or the Membership team you can send your questions to:

foundation.trust@uclh.nhs.uk and we will publish one Q&A in each issue of UCLH News.



Delve into the archives with UCLH's Instagram



UCLH's Instagram account attracted its 600th follower in February this year – and more and more people are joining up each day.

The account is used to highlight items from our archives, as well as promote our rich history and arts programme.

In charge of the Instagram are Annie Lindsay, trust archivist and records manager, and Guy Noble, arts curator. (pictured above)

Annie and Guy find creative ways to showcase UCLH's arts and heritage. Annie explains: "We recently commemorated the anniversary of Agatha Christie's birth, because she worked in the UCH pharmacy during WWII. That's where she learnt a lot about poison."

Guy meanwhile has plans to post the work of an artist who'll be coming to UCLH soon. "We'll have a photographer-in-residence starting soon whose work will celebrate the diversity of our staff. We'll share his photos on Instagram. That's why the platform is so brilliant – it raises the profile of arts and heritage, and it enables everyone to see what we're doing."

The arts and heritage duo's other plan for this year is to "hit 1000 followers by Christmas".

Help them by following at @uclh or www.instagram.com/uclh



Above: Official nurses uniform list issued at UCH in the 1940's.



Above: Sir John Bland Sutton, Surgeon at the Middlesex Hospital. He used this image on his Christmas card in 1908.

Ground-breaking proton beam therapy

December saw the ground-breaking ceremony for 'phase 4', the building on Tottenham Court Road which will house the proton beam therapy centre. Health Secretary Jeremy Hunt joined patient Keeva Hanbury and blood cancer campaigner Julian Rhind-Tutt for the first dig. Massive underground excavation is now under way for four PBT gantries, each weighing 120 tonnes.



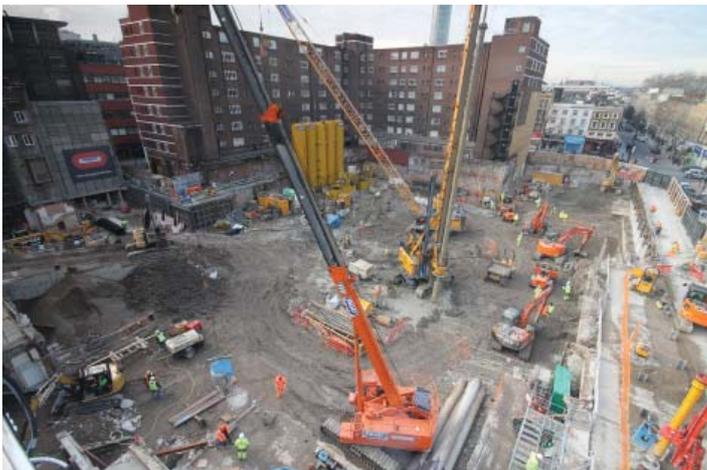
L-R (foreground): Moataz Karmalawy of Varian Systems, Sir Robert Naylor, health Secretary Jeremy Hunt, Keeva and Andrea Hanbury, Bouygues UK construction MD Arnaud Bekaert, UCLH chairman Richard Murley and Julian Rhind-Tutt

At UCLH PBT will be housed in a purpose-built centre on Grafton Way and Huntley Street, along with the largest blood disorder treatment facilities in Europe and a short stay surgery centre. Spread over nine floors, five above ground and four below. The equipment should be commissioned in 2018 and patients will start to be treated at the new centre in 2019.

PBT will be a real game changer for children with brain tumours, with fewer side effects than conventional radiotherapy. There will be two centres in the UK, one at UCLH, the other at the Christie Hospital in Manchester. There is an emerging evidence base showing that proton beam therapy is effective in treating these children but with less side effects.

Commenting on the new research and plans for the UCLH centre, Yen-Ching Chang, UCLH's clinical lead for PBT said: "I think that the main thing that excites me about the proton beam therapy centre is that more patients who require, or would benefit from proton beam therapy will be able to receive it. We will be collecting outcome data on all patients treated so that the benefit of proton beam therapy can be quantified and add to the evidence base for this treatment. We also can start thinking about research and clinical trials into identifying other tumours which might benefit from proton beam therapy".

You can read about progress on the new clinical facility, which includes a timelapse video of the building progress, patient stories, a blog and updates by visiting: www.uclh.nhs.uk/phase4blog



Still image of the phase 4 building progress taken from the timelapse video - January 2016

Dates for your diary

MembersMeets:

Snoring and sleep disorders -

Mr Vik Veer

Tuesday 12 April 2016

2.00 - 4.00pm

'Meet your Governor' session follows 4.00-4.30pm

Arthritis -

Dr Jessica Manson

Monday 20 June 2016

2.00 - 4.00pm

'Meet your Governor' session follows 4.00-4.30pm

Migraines & headaches -

Dr Anish Bahra

Thursday 8 September 2016

4.00 - 6.00pm

Pituitary disorders -

Dr Stephanie

Baldeweg

Tuesday 15 November 2016

1.00 - 3.00pm

Book your place for the above MembersMeets via the membership office, or online at: www.uclh.nhs.uk/membersmeet

Council of Governors Meeting

Monday 18 April 2016

5.00 - 7.00pm

All members are welcome to the above meetings, which will be held in:

Education Centre,
250 Euston Road,
London, NW1 2PG

MembersMeets and events

One of the benefits of being a member of UCLH is receiving information about events and our MembersMeets. Since the last edition of UCLH News, MembersMeets have covered a number of topics:

Cancer Services

Dr Kirit Ardeshta and Dr Karl Peggs presented the UCLH Cancer Strategy and spoke about the Immunotherapy service at UCL/UCLH.

Sickle Cell Anaemia and Thalassaemia

Dr Perla Eleftheriou and Dr Oliver Cohen discussed the blood diseases in detail and answered questions from the audience.

UCLH Trust Priorities 2016/17

David Probert, Director of Strategic Development and Simon Knight, Director of Performance gave an overview of UCLH's priorities for the forthcoming year and a summary of future plans for the development of its clinical services.

Don't forget, if you weren't able to make any of the meetings, you can view the presentations on the Membership section of our website:

www.uclh.nhs.uk/membersmeet

You will also find further details of our upcoming MembersMeets; including how to register, on the website.

Webchats



Our Communications team host regular web chats on specific health topics where you can ask an expert a question from the comfort of your own home...the train station, on a beach or anywhere you have an internet connection.

Anyone is welcome to join in the web chat. You don't have to be registered to join in. If you have provided your email address to the Membership Office keep an eye out for an email with this



symbol, which will provide details of the next web chats.



You can view the previous web chats on topics such as: bladder cancer, tinnitus, eczema, Parkinson's disease, arthritis and living with MS at our website:

www.uclh.nhs.uk/webchat

The website also contains useful links and profiles of our experts.