

# ROYAL SUPPORTER

SPRING 2017

**NHS**

Royal Surrey  
County Hospital  
NHS Foundation Trust

## MIDWIFE OF THE YEAR RUNNER-UP

HOW CAN YOU HELP YOUR  
LOCAL HOSPITAL?

THE MIDWIFE CALLED TO... UGANDA



**"THEIR MAIN GOAL IS TO  
IMPROVE PATIENT CARE":**  
ROYAL SURREY CELEBRATES ITS STARS



**EMMA IS BACK ON HER FEET  
THANKS TO RESEARCH TEAM**

Tuesday 7th February 2017

# Welcome to the spring edition of Royal Supporter

## Message from our Chair



I am excited and pleased to be joining Royal Surrey and have set myself a target of visiting each area of the Trust before the end of June this year. I have already made a few visits and this is the part of my job that I love the most; talking with patients and staff to find out how the Board can better support them.

You may be asking yourself what is her job and what exactly does the Board do? Well as Chair, I run the Board and Paula Head, our Chief Executive, and her team run the Trust. The Board is composed of executives, who are employees, and non-executives, who bring experience from other industries and work a few days each month for Royal Surrey. The Board sets the strategy for the

Trust; ensures the strategy delivers an excellent service for our users; and sets the tone for the Trust by agreeing our values and behaviours, modelling them and helping the Trust to improve. The Board is held to account for the job it does by our Council of Governors, who are elected and appointed by our members.

Coming to Royal Surrey is like coming home. I went to university in Guildford, got married here and had two children at the old St Luke's in Warren Road, in the 1980s. I watched the building of this hospital begin from my home in Ashenden Road, before moving across Surrey in 1990. I now live a few miles south of Guildford. I look forward to meeting more of our supporters soon.

*Sue Sjuve*

# MIDWIFE RUNNER-UP AT NATIONAL AWARDS

A DEDICATED MIDWIFE HAS BEEN NAMED RUNNER-UP  
IN A TOP NATIONAL COMPETITION.



The day after scooping second place for Midwife of the Year at the prestigious British Journal of Midwifery Awards, Tanya Ashton was straight back to work.

She celebrated her achievement by helping a couple welcome their third child – a girl – into

the world.

Tanya said: “It has been completely overwhelming and humbling to be recognised by others for simply doing what I believe is my job. I still think that I am just an ordinary midwife.

“Being at a birth was the perfect way to

celebrate. It was a beautiful birth and really reaffirmed why I do my job. I love empowering women to have the birth they want and to believe in themselves.”

Tanya was nominated for the award by both her colleagues and patients, who described her as a ‘role model’ who is the ‘embodiment of dedication, knowledge, skill and warmth.’

She is currently a supervisor of midwives at Royal Surrey, where she has worked for more than 14 years.

Tanya was also instrumental in creating the Trust’s Birth Options Clinic, which assists women to make informed decisions about their care, and is the current team leader of the Surrey Hills Home Birthing Team.

You can read more about Tanya on page 13.

# Treasure hunt takes youngsters to operating theatre



The journey to the operating theatre is rarely a pleasant one.

But Royal Surrey is hoping to change this for our younger patients by taking them on a treasure hunt.

Some unusual characters have appeared on the walls of the Trust's otherwise nondescript corridor between our children's ward (Hascombe) and the operating theatres.

Youngsters will be encouraged to spot as many as they can as they make the short journey for treatment.

The idea was generated by theatre healthcare assistant Tracy Foster after recognising how anxious children could become on the journey.

Tracy said: "When children become distressed before an operation it can lead to delays and even to the cancellation of a procedure.

"Here at Royal Surrey we understand

that the prospect of receiving an anaesthetic and having an operation can be incredibly scary for our younger patients and we are keen to minimise this as best we can.

"The distraction approach employed by the treasure hunt can help calm the children down and turn what has previously been a terrifying journey into a fun one."



# HOW CAN I HELP MY HOSPITAL?

## Do you know where to take your loved ones when they need medical help?

Each day around **200 people attend Royal Surrey County Hospital's A&E department** when up to 50 patients could have been treated more **appropriately elsewhere**.

**Choosing which service is right for you** at any given time may not always be easy, but the Trust is asking the community to remember:



### Call NHS 111

if you urgently need medical help or advice but it's not a life-threatening situation. You can also call NHS 111 if you're not sure which NHS service you need.



### Call 999

if someone is seriously ill or injured and their life is at risk.



### Visit a walk-in centre, minor injuries unit or urgent care centre

if you have a minor illness or injury (cuts, sprains or rashes) and it can't wait until your GP surgery is open.



### Ask your local pharmacist for advice –

your pharmacist can give you advice for many common minor illnesses, such as diarrhoea, minor infections, headache, travel advice or sore throats.



### Make an appointment with your GP

if you are feeling unwell and it is not an emergency

## Keeping patients safe

The most effective way to stop the spread of infection is through good hand hygiene.

If you have experienced vomiting or diarrhoea, please refrain from visiting the hospital until you have been symptom free for 48 hours.

# Royal Surrey launched fundraising appeal for Early Pregnancy Assessment Unit



## A major fundraising appeal to create an Early Pregnancy Assessment Unit has been launched.

Tragically one in five pregnancies will end in miscarriage and the Trust needs to raise more than half a million pounds to create a dedicated and protected environment for these women.

Each year the Trust sees around 2,000 women experiencing difficulties in early pregnancy, more than 150 of these are for their second or more miscarriage.

Currently, these women are forced to sit alongside other pregnant women in a busy outpatient department, which can add to their distress.

The proposed facility will include its own scan room, which will be manned by consultant gynaecologists and obstetricians who specialise in early pregnancy.

It will also feature two counselling rooms, a clinical examination room, recovery area, separate waiting area and reception, which is not overlooked.

Doctor Karen Morton, the Clinical Director of the Department of Obstetrics and Gynaecology, said: “These women and indeed their partners are often losing a much-longed for baby, and the kindness and timeliness of the care they receive can have lasting effects on their recovery.”

Lawyer Sarah Ring and her husband Charlie have lost three children at various stages of pregnancy, she said: “Having been in the situation repeatedly, I know that if you have lost a child or there is a chance you have miscarried, it is debilitating to be faced with a room full of blissfully happy pregnant women.”

To make a donation to the Early Pregnancy Assessment Unit Appeal visit [www.royalsurrey.nhs.net/fundraising](http://www.royalsurrey.nhs.net/fundraising) or call **01483 464146**.

# Fundraisers hot-foot it for Early Pregnancy Appeal

Fundraisers hot-footed it over red hot coals to raise money for Royal Surrey County Hospital's fundraising appeal to create a dedicated Early Pregnancy Unit.

There was no tip toeing around as more than 20 Trust staff and supporters braved temperatures of almost 650 degrees Celsius to take part in the Firewalk.

The intrepid volunteers received a training session from a qualified instructor before putting their best foot forward and tackling the flaming pathway.



Their fancy footwork raised several hundred pounds for the Trust's major fundraising appeal to create a dedicated Early Pregnancy Unit.

Sarah Ferris, the Trust's Head of Fundraising, said: "Thankfully no one got cold feet and it was fantastic to see so many people with a burning desire to walk over hot coals."

"The funds raised will go towards a very worthwhile cause."

To make a donation to the appeal visit: [www.royalsurrey.nhs.net/fundraising](http://www.royalsurrey.nhs.net/fundraising) or call 01483 464146.



# Local hospitals join forces to lead development of the UK's first theatre prompt cards

When airline pilots experience a mid-air emergency they have an onboard checklist to ensure that key safety steps are not missed.



However, when the unexpected occurs in the operating theatre, medical teams have historically not had a document they can refer to.

While they are trained in management of critical incidents, evidence from the United States has found that in a crisis and in times of stress, key actions can be missed.

Now a group of consultant anaesthetists from Royal Surrey and Ashford and St Peter's Hospitals, led by doctors Suzi Lomax, Wendy King and Rob Menzies, have developed emergency prompt cards for theatre staff.

Known as SCReaM – Surrey Crisis Resource Management – the initiative provides an additional safety mechanism to ensure that during moments of high pressure, key lifesaving treatment steps are

not missed.

Consultant Anaesthetist Wendy King, said: “The introduction of this exciting theatre safety initiative has been driven by our commitment to improve patient safety across both Trusts.

Across the world every year approximately 234million operations take place and it is estimated that things do not go to plan in around 3 million of those cases.”

“At Royal Surrey this equates to around one incident every day, most of which won't be life threatening, but still the team's performance is key to ensuring that the risk to the patient is minimised.”

The prompt cards feature guidance on 33 different emergencies, ranging from cardiac arrest to breathing difficulties.



## Royal Surrey County Hospital shows its support to the armed forces

Royal Surrey County Hospital NHS Foundation Trust has joined an ever growing list of leading companies and organisations in signing up to the Armed Forces Covenant, a promise from the nation that those who serve or have served in the Armed Forces, and their families, are treated fairly.

The signing took place at the hospital on Monday, 7th November 2016, with the Chief Executive, Paula Head, signing on behalf of the Royal Surrey and Colonel Marie Richter, Commanding Officer 256 (City of London) Field Hospital, signing on behalf of the Armed Forces.

By signing the Covenant, which has been in existence since 2015, the Trust has also been awarded a Bronze Award in the Ministry of Defence's Employer Recognition Scheme in recognition of its commitment to the Armed Forces.

## Royal Surrey recognised for training and development opportunities

Royal Surrey County Hospital has been recognised for the high standard of training and learning that it offers its staff.

The Trust was delighted to be awarded the Skills for Health Quality Mark for Education following a rigorous assessment process.

Delivered through the National Skills Academy for Health, the Quality Mark provides a framework that defines and endorses superior learning and training standards that healthcare employers need to cultivate a world-class work force.

In order to achieve the accolade the Trust underwent an on-site visit, teaching observations and interviews and much more.

This is the first time that Royal Surrey has been awarded the Quality Mark and it will last for two years.



# Royal Surrey retains Baby Friendly accreditation

Babies born at Royal Surrey are receiving the very best start in life, a global initiative has found.

The Trust has successfully retained its Baby Friendly Accreditation for the eighteenth year, following a comprehensive and rigorous inspection.

Introduced to the UK in 1995 by the World Health Organisation and UNICEF, the Baby Friendly Initiative has become a globally recognised mark of quality care for mothers and babies.

As well as being designed to support breastfeeding, the initiative also re-enforces the importance of building a loving and responsive relationship with the infant even before birth. Research has shown that developing this bond can help a baby's long-term developmental needs.

The Trust was assessed against 50 newly introduced standards, covering

both the physical and emotional elements. This included how the Trust supported new mothers in their choice of feeding.

Inspectors not only quizzed Royal Surrey staff and observed them in action, but also spoke to new parents to seek their views and experiences of the service.

Head of Midwifery, Jacqui Tingle, said: "This award shows that as well as supporting mothers to make informed feeding choices, our midwives are committed to ensuring that all babies get off to the best start in life."

"This starts from the moment that an expectant mother books her first pregnancy appointment and goes right through until she leaves the service after she has had the baby."



# Royal Surrey shares in £130m radiotherapy boost

Royal Surrey County Hospital is to share in a £130m investment to update radiotherapy services, it has been announced.

The Trust is one of 15 that will receive a new state-of-the-art radiotherapy machine as part of ambitious plans from NHS England.

The announcement was made by NHS England's chief executive Simon Stevens at the Britain Against Cancer Conference, where he also outlined plans to invest an additional £200m in cancer services over the next two years.

The Trust currently runs seven Linac machines over two sites, which are used to treat 3,200 NHS patients each year.

Across the entire NHS up to half of cancer patients who are cured benefit from radiotherapy treatment.

The funding will allow the Trust to replace a machine that is 11 years old with the latest model, enabling patients to benefit from the most up-to-date precision treatments.



It is hoped that the new machine will be clinically operational in St Luke's Cancer Centre by November 2017.

Consultant Clinical Oncologist Marianne Illsley said: "Modern radiotherapy plays a vital role, not only in survival, but also relieving the symptoms of cancer patients.

"This new investment will ensure that our patients continue to benefit from the latest advances in precision treatment."



# Harry Potter artists create 3D livers



Prosthetic artists from the Harry Potter films have created a series of 3D educational livers which have been donated to Royal Surrey.

The made-to-scale prosthetics feature a healthy, a fatty and a cirrhotic liver and will be used by the Trust's Alcohol Liaison Service to help illustrate the effect a patient's drinking could be having on their body.

They were created by PS Composites and are part of the Drink Informed Kit, which was donated to the hospital by Insides Out Ltd – Health Education Products.

Michelle Gallagher, Clinical Director for Medicine and Clinical Lead for Hepatology Gastroenterology, said:

“The 3D livers are visually very powerful and will help us to illustrate the progression of liver disease to patients presenting with hazardous alcohol consumption or in the early stages of the condition where changing behaviours can halt the development to advanced liver disease.”



# The midwife called to....Uganda: What happened when Tanya swapped Surrey for the savannah

This Christmas you may have been glued to your television screens as the midwives of Nonnatus House swapped London's East End for sun soaked South Africa in the hit BBC drama Call the Midwife.

*Set in the early sixties – little more than a decade after the birth of the NHS – the episode saw the much-loved characters battle basic conditions and equipment after receiving an SOS from an African mission.*

*Royal Surrey's real-life call the midwife, Tanya Ashton, found that not much has changed after giving up her holiday to volunteer in Uganda.*

I am sure you are asking yourself why I would want to face extreme heat (I hate the heat), unknown arachnids (I loathe spiders) and leave my family and my comfy bed to travel to Uganda?

I was lured by the women themselves, the strong, resolute and powerful characters and the chance to experience and be a part of midwifery in its rawest form.

What I was confronted with was a hospital that would not have seemed



out of place on the pages of Jenny Worth's memoirs, which *Call the Midwife* is based on.

I found it difficult to adjust to the reality these midwives face every day.

The lack of equipment, supplies and trained healthcare professionals were ever present issues, as was the red dust.

Death here is a reality and an almost daily occurrence, so much so that the staff have developed a detached coping strategy.

Many of the deaths in Uganda are preventable, but the lack of drugs, equipment and experienced staff make it an inevitability.

Some days there is no running water and the electricity frequently goes off without warning, leaving staff reliant on battery powered head torches.

However, despite the challenging circumstances the women remain stoical.

Birth is an event they undertake with a 'get on and get it done' attitude.

The language barrier proved a little tricky at times, as although most Ugandans speak English, they revert to their mother tongue when in labour. We quickly picked up their words for slow and push.



Our flavour of midwifery is also more tactile and it meant that words were not always needed.

It also ensured that bonds were quickly formed with the women we were assisting.

In Africa it is common practice for new mothers to name their babies

after the midwife who delivered them, as we were visitors the women were especially keen to use our names.

I have never had a baby named after me until this experience and it was a real honour for a mother to choose to name her baby Tanya.

My new colleagues were awe inspiring, eager to absorb our skills and knowledge, with many often working without pay.

They were keen for us to share our knowledge, skills and offer alternative ways of managing situations.

We showed we were not afraid of getting our hands dirty and would work alongside them in good and challenging situations.

One of my fondest memories of the trip occurred when we found ourselves with no running water and a delivery suite that needed to be cleaned.



Our Ugandan colleagues were amazed when we took out the antibacterial wipes we had bought with us and proceeded to clean the room. They had never seen anything like it.

I learnt many things during my African adventure, but the most powerful lesson of all was how strong women are, both emotionally and physically.

Women are designed to have babies and that design works.

Tanya was joined on the trip by fellow colleagues from Royal Surrey midwives Eve Fox, Sam Lewis, student midwives Becki Penney and Anabel Payne, Obstetrician Dr Caroline Everden and Anaesthetist Toby Winterbottom.

The trip, which took place in November 2016 was entirely self-funded and took place during their annual leave.



## Consultant receives multi-million pound grants to test cancer drug

A cancer treatment that teaches the body to attack tumours is to be trialled on colorectal patients after a Consultant has been awarded two multi-million pound research grants.

Dr Tony Dhillon, who is a Medical Oncologist, has been granted the money by two American pharmaceutical companies to investigate whether immunotherapy can improve the outcomes for bowel cancer patients.

Combined, the two studies will involve almost 500 patients and will look at whether the drugs are effective in stimulating the body's natural defences into destroying tumours.

Currently, patients with early stage colorectal cancer – before it has spread to other organs – have around a 75 per cent chance of being cured.



It is hoped that the findings could change the way that colorectal patients are treated around the world.

“A lot has been written about immunotherapy in recent months, but this is the first time these drugs have been used in early colon cancer and before surgery,” said Dr Dhillon, who is a specialist in colorectal, liver and pancreatic cancer.

“The study will focus on those patients where the tumour appears very attractive to their immune system.

“We anticipate that the drugs will re-educate the patient’s immune system to recognise the tumour as foreign and attack it.”

Dr Dhillon, who is also a senior lecturer in Oncology at Surrey University, said the research would be focused on a small group of patients to help scientists better understand the biology of the disease.

# Royal Surrey County Hospital shortlisted for CHKS national patient safety award

Royal Surrey County Hospital has been shortlisted for the CHKS Top Hospitals programme national patient safety award 2017. The CHKS Top Hospitals awards celebrate excellence throughout the UK and are given to acute sector organisations for their achievements in healthcare quality and improvement.

The patient safety award is a national award for outstanding performance in providing a safe hospital environment for patients, it is based on a range of 16 indicators, including rates of hospital-acquired infections and mortality.

CHKS, part of Capita Healthcare Decisions, has used over 27 years of experience in the analysis of hospital data to decide the indicators on which each of the Top Hospitals programme awards are judged. Awards are made on the basis of an analysis of publicly available datasets and every NHS acute trust in England, Wales and Northern Ireland is included. Royal Surrey is one of just five shortlisted in this category.

Paula Head, Chief Executive, said: "I am delighted that Royal Surrey has been shortlisted for this award, which recognises our continuous commitment to improve the safety and outcomes for all of our patients.



"Our patients are at the centre of everything that we do and we strive to deliver a very high standard of care every day, for everyone we treat."

Andy Lockwood, managing director, Capita Healthcare Decisions, said: "Royal Surrey should take pride in having been shortlisted on the basis of our analysis of patient safety outcomes and we look forward to the next stage in the process which will see us announcing a winner at our awards ceremony."

The CHKS Top Hospitals programme awards will be held in London on 10th May hosted by health policy analyst Roy Lilley.

# “Their main goal is to improve patient care”: Royal Surrey celebrates its stars of 2016



A team who strives to improve the lives of those living with Dementia were recognised as the Trust celebrated its stars of 2016.

The Dementia Champion Group were named the Trust's Team of the Year after consistently going the extra mile for their patients.

They were one of 10 winners announced, after the Trust received more than 160 nominations from both patients and staff.

The Dementia Champion Group were praised for their commitment to 'improving their knowledge, sharing ideas and techniques, empowering colleagues and fundraising.'

Their nomination read: "They have one main goal and that is to improve the patients care and enhance both the patient and carer experience of coming to hospital."

Tina Hetherington, Head of Nursing for Medicine and Access, was named the Trust's employee of the year after being praised for her 'highly developed leadership skills.'

Her citation read: 'She displays great leadership qualities and integrity and demonstrates immense empathy and compassion not just for patients but



for her staff, from porters to new junior doctors.”

The Patient’s Choice Award went to nurse Olga Sueros-Velarde, who was acknowledged for her ‘true compassion’ and ‘understanding.’

The patient who nominated Olga wrote: “I couldn’t have asked for a more understanding, meticulous and knowledgeable nurse to help me through an incredibly difficult period.

“She is a true inspiration and a huge asset to Royal Surrey and its patients.”

The event took place at Guildford Cathedral’s Refectory on Thursday, December 9, and was attended by a number of civic dignitaries.

Chief Executive Paula Head said: “These awards provide an opportunity to celebrate the outstanding care provided by our staff who really do go above and beyond for their patients.

“It is their efforts that make a real difference and I am proud to work alongside them every day.

“The winners are all a credit to this hospital and to their profession.”

#### **Sponsors:**

AllScripts, Bouygues, Dell, Gidden Place, Grayshott Spa, Guildford Borough Council, Hempsons, Jamie’s Italian, K2, Medirest, Synergy Health and the University of Surrey.”





## All the winners:

**Best outcomes:** Alison Oram,  
Practice Development Sister

**Excellent Experience:** Albury Ward

**Skilled, Motivated Teams:** Tina  
Hetherington, Head of Nursing for  
Medicine and Access

**Top Productivity:** The Overseas  
Nurses Recruitment Team

**Firm Foundations:** The SPACE Team

**Volunteer of the Year:** The Activity  
Volunteer Team

**Patient Choice:** Olga Sueros-Velarde,  
Specialist Breast Care Nurse

**Ovation of the Year:** Mirza Marican,  
A&E registrar

**Team of the Year:** Dementia  
Champion Group

**Employee of the Year:** Tina  
Hetherington, Head of Nursing for  
Medicine and Access



# Emma is back on her feet thanks to Royal Surrey's research team



Standing tall: Emma Gaul with research nurse, Sally Bradfield

When Emma Gaul first came to Royal Surrey County Hospital she was bed bound and left struggling to talk by a rare liver disease.

Thanks to the help of the Trust's dedicated research team the 19-year-old is now able to stand on her own and has re-discovered her voice.

The talented drama student's life was turned upside down when she was diagnosed with Wilson's Disease, a genetic disorder which causes a toxic overload of copper in the body.

The illness progressed rapidly and left the teenager with neurological difficulties as well as cirrhosis of

the liver, which is more commonly associated with alcohol abuse.

Royal Surrey was one of two sites in the UK chosen to trial the new drug, bis-choline Tetrathiomolybdate (WTX101), with the Trust's Professor Aftab Ala chosen as principle investigator.

The teenager from Warrenpoint, Northern Ireland, was the first patient signed up to the trial and the clinicians have monitored the teenager's

progress for just over a year.

“I think only once right at the beginning did I ever doubt that I would get better,” said brave Emma.

“I remember turning to my Daddy and saying, ‘what if I never get better?’

“He said to me, ‘you will’ and I have never doubted it.

“My bestfriend started crying when she heard me talking at the end of the summer, as it had been so long.

“I first stood on my own in December and I’m now hoping to be walking by my 20th birthday in April this year.”

It was at the end of 2014 that Emma’s family noticed that something was wrong.

Her condition quickly deteriorated and she went from someone who was having difficulty walking and eating to someone hardly talking and unable to walk.

Following a brain scan Emma was diagnosed with Wilson’s Disease and after some research she asked to be



referred to the team at Royal Surrey.

“The problem with Wilson’s disease is actually getting to the right specialists and here at Royal Surrey we are a centre of excellence,” said Professor Ala.

“Wilson’s is a very rare condition where sufferers have a higher than normal amount of copper in their body, which can damage their liver, brain and other organs.

“This excess of copper is caused by a genetic disorder that stops the liver from processing and removing the copper from the body.

“There are very few drugs available and those that are, can have side effects. They also have to be taken



up to four times a day and this can be very onerous for the patient.

“Clinical trials, such as this one, help improve the access to new drugs.”

Emma’s mother Geraldine, who looks after the teenager with her father Terry, said: “Emma’s progress in the last six months has been quite a shock,

“Each morning we would notice that she is getting a little better.

“I couldn’t quite believe it when she started standing on her own.

“One day she just said ‘I can do it’ and she did.

“We have also been told that Emma’s liver function is now completely normal.

“We are incredibly positive people and we never doubted that Emma would get better under the care of the team at Royal Surrey.”

Emma will continue coming to the Trust for regular check-ups, but the team are encouraged with her progress.

She now hopes to be walking by her 20th birthday in April and be in a position to take up her place at drama school at the end of the summer.

Research Nurse, Sally Bradfield, said: “It has been lovely to watch Emma’s progress and I am pleased to have been able to be a part of it.

“She is completely transformed from the very poorly girl who first came into the hospital a year-and-a-half ago.

“We had always heard that Emma was known for her drama skills and now it is lovely to see that coming out.”



# BRIGHT celebrates milestone

At the end of 2016, BRIGHT celebrated an exciting milestone in its history: our 20th Anniversary. The charity, which was set up by Dr Clare Topham in 1996 has successfully invested over £1 million into research for better treatment options for GI patients in Surrey and the surrounding areas.



The celebration took place at Fetcham Park, kindly donated by Sandra Young, a key supporter of the charity. We were joined by other loyal supporters; including Sir Paul Beresford MP, who kindly took time out of his busy schedule to thank the Charity Trustees for working hard to raise vital funds to ensure better outcomes for local residents in his constituency.

One of the key achievements for the charity has been to help fund a Papillon machine, enabling St Luke's to be the first hospital in the South East to offer this groundbreaking

type of contact radiotherapy. With the Papillon machine now in place, Dr Stewart is setting up a national database for rectal brachytherapy to allow her to research and track the effectiveness of the Papillon treatment for all UK patients to provide a robust insight into potential side effects and survival outcomes.

The charity is also funding a study headed by Professor Helmout Modjtahedi (from Kingston University) in collaboration with Dr Sharadah Essapen investigating why some colorectal cancers are sensitive and respond to treatments and why others do not.

The objective of this research is to improve our understanding of the response of colon cancer to current drug therapies. This may help to explain why some of our patients do better on chemotherapy than others, and hopefully lead to the development of new drugs that can target these cancers more effectively. Ultimately, our goal is to support research that will lead to improved patient outcomes.

# Royal Surrey is a great PLACE to receive treatment



Royal Surrey County Hospital has been rated a great PLACE to receive treatment for the second year in a row, according to a patient survey.

The Trust topped the tables in Surrey in four out of the five categories for the second year in the Patient-led assessment of care environment (PLACE).

Royal Surrey's scores also placed it above the national average in all sections of the survey.

The assessments involve volunteers visiting hospitals as part of teams to assess how the environment supports patients' privacy and dignity, food, cleanliness and general building maintenance.

It focuses entirely on the care environment and does not cover the clinical care provision or how well the staff are doing at their job.

The assessment is performed annually at hospitals, hospices and day treatment centres and the results are reported publicly to help

drive improvements in the care environment.

In Surrey the Trust came out on top in cleanliness, dignity and wellbeing, condition, appearance and maintenance and dementia.

In Surrey, the Trust came out on top in cleanliness, dignity and wellbeing, condition, appearance and maintenance and dementia.

Alf Turner, Deputy Chief Executive, said: "Our patients are our most important critics and to hear that they think we are providing a top care environment is something we can all be proud of.

"We were delighted to top the table in four out of the five categories last year and to repeat the result for a second year is testament to the continued hard work and dedication of the entire team."

# Poorly babies receiving breathing support thanks to fundraisers



Poorly babies are receiving breathing support thanks to Royal Surrey County Hospital's dedicated fundraisers.

The Trust was able to purchase five high flow oxygen machines for the Children's Ward (Hascombe) after generous donations topped the £10,000 target.

The machines will predominantly be used for babies and young children who are suffering from bronchiolitis, which is a lower respiratory tract infection.

It is hoped that the kit will help reduce the number of infants requiring intensive care treatment, which currently is only available in London.

Nicky Waghorn, Senior Sister on Hascombe Ward, said: "We are incredibly grateful for the generosity of our donors, many of whom were the parents of former patients.

"One of the Trust's Safeguarding nurses, Vicky Scott, also took on a number of gruelling challenges to help us hit our fundraising target.

"The machines are already being put to good use on Hascombe Ward and are making a real difference.

"Previously, babies suffering from bronchiolitis had to be placed in an oxygen box, which made it difficult for parents to hold and feed their child.

"Skin to skin contact helps calm unsettled babies day or night, in hospital or at home, not just after birth.

"The high flow oxygen machines have made it so much easier as mother's are able to pick up their babies and have a better chance of continuing to feed as normal."

# Live surgery broadcast for the first time using 4K technology

Live surgery was broadcast for the first time from Royal Surrey County Hospital using super-high definition 4K technology.

Real time surgery from two of the Trust's operating theatres was beamed via Satellite link to a conference centre in south west London where around 500 surgeons, nurses and industry partners were able to observe the procedures as they happened and interact with the surgeons through moderators.

The live operating link-up took place as part of the annual scientific conference of The Association of Laparoscopic Surgeons of Great Britain and Ireland (ALSGBI).

Delegates were able to observe five complex keyhole procedures including upper gastrointestinal, colorectal and gynaecological surgery.

Operating surgeons from Royal Surrey were Professor Tim Rockall, Mr Andrew Kent, Mr Tim Worthington, Mr Shaun Preston and Mr Don Menzies, who was visiting the Trust from Colchester.

The procedures demonstrated the use of new 4K imaging systems from one theatre and the use of Indocyanine green technology to enhance the imaging of blood flow and the bile ducts during surgery from a second theatre.



The live-surgery day, supported by Olympus Medical and Karl Storz, was organised by Professor Rockall, who is a former President of the ALSGBI, Director of the Minimal Access Therapy Training Unit (mattu) in Guildford ([www.mattu.org.uk](http://www.mattu.org.uk)) and a Consultant Surgeon at the Trust.

“This is the fourth time in 20 years that Royal Surrey has either hosted the conference or provided the live surgery link up. The Royal Surrey mattu was the first to transmit surgery in high definition 3D back in 2013 and is now the first hospital to transmit in 4K”. said Professor Rockall.

# Historic moment as contract signed for new urology centre

**Thursday, March 16, 2017 marked a very special moment for Royal Surrey and the Prostate Project as Alf Turner, Deputy Chief Executive and Dr Christopher Tibbs, Medical Director put pen to paper and signed the contract to proceed with building the long anticipated urology centre.**

The project was put on hold last year in response to the Trust's strained financial position.

Work is expected to begin in April, to be completed in the Autumn of 2018.

Paula Head, Chief Executive, said: "We're really delighted to be taking this next step in the process to secure our new urology centre. The new building will cost over £4.5m and is a major investment for the Trust with the charity raising just under half of this amount."

Prostate Project Chairman, Dr. Colin Stokes MBE, said: "This is an historic day for the charity and for Royal Surrey County Hospital urology

patients. This new urology centre, for so long an unrealised dream, will dramatically improve the patient experience for men, women and children."

Over the last six years, the Prostate Project has raised £1.7m towards the new urology centre and are doing their best to increase that to £2m over the next 18 months. Anyone who would like to buy bricks can do so via their website ([prostate-project.org.uk](http://prostate-project.org.uk)) or at their dedicated BTmyDonate site: (<https://mydonate.bt.com/events/buyabrick1>).

If you would like to know more, please call Tim Sharp on **07989 865702** or email: [info@prostate-project.org.uk](mailto:info@prostate-project.org.uk).



# Surgery project shortlisted for top award

A major surgery project led by clinicians from Royal Surrey County Hospital and found to increase patient survival has been named a finalist for a prestigious health award.

The emergency laparotomy pathway quality improvement care (ELPQuiC) bundle has been shortlisted for the Health Service Journal Value in Healthcare Awards 2017.

Laparotomy – or abdominal surgery – sees surgeons cut through the abdominal cavity in what are quite often high risk and complex procedures to treat life threatening conditions.

The project conceived and led by Consultant Anaesthetists Nial Quiney and Sam Huddart ensures improved compliance to nationally published guidelines and it sees all patients receive prompt investigation, treatment and surgery.

The program has been introduced at four hospitals and has been found to decrease the risk of hospital adjusted mortality by 42 per cent.

“Emergency major general surgery is inherently high risk due to a range of factors, including multi-organ failure and sepsis,” said Dr Huddart.

“Here at Royal Surrey we always strive to identify new ways of how best to deliver care to optimize outcomes for our patients.”

The project has been shortlisted in the Improving the Value of Surgical Services category alongside 10 other Trusts.

Dr Huddart and Dr Quiney will now have to deliver a presentation and face an interview in front of a judging panel made up of senior and influential figures within healthcare before the winners are announced at Grosvenor House, London, in May.



# How the 6Cs values are helping carers

The 6Cs is a national programme launched by NHS England's Chief Nurse Jane Cummings to transform the care, advice and support that people receive and to achieve excellent health and wellbeing outcomes.

Here we look at how Royal Surrey is embedding the values and behaviours of the 6Cs to help carers.



## Commitment

At Royal Surrey we recognise that carers are the unsung heroes of the health service. For the past 18 months the Trust has been working in partnership with other organisations to improve their experience. A Careers Steering Group has now been set up, which involves health, social care, local authority and voluntary agencies coming together to complete Royal Surrey's Carer Action Plan.

## Care

As part of the action plan Royal Surrey aims to provide improved support for staff with caring responsibilities outside of work. The Carers Café has been implemented and is held in the hospital's restaurant each month.

Jackie Stephens took over as the Trust's Carers Adviser in September last year. Her role involves providing expert support and advice to carers and staff across the hospital. She works every Tuesday 08:00-15:00, Wednesday 08:00-15:00 and Thursday 11:00-13:00. Jackie is based on Hindhead, Wisley, Eashing and Albury Wards. If your friend or relative is staying with us and you would like to make an appointment to see Jackie, please make this known to the nursing team.

### **Compassion**

John's Campaign was set up in 2014 with the aim of providing additional support to those with family members in hospital or a residential home. At Royal Surrey this is delivered through the Carers Passport. The passport allows carers to continue to provide care in partnership with hospital staff.

### **Competence**

Through regular training the Trust is ensuring that staff are able to refer carers for expert advice and support using the Carers Prescription. This is an electronic referral system set up by Guildford and Waverley Clinical Commissioning Group. To date, Trust staff and our carer advisors have completed 628 prescriptions.

### **Courage**

The Trust is working in partnership with Surrey Carers and the NHS Providers Network to create a Carers Charter. It is envisaged that once launched, all hospitals in the local area will sign up to the same commitment.

### **Communication**

In September, the Trust said goodbye to Chris Todd, who was our first carer advisor. This role will continue thanks to support from Guildford Poyle Charity and Guildford and Waverley Clinical Commissioning Group.

# DNA testing guiding cancer treatment

Cancer patients at Royal Surrey County Hospital are now receiving individually tailored treatment plans thanks to DNA testing.



The test analyses the genetic make-up of a patient's tumour to determine how best it can be treated.

Testing involves extracting DNA from tumours, either via biopsies or blood tests, then analysing it using the Trust's Next Generation Sequencing (NGS) Machine.

The NGS machine is able to sequence millions of DNA fragments in a single run and identifies mutations or changes in the genetics of the patient's tumour.

The results are then scrutinised and interpreted by the Trust's experienced scientists within the Molecular Diagnostic department. This can take anything between 20 minutes to several hours depending on the complexity of the case.

These findings guide clinicians to select which highly targeted drugs

will best treat the patient's cancer, instead of adopting a 'one size fits all' approach.

It identifies those patients in whom certain drug therapies are more likely to be successful and prevents others from being treated with powerful drugs when they are unlikely to be of benefit.

As well as helping clinicians to determine the best course of treatment, the results from the machine can also help with diagnosis and prognosis.

In the last year the team looked at the DNA of some 600 patients, working not just with clinicians at the Royal Surrey but several neighbouring trusts as well.

Consultant Clinical Scientist in Molecular Pathology, Nadine Collins, said: "Here at Royal Surrey we are very fortunate to be one of the few district general hospitals able to carry out genetic sequencing for our patients, it is more commonly found in the larger teaching hospitals.

"Previously, patients with the same type of cancer underwent a similar pattern of treatment, but the DNA testing we are carrying out is now helping guide clinicians on their therapy decision."

# Royal Surrey supports Toby to become qualified nurse

Royal Surrey County Hospital is delighted to have supported a healthcare assistant to become a fully qualified nurse.

Toby Daniel achieved a first class degree in nursing 10 years after he first joined the Trust.

The 29-year-old was initially employed as a Healthcare Assistant in Accident and Emergency, where his potential was first recognised.

The Trust organised for Toby to complete a two year foundation degree in Health and Social Care to become an Associate Practitioner.

He was then seconded by the Trust to complete his formal nursing training and achieve his registration with the Nursing and Midwifery Council (NMC).

As well as achieving a first class degree, he also received two awards which recognised his commitment to upholding the values of nursing and excellence in his practice.



Toby said: “Working at the Royal Surrey has provided me with so many amazing opportunities to learn and develop.

“I am proud to be part of an organisation dedicated not only to high quality patient care but also the development and encouragement of its staff.

“I’m looking forward to my new role and being able to make even more difference to our patients’ journeys.”

Jo Embleton, Deputy Director of Nursing, said: “Toby’s story illustrates the career progression that is possible for our healthcare assistants.

“Toby has embraced every opportunity offered to him by the Trust and has excelled. He is a true Royal Surrey star and we are all incredibly proud of all he has achieved.”

# Reminiscence boxes

The use of Reminiscence Boxes in our older patient unit improves orientation and encourages increased levels of communication between carers, patients and their families.

They provide a focus point on the Trust's wards and trigger discussion with patients.

Please think of the Trust when you are spring cleaning, as all donations will be gratefully received.



## Examples of things we are looking for:

- War memorabilia
- Magazines
- Postcards
- Keys
- Old coins
- Unused games
- Records, tapes, CDs
- Handbags



Please contact [faywright@nhs.net](mailto:faywright@nhs.net) for details of when and where to drop off your donations.

# Could you be an activity volunteer?

The invaluable role of the activity volunteer was launched in early 2015.

They work alongside our staff and enhance our patients experience during their stay in hospital.

The activity volunteers not only offer a friendly face for a chat and a cuppa but they utilise the activity boxes located on the wards and provide a variety of patient centred activities including reminiscence, games and

hand massage to name a few. If you are able to spare a few hours during your week and would like to help us make a real difference to our patients and enhance their experience during their stay in hospital then please contact Christine Beard (Voluntary services manager) [chriissie.beard@nhs.net](mailto:chriissie.beard@nhs.net)

# Can you help?

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To make a donation to our charitable fund, please contact the Fundraising Team by telephone: **01483 464146** or email: **[rsc-tr.fundraising@nhs.net](mailto:rsc-tr.fundraising@nhs.net)**

# Thank you

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Thank you to all our members and supporters for their efforts and generosity in supporting the hospital and our various fundraising efforts, without this support we can't do all the amazing things you read about.

If you are not already a member, you can join for free by visiting [www.royal-supporter.net/members](http://www.royal-supporter.net/members) and filling in the online form. Please encourage your friends and family to sign up.

As a member, you can have your say about the Royal Surrey, receive electronic newsletters and a dedicated magazine. You will also be invited to

attend free health events and vote for governors, or even stand as one yourself.

In a quest to be more environmentally friendly, we are looking to send out our usual communications to as many people as possible via email.

If you would like to receive our newsletters electronically, please send an email to: **[rsc-tr.communications@nhs.net](mailto:rsc-tr.communications@nhs.net)**, including your full name and address. If we already have your email address, but you are not receiving messages from us, please check your junk box.

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# Dates for your 2017 diaries

Join us... Everyone's welcome!

- **04 May - Respiratory Health**

Surrey Sports Park, Richard Meyjes Road, Guildford, between 14:00-16:00. Registration will be at 14:00 with the presentation starting at 14:15. To register email: [rsc-tr.membership@nhs.net](mailto:rsc-tr.membership@nhs.net) or call 01483 408337.



- **14 May - Rotary Club of Guildford District Annual Charity Walk**

The Trust is looking for walkers to participate in the event on behalf of the hospital. For more information call: 01483 464146.

- **21 September - Annual Meeting**



- **17/18/19 October - Fundraising Autumn Fair**

Hospital's main hall, between 10:00-16:00.

- **30 November - Men's Health**

Surrey Sports Park, Richard Meyjes Road, Guildford, between 14:00-16:00. Registration will be at 14:00 with the presentation starting at 14:15. To register email: [rsc-tr.membership@nhs.net](mailto:rsc-tr.membership@nhs.net) or call 01483 408337.



- **12/13/14/15 December - Fundraising Christmas Fair**

Hospital's main hall, between 10:00-16:00.

\*Details for the AGM and additional health events will be published in due course.