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## Princess Anne opens new facilities as QVH celebrates 150 years

**HRH Princess Anne officially opened six new operating theatres and the refurbished children's ward at QVH on 17 October as part of the hospital's 150th anniversary celebrations.**

Princess Anne, who is patron of QVH, toured the new theatres before unveiling a plaque to mark their opening. She also met staff and patients on Peanut Ward, the hospital's recently refurbished children's ward.

The new £12m state-of-the-art theatres are an important development for the hospital which is gradually replacing and modernising its aging buildings. In addition to the facilities opened by Princess Anne, QVH recently opened a purpose-built outpatients department. Work is also underway on a further four new operating theatres, costing £4m, enabling the hospital to realise its long held ambition to replace all of its original theatres.

Unveiling the plaque, the Princess Royal said "It is really nice to be able to celebrate the 150th anniversary with a building like this."

Read more about the royal visit and anniversary over the following pages.

## Eye Bank marks 60 years with vision for the future



**The world's leading eye surgeons met in East Grinstead to discuss innovative new treatments as part of the QVH Eye Bank's 60th anniversary celebrations.**

The Eye Bank was the first facility in the UK for storing donated eyes and remains among the most expert and technologically advanced in the world. Technicians collect donated corneas and store and manage them for use in procedures at QVH and elsewhere. The tissue engineering techniques used at QVH mean that each donated cornea can be used to help at least three different recipients, with stem cells and the front and back layers being used separately.

QVH is the UK's leading centre for reconstructive eye surgery and its eye team see around 8,000 patients and carry out around 3,500 procedures each year. In addition to treating the most complex cases, QVH also carries out many of the more routine procedures, such as cataract removal and treatment for glaucoma.

QVH eye surgeon **Damian Lake** said: "This important meeting of the world's top eye specialists will help us to develop even more new services at QVH and further spread our expertise internationally."

A number of QVH eye patients have spoken about their conditions and experiences in a series of films – see page 8. For more information on QVH's pioneering eye services, visit [www.qvh.nhs.uk](http://www.qvh.nhs.uk).



*Theatres matron Jo Davis*

# QVH ready for the future with state-of-the-art theatres

**Theatres matron Jo Davis gave the Princess Royal a tour of the new theatres for their official opening on 17 October. “It was a pleasure to meet Princess Anne and to show her around. We’ve been working on the new theatres for a long time and it’s great that our patients are now benefiting from them,” Jo said.**

The six new theatres received their first patients on 2 September and staff are delighted to be working in the new facilities. Jo was part of the staff group advising on their design. “Feedback from everyone – from the porters to the theatre nurses and surgeons – has been amazing,” she said. “Obviously the theatres look great, modern and clean. But more importantly the specifications are just what we wanted.”

“They are a good size and well laid-out. There’s plenty of room to work and store equipment when it’s not being used. The recovery rooms are much nicer for patients and large enough that we can have an armchair as well as a bed for those who want to get up while they recover from the anaesthetic.”

Preparatory work began in the spring of 2011 and some old buildings were demolished and replaced to make way for the new development. Construction of the new theatres began in June 2012 and they were handed over to QVH for final preparations in June 2013. The project was completed on time and on budget.

As well as new buildings, the theatres also boast lots of new equipment. “We’ve got new microscopes in all the theatres,” explained Jo, “and new advanced lighting systems in some theatres for complex surgery. The QVH charitable fund has paid for special cameras fitted in the lights so surgical teams can review operations and use them for training and research.”

Importantly, all the theatres are capable of being used for any procedure. “In the original theatres, only some of them could be used

for certain procedures. This meant if there were problems or delays in one theatre, it could cause cancellations or delays elsewhere. But that shouldn’t be a problem now.”

“We’ve always enjoyed excellent teamwork but these new facilities will help us to continue offering patients the very best care. And it will make things much easier and more comfortable for patients, as they’ll have one point of admission and will remain in one modern, airy, fit-for-purpose building all the way through their procedure, from pre-op to discharge or return to the ward.”

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*“We’ve always enjoyed excellent teamwork but these new facilities will help us to continue offering patients the very best care.”*

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Work is underway to build a further four new theatres at QVH, enabling the hospital to realise its long-held ambition to replace all of its original theatres. QVH’s continued good financial performance over recent years meant that the new development could begin earlier this year. The final four new theatres are due to open in April 2014.

# QVH highly recommended by inpatients in national friends and family test



**QVH has scored an impressive set of results in the new national NHS 'friends and family' test. The measure asks patients whether they would recommend inpatient wards to their nearest and dearest based on their own experience.**

All NHS hospitals have been required to ask inpatients if they would recommend their ward and to publish the results monthly since July 2013. Nationally, the test has also been introduced in A&E and maternity departments and is being piloted in GP surgeries.

The score calculates the proportion of patients who would strongly recommend the ward minus those who would not recommend it, or who are indifferent. Hospitals will score between -100 and +100 for each ward and for the hospital over all. It is a simple measure to help the NHS understand how well it is caring for patients and to enable patients to compare the performance of different hospitals and wards.

For each month since the test was launched, QVH has achieved the highest score out of all the hospitals in Sussex, Surrey and Kent. The hospital has a rolling action plan to address any specific feedback received from patients or visitors.

QVH director of nursing and quality, **Amanda Parker**, said: "We are extremely proud that our patients experience care that ranks amongst the very best in the country. But we work hard to continuously improve everything we do. The publication of the friends and family test scores will help patients and their GPs to be assured that QVH is the right choice for their treatment whenever they need us."

For more information and to see the latest friends and family test scores, please visit [www.qvh.nhs.uk](http://www.qvh.nhs.uk).

### QVH friends and family test scores to date

Month	Friends and family test score	Number of responses	% extremely likely / likely to recommend
Oct 13	+84	120	<b>97%</b>
Sep 13	+88	159	<b>98%</b>
Aug 13	+81	139	<b>98%</b>
Jul 13	+83	130	<b>98%</b>
Jun 13	+86	186	<b>99%</b>

## First impressions, long-term ambitions



QVH chief executive Richard Tyler

**QVH chief executive Richard Tyler took up his post in the summer. He spoke to QVH News about his experiences so far and plans for the future.**

"It is a privilege to take up the post of chief executive at QVH. I am well aware of the important role that the hospital plays in the local community and across the region," he said.

"Joining as the hospital marks its 150th anniversary has shown me just what a proud history we have at QVH. But it is the fantastic work that the staff do here, day-in and day-out, that really matters to our patients. At a time when NHS failings are prominent in the public eye, it is clear to me that QVH provides care and compassion that represents all that is good about the NHS and we are recognised as a high-performing hospital."

*"It is the fantastic work that the staff do here, day-in and day-out, that really matters to our patients."*

"However, the world around us is changing and we cannot rest on our laurels. The board has asked me to lead a project to identify what excellence should look like at QVH, not just now, but over the next five to ten years. So this month I launched *QVH 2020*, an organisation-wide programme that will help us to shape the future of our hospital over the coming years. All staff from across the hospital will be involved and asked to contribute their ideas. We want to publish our initial findings early in the new year so that we can share and then finalise them in time to shape our priorities for 2014/15 and beyond."

# Princess Anne joins QVH's 150th anniversary celebrations



Princess Anne tours the new theatres

## Young patients meet the Princess Royal

Princess Anne met with patients and staff as she unveiled a plaque to mark the official opening of the refurbished children's ward, still known affectionately as Peanut Ward. Following the recent refit, it has nine bright and airy single bedrooms, most with en-suite bathrooms, and all with doors onto the new outdoor play area.



Katie Wondin presented Princess Anne with a posy

Gary and Tonia, the parents of seven year old **Katie Wondin** who presented Princess Anne with a posy of flowers, said: "Katie was so excited to meet Princess Anne. She was born with a condition that meant the skin on the top of her head had not yet fused together. In September she had an operation to enable the skin to be joined, giving her a full head of hair. We can't put into words how fantastic the care and treatment we have received at QVH has been."



Jenny Barnard-Rance meets the royal visitor

Ten year old **Jenny Barnard-Rance** also met the royal visitor. She was admitted with septic arthritis in her wrist in March. She had daily operations to wash out the infection and large doses of antibiotics. Jenny spent around three weeks in hospital, followed by a long period of regular physiotherapy, and is now back to doing everything she used to do. Her mother Joelle said: "We recognise the expertise and professionalism that saved our daughter's life. But perhaps what makes Peanut Ward so special is the compassion and care of the team."

## Our proud heritage

# Reflections of a Guinea Pig



Princess Anne meets Guinea Pigs (l-r Bob Marchant, Des O'Connell, Jack Perry and Sandy Saunders)



Sir Archibald McIndoe playing the piano with members of the Guinea Pig Club

**Among those impressed with QVH's new theatres is Bob Marchant, secretary of the world-famous Guinea Pig Club. In a career spanning over 40 years at the hospital, rising to chief operating department assistant, he knew the original theatres inside out.**

Bob joined QVH in 1956 after three years' national service in the RAF medical branch. "I started as a theatre technician," explains Bob, "or theatre attendant, as we were known then. In those days theatre nurses were women who assisted the surgeons and the male attendants looked after the equipment and anaesthetists."

In the '70s Bob helped to lobby for all theatre staff to be trained to the same standards and for their roles to be interchangeable. "These days the role of theatre practitioner is much more specialised and professional," he says.

Bob has seen many changes over the years. "Before disposable equipment, we used to have to wash, sterilise and dry all the surgeons' equipment each evening, ready for the next day," he says. "And the improvements in anaesthetics have been marvellous. Because of very precise local anaesthetics, and general anaesthetics that don't have nasty after-effects, many more operations can be carried out as day cases with patients able to go home afterwards."

Bob also saw health services become much more specialised. "We used to have a small A&E and ambulances would arrive with all kinds of cases. There were lots of traffic injuries before seatbelts. A surgeon might operate on a ruptured spleen one minute, and then a facial laceration the next. But it became clear that this wasn't good for patients and that they'd get much better outcomes if they were seen by more specialist surgeons. Quite rightly, health services became more specialised, and QVH was able to focus on its plastics and burns expertise."

Bob was made an honorary member of the Guinea Pig Club while he worked at the hospital and became its secretary in 2006. Formed in 1941, the club has 649 members. "To be a member you had to be allied air crew, suffer crash or burns injuries during service, and receive at least two operations at QVH from Sir Archibald McIndoe or his team," explains Bob.

"We have 64 surviving members," he says. "Half are in the UK, the rest in Canada, Australia and beyond. We try to meet up several times a year. When members pass away, their widows or children become honorary members, so we keep in touch with the families."



The origins of QVH date back to 1863 when the East Grinstead Cottage Hospital was founded. Following a number of incarnations as a small community hospital, the Queen Victoria Hospital, as it became known by the 1930s, moved to its current site in 1936.

In 1939, New Zealand-born surgeon **Archibald McIndoe** started work at the hospital. Less than 10 years later he was knighted in recognition of his pioneering plastic surgery techniques and holistic treatment of allied aircrew during WWII. QVH has maintained strong links with the military and regularly treats service men and women injured in Afghanistan and other campaigns.

McIndoe's legacy lives on as QVH remains the regional centre for specialist plastic and reconstructive surgery and rehabilitation. The burns centre bears McIndoe's name as does the research foundation which shares the QVH site and with which the hospital works closely to continue developing new techniques and treatments.

The QVH Eye Bank was the first facility in the UK for storing donated body parts and was only made possible by a change in the law. Thanks to a campaign led by QVH surgeon **Sir Benjamin Rycroft**, the Corneal Graft Act was passed in 1952 and the eye bank celebrated its 60th anniversary recently.

In 2004 QVH was one of the first hospitals to be granted NHS foundation trust status, allowing it more independence from central government control. It is these freedoms that have enabled QVH to build the new theatres, by deciding how to save and invest its own budget.

QVH continues to lead the way in new techniques and treatments. It has pioneered the use of stem cells to treat eye conditions and last year it became the first NHS hospital to offer Xiapex, an innovative treatment for Dupuytren's contracture (a common condition that leaves sufferer's hands bent out of shape) using a simple injection rather than surgery.

## Town museum's special exhibition

East Grinstead Museum is holding a special exhibition to celebrate 150 years since the town's first cottage hospital. The exhibition will tell the story of hospital care in the town as well as displaying a wide range of artefacts and images.

Admission is free and the exhibition will run until 9 February 2014. For more information, visit [www.eastgrinsteadmuseum.org.uk](http://www.eastgrinsteadmuseum.org.uk).



# Patients to benefit as fundraisers and volunteers support QVH charity



*The Coghlan's*

**Fundraisers and volunteers have been demonstrating their creativity, sense of fun and bravery as they support the QVH charity.**

The charity helps the hospital to do even more to rebuild lives by making improvements to patient environments, providing more and better equipment, and supporting research into new treatments.

In July, six teenagers swam the English Channel to raise money for the fund. **Ashley Thomas, Sam Steers, Max Hodgkinson, David Corr, Hugh Murphy** and **Benny Barham** completed the 21 mile crossing in a time of 16 hours and 52 minutes, each taking it in turns to swim for an hour. Ashley had been receiving orthodontic treatment at QVH and wanted to support the hospital in recognition of the expert and compassionate care he saw while he was here.

A father and daughter from Cuckfield have raised over £1,000. **Felicity Coghlan**, now 20, had a terrible accident and cut her face and was treated at QVH when she was 18 months old. When her father **Patrick Coghlan** became the captain of his Brighton and Hove Golf Club 18 years later, he was invited to nominate his chosen charity and immediately knew he wanted to support the hospital. He raised money by holding a captain's charity day with various fundraising events. Felicity also ran the Burgess Hill 10k.

In September, a team of six green-fingered volunteers from East Grinstead-based business Cardinus Risk Management helped to tidy one of the hospital's gardens. Their chief executive, **Andy Hawkes** said: "Our staff are encouraged to donate a day of service every year on top of our financial support for local charities. Although we lacked the 'Monty Don finesse' I think we did a pretty good job and hope the patients and staff can now use the space to relax and unwind."



*Green-fingered volunteers*



*Channel Swimmers*

See page 8 for more information about the charitable fund and its 150th anniversary campaign.

## Chairman Peter Griffiths awarded CBE



*Chairman Peter Griffiths CBE cuts a cake to celebrate his award*

**QVH chairman Peter Griffiths has been awarded a CBE (Commander of the Order of the British Empire) in recognition of services to healthcare.**

The award was announced in the Queen's birthday honours in June and Peter's investiture ceremony will be at Buckingham Palace on 10 December 2013.

Peter has dedicated a career of 50 years to managing a variety of NHS services and organisations and he is recognised as one of the most influential figures in the health service today. As chairman of QVH since 2005, he has been instrumental in the hospital's on-going success, ensuring that the board of directors and council of governors maintain a focus on positive patient experience through all the organisation does.

Peter said: "I am thrilled to have received this honour. My work as chairman of QVH over the last eight years has played an important part in this award. So I would like to thank everyone at QVH for being so friendly, professional and supportive – three of the many characteristics that make QVH one of the very best hospitals in the NHS."

## Governors appoint new non-executive directors



*Report from Valerie King, public governor and chair of the QVH council of governors' appointments committee*

**This year, governors were called upon to exercise one of their most important statutory duties: to appoint new non-executives (NEDs) to the QVH board of directors.**

NEDs Shena Winning and Jeremy Beech come to the end of their maximum terms of office in March 2014 and Dr Renny Leach stood down earlier this year when he was appointed to an important NHS post in the south-west. So, governors began a search for three talented and motivated individuals who share our passion for excellence in patient care and outcomes.

The core responsibilities of NEDs are shared with the chairman and executive directors, as a unitary board, to contribute to the strategy and direction of the trust, monitoring progress and ensuring high standards of governance, behaviour and financial stewardship.

The search process was led by an executive search agency who worked closely with the chairman, company secretary and the governors' appointments committee. Of 27 recommended candidates, 10 were invited to interview by a panel comprising me, public governors Ian Stewart and Brian Goode and the trust's chairman and chief executive.

As a panel we were unanimous in our recommendation of three of the candidates who offered not only the skills, knowledge and experience to take QVH forward but also matched the culture and values of our organisation. References for each of the three have been exemplary.

We sought approval for the appointments from all of our governor colleagues at a meeting held in public on 12 September 2013. Following debate and access to supporting information, the council of governors was assured that the appointments committee had complied with the law and relevant guidance, followed a robust process and found candidates who meet the specification for the role and we were delighted to welcome Ginny, Neil and John (see full details on the right) to our organisation in October.

Foundation trust members and members of the public are always welcome to attend the public sessions of both council of governors and board of directors meetings to meet any of us and observe us at work. For more information please see 'dates for your diary' on the back page.

## Your new governors

Following the ballot of members in May, Brian Goode and Moira McMillan were both re-elected as public governors for a further term of three years and three new public governors were elected, also for three years:

### **John Bowers**

John, from Felbridge, will already be familiar to many members. He stood down as a public governor last year, having served the maximum allowable consecutive term of seven years. He stood for election again this year, as soon as he was eligible, so that he could build on his previous experience of supporting the development and progress of the organisation.



### **Milton Chimonas**

Milton is a recently retired nurse with both practical and management experience of care services.

### **Robert Dudgeon**

Robert, a civil engineer by background, has lived in the area for 20 years and takes a keen interest in local issues, supporting a local children's charity and as treasurer of his rotary club. He has also been a non-medical lay member of the QVH local academic board which oversees postgraduate education at the hospital.

Members can contact governors via the deputy company secretary on **01342 414 200**, [hilary.saunders@qvh.nhs.uk](mailto:hilary.saunders@qvh.nhs.uk).

## The new non-executive directors

### **Ginny Colwell**

Originally trained as a nurse, Ginny worked at Great Ormond St before becoming director of nursing at the Royal Surrey County Hospital and then corporate head of nursing for Nuffield Hospitals. She is currently a non-executive director at Central Surrey Health and was vice chair for Phyllis Tuckwell Hospice until November 2013.



### **Neil Hayward**

Neil, from East Molesley in Surrey, is a human resources specialist and currently group director of performance and employee relations for BT PLC. Neil is an experienced executive with a background that includes a range of customer-focused businesses from the financial services sector to central government.

### **John Thornton**

John, from East Horsley, has almost 30 years experience as a senior executive in the financial services industry. He currently works as an ombudsman for the Financial Ombudsman Service and is involved in a range of business and community activities as a consultant, non-executive director and mentor.

# Charity looks to the future as QVH celebrates 150 years

**The QVH charity has launched a fundraising campaign to coincide with the hospital's 150th anniversary celebrations.**

As well as reflecting on the hospital's proud past, the charity is looking to the future with a call for people to support the hospital in this anniversary year to improve care for future generations.

Every day QVH provides life-changing surgery and care to every NHS patient who needs it. The charity means that QVH can go even further and enables better care, and a better quality of life, for patients and their families.

It has recently supported research into the psychological aspects of breast reconstruction following cancer, provided state-of-the-art cameras in the new operating theatres so that specialist operations can be recorded for research and training, and installed TVs and DVD players in every room on the children's ward to make things more comfortable for younger patients.

**Gill Orman**, head of fundraising, said: "There are lots of ways people can support QVH and, however big or small, their support makes a real difference to people's lives. Whether you want to donate directly or fundraise on your own or with friends or colleagues, we have ideas and experience and can help make it a success. From marathon places and bake-offs to jumping out of a plane, we'll have just the challenge for you."

To find out more, contact Gill Orman on **01342 414511**, [gillian.orman@qvh.org.uk](mailto:gillian.orman@qvh.org.uk) or visit [www.supportqvh.org](http://www.supportqvh.org).

**Join us in celebrating 150 years of rebuilding lives**

This year, **Queen Victoria Hospital** is celebrating **150 years** of providing **outstanding care**.

**We really need your help**  
 Pick up a leaflet  
 visit [www.supportqvh.org](http://www.supportqvh.org)  
 or call us on **01342 414170**

Support QVH and the lives we rebuild

facebook.com/SupportQVH @SupportQVH

**QVH**  
 CHARITABLE FUND  
 Registered Charity No. 1056120

**QVH**  
 150 YEARS / 1863 - 2013

## Patients and staff feature in QVH films

**QVH has produced a series of short films, featuring patients and staff talking about their experience of different conditions and treatments.**

A film about breast reconstruction following surgery for cancer was commended at the recent British Medical Association patient information awards, with judges saying that it "offers comprehensive information and will prove invaluable to women considering breast reconstruction".

Eight short films have also been produced featuring eye patients talking about their experiences.

The films are all available online at [www.youtube.com/qvhnhs](http://www.youtube.com/qvhnhs). QVH has produced them as a way of providing accessible information for people researching conditions and treatment options.

## Membership updates

**Member e-mail addresses** – Thank you to all members who have provided their e-mail addresses so that they can receive more efficient and cost-effective communications from the hospital.

Governors have been calling members for whom we do not have e-mails and are very grateful for the positive responses they have received. If you received this edition of *QVH News* by post, please let us know your e-mail address by e-mailing the deputy company secretary at [info@qvh.nhs.uk](mailto:info@qvh.nhs.uk) stating your name and postcode.

**Membership forms online** – A new online membership form makes it quicker and easier than ever to become a member. Membership is free and gives you the chance to show your support, help shape our future and hear our news. Why not share the link with family and friends: [www.qvh.nhs.uk/for\\_members](http://www.qvh.nhs.uk/for_members).

## Dates for your diary

### Meetings of the board of directors

Public sessions of the meetings start at 1pm in the Council Chamber at East Court, College Lane, East Grinstead, RH19 3LT. E-mail [info@qvh.nhs.uk](mailto:info@qvh.nhs.uk) or call **01342 414362** to request a place.

- 30 January 2014
- 27 February 2014
- 24 April 2014
- 29 May 2014

### Meetings of the council of governors

Public sessions of the meetings start at 4pm at The Ark, Turners Hill, West Sussex, RH10 4RA.

- 12 December 2013
- 13 March 2014
- 12 June 2014