

# QVH news

The newsletter of Queen Victoria Hospital NHS Foundation Trust

## New approach makes more time to care

Nursing staff across QVH are taking an innovative approach to change how they work so they can spend more time with their patients.

Nurses are taking a fresh look at how their wards and work are organised so they can focus more on direct patient care. The project aims to ensure that wards are well organised, staff have all the information and equipment they need to hand, and that essential processes do not get in the way of patient care.

The initiative is part of a national approach developed by the NHS Institute for Innovation and Improvement based on evidence of what works well in industry and elsewhere. It gives nurses a framework to follow to help them make long-lasting improvements in their own wards.

Staff can identify the changes that need to be made and monitor progress on project notice boards in each ward. Progress is measured against the issues they have identified, such as

the correct ordering of supplies, preparation of clinical areas, and specific patient questionnaires.

So far, new patient status boards have been introduced so nurses can see crucial patient information at a glance. This includes whether they are at risk of falls, need help eating, or are waiting for a particular test or procedure. The boards save time and reduce the possibility that important patient safety information might be missed.

During December 2012, nurses will be looking to find new ways to improve the layout of wards and storage areas and processes for ward rounds, handovers, admission and discharge. The approach is also being used to make improvements in the minor injuries unit and outpatients department.

## Recent feedback from patients

A selection of comments left recently by QVH patients on the NHS Choices website:

**"The best NHS experience I have ever had."**

October 2012

**"Restored my faith in humanity."**

September 2012

**"Professional, caring, co-ordinated. Inspiring confidence at a difficult time."**

August 2012

Winter 2012/13

## QVH people star in film



QVH has produced a short film to introduce the hospital and its work to patients and the general public. The film was 'home made' by the QVH medical illustration team and features staff, patients and volunteers. You can view it at:

[www.youtube.com/user/QVHNHS](http://www.youtube.com/user/QVHNHS)

Lynn Sanders, Matron, said: "It's about fitting our ward and our work around our patients, rather than the other way around. Spending time with patients is really important to nurses and reducing waste and unnecessary steps within our working day gives us more time by the bedside. This project means we can make the changes that we think will make the greatest difference."

Amanda Parker, Director of Nursing and Quality, said: "We receive really positive feedback on the quality of care from our nurses and doctors and achieved some of the highest scores in the country for this in the most recent national NHS inpatient survey. By freeing our nurses to spend even more time with patients we aim to do even better."

In focus: Eye surgery	2
New 3D scanner	3
Patients rate QVH cancer care the best	3
Building work takes shape	3
Meet your new governors	4
QVH constitution changes	4
Diary dates	4
Health minister visits QVH	5
New consultants	5
Charitable fund news	6

**WHAT'S INSIDE** ▶

# Restoring sight: QVH's visionary eye services

This year marks the 60th anniversary of the QVH Eye Bank. The first facility for storing donated body parts in the UK, it was only made possible by a change in the law.

At the time corneal transplants were being pioneered at QVH, it was illegal to store body parts for transplantation. Thanks to a campaign led by QVH surgeon Sir Benjamin Rycroft, the Corneal Graft Act was enacted in 1952.

These days, the Eye Bank continues to lead the way. It is the only facility in the UK using stem cell technology to restore people's sight and QVH's eye services remain among the most expert and technologically advanced in the world.

"We are a leading specialist centre for treating complex

corneal problems and reconstruction of the eye and surrounding area," explains Damian Lake, lead consultant for QVH's corneal services.

"We also carry out many of the more routine procedures, such as cataract removal and treatment for glaucoma. This means that people from across the south east with what would be considered more 'common' eye problems can still come to QVH to benefit from our expertise and advanced equipment that is not available elsewhere in the NHS."

QVH's specialist services include repairing the cornea (the window at the front of the eye) if it has been damaged through disease or an accident. This can be done either by replacing the cornea with a human or synthetic transplant, or by using advanced procedures to repair or replace a single layer of the cornea. QVH also repairs the eye and surrounding area,

**"People from across the south east with more 'common' eye problems, such as cataracts and glaucoma, can benefit from our expertise and advanced equipment."**

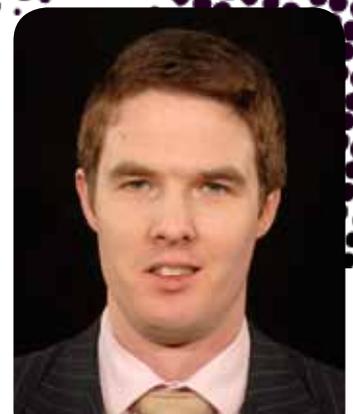
**Damian Lake**

including eye lids and tear ducts. This might be necessary as the result of an infection or degenerative disease, or the removal of a tumour.

"Within our team we have four consultant surgeons, four fellowship doctors, specialist nurses and scientists and technicians in the Eye Bank," Damian says. "We see around 8,000 patients and carry out around 3,500 procedures each year. We monitor our clinical outcomes very carefully and, where comparisons are possible, we're very proud that our success rates are as high as you will find anywhere."

QVH continues to pioneer new techniques and procedures. "We're still researching new ways to restore sight and improve people's quality of life," Damian says. "We're looking at new methods of using stem cells, either from a patient's healthy eye or from a donor, to repair membranes in the eye. This is really exciting work, as minimising the chances of a patient rejecting a transplant and reducing the levels of immune-suppression drugs they need can make a massive difference."

If you are referred to hospital by your GP for any of the services QVH provides, including cataract removal and treatment for glaucoma, you can choose to come to QVH. Talk to your GP and visit [www.qvh.nhs.uk](http://www.qvh.nhs.uk) for more information on our services.



## PROFILE DAMIAN LAKE

Mr Damian Lake, Consultant Ophthalmic Surgeon, leads QVH's corneal services. He specialises in high risk corneal transplant surgery, corneal stem cells, cataract and glaucoma surgery and laser vision correction.

Damian was appointed consultant ophthalmologist at QVH in 2008. He has published numerous research articles on corneal conditions and is a reviewer for peer reviewed journals both in the UK and abroad. He is regularly invited to present his work both nationally and internationally.

# New scanner captures 3D images

QVH patients are benefiting from an advanced new scanner that captures detailed 3D images of the head and torso.

The scanner uses six cameras and advanced software to photograph and map the contours of the head and face. The resulting image can then be viewed from any angle and can be used to obtain measurements. It can also be manipulated to show patients what the results of surgery might look like.

The equipment is particularly useful for patients undergoing surgery or therapy for conditions such as facial palsy.

QVH Consultant Plastic Surgeon Mr Charles Nduka said: "QVH has a long history of innovating in imaging. This scanner means we can objectively measure the outcomes of facial and breast surgery, further improving results for patients."

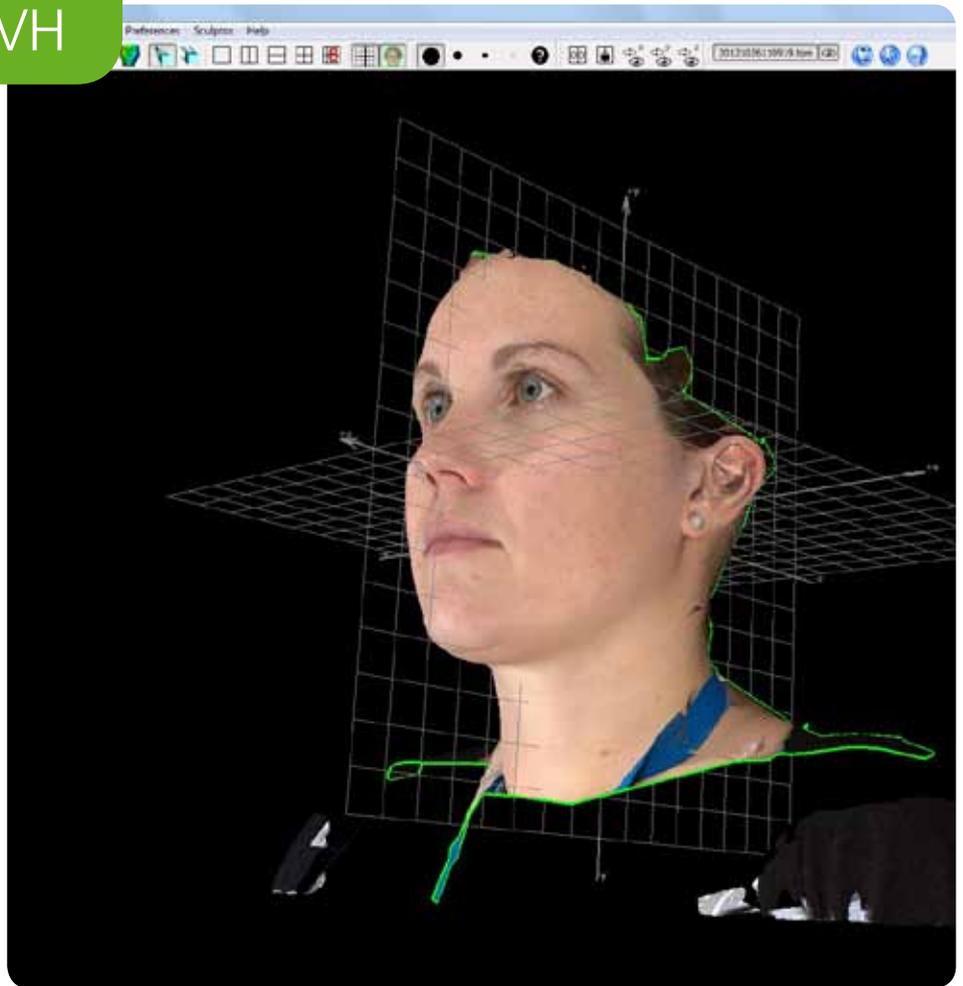
The scanner was purchased using funds generously provided by the QVH League of Friends.



## QVH IN MAJOR NEW BBC DOCUMENTARY

QVH has a starring role in a major new BBC2 documentary about the work of the NHS.

*Keeping Britain Alive*, an eight-part series, is being made from footage shot at dozens of NHS locations across the country during a single 24 hour period on 18 October 2012. The film-makers followed QVH plastic surgeon Tania Cubison throughout her day, in clinics and surgery, and also filmed in our sleep studies centre. The series is due for broadcast in 2013.



# New theatre buildings take shape

Work to build six new theatres is progressing well, following the official ceremony to mark the start of construction (see page 5).

The state-of-the-art theatres and supporting infrastructure will provide both routine and specialist reconstructive surgery for up to 50 patients a day and offer patients a more comfortable and welcoming environment.

With ground works to prepare the site complete, the foundations have been laid and many of the exterior walls are now in place. The new access road has been laid using materials excavated from the site, avoiding the cost and additional lorry journeys of bringing in new materials from outside.

Work remains on budget and on time with the theatres due to open in Summer 2013.

# Cancer patients rate QVH care the best

Results from the national cancer patient survey for 2011/12 found that QVH achieved the highest score for care quality out of all 160 hospital trusts providing cancer services in England.

Ninety-four per cent of QVH cancer patients rated their care as 'excellent' or 'very good'. QVH also scored particularly well on questions about the hospital's doctors and nurses. The survey results were published in August by the Department of Health to measure national progress on cancer care. It helps the NHS to improve the way it cares for cancer patients by enabling hospital trusts to see how they compare with others.

QVH is the Sussex, Surrey and Kent specialist centre for cancers of the head and neck, skin cancer and breast reconstruction following breast cancer.

# Members elect new public governors

Following elections in May 2012, Louise Reader and John Harold were appointed by the members as public governors to join the council of governors.

Louise Reader lives in Etchingham, East Sussex, with her husband and children. She is taking time out from her career in consultancy and audit to look after her young family. "I was immensely proud to be elected as a governor," says Louise.

"I have worked with a wide range of healthcare organisations and know what a top-performing and highly regarded hospital QVH is. I aim to bring my experience of supporting value for money in the health sector to the role, to ensure that QVH maintains its high standards of quality and

"I hope to be a good ambassador for the hospital in my local area."

**Louise Reader**

"I'm looking forward to improving how we communicate and engage with members."

**John Harold**

performance. And I also hope to be a good ambassador for the hospital in my local area."

John Harold has lived in Lingfield for over 30 years with his wife. After retiring as a company director in 2010, he wanted to get more involved in the local community. John volunteered in the Hurricane Café at QVH before becoming a governor.

"I hope to bring my business experience to help QVH better promote itself and its wide range of services to local people and GPs," says John. "I'm also looking forward to working as part of the membership taskforce to improve how we communicate with and involve members."

Janet Webster was also elected as a public governor but has since stepped down from the role.



*New governors Louise Reader and John Harold*

## Board of directors to meet in public

The Health and Social Care Act 2012 has introduced a requirement for all foundation trusts to hold meetings of their board of directors in public.

QVH will begin holding board meetings in public from April 2013. Details of the meetings will be publicised on the QVH website in due course.

## Changes to QVH constitution

All NHS foundation trusts (FTs) have a constitution which sets out how they are governed. With the Health and Social Care Act (2012) passing into law, FTs need to amend their constitutions to reflect the new legislation.

While the majority of measures in the act come into force in April 2013, the FT regulator – Monitor – has asked FTs to make some changes in the meantime. The QVH council of governors approved these changes to the QVH constitution at its meeting on 30 October 2012.

QVH is now working with governors, directors, the trust's solicitors and Monitor to ensure that the constitution reflects all relevant aspects of the act by the new financial year.

In future, governors and directors will be able to amend their FT constitution without approval from Monitor. But, in some cases, changes will need to be agreed with members first.

For more information please contact the company secretary at [info@qvh.nhs.uk](mailto:info@qvh.nhs.uk)

## Dates for your diary

All members are invited to attend the following public meetings of the council of governors:

- **Tue 15 Jan 2013, 2pm**  
Meridian Hall, College Lane, East Grinstead, RH19 3LT
- **Tue 16 Apr 2013, 6pm**  
The Ark, Mount Lane, Turners Hill, RH10 4RA



L-R: Maureen Smithers, Amanda Wood and Paul Burstow

## Health minister celebrates NHS anniversary at QVH

Paul Burstow MP visited QVH on 5 July 2012 to mark the 64th anniversary of the NHS.

Mr Burstow, health minister at the time, cut a cake with children in the hospital's newly refurbished Peanut Ward after taking a tour of the new purpose-built outpatients department. He heard about the pioneering work of the hospital's

burns department and met nurse Maureen Smithers, QVH's longest serving member of staff who has worked at the hospital for 40 years.

Mr Burstow said: "I have been privileged to see the fantastic work QVH staff do caring for local people and patients from further afield who need the hospital's specialist services. The passion and dedication they show is a credit to the NHS."

## Turf breaking ceremony for new theatres

Work to replace six operating theatres got underway on 29 June when local MP Nicholas Soames broke the first piece of turf on the site of the new building.

Mr Soames was presented with a ceremonial spade by Willmott Dixon, the contractor appointed to build the new facilities.

The MP said: "It is a pleasure to get building work underway on these important new facilities which will secure a strong future for the hospital in East Grinstead."

See page 3 for an update on building progress.



## New consultants

**Mr Brian Bisase**  
Maxillofacial Surgeon



Specialist interests include:

- Head and neck cancer
- Dermatological and maxillofacial trauma surgery
- Salivary gland disease.

After his training, during which he was recognised with several awards, Mr Bisase worked in Canada and the Royal Marsden before joining QVH. In addition to his clinical work at the trust, he devotes time to teaching and clinical research. Mr Bisase also runs clinics at Horsham and Maidstone hospitals.

**Mr Samer Hamada**  
Corneoplastic Surgeon



Specialist interests include:

- Complex corneal surgery and transplant
- Stem cell transplant
- Cataract, glaucoma and laser surgery.

Mr Hamada has 18 years' experience and is involved in pioneering new techniques for treating patients with cornea and ocular surface diseases. He has a special interest in treating congenital eye problems in babies and children.

He lectures and teaches regularly in the UK and abroad and has both published and peer reviewed articles for a number of renowned ophthalmology journals.

**Mr Simon Mackey**  
Plastic Surgeon



Specialist interests include:

- Breast and cancer reconstruction
- Skin cancer
- Microsurgery.

Mr Simon Mackey trained in plastic, reconstructive and aesthetic surgery at St Mary's Hospital in London and the Royal Marsden and worked at Cambridge University Hospitals NHS Foundation Trust before joining QVH. He has been awarded the intercollegiate fellowship in plastic surgery. Mr Mackey also holds clinics at Maidstone and Tunbridge Wells, Dartford and Gravesham, and Sevenoaks Hospital.

# Hospital **charity** launches website and new ways to support patients

The QVH Charitable Fund has launched its own website and announced new ways for people to support the hospital and its patients.

The fund helps to provide even better care, and a better quality of life, for patients and their families following reconstructive surgery.

The fund is working with Discover Adventure, a company that organises fundraising events for many national and NHS charities. Events are open to anyone who wants to raise funds for the charity, either on their own or with friends, and range from walking and cycling to sailing and mountaineering, both locally and abroad.

Sainsbury's East Grinstead has also announced that it will partner with the charity's 'Peanut Ward' fund for the

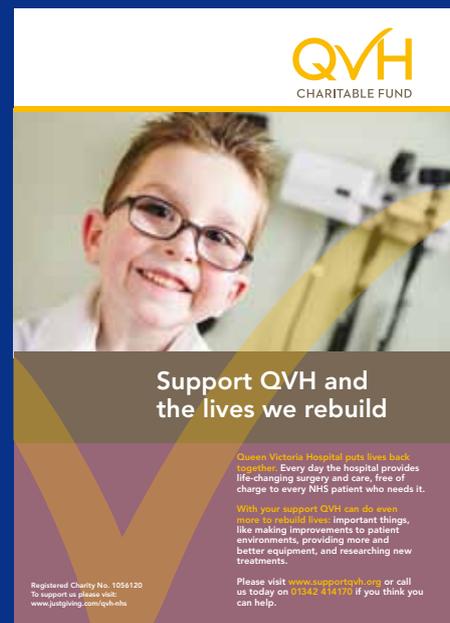
next 12 months, fundraising in support of the children's ward.

Dr Renny Leach, Chairman of the Charitable Funds Advisory Committee, said: "Every day the staff at QVH do amazing things. But generous donations mean we can do even more to rebuild lives, make patients more comfortable, provide even better equipment and research new treatments."

For more information, please visit [www.supportqvh.org](http://www.supportqvh.org) or contact the charitable fund team at [supportqvh@qvh.nhs.uk](mailto:supportqvh@qvh.nhs.uk), 01342 414170.



[www.supportqvh.org](http://www.supportqvh.org)



## Archives under expert care

Work is underway to transfer QVH's archives to be professionally cared for and made available to the public at the West Sussex Record Office.

The records of Sir Archibald McIndoe's famous 'Guinea Pig Club' of patients are already there and the remainder of the archives will be moved before Christmas 2012. They will be freely accessible to the public, subject to the usual rules that govern NHS medical records. The record office can be contacted on 01243 753602.

## Equality and diversity survey

QVH is committed to ensuring that its services and employment practices are fair, accessible and appropriate for the diverse patient community the hospital serves and the workforce it employs.

An online survey is being carried out to get feedback from patients, members and visitors on how QVH is doing and where it can improve. The survey should take 10-15 minutes to complete and can be accessed at <https://www.surveymonkey.com/s/EDSSurveyQVH>

If you require the survey in another format, please contact the equality and diversity team on 01903 845724 (text relay welcome) or [adam.churcher@qvh.nhs.uk](mailto:adam.churcher@qvh.nhs.uk)

## QVH prepares to celebrate **150 years**

2013 marks the 150th anniversary since the first cottage hospital was established at QVH. The anniversary is an opportunity to look back at QVH's proud heritage, celebrate current achievements with the opening of major new facilities, and look ahead to the future as QVH continues pioneering new treatments. Plans are being developed to mark the event.