



## Nervous eye patients get reassuring hand to hold

**A fear-busting scheme to help patients who are nervous about having eye operations has been launched here at Queen Victoria Hospital.**

Most cataract operations are carried out under a local anaesthetic, which means only the eye is made numb and the patient stays awake.

People who are apprehensive about having this type of surgery are now being offered a comforting hand to hold while their operation is taking place.

Research has indicated having the reassurance of someone to talk to during the operation can reduce anxiety in many patients having cataract surgery under local anaesthesia.

The role is being fulfilled by members of the QVH volunteer team.

A volunteer stays with the patient before, during and after their procedure.

One of our hand holding volunteers, Liz Colenutt, explains: "Most patients I meet accept my offer of hand holding and one even told me afterwards he'd never held a hand other than his wife's. I thoroughly enjoy helping patients in theatre; it's great to feel you're making a difference for people."

"We know some people feel vulnerable and frightened when they're about to go into surgery and we also know patients having a companion to talk to during these operations has the potential to significantly reduce the levels of anxiety they feel while they're in theatre. We've had some great feedback from patients about the value of having someone with them to hold their hand and reassure them."

**Jo Thomas**

Director of Nursing and Quality  
at Queen Victoria Hospital

Find out more about volunteering at:  
[www.qvh.nhs.uk/support-us/volunteering](http://www.qvh.nhs.uk/support-us/volunteering)



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## Transforming care



# Hospital inspectors find 'outstanding' care at QVH

"This is an exceptional hospital and our clinical work changes lives. These two reports reinforce what I regularly hear directly from our patients; our staff work really hard to make every patient feel cared for with compassion and respect."

**Steve Jenkin**

Chief executive at Queen Victoria Hospital,

**We are delighted to have been rated 'good' with 'outstanding' care by hospital inspectors, the Care Quality Commission (CQC).**

Improvements in our critical care unit and outpatients department mean each individual service at QVH, as well as the Trust as a whole, are now rated as 'good'.

The ratings follow an unannounced inspection of the hospital in January and February 2019.

In its report, the CQC said QVH was a hospital that "truly respected and valued patients as individuals" and that staff were "highly motivated and inspired to offer care that was exceptionally kind".

They went on to say "relationships between people who used the service, those close to them and staff were strong, caring, respectful and supportive".

Meanwhile, Queen Victoria Hospital has again topped the list in a national survey of inpatients at 144 hospitals throughout the country. More than 500 QVH patients took part in the survey, answering a wide range of questions about the care and support they received. Patients confirmed they had confidence in the staff treating them and time to ask any questions, and that staff worked well together as a team. Patients were given enough information and the right emotional support. The hospital was clean and quiet enough at night for people to rest.







## Actor Jack Ashton gets muddy for Queen Victoria Hospital

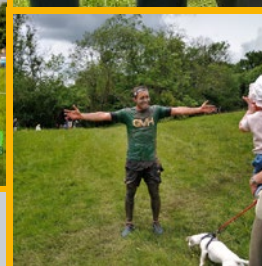
QVH Charity ambassador Jack Ashton, best known for playing Reverend Hereward in BBC's *Call the Midwife*, took on a different role in June as he headed up the Queen Victoria Hospital Charity team in the East Grinstead Mudmonsters run.

The event had participants navigating through mud pits and over obstacles across a 5km, 10km or 20km journey.

Jack Ashton, an ambassador for QVH Charity said, "It was a fantastic day and I really enjoyed it even though the course was a lot tougher than I was expecting! I have visited the hospital myself several times and I have seen first-hand the excellent care they provide to people with burns and to those who need reconstructive surgery. QVH Charity is instrumental in supporting this so I'm pleased to have been able to help fundraise for this great cause. It's something I'm very passionate about."

Jack was also joined by his partner, actor Helen George who plays Trixie in *Call the Midwife*, and friend Fiona Dolman, actor in ITV's *Midsummer Murders*. They both provided plenty of encouragement and support to the entire QVH mudmonster team.

If you would like to join the QVH Charity team next year get in touch with [camilla.slattery@nhs.net](mailto:camilla.slattery@nhs.net)



## Your donations are making a difference

Every donation we receive is greatly appreciated and help fund vital projects, both big and small. Here are a few things you have helped us fund recently.

### New patient monitors on the Canadian ward



With an increase in inpatient stays on the Canadian wing wards, the charity funded **8 new patient monitors** to allow more flexibility for equipment use. The ward which has 47 beds is now making full use of the new equipment which helps monitor blood pressure and other vital statistics post surgery.

**Total cost: £16,320**

### Specialist chairs for the burns and critical care unit



These **specialist chairs** provide extra support to those patients who lack the strength to sit up in a normal chair. There is significant evidence that getting patients out of bed and moving around helps speed up recovery time.

**Total cost: £7,077**

### Colouring and fun for our younger patients



The charity provides **ongoing funding** for toys, colouring pads, pencils, puzzles and books to keep the children on our peanut ward entertained. We have also just approved funding to revamp the outside play area on the ward which will transform the space into a colourful and properly covered space so it can be used even in very hot weather or rain.

**Total cost: £ ongoing**

## Get on your bike for QVH in 2020



The Prudential RideLondon-Surrey 100 is one of the most popular sportive in the world. Every year thousands of riders of all abilities take on the challenge of cycling 100 miles through the traffic-free streets of London and into the beautiful Surrey countryside before returning for a grandstand finish in front of Buckingham Palace.

QVH Charity has secured 4 spaces for next year and as this event is often oversubscribed you will have to be quick if you want to apply. To register your interest for one of our charity spaces, please email [camilla.slattery@nhs.net](mailto:camilla.slattery@nhs.net) before 31 December 2019.

The event will take place during the weekend of **15-16 August 2020**.

# Make a difference



## How to donate

### INDIVIDUAL GIVING

See below.

### CORPORATE GIVING

Make a regular donation from your salary or choose the QVH Charity as your company's nominated charity.

### FUNDRAISE

Challenge yourself to do something extraordinary, organise a special event or take part in a fundraiser. Visit our website for details and inspiration.

### LEAVE A LEGACY

Remember the QVH Charity in your will with a lasting legacy, large or small.

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



### You can make your donation:

- **in person** – Donations by cash/credit or debit card can be made at the hospital's cashier (close to entrance from main visitor car park)
- **by phone** – Please call the cashier **01342 414416** to make a card payment over the phone
- **online** – You can donate regularly or make a one-off gift through [www.justgiving.com/qvh-nhs](http://www.justgiving.com/qvh-nhs)
- **by post** – Please make cheques payable to 'QVH NHS FT Charitable Fund' and send with this form to:  
QVH Charity, Queen Victoria Hospital NHS Foundation Trust,  
Holtye Road, East Grinstead,  
RH19 3DZ

### Gift Aid

QVH Charity can claim an extra **25p** of Gift Aid for every £1 you donate. If you are a UK taxpayer please complete this form and include your name and full home address:

*I want to Gift Aid my donation of £ \_\_\_\_\_  
to Queen Victoria Hospital NHS Trust Charitable Fund. Please treat all donations I make or have made to QVH Charity for the past 4 years as Gift Aid donations until further notice. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax in the current tax year than the amount of Gift Aid claimed on all my donations it is my responsibility to pay any difference.*

TITLE .....

FIRST NAME OR INITIAL(S) .....

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TEL/EMAIL .....  
(optional)

SIGNATURE .....

DATE .....

Please notify the charity if you want to cancel this declaration, change your name or home address or no longer pay sufficient tax on your income and/or capital gains.

If you would like to hear more from QVH Charity in the future, please tick here ☐

## Get in touch

We'd love to hear your stories about what QVH means to you. You can contact us via:







Shelley Clarke, Xen 45 participant

# Developing new treatments and saving lives

## Did you know 887 patients were recruited into research studies at Queen Victoria Hospital last year?

Participating in health research helps develop new treatments, improve NHS services and save lives. Evidence also suggests that patients who receive care in research-active institutions have better health outcomes than those who do not.

### Case study: NINJA (nail bed injury analysis)

We treat about 500 patients every year for injuries to the fingernail bed and the majority of these are children. A nail bed injury affects the soft tissue underneath the nail as well as the nail itself and is often caused by a child jamming their finger in a door or getting their finger stuck in an object. Surgery is needed to repair the injury underneath the fingernail, and to do this the nail needs to be removed. It normally takes about four months for a new nail to grow out from the base.

Traditionally the old nail was replaced where possible after the nail bed was repaired, but recently it has been suggested that discarding the fingernail and allowing it to regrow over the next four months may give positive results.

Here at QVH we recruited 60 patients into the national NINJA study, which was carried out to assess whether replacing the fingernail is better than not replacing it.

The study closed in the summer with the results due for publication later in the year.

### Case study: Xen 45

Glaucoma is the second leading cause of visual impairment and blindness worldwide and a significant healthcare problem. More than 79 million people worldwide are projected to suffer from glaucoma by 2020, and research has found approximately a quarter of these cases will be angle closure glaucoma, which is caused by a sudden increase in intraocular pressure, the pressure within the eye.

QVH was the first UK site to recruit into an ongoing international study into the use of Xen 45 – a small, permanent, flexible implant.

Ophthalmic consultant surgeon Gok Ratnarajan is leading the trial at QVH with angle closure glaucoma patients, to evaluate the safety of Xen 45 and how effective it is at lowering the pressure within the eye.

### Case study: JaWPrinT

This is an observational study comparing the use of 3D printed titanium plates in lower jaw reconstruction with traditional surgical techniques. It is a two-centre study, which is being run with the University of Swansea. The results of these studies will be published in due course.

Steve Jenkin, chief executive, said: "We are really proud of our contribution to clinical research, both home grown studies and those we contribute to nationally and internationally. Clinical practice would not be able to move forward without research so we are hugely grateful to patients for giving their consent and time to participate in clinical trials."

## My story: Shelley Clarke

Shelley Clarke from Uckfield is taking part in the Xen 45 study.

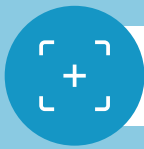
"I came to Queen Victoria Hospital about a year ago because of glaucoma, which I've had for some time. Before that I'd had a bit of a bad experience. I saw Gok and he asked me if I'd be prepared to go on the research programme and I agreed. I had stents put in, one in January, one in February. I had to have it done quickly because the pressure in my eyes was very high.

My eyes now are wonderful. Some of the sight in my right has gone, that won't come back but the left eye is absolutely brilliant. I can see, I can drive at night, it's wonderful.

The research side of things has been excellent. They've all been very courteous to me, very polite, very thoughtful. I'll continue taking part in this trial until the end of the year when the pressures in my eyes will be checked again. Then I think I'll be like any normal patient so will have to come back periodically for check-ups, just to make sure the stents are working and the pressures are kept low.

**I'd encourage anyone considering getting involved in research to go for it. There's not even a question mark in my mind, the care I've had has been absolutely wonderful."**

Find out more at  
[www.qvh.nhs.uk/for-patients/getting-involved-in-research](http://www.qvh.nhs.uk/for-patients/getting-involved-in-research)



# QVH goes 'virtual' with new Skype clinics



Poppy Cole demonstrating Skype  
Skype copyright Microsoft

**Patients are now being offered 'virtual appointments' in some clinics here at Queen Victoria Hospital. It is part of a trial aimed at improving patient experience and making our services more accessible.**

Skype appointments have been introduced in three of our specialty areas – facial palsy therapy, burns therapy and hand therapy. These clinics provide rehabilitation services to people locally and across the country who have been significantly affected by life changing accidents, conditions or disorders.

Only patients who meet a set of strict criteria are being offered Skype appointments at this stage. Patients are not seen 'virtually' for their first appointment, for example, but it means many of our patients are now benefitting from fewer hospital visits. This may help to reduce the stress that is so often associated with travel, and save them time and money too. Research has shown the standard of clinical care is not compromised by delivering services in this way.

It is hoped virtual clinics will reduce the number of on-the-day cancellations, which increase waiting times and are costly. We are hoping to introduce virtual appointments to other departments and services in due course.

## My story: Janet Robb

Janet Robb, 43, travels to QVH from Belfast to receive treatment for facial palsy. She often has to block out two days to attend a one-hour appointment because of flight times from there. Janet has had two surgeries at the hospital and attends for regular follow-up therapy. So far she has had two appointments with her QVH therapist via Skype.

"I have facial palsy after contracting Lyme disease in 2013 and, after struggling to get treatment back home, I was eventually referred to QVH about three years ago. There are no words to explain what it felt like for someone to finally understand the pain and psychological issues that come with a diagnosis of facial palsy.

I've had two big surgeries. When you've gone home you're frightened because you're away from your medical team. You wonder 'what if something happens?' because your local doctor doesn't know what to do with it.

And then there are the trips for ongoing treatment.

Psychologically, having facial palsy is pretty rubbish but add to that having to make the long journey for therapy – you've nobody to hold your hand, it's lonely. My mood is low and there are usually tears, these trips are difficult.

"I've had two Skype appointments so far, the first was post-surgery earlier in the year. It was so great to be able to talk to someone that understood, who was able to tell me what I was feeling in my face was normal, what I should expect, what my exercises should be. I was still recovering and I was so tired and weak – if I'd had to travel, I would not have attended that appointment."

I don't feel I'm missing out on my therapy by being on screen. Many of my appointments are visual not manual assessments; the therapist wouldn't be touching my face even if I was in the room.

My dream is to be able to access the treatment I need closer to home but until then, having access to these specialists without having to travel is a pot of gold."