



HELPING

REBUILD LIVES



IMPACT REPORT

ISSUE 1

IT IS MORE REWARDING TO WATCH **MONEY**
CHANGE THE WORLD
THAN TO WATCH IT ACCUMULATE

Gloria Steinem



A warm welcome

I am delighted to present our first Impact Report for QVH Charity. The charity is dedicated to supporting the specialist burns and reconstructive surgery hospital serving the communities of Sussex, Kent, Surrey and beyond.

Adults and children come to Queen Victoria Hospital in East Grinstead for its renowned expertise and world leading specialist skills in treating burns, cancer, complex eye conditions, as well as the country's largest facial palsy unit. The hospital treated over 87,000 patients in 2018/2019.

In the last year, the charity has awarded £233,000 in grants to fund a range of vital projects at the hospital including equipment which allows new ways of examining and monitoring medical conditions; funding new equipment to help in operating theatres and clinics, and support for children to attend activity camps as they continue to heal both physically and mentally after their injuries.

The donations we have received are helping to rebuild lives.

Medical and technological advancement requires investment and it is only thanks to our donors and supporters that our expert teams can continue pushing the boundaries. We are excited to share with you a number of case studies and the incredible results to show what donations have helped achieve in the last year.

Our efforts to raise the profile of the charity have included the appointment of our first Charity Ambassador and I would like to thank actor Jack Ashton for starting off our Charity Ambassador Programme.

We would also like to thank all of our fundraisers, many of whom are former patients, for their dedication and commitment in giving back. It is truly inspiring to hear your stories and we are grateful that we have been able to share some of them. We have every intention to continue working hard to support our hospital to do more and we hope this report will inspire you to join our efforts.

We are reliant on your support to continue changing people's lives. Thank you to everyone who has supported our work so far.

Gary Needle
Chair of the Charity Committee



Our impact



We are a small charity having a big impact



Medical Research



Medical Equipment



Staff Development



Patient Experience

Thanks to our fundraisers and donors, QVH Charity has been able to fund significant improvements at Queen Victoria Hospital in East Grinstead. We are proud to support the hospital by funding innovative medical equipment, funding research, as well as improving patient wards and waiting areas.

With your support, our small team have achieved big things over the last 12 months. You will see us raising funds at the local supermarket, and being a close charity community means that fundraisers are involved in the heart of the hospital. Fundraising efforts have direct visible results.

Just **2** staff members



and 100s of



fundraisers

We have funded

We make every pound go a long way



85p charitable funding

6p cost of audits and accounting

9p invested in fundraising to generate future revenue

£172,000

2017/2018

£233,000

2018/2019

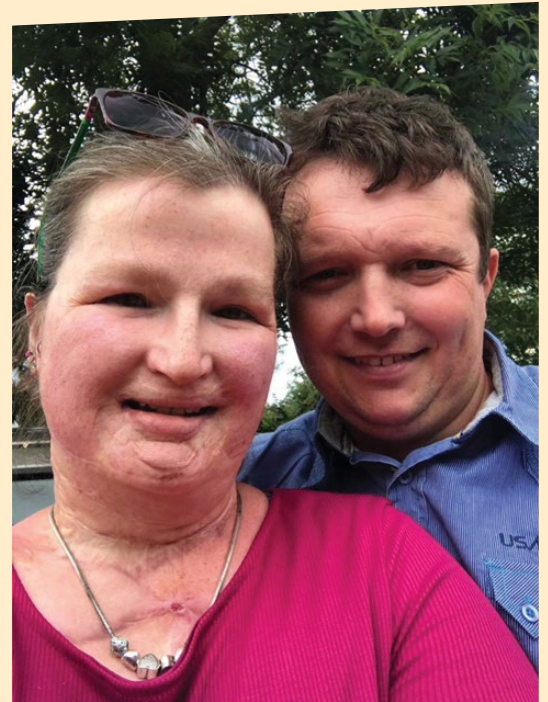
INSPIRATIONAL PEOPLE

A life transformed

On the 19th November 1997 Heidi's life changed forever. Aged 23, she sustained 35% flame burns to her face and upper body. She arrived to the burns unit at QVH and was given immediate treatment for her injuries. Twenty years later Heidi continues to be treated at QVH and despite relocating out of the area she prefers to travel over 3 hours to be cared for at this hospital.

"When I come into hospital I feel very safe and made to feel so welcome. The staff are like another family. QVH has certainly made my life so much better. I can safely say without my QVH family I would never have survived the surgeries I have gone through."

Burns injuries require ongoing management and care, and on average a burns patient will have some treatment or surgery every six months. Heidi will continue to be treated for her injuries for the rest of her life.



LEADING BY EXAMPLE

Jack Ashton

Jack gave his support to the QVH Charity by becoming our first ambassador in 2018

Best known for playing Rev. Tom Hereward in the BBC television series 'Call the Midwife', Jack gave his support to the QVH Charity by becoming our first ambassador.

Jack previously starred in 'The Guinea Pig Club' theatre production, which told the story of the pioneering plastic surgery and psychological support given by the hospital during WWII. It was here he found out about the real impact QVH had and continues to do so.

Speaking of his new QVH Charity ambassador role, Jack says "I know the history of the Guinea Pig Club well, and have been fortunate enough to meet a few of them in real life. Their outlook on life after the horrific trauma they sustained and pioneering treatment they received at Queen Victoria Hospital was nothing but inspirational. Since then I've had the pleasure of visiting the hospital and chatting to staff, and have seen for myself what an incredibly special place it is.

I'm excited to give my support to QVH Charity to help them continue to raise money to support the hospital by funding ground breaking research, providing equipment not routinely funded by the NHS, and make sure patients have the best possible experience of hospital".



Jack, covered in mud, received his medal for taking part in the East Grinstead Mud Monsters Run, representing QVH Charity



Jack, not covered in mud, shares a smile with the team at QVH

Our impact with EQUIPMENT FUNDING

Every single pound goes a long way and with your help we have been able to fund equipment which helps make a real difference to patients every day.

Here are a selection of Charity funded projects, explained by those who use them to help transform and improve patients' lives.



£2,000

ADVANCED SURGICAL HEADLIGHT

"We are grateful for this advanced headlight which is now portable and will **help with the complex surgeries** here"

ANDRE LITWIN

Consultant Ophthalmic and Oculoplastic Surgeon

As the headlight is wireless it allows for easier use of movement around the patient during surgery.

£57,400

CONFOCAL MICROSCOPE



"In just a short time the Confocal microscope has become an integral part of the diagnostic testing for patients with severe infections of the cornea and cancer on the ocular surface. The microscope is utilised to direct care for many patients every day, **helping to combat blinding diseases.**"

DAMIAN LAKE

Consultant Ophthalmic Surgeon



£1,500

DERMATOSCOPIC CAMERA

"The plastic surgery team will be able to reduce the number of surgical biopsies they do thanks to the dermatoscopic camera. Dermoscopy uses a 10x magnification of the skin lesion and polarized light to **pick up more accurate and subtle changes in skin lesions.** The lens can be attached to a camera which can be used to photograph suspect skin lesions that allows the consultants to monitor and assess them. The images will also allow us to have a library of dermoscopic images that we can use to teach colleagues and junior doctors."

SIVA KUMAR

Consultant Plastic Surgeon (Skin cancer)



**PRE
TREATMENT**



**POST
TREATMENT**

NERVEMONITOR

£15,000

The impact for patients is not only visual but in some cases is also helping to reduce or completely take away chronic pain which in turns means they can reduce or stop pain medication. It is really helping to improve quality of life.



"Thanks to the unending efforts of QVH Charity and the graciousness of the public, we have now purchased and are using the most advanced nerve monitor in the world for facial palsy as well as head and neck cancer patients at QVH. This, combined with the titanium supermicrosurgery instruments specifically ordered from Japan recently (thanks to the charity), **allows QVH surgeons to treat complex facial conditions** like nowhere else in the country and sets the foundation for the world's first cranial nerve network (a new subspecialty) in East Grinstead."

RUBEN Y. KANNAN

Consultant Plastic Surgeon (Facial Reanimation/Reconstruction)

WOW!

These are very large sums of money, but remember every donation, what ever the size, makes a difference.

Every pound is important!

INSPIRATIONAL CHILDREN

Every year QVH cares for children of all ages, each with individual medical needs which require special treatment to help transform their lives and provide a more positive future. Despite the often complicated procedures some of them have to endure, our children are brave and a true inspiration. Some children are quickly able to go back to their normal life at nursery or school, often giving something back to the hospital which helped them, while others need some extra help to build their confidence.

Meet Declan



In 2015 at the age of 6, Declan was a happy healthy child, but one day came home from a football tournament feeling poorly. His condition quickly deteriorated and having been rushed to hospital was diagnosed with Steven Johnson syndrome (a life-threatening condition). One of the effects of this syndrome is losing sight, and unfortunately Declan developed an infection in both his corneas, and was registered blind.

"The care Declan receives at the ophthalmology department is unbelievable. We genuinely feel like a part of the family and nothing is ever too much. Unfortunately he has had many admissions to the Peanut Ward however the care received there makes our stay a bearable one thanks to all the wonderful staff who work there. We cannot thank Queen Victoria Hospital staff enough for their care and compassion'.

ASHLEIGH
Declan's mum



Declan's gift

Declan's charity football match raised an amazing amount of money which was donated to several of the organisations that have been involved in his care. **£6,000** of this went to QVH and has funded specific paediatric corneo equipment to be used in theatre.



"This equipment allows us to carry out very precise examinations of the children's eyes just before the surgery which will help us reduce the operating time"

SAMER HAMADA
Consultant Ophthalmic Surgeon

Direct benefits for patients:

- **Improved patient experience:** We are able to examine and treat children quicker allowing us to manage more paediatric cases.
- **Improved quality of care:** State of the art equipment to measure eye pressure with high accuracy.
- **Improved efficiency:**
 - The theatre team have their own equipment and so don't need to borrow from the clinic, saving time and effort.
 - Staff can focus on more important issues related to patient care rather than going back and forth to clinic to borrow diagnostic items and / or waiting to for the equipment to be freed from clinic (sometimes leading to delayed cases in theatre).
 - Equipment is available on a trolley in theatre.



Providing camps for superheroes

Having suffered burns or any other physical trauma can not only change the way a child looks, but create long lasting psychological effects. Overcoming life-changing injuries - we think is a superpower.

We need to raise £8,000 each and every year to run our camps as they are entirely funded by donations.

Every year we run activity camps for children to build confidence, create a sense of belonging and lasting memories and friendships. It allows them to connect with other children who might have experienced similar injuries.

These activity camps are funded entirely by donations which cover the cost of travel, accommodation, activities and food for the children and volunteers attending.

The children get to challenge themselves through activities such as kayaking, sailing, go karting, climbing and body boarding.



"When I'm at camp I know I can be myself because everyone accepts me for who I am."

BRADLEY, 13 YEARS OLD



The impact of DONATIONS AFTER CARE

For some patients who have received specialist treatment at QVH, often spanning many years, the desire to help others in similar circumstances drives them to do what they can for the hospital. Through the QVH Charity, life changing donations are made, sometimes shortly after treatment, sometimes decades later. Then there are the truly special donations, in memory, from those who are sadly unable to gift personally.

A marathon run to say thank you for 20+ years of care



Rachel was only two years old when she pulled a saucepan of boiling water over her chest and arms. She was treated at QVH for over 20 years.

"I have many fond memories and felt at home"

"I was in the Burns Unit when I had my accident in 1986 for a couple of months. It is bizarre that coming back to QVH (a place which is associated with my many surgeries, appointments, dressing changes, etc) that it felt surprisingly comforting coming back. I have many fond memories and felt 'at home' when I came to visit. This can only be due to the amazing care that I was given growing up from the nurses on peanut and especially my consultant Mr Parkhouse. I am sure this played a huge role in inspiring me to follow a career as a paediatric nurse myself."

Rachel ran the Richmond half marathon with family and friends and raised £1,335.

Burns patient returns to the hospital that transformed her life 60 years ago



Brenda Ranson made an emotional return to Queen Victoria Hospital in East Grinstead where she was cared for as a child nearly 60 years ago.

Back in 1954, Brenda sustained severe burns on her hands from an electric fire when she was three. She was taken to the specialist hospital known for its pioneering burns treatment and continued to be treated by the hospital until she was 16.

Recalling her time as a patient at Queen Victoria Hospital, Brenda said:

"I don't remember the pain, but I remember my hands being curled up in a ball. They took skin grafts from my thighs to transplant new skin to my hands. It's a miracle how they did it".

"The days here were never sad, always happy. I used to love coming here. All the staff were lovely. We had different activities to keep us going like music and movement to the radio. That was all the entertainment we had in those days."

Paediatric Ward Matron, Julie Baker said "There has been considerable progress in the way we care for children with these types of injuries now and the drugs that we have available, but some of those routines are still in place.

Whilst children would stay on the ward for a lot longer in the 1950s, our aim now is to get them home as soon as possible, as we know they recover better in a home environment."

"The days here were never sad, always happy."

Brenda recently got in touch with the Queen Victoria Hospital as she wanted to fundraise to give back to the hospital that means so much to her. The QVH Charity raises money to fund medical research projects, improve hospital environment and purchase equipment which is outside of the core NHS funding.

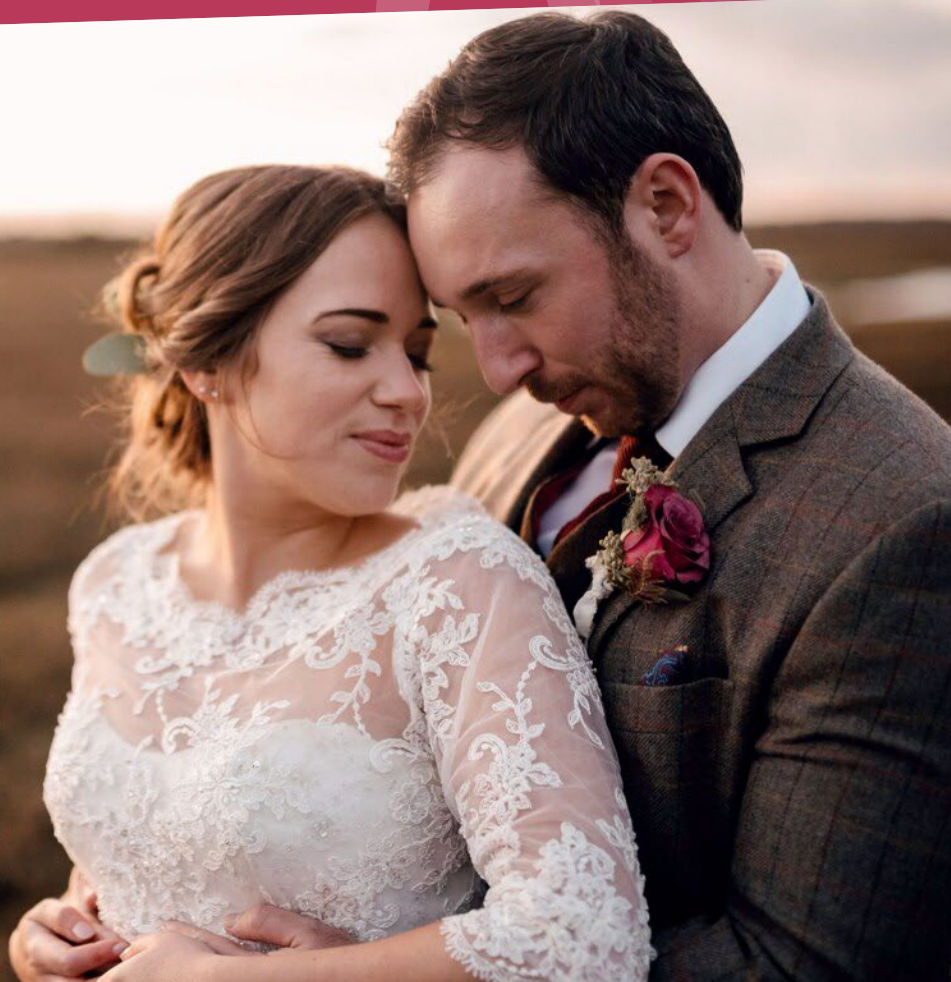
Brenda continues: "We have chosen QVH Charity as my Lady Captains Charity for Purley Downs Golf Club this year. All the money raised will go to the Peanut Ward where I have so many happy memories. The Ladies of Purley Downs are all very motivated to raise as much as we can for them. It's an amazing place."

Brenda presented the QVH charity with a cheque for an amazing £11,463.61.

DONATION IN MEMORY

Ellie and Jon

A shining light after tragedy



It was February 2018, and newly-weds Ellie and Jon were on their honeymoon trip to the Grand Canyon when tragedy struck. They had taken a helicopter tour with friends to see with Canyon in all its glory, but sadly the helicopter crashed.

Expecting Ellie and Jon to survive, the couple's friend Chris crowdfunded over £22,000 to support them with their treatment, however this was not to be. Ellie and Jon's three friends also lost their lives.

In the hope that it would help other burns victims, both families and Chris together decided that the money raised would be donated to the Queen Victoria Hospital Burns Unit. The donation was used to purchase MOTomed physiotherapy equipment which has a transformative effect on patients recovery.

This donation and the equipment it funded will continue to help patients for years to come, shining light on their future in the name of Ellie and Jon.

"The families and myself are delighted to say that we will be donating the **£22,667.54** raised (after Just-Giving's fees) to the Burns Unit at Queen Victoria Hospital, East Grinstead, which is where Ellie and Jon would most likely have been treated had they survived. We were all keen to see that the funds go into tangible help for others so at least some good can come of the great effort from everyone who put into this campaign."

Chris Tucker, family friend

What is MOTomed and what impact has it had for patients at QVH?

Having dedicated MOTomed equipment allows patients to have programmes set up for them to continue their recovery on the ward independently alongside the work they do with our physiotherapy team. Patients benefit from faster recovery, hopefully leading to a reduced hospital stay.

The seated MOTomed can also be used by patients on their own, giving them access to use it when they choose to. Time saved by having a dedicated machine allows the therapy team to concentrate on other aspects of rehabilitation, whilst giving patients more therapy sessions.

The upper body and lower body MOTomed equipment allows patients to independently work on building their strength. The patient can use it in bed or in a wheel chair. The motor driven movement is ideal for the regulation of muscle tone, loosening stiff muscles and for early mobilization after long rests. Passive training stimulates blood circulation, digestion and joint flexibility.

The equipment tracks how far you go. So far, combined, our patients have 'travelled' 350 km on the MOTomed equipment. The feedback from patients has been very positive and it is in frequent use.



Our impact on

STAFF DEVELOPMENT

The Queen Victoria Hospital is proud to have so many hard working staff and volunteers who work together every day to deliver the best patient experience. It doesn't matter what role they fulfill, their dedication day in day out has a huge impact on the successful outcomes for all patients. This dedication is recognised with the annual QVH Staff Awards which are held in East Grinstead.

Supporting the QVH Staff Awards

Over the course of the year, members of staff are invited to nominate colleagues for several special awards including the 'Hidden Hero Award', 'Leading and Inspiring Award' and 'The Care and Compassion Award' to name a few. Additionally awards are presented for 'Outstanding Patient Experience' as nominated by patients and their families. Together there are typically around 250 nominations every year!

Members of staff who have loyally served the hospital for many years are specially acknowledged, as are individuals who have completed various education and vocational achievements.

"We all thrive on receiving recognition for our hard work, and so to have a special night once a year for all of us is vital. Winning a certificate from your colleagues and patients votes is the icing on the cake!"



Pam and Rebecca jointly receiving the Outstanding Patient Experience Award

Staff across the hospital are recognised for the difference they make. QVH Charity supports the Staff Awards every year as there is a clear connection between the engagement and motivation of staff and outstanding patient care. The Charity could not do this without fundraisers support.



As we arrive near the end of our very first impact report, it is worth taking a moment to reflect on how precious donations are, and that they come in difference forms. The difference a single person can make in that critical moment is equally as wonderful as the sound of an entire swing band 'doing their thing' to raise funds. It doesn't matter what the source is, it is the patient at the end of the giving journey who benefits every time.

From one person to a big band **MAKING A DIFFERENCE**



Nervous eye patients get reassuring hand to hold

Recently, a fear-busting scheme to help patients who are nervous about having eye operations was launched at the hospital.

With most cataract operations carried out under a local anaesthetic, which means only the eye is made numb, 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 has the potential for reducing anxiety in many patients having cataract surgery under local anaesthesia.

The role is being fulfilled by one of the volunteer team at QVH, who stays with the patient before, during and after their procedure.

Jo Thomas, Director of Nursing and Quality, says: "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 already had some great feedback from patients about the value of having someone with them to hold their hand and reassure them."

"Most patients I met accepted my offer of hand holding and one even told me afterwards he'd never held a hand other than his wife's. I thoroughly enjoyed helping patients in theatre; it's great to feel you're making a difference for people."

Liz Colenut, hand holding volunteer



Swing concert hits the right note

A sell-out concert in East Grinstead raised more than **£2,700** for the QVH Charity. The Conchord Big Band returned to the Chequer Mead Theatre with "When Swing was King"; an afternoon of music by the likes of Glenn Miller, Tony Bennett and Ella Fitzgerald, organised by Frank Osborne.

"It was a really enjoyable afternoon and a great pleasure to play to a full house and raise funds for such a worthwhile charity. We're very lucky to have such a fantastic hospital in the town and the charity is vital in providing support to fund much needed improvements. This was such a successful event we will be doing another concert for them in March next year."

We were so grateful to Conchord Big Band for supporting us, with the event raising an incredible amount of money. This type of event is a typical example of how a group of people can make a big difference whilst bringing joy to their guests. Donations like this enable the charity to fund innovative medical equipment as well as fund research projects to find new treatments.



The impact of

QVH CHARITY

Our objectives and governance

The Queen Victoria Hospital NHS Trust Charitable Fund has been a registered charity since 1996. Its governing document is a declaration of trust made by the Queen Victoria Hospital NHS Trust dated 10 May 1996. It has a single corporate trustee: Queen Victoria Hospital NHS Foundation Trust (QVH).

The Charity recognises its duty to ensure the fund is managed appropriately and grants given only in accordance with its charitable objects, which are:

‘For any charitable purposes relating to the National Health Service wholly or mainly for the service provided by the Queen Victoria Hospital NHS Trust’.

The following criteria are used when considering applications:

- meets the charity’s objects,
- provides equipment/facilities or a service which is over and above what the NHS should provide,
- enhances a service already provided to improve patient care,
- improves patient comfort,
- benefits staff/staff comfort.

Trustee

Since it has a single corporate trustee the functions of trustees are in practice performed by the board of directors of QVH who meet regularly to consider matters of policy and overall control.

Advisory Committee

The board has set up a Charity Committee chaired by a non-executive director of the Trust and consisting of one non-executive director, chair, the medical director, the director of finance and performance and a representatives from each of the nursing, allied health professional and medical workforces. Non-voting, ex-officio attendees represent the League of Friends and the public and staff governors of the QVH. Other members of QVH staff also attend regularly in an advisory capacity. The function of the committee is to oversee the management, investments and expenditure of the charity and to ensure that it complies with statute. It reviews and authorises items of expenditure up to £20,000 and reports regularly to the corporate trustee, making recommendations in respect of items of expenditure in excess of £20,000.

Our future plans

The charity has a proud history of supporting key initiatives at the hospital. We have continued to build on our links in the community this year. Our proactive approach in seeking partnerships with local businesses and organisations has helped increase our visibility in the community and together with an increase in media coverage, this has all had a positive effect on donations. We have also seen an increase in staff taking part in fundraising events which is fantastic.

As the hospital supports patients from across the South of England, we need to ensure we can reach beyond our local community to highlight the vital support the charity provides. The charity is looking to develop Charity Ambassadors who can support the future goals and deliver our key messages whilst widening our reach. Our ability to continue this vital support for Queen Victoria Hospital is dependent on our ability to maintain and increase donations from the general public. We are therefore grateful for the support from those who not only donate their own money, but who inspire others to donate through their fundraising efforts. We will continue to support an ongoing programme of fundraising today to produce the funds needed to invest in the healthcare of tomorrow.



Charity Income and expenditure

During the last financial year the charity funded

£233,000

worth of improvements across the hospital.

A positive increase of

35%

over the previous financial period

With the generous support of our

inspirational

and valued fundraisers and supporters

With the support of the

small team

at QVH Charity based in East Grinstead

Despite the year-on-year increase in the value of grants made, the charity ended the year with a balance of £804,000, £98,000 more than in 2017/18. The increase was largely due to the receipt of a number of legacies totalling £248,000 (£35,000 in 2017/18) and the increase in donations.

Financial year start 31 March

INCOME	2018 / 2019	2017 / 2018
Donations & legacies	£ 360,000	£ 135,000
Charitable activities	£ 31,000	£ 14,000
Investments	£ 1,000	-
TOTAL INCOME	£ 392,000	£ 149,000

EXPENDITURE	2018 / 2019	2017 / 2018
Raising funds	£ 38,000	£ 16,000
Charitable activities	£ 213,000	£ 143,000
Other	£ 43,000	£ 29,000
TOTAL EXPENDITURE	£ 294,000	£ 188,000



Fundraiser Mike Gwynn cycled across Britain, raising much needed money for QVH Charity

Finally, a big thank you!

Throughout the year, we have received support from patients and their families, local schools and community groups, churches, supermarkets, sports clubs and local businesses. We are enormously grateful to each and every one of you for your help. We are so touched not only by the donations, but by the wonderful messages we receive about why you feel so passionately about giving back to our hospital charity to help us continue to make a difference. With your help, we have and we are committed to continuing this to make even more improvements where they are most needed.

Our success also relies on the time and support of our wonderful staff who take the time out to meet with our visitors and donors to share their stories, give talks or provide feedback on the improvement and progress they have been able to make with the charity funding.



GET INVOLVED!

AND MAKE A DIFFERENCE

Have you been inspired by some of our achievements over the last year?

There has never been a better time to get involved. There are lots of ways for you to make a difference:

1 Make a donation

We rely on your support to continue our vital work. To make a donation visit our website www.supportqvh.org or call our charity office on 01342 414 170.

2 Organise a fundraising event

We would love for you to get involved by hosting your own event. Get in touch if you need support or ideas. Call 01342 414 170.

3 Leave a legacy

Donations in Wills enable us to enhance the care people receive and can make a real and lasting difference to our hospital and the patients it cares for. If you are interested in receiving our **legacy leaflet** or to let us know that you have left something to us in your Will, please get in touch.

4 Charity of the year / Corporate support

These partnerships are much valued and enable us to reach people who perhaps would not have come across our hospital charity. If you know of any opportunities for these types of **partnerships**, we would love to hear about them.

5 Volunteer

We are fortunate to have a great team of volunteers onsite who provide exceptional support to our staff. You will find them in a variety of roles including finance, patient records, main desk and providing different therapies to our visitors in our Macmillan Centre. If you would like to find out more about our current volunteering opportunities **please email**.



Charity office

Tel: **01342 414 170**

Email: **qvh.supportqvh@nhs.net**

Web: **www.supportqvh.org**

Follow us on social media

If you use social media please follow us! You can find us at:

 **@supportqvh**

 **@qvhcharity**

Online donations

www.justgiving.com/qvh-nhs

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