

# Patientfocus

Royal Brompton & Harefield **NHS**  
NHS Foundation Trust

Royal Brompton & Harefield Hospitals' magazine for patients and our Foundation Trust members | Summer 2019



A lifetime of specialist care

Report praises  
Trust for  
excellence in  
clinical care and  
compassion for  
patients

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ECMO service  
recognised  
as 'platinum'  
centre of  
excellence

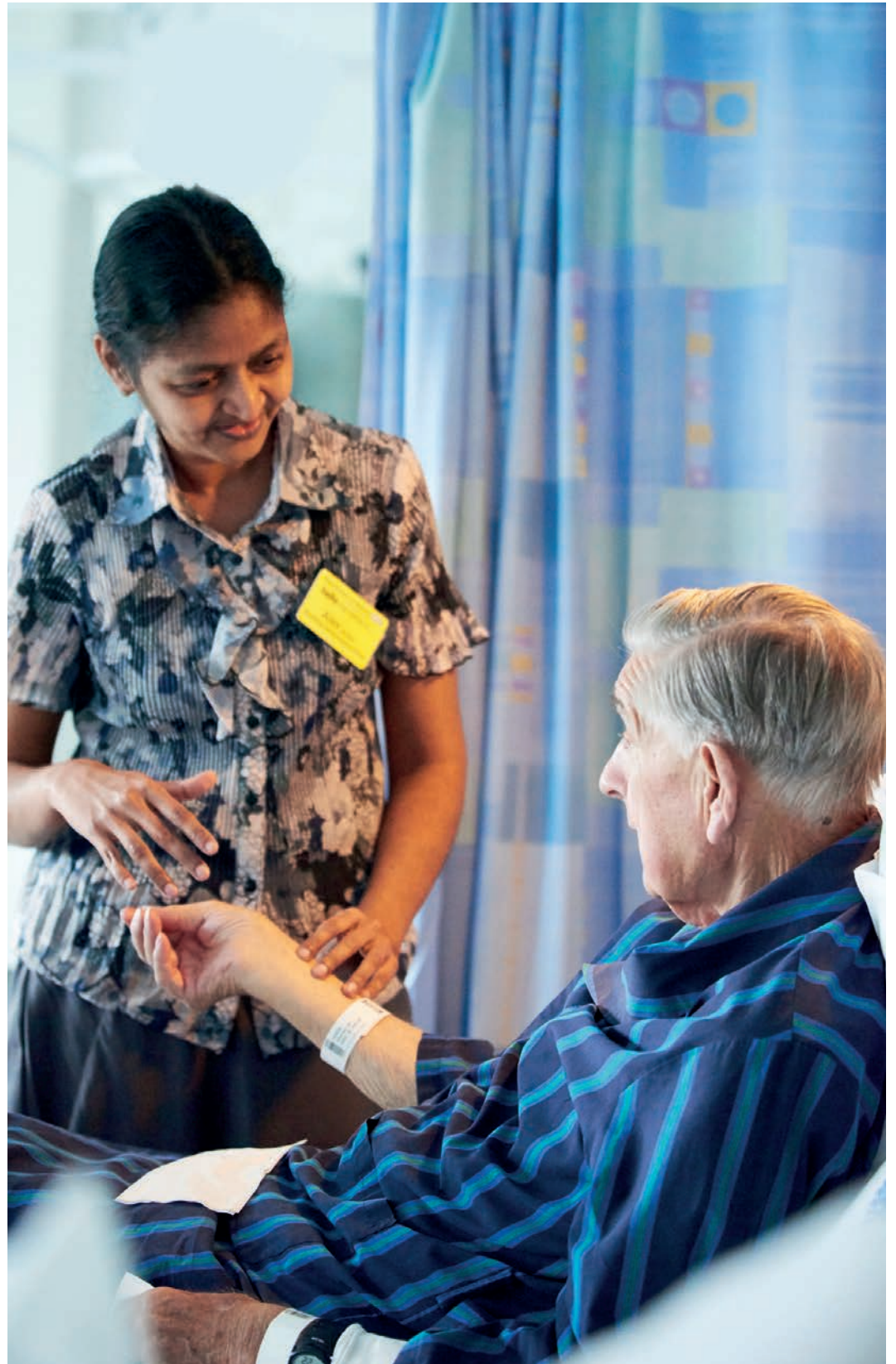
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# Report praises Trust for excellence in clinical care and compassion for patients

EARLIER THIS YEAR, the Care Quality Commission (CQC) published its latest report on our Trust, commending clinical teams for the quality of specialist care they provide and for the compassion shown to patients.

Awarding the Trust a rating of **Good**, with several areas of outstanding practice, the CQC recognised that: "The

with kindness... Staff involved patients and those close to them in decisions about their care and treatment... and provided emotional support to patients to minimise their distress."

Commenting on the report, Bob Bell, chief executive, said: "We welcome these findings. Three of the four core services inspected were rated **good** (Children's and

I am pleased that their continued commitment to providing exceptional care for patients has been recognised in this way.

"**Outstanding practice** was also identified in Critical Care and Children's and Young People's services at Royal Brompton Hospital. Overall, the Critical Care team: 'demonstrated excellent multidisciplinary



beyond for its patients and patient families; there was clear evidence of research, innovative and outstanding practice; staff spoke very highly of the culture of the service and the staff survey results were consistently high for workplace satisfaction."

Between 16 and 18 October 2018, the CQC inspected four of seven core services: Critical Care and Children's and Young People's Services at Royal Brompton Hospital, and Surgery at Royal Brompton Hospital and Harefield Hospital. The Trust was rated safe, effective, caring, responsive and well-led.

Bob Bell concluded: "It was clear to the CQC that we are an organisation that steadfastly prioritises one thing above all else; delivering the best possible specialist care. Whatever else changes in the environment around us, patients will remain our focus, and our commitment to them will guide everything that we do."

You can read the full report via our website at: [www.rbht.nhs.uk/CQC-report-praises-Trust](http://www.rbht.nhs.uk/CQC-report-praises-Trust)



Trust used a systematic approach to continually improving the quality of its services and safeguarding high standards of care by creating an environment in which excellence in clinical care would flourish."

Assessing our approach to care, the report recognised that: "Staff cared for patients with compassion. Feedback from patients confirmed that staff treated them well and

Young People's Services, Critical Care and Surgery at Royal Brompton Hospital) and one, Surgery at Harefield Hospital, was rated **outstanding**.

"This is an impressive and well-deserved achievement, especially for the Surgery teams at Harefield Hospital which were commended for their approach to a number of issues around safety, culture and innovation.

working practices which enabled collaboration in improvement projects and enhanced patient care,' and the accredited intensive care course for nurses was praised for enabling 63 per cent of nurses to gain the qualification, significantly exceeding national guidance.

"It was a similar story for Children's and Young People's services: 'The service went above and



# Sixth formers see clinical training and simulation opportunities

*The Trust's membership events are normally only open to members, but Philippa Allibone, membership manager, and Andrew Sykes, Clinical Skills and Simulation Centre (CSSC) manager, were happy to make a recent exception.*

On being invited to tour Royal Brompton's CSSC, member Abbie Lewis, director of Oakwood Park Grammar school in Kent, asked if a group of A level students could accompany her. "I thought it would be a wonderful opportunity to share the Trust's expertise with students who are interested in careers in healthcare."

The CSSC allows medical trainees in many specialities to practice rare and critical scenarios in a safe environment.

Andrew Sykes ran an extra session for the students, during which they were each given the chance to diagnose medical conditions simulated using the centre's new mannequin.

Ms Lewis said, "All the students who attended will be the first in their family to go on to higher education. Unless you have family connections, getting an insight into healthcare can be challenging... this trip provided an expert view of clinical skills."

## *Members invited to join NHS Discounts*

NHS DISCOUNTS DESCRIBES itself as "the number one benefits web portal for NHS employees in the UK, including foundation trust members." It gives members free access to trusted retailers and top brands, with special savings and offers.

NHS Discounts is an independent company and to take advantage of its offers members need to register via the website, selecting the "I am a foundation trust member" option. Membership is free but some details need to be entered on their online form to enable registration.

There are also other providers that offer NHS discounts to members, including Health Staff Discounts and Blue Light Card.



*The students pictured with Andrew Sykes, centre, and Abbie Lewis, right, diagnosing medical conditions at the CSSC.*

# ECMO service recognised as 'platinum' centre of excellence

*The Trust's ECMO services were highly praised at the Extracorporeal Life Support Organisation (ELSO) awards for Excellence in Life Support in April. Harefield Hospital was presented with the silver award, and Royal Brompton Hospital received the prestigious platinum award. This certification is the highest distinction given by ELSO, with Royal Brompton Hospital being the only commissioned centre in England to achieve it.*

ECMO (extracorporeal membrane oxygenation) supports recovery after major life-saving surgery or life-threatening illness by oxygenating blood outside the body and returning it – effectively doing the work of a patient's lungs, or both heart and lungs, until theirs can resume to normal functioning. The Trust's ECMO service, one of only five NHS-commissioned ECMO centres for adult severe acute respiratory failure (SARF) in England, also provides paediatric care – both were recognised as outstanding by ELSO.

A redesign of the service in 2016/17, supported by colleagues at Guys and St Thomas' NHS Foundation

Trust, increased capacity and encouraged greater multi-disciplinary collaboration across sites. Such a range of expertise and streamlined planning helped to inform decision making which, ultimately, benefited patients. This led to a 60 per cent increase in referrals within the first year alone, offering highly specialised life support techniques to more patients than ever before.

Having gone from strength to strength, the service has expanded even further to provide more cardiac ECMO for patients suffering cardiogenic shock (a condition where the heart is suddenly unable to pump enough blood to meet the body's needs).



Team monitoring an ECMO machine

Dr Stéphane Ledot, consultant in critical care and anaesthetics and Royal Brompton Hospital's SARF (severe acute respiratory failure) and ECMO lead, said: "It's fantastic news that our ECMO programme has been recognised with this award. This is thanks to the team's

hard work developing our services over the last few years to deliver the best possible care for our patients."

Read the full story at: [www.rbht.nhs.uk/ECMO-service-receives-platinum-award](http://www.rbht.nhs.uk/ECMO-service-receives-platinum-award).

## Harefield cardiac rehabilitation programme ranks highly in national audit

An independent national audit has awarded Harefield's cardiac rehabilitation (CR) programme a coveted 'green' certification, placing it in the top 20 per cent of services in the UK.

Cardiac rehabilitation is a comprehensive programme of exercise and information sessions to help patients recover from a heart attack, heart surgery or procedure. Introduced to patients at an appropriate stage of their recovery, it aims to improve

not only their physical, but also their social and psychological condition.

The National Audit of CR is an annual joint project between the British Heart Foundation and the British Association for Cardiovascular (heart and lung disease) Prevention and Rehabilitation. Taking a new approach this year, the audit for the first time gives a national picture on the quality of CR delivery for 229 UK programmes.

National standards of care are analysed under seven key performance indicators (KPIs), including how quickly the service gets patients into rehab after their cardiac incident or procedure, how thorough the assessments are and the length of time spent using the service. To achieve green status services must meet all seven KPIs.

Heather Probert, specialist physiotherapist in cardiac rehab, said: "The team

is incredibly proud; this certification is proof that our patients are receiving the best possible level of cardiac rehabilitation."

Harefield hospital director Derval Russell said: "It's wonderful to see members of the team, who have worked incredibly hard, receive this recognition. They have put Harefield on the map as a dedicated centre for cardiac rehabilitation – all to the benefit of our patients."



# Virtual reality pilot for patients improves wellbeing

**VIRTUAL REALITY can support patient wellbeing and increase confidence – those are the key findings from a new virtual reality programme designed to help patients with mobility issues experience the arts.**

Royal Brompton and Harefield hospitals' dedicated arts team, rb&hArts, completed a pilot earlier this year which saw patients 'step' into virtual reality worlds to produce virtual artwork. Feedback from patients included: "It made me happier," and "it would make a huge difference to people in hospital."

The idea came after conversations with a cutting-edge digital art agency which had previously collaborated with the arts team.

Karen Janody, interim head of arts, said: "We developed the programme as a proposal to engage older patients in technology in a creative way,

helping break anxieties and improving wellbeing, especially in an increasingly technological world."

Initial sessions were held with patients during the team's event for 'Silver Sunday' – a national day to celebrate and support older people – and with



respiratory patients in Trust-wide Singing for Breathing sessions.

Wearing a headset, participants used ergonomic controllers to 'paint' around a range of virtual environments, such as outer space, or under the sea.

Additional sessions were held in partnership with Open Age, a local charity that focuses on enabling the over-50s to sustain active lifestyles and develop new interests, as well as in North Kensington's local community, and Harefield Hospital's Rowan ward for transplant patients.

The project was brought to life thanks to funding from the Royal Borough of Kensington and Chelsea's 'Arts Grant Scheme' and Hillingdon Arts. rb&hArts is funded by the Royal Brompton & Harefield Hospitals Charity, as well as supported by a range of other organisations and individual donors.

## Consultant paediatric cardiologist wins top national award

**ROYAL BROMPTON CONSULTANT paediatric cardiologist Dr Nitha Naqvi has been named among Britain's most inspiring female role models.**

She won the top award at the 20th Asian Women of Achievement Awards which highlight the role that British Asian women play in culture, economics and social ventures.

Dr Naqvi was nominated for the Professions category by the mother of a young patient, but actually won the evening's highest overall accolade – the Natwest Chairman's Award.

Dr Naqvi told the Evening Standard that

she had learned her strong work ethic from her grandmother: "My grandmother was the first ever DJ in Pakistan. All the men in the family died and so she supported all the children on her own.

"My dad came here with £50 in his pocket, worked his way up and became a doctor, as did my mother. I feel like I was born to be a doctor as I practically lived in the hospital until I was nine years old as my parents worked so much."

Dr Naqvi added: "I'm delighted to have won the award. I'm so proud to be able to live and work in the UK – to work for the amazing NHS and particularly for Royal Brompton Hospital."

*Dr Naqvi (centre) wins the Chairman's award presented by Sir Nicholas Young and former winner Yasmin Jetha*



# Helping transform services

*Gill Raikes, Chief Executive of the Royal Brompton & Harefield Hospitals Charity, explains how it is supporting the Trust and how you can get involved*

OUR CHARITY IS DEDICATED to supporting our two world-class hospitals, our staff and patients. We do this by raising funds for vital equipment and facilities, offering staff bursaries, supporting life-saving research and helping to transform patient care through digital innovation. Two of our priority projects over the last 12 months have been the Harefield Transplant and the Cystic Fibrosis 'Back in the driving seat' appeals.

Harefield Hospital has been using the Organ Care System since 2013, a pioneering piece of technology that enables donated organs to come from further away and arrive in better condition, but is still not NHS funded. Thanks to our incredible supporters, we exceeded our target of **£500,000** and raised **£550,000**, meaning our transplant team can save even more people awaiting a life-saving transplant.

The 'Back in the driving seat' appeal is raising funds to support the development of a digital platform that will transform the lives of people with cystic fibrosis (CF). CF is a lifelong, life-



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*We exceeded our target of **£500,000** and raised **£550,000**, meaning our transplant team can save even more people awaiting a life-saving transplant.*

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limiting condition that requires patients to travel for appointments several times a year. This can be exhausting, expensive and paradoxically, detrimental to their health. But a digital platform will enable our CF team to hold virtual clinics and people with CF to monitor their health remotely. We are continuing to fundraise this year to meet our **£500,000** target.

'Transforming your care' is our latest appeal and aims to raise **£200,000** to help implement a new electronic observation system at our hospitals. The new system, which works on mobile devices, will automatically calculate patient observation scores entered by nurses, helping them to monitor patients' health and informing the decisions made about patient



care. For patients, this means a more consistent process of recording assessments and sharing their care plans across both hospitals with ease, and ultimately resulting in timelier treatment and better outcomes. Find out more at [rbhcharity.org/transformingyourcare](http://rbhcharity.org/transformingyourcare).

If all this has left you feeling inspired, we would love you to get involved with the charity's fundraising. Whether you would like to embark on your own fundraising challenge, set up a regular donation, buy a unique gift from our shop or join one of our many events (see next page), there are plenty of ways to support your hospitals' charity.

Please go to [rbhcharity.org](http://rbhcharity.org) for more information or contact the team at [fundraising@rbht.nhs.uk](mailto:fundraising@rbht.nhs.uk).

*Gill Raikes*

**GILL RAIKES**  
Chief Executive, Royal Brompton & Harefield Hospitals Charity

## Charity events

### London Bridges Walk

14 July 2019  
London

### RideLondon, cycling event

3 to 4 August 2019  
Queen Elizabeth Olympic Park  
London

### Harefield Fun Run & Family Day

8 September 2019  
Harefield Hospital

### Tandem Skydive

28 September 2019  
Old Sarum Park,  
Salisbury

For more details visit:

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



# Meet our new governors

*Following our recent elections, four new governors were appointed*

## REVD PATRICK DAVIES

*Public governor –  
Rest of England and  
Wales*

Patrick was born with a congenital heart defect requiring life-long treatment and support. The work of the Trust is consequently close to his heart.

Having witnessed the rapid change of congenital cardiology from being viewed as supplementary to general cardiology, to the specialism it has become today, Patrick is a committed supporter of pioneering doctors, surgeons, parents and patients.



## PRAVIN SHAH

*Public governor –  
Bedfordshire and  
Hertfordshire*

Pravin has been a community pharmacist for over 35 years and runs his own pharmacy in High Wycombe. He has significant experience in both healthcare and business, with a keen interest in finance and a strong understanding of the performance and management of businesses.

Pravin is a heart patient, who five years ago had a heart bypass operation at Royal Brompton Hospital. He is an advocate for the excellence of care he received during his surgery and since.



## VICTORIA BORWICK

*Patient governor –  
North West London*

Victoria is a long-time supporter of the Trust. Two of her children are patients at Royal Brompton Hospital; her eldest had a number of major heart operations and was in intensive care for almost a year.

Her family has continued its relationship with the hospital, establishing a charity to fund research and additional training for nurses. Victoria's husband is chairman of the Brompton Fountain, a charity supporting children with serious heart and lung conditions under the care of the Trust.

Victoria is an active campaigner locally in Kensington and Chelsea, having previously served as a local councillor, a member of the Greater London Authority (including as deputy mayor) and MP for Kensington.



## RT HON MICHAEL MATES

*Public governor –  
South of England*

Michael received care as a patient at Royal Brompton and Harefield hospitals.

He was an MP for East Hampshire for 35 years. He brings his skills as a committee member, having chaired two select committees in the House of Commons over a period of 14 years, and his experience of working with successive governments.





# Our governors and their constituencies

Our governors are always keen to hear from their members. Below is a list of the Trust's governors and their constituencies. If you have a question for your governor, please email this to [governors@rbht.nhs.uk](mailto:governors@rbht.nhs.uk) and it will be forwarded on.

## PUBLIC GOVERNORS

- **George Doughty**  
North West London
- **Revd. Patrick Davies**  
Rest of England and Wales
- **Michael Mates**  
South of England
- **Pravin Shah**  
Bedfordshire and Hertfordshire

## PATIENT AND CARER GOVERNORS

- **Brenda Davies**  
Bedfordshire and Hertfordshire
- **Paul Murray**  
South of England
- **Ejikeme Uzoalor**  
Elsewhere
- **Sean O'Reilly**  
Bedfordshire and Hertfordshire
- **Jeremy Stern**  
North West London
- **Helena Bridgeman**  
Elsewhere
- **Victoria Borwick**  
North West London
- **Caroline Karlsen**  
Carer

## STAFF GOVERNORS

- **Elizabeth Henderson**
- **Steve Palmer**
- **Dr Claire Hogg**
- **Steve Caddick**
- **Maxine Ovens**

## APPOINTED GOVERNORS

- **John Hensley**  
Royal Borough of Hillingdon
- **Tim Ahern**  
London Borough of Kensington and Chelsea
- **Professor Wisia Wedzicha**  
Imperial College London

## AREAS WITHIN THE CONSTITUENCIES

EACH AREA IS ORGANISED according to the defined electoral areas which are used in local authority elections:

- **North West London:**  
Residents of the following eight London boroughs:  
  
Harrow, Hillingdon, Brent, Ealing, Hounslow, Westminster, Kensington and Chelsea, and Hammersmith and Fulham.
- **Bedfordshire and Hertfordshire:**  
Residents of the counties of Bedfordshire and Hertfordshire.
- **South of England:**  
Residents of the following 12 London boroughs:  
  
Croydon, Kingston, Merton, Richmond, Sutton, Wandsworth, Bexley, Bromley, Greenwich, Lambeth, Lewisham, Southwark; and of the counties of Berkshire, Surrey, Sussex, Kent, Buckinghamshire, Oxfordshire, Hampshire and the Isle of Wight.
- **Rest of England and Wales (public members):**  
Comprising all other electoral wards and boroughs not included above in North West London, Bedfordshire and Hertfordshire, and South of England.
- **Patient elsewhere (patient members):**  
Comprising all other electoral wards and boroughs not included above in North West London, Bedfordshire and Hertfordshire, and South of England.

# Diary dates for members

## TRUST BOARD MEETINGS

Members of the public are welcome to attend Trust Board meetings.

**24 JULY 2019**

2pm–4pm

Boardroom, Royal Brompton Hospital

**25 SEPTEMBER 2019**

10.30am–1pm

Concert Hall, Harefield Hospital

**27 NOVEMBER 2019**

2pm–4pm

Boardroom, Royal Brompton Hospital

## COMBINED COUNCIL OF GOVERNORS AGM AND MEMBERS ANNUAL MEETING

**17 JULY 2019**

11am–1.30pm

The Small Hall, Chelsea Old Town Hall, Kings Road, London SW3 5EE

## COUNCIL OF GOVERNORS MEETINGS

**16 OCTOBER 2019**

11am–1pm

Concert Hall, Harefield Hospital

## Are your details up to date and correct?

AS A TRUST MEMBER, we want to ensure that the details we have are up to date and correct. We also want to make sure that you are receiving communications from us in a format that works best for you and are developing an e-version of Patient Focus. Providing your email address will help reduce our postage costs. You can still opt to receive some communication by post. Please follow this link to add your details [www.rbht.nhs.uk/membership-contact](http://www.rbht.nhs.uk/membership-contact)

