

Update from the Theatre Manager

The ever changing requirements of the Theatre Department at King Edward VII's Hospital Sister Agnes continue to keep the dedicated and hard-working team of staff on their toes. This department certainly has its challenges and as with any hospital, the efficiency and utilisation of theatre time is of prime importance and was one of my first objectives on joining the team last November.



Mrs Julie Watts

As many of you will know we have been looking at ways of addressing the 'down time' in theatre to allow more efficiency thereby enabling more of you to access regular theatre time. Theatre scheduling in the private sector is like a complicated jigsaw puzzle and we spend a lot of time moving around the pieces in an attempt to achieve a good fit – all the time with your complicated diaries in mind!

I know there have been other burning theatre issues affecting a number of you and I am delighted to report that most of these have now been addressed.

- The PACS viewing systems for Theatre Two and Three will be fitted within the next two weeks.
- The lamp heads in Theatre Two have been replaced with a new, improved version.
- The whole length of the corridor has been redecorated and re-floored.
- A new high definition complete Storz stack system with camera and full recording capabilities will arrive in the next few weeks.
- Last but by no means least, Synergy. We are

continuing to work very closely with Synergy by monitoring service and defects but I am pleased to say that issues and defects are very much improved. We are planning to continue this improvement by assisting them with their training needs by developing a set of competencies which can be completed within the Theatre department.

Julie Watts
Theatre Manager

The Theatre team and I look forward to developing our working relationship with you further – my door is always open so please do not hesitate to ask if there is anything else I can do to assist in the smooth running of your lists.

Continued from page 1 we offer. To this end I have recently appointed a Marketing Manager and we are working closely with our new external PR company.

- We will be identifying some new services which we can implement and finding ways of packaging and promoting some of our existing services more effectively.

We have started to look at our cost base and are identifying non-clinical areas where we can reduce our operating expenses, but in ways which will not adversely affect the quality of care which we provide to our patients.

Even small improvements in each of these areas will make a noticeable difference to our business performance and will

give us more opportunities to invest in our infrastructure and in new equipment. As you know, we have no shareholders, so everything we earn will be ploughed back into the Hospital. I do hope that you will support us in our aims. Please don't hesitate to tell me, or any of my management team, if you have your own ideas about how we can improve our performance,

either in how we look after your patients or by the introduction of new service initiatives.

Thank you for giving me such a warm welcome during my first few weeks and I very much look forward to working with you.

John Lofthouse
Chief Executive

Useful Information



Admissions Office

<i>Opening hours</i>	<i>Contact</i>
Monday 08.00-18.00	Telephone: 020 7467 4333
Tuesday 08.00-18.00	Fax: 020 7467 4349
Wednesday 08.00-18.00	
Thursday 08.00-18.00	
Friday 08.00-17.00	

Weekends for emergency admissions only. Please contact Matron's Office by telephoning 020 7486 4411 and asking for bleep no. 214.

Imaging Department

<i>Opening hours</i>	<i>Contact</i>
Monday-Friday: 09.00-17.30	Telephone: 020 7467 4317
	Fax: 020 7467 4395

Out of hours on-call cover provided. Please contact Matron's Office by telephoning 020 7486 4411 and asking for bleep no. 214.

Physiotherapy Department

<i>Opening hours</i>	<i>Contact</i>
Inpatients: Monday-Sunday 09.00-17.00	Telephone and fax: 020 7467 4316
Outpatients: Monday-Friday 08.30-16.30	

Pharmacy

<i>Opening hours</i>	<i>Contact</i>
Monday – Friday: 08.30-18.30	Telephone: 020 7467 4329
	Fax: 020 7467 4308

Consulting Rooms

<i>Opening hours</i>	<i>Contact</i>
Monday 09.00-17.00	Telephone: 020 7467 4550
Tuesday 08.30-19.00	Fax: 020 7467 4375
Wednesday 08.30-17.00	Emmanuel Kaye House,
Thursday 08.30-17.00	37a Devonshire Street,
Friday 09.00-17.00	London W1G 6QA



✉ For further information email johnlofthouse@kingedwardvii.co.uk
Address: King Edward VII's Hospital Sister Agnes
Beaumont Street, London, W1G 6AA

Personal Assistant to the Chief Executive

Miss Sarah Miskimmin *Contact*
Telephone: 020 7467 4319
Fax: 020 7467 4303

Personal Assistant to Matron

Miss Catherine Hudson-Williams *Contact*
Telephone: 020 7467 4306
Fax: 020 7467 4312

Patient Service Manager

Ms Estelle van der Merwe *Contact*
Telephone: 020 7467 4359

New Consultants

Prof John Monson *Contact*
Endocrinology
5 Devonshire Place
W1G 6HL
Telephone: 020 7616 7790
Johnmonson@aol.com

Mr Hugo Henderson *Contact*
Ophthalmology
119 Harley Street
London
Tel: 0207616 7657
hugo@hugohenderson.com

Dr Jack Singer *Contact*
Paediatrician
73 Harley Street
London
Telephone: 020 7935 2023
paediatrics@hotmail.co.uk

Mr Jonathan Harcourt *Contact*
ENT
145 Harley Street
London, W1G 6BJ
Telephone: 020 7486 0691
j.harcourt@thelondonclinic.co.uk



Lithograph

Just a reminder that we still have a limited number of David Gentleman's Sister Agnes Lithographs available. They are on sale unframed for £375 and framed for £495.

For your own numbered signed original please contact the Fundraising Department on 020 7467 3920 or via fundraising@kingedwardvii.co.uk

The Edwardian

Providing the latest news to King Edward VII's Hospital Sister Agnes' Consultants

King Edward VII's Hospital Sister Agnes Hospital Welcomes New Chief Executive

I am delighted to have been asked to contribute to this edition of The Edwardian, the first since I took up my new post as Chief Executive. I have spent time during my first few weeks here meeting consultants, but I apologise for the fact that I haven't yet met every one of you. In any event, do feel free to drop into my office when you're passing. I'm always keen to hear consultants' views and ideas, or just to have a coffee and a chat for a few minutes.

It is very clear indeed to me that we have a hospital of which we can be very proud. We have a highly motivated and skilled group of staff who are single minded in their determination to do their very best for our patients. This is reflected in the excellent patient satisfaction results which we achieve. Consultants too have told me just how much they enjoy working at Sister Agnes and how well their patients are looked after. Naturally I'm delighted to receive such glowing reports of our Hospital, but also not so naive as

to think there is no room for further improvements. I'm conscious of the need for us to continue to move with the times whilst maintaining the special character and values which make King Edward VII's Hospital Sister Agnes unique.

Together with my Senior Management Team and having listened to the views of staff and consultants, I've formulated the basis of our Strategy for the next 12 months. The motivation for this is to improve the Hospital's commercial performance whilst protecting our very high standard of patient care. Put simply, this incorporates the following points:-

- We will be encouraging some consultants to bring more patients to us or to use our facilities more frequently.
- Some surgeons have already said that they would do this if they could be given more operating time. We will be looking carefully at the utilisation of our operating theatres and where appropriate asking some consultants who have reserved operating sessions,

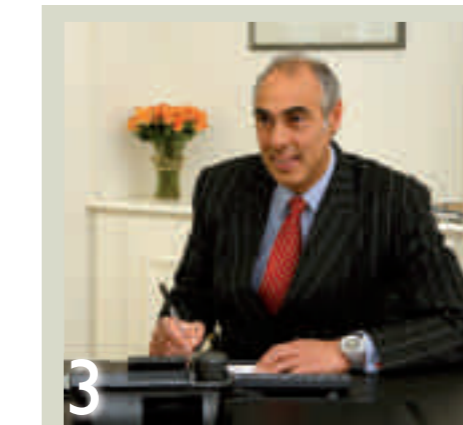


Mr John Lofthouse

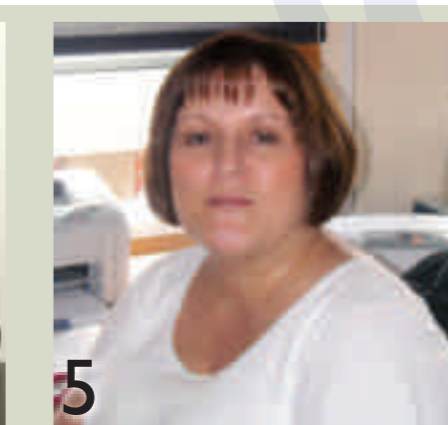
to release some time for us to re-allocate to others, if they are able to.

- We need to raise the profile of the Hospital, in a way that is professional and appropriate for Sister Agnes, to ensure that GPs and prospective patients are more aware of our Hospital and of the facilities and services which

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Mr Julian Shah
Committee Focus
Chairman, Mr Julian Shah, provides an introduction to the Medical Audit Committee.



Mrs Julie Watts
Theatre Update
News and information from Mrs Julie Watts, our Theatre Manager.



Mr Hugo Henderson
Consultant Spotlight
Mr Hugo Henderson MA FRCOphth, Consultant Ophthalmologist at the Hospital, is profiled in this edition of The Edwardian.

From the Chairman of The Medical Committee



Dr Charles Mackworth-Young

At our last meeting, the Medical Committee welcomed Mr. John Lofthouse, the Hospital's new Chief Executive. Mr. Lofthouse comes with considerable experience in hospital management in both the NHS and the private sector. We much look forward to working with him.

An important development discussed at the meeting and also in Council concerns the

Sister Agnes Benevolent Fund. This charitable fund exists to support service personnel of all ranks, and their spouses, who would otherwise not be able to afford to come to King Edward VII's Hospital Sister Agnes.

Hitherto it has awarded grants on a means-tested basis, which have made a contribution to patients' Hospital charges. This has meant that some patients have still been excluded, since they cannot afford the consultants' fees. It is now proposed that, for patients in particular need, their entire care at the Hospital be covered by the fund, including consultant charges.

Until a few years ago it was expected that consultants

would work *pro bono* for patients supported by the fund. More recently it has been accepted that consultants could charge, but they have been expected to keep their fees for such patients within standard (i.e. BUPA) rates. The Medical Committee felt that many consultants would wish to charge less than these rates – or waive their fee altogether – for the occasional patients who would be fully supported by the SABF. However, it recommended that those consultants who would still wish to charge at BUPA rates should be free to do so.

Under the new arrangements, it is also likely that a few patients would be referred directly to the hospital by the Ministry of Defence. The Chief Executive will be obtaining opinions from relevant consultants about these proposals. An important feature is that they

would enhance the charitable activity of the Hospital. As part of our continuing survey of Hospital committees supported by members of the consultant staff, Mr. Julian Shah writes in this issue (page 3) about the important work of the Medical Audit Committee. The data collected and analysed by this group are valuable not only to the Hospital, but to individual consultants in the appraisal of their practice.

Since the last issue of *The Edwardian*, the following have been granted admitting privileges at the Hospital: Mr. Jonathan Harcourt (ENT), Mr. Hugo Henderson (ophthalmology) and Prof. John Monson (endocrinology). Dr. Jack Singer has also been admitted to the staff as Paediatric Advisor.

**Charles Mackworth-Young
Chairman, Medical
Committee**

Hospital Chronicles

As all of you will have seen, in the main Hospital reception there is a stained glass window depicting iconic emblems of the Royal Navy, Army, Air force and Merchant Navy.

Although this could easily be mistaken for an original feature of the building, it has in fact only been here since 1963. It was then when it was unveiled by the Duke of Gloucester in memory of the first Honorary Appeals Secretary Sir Jameson Boyd Adams who passed away the year before at the age of 82.

Sir Jameson Boyd Adams had led a very colourful life having

been second-in-command of Ernest Shackleton's first Antarctic Expedition (after which he had an Antarctic mountain range named in his honour!) and a highly decorated Officer in World War One.

After retiring as the First Secretary of King George's Jubilee Trust in 1948, he became the Honorary Appeals Secretary of the Hospital at the age of 64, and during his reign raised well over half a million pounds – a very tidy sum in the 1950s. This was largely due to his affable nature and eccentric methods of fundraising; being a great club man, he would approach fellow members with the

question "Got anything for my dump, mate?" (he would affectionately refer to the appeals office as 'the dump') and it was noted by these members that "he possessed a magic touch for money-raising, born of a conviction that the special care of the retired Officer in illness was a paramount duty of all who had benefited from that Officer's courage and valour in time of war."

He worked tirelessly to raise funds for the Hospital until his death in 1962 and his obituary in *The Times* concluded: "For integrity of mind and for the gift of friendship he can have had few rivals ... there was no one who could



Sir Jameson Boyd Adams

fail to recognize in him both a great gentleman and a great Christian".

Having made such an impact on the Hospital, it seemed only fitting for the Council to commission a memorial window in his memory.

The Medical Audit Committee

The Medical Audit Committee for King Edward VII's Hospital Sister Agnes is an interesting committee which aims to contribute to the maintenance of a high level of medical and nursing standard within the Hospital.

The Committee could not function without the extraordinary hard work of Miss Anne Jenkins, the Clinical Nurse Manager; Mrs Sabina Kelly, the Discharge Co-ordinator; Miss Jackie Riddell, the Clinical Governance Co-ordinator; Mrs Karen Tasker, the Care Pathway Co-ordinator and the medical members, which include the RMOs.

Why all this?

It is the regular audit of information which is obtained from case records, discharge letters and contemporaneous notes that provide an understanding of the success of the care pathways essential to the provision of a high level of care within the Hospital. The Committee

discusses many issues within its meetings which are held quarterly. These include our many local audits, as well as the national audits to which we contribute. The Committee reports to the Medical Committee after each meeting.

We regularly undertake a random audit of in-patient and out-patient consultant notes to assess the compliance of the admission information, contemporaneous notes and discharge letters. There is a variable response to some of the aspects of recording but generally there is a high level of compliance. It is important that medical staff write in notes on a daily basis when patients are visited. This is something that is not always achieved, but with the review from within the Audit Committee, monthly improvements are continuously occurring.

One very important aspect of the Audit Committee is to stimulate new audit projects within the Hospital. In a private hospital it is

more difficult to undertake audit projects than in the NHS, where they are generally conducted by medical staff in training. In a private setting, as the resident doctors are not usually in training posts, this is more difficult to achieve. However, we have very keen nursing staff who wish to take part in audit. Major changes in practice have been implemented by reviewing practices and instituting new aspects of treatment in a way not normally achieved in the private sector. An example is the introduction of a bladder scanner to assess bladder emptying. This machine is almost "red hot" from its use on each of the floors.

The most recent and amusing request from the patient satisfaction audit is to have a clock in each bedroom. Suggestions have been made that the clock should remain behind the patients' bed-



Mr Julian Shah

head so that clock watching is reduced to a minimum: it can sometimes cause distress for patients and put pressure on the staff when they are busy. Noisy clocks should be avoided as they can so easily keep the patient, who is trying to rest, awake!

It is a pleasure and a privilege to be part of the Audit Committee for King Edward VII's Hospital Sister Agnes.

**Julian Shah
Chairman, Medical Audit
Committee**

Replacement of the Hospital Telephone Systems

As King Edward VII's Hospital Sister Agnes has evolved over the years, so too have our telephone systems in order to support operations over four buildings. However, after careful consideration by our Council of Trustees, it has been decided that our telephone systems, some of which are now 20 years old, can no longer sustain our needs, and therefore the decision has been taken to upgrade. The rationale for

this decision was underlined earlier this year when the Hospital was left without the ability to take and place calls for a significant period due to underlying problems with our telephony infrastructure.

The Hospital has chosen to install the market leading Avaya system which is based on the new digital IP telephony technology and will work effectively over existing analogue lines as well as our new CAT5 cables.

Reassuringly, as part of this upgrade we will not have to update our existing cables and therefore, there will be no major infrastructure changes. It will create instant and seamless connections across all the Hospital sites and therefore patients and consultants will experience improved efficiency when calling into the Hospital.

For the first time the conference rooms in Agnes Keyser House will be linked

in the Hospital network and the improved technology will allow us to use these rooms for training purposes as well as having the ability of telephone and video conferencing.

We are confident that this investment will ensure that Sister Agnes keeps pace with new technologies, product innovation and scalability, and therefore will meet the needs of consultants, staff and patients alike.

Consultant Spotlight

**Mr Hugo Henderson
MA FRCOphth**

Hugo Henderson MA FRCOphth is a Consultant Ophthalmologist specialising in ophthalmic plastic surgery, and lacrimal and orbital surgery. He trained as an undergraduate at Oxford University and Guy's and St Thomas' Hospital.

He completed his specialist training in ophthalmology on the North Thames Ophthalmology Rotation at Moorfields Eye Hospital, The Royal Free Hospital and The Western Eye Hospital. He undertook sub-specialist

fellowships in oculoplastic, lacrimal and orbital surgery at Moorfields under Mr Richard Collin and Mr Geoffrey Rose, and a fellowship at the multi-disciplinary Craniofacial Unit in the Chelsea and Westminster Hospital under Mr Norman Waterhouse.

Mr Henderson started at The Royal Free Hospital in November 2005, where he has developed the Oculoplastic and Lacrimal Service, receiving tertiary referrals for complex cases from the surrounding hospitals. He has interests in the management of eyelid tumours, lacrimal disease, and aesthetic facial surgery and has particular expertise in



Contact

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blepharoplasty, brow lift, and in both external and endoscopic lacrimal surgery.

Mini CV

1987
MA Physiological Sciences
Oxford University

1991
Qualified UMDS Guy's and
St Thomas'

1997
Achieved FRCOphth

2002
Oculoplastic fellowship
Moorfields Eye Hospital

2003
Oculoplastic fellowship
Craniofacial Unit Chelsea
and Westminster Hospital

2005
Appointment as Consultant
Ophthalmologist and
Oculoplastic Surgeon The
Royal Free Hospital

In the Media

King Edward VII's Hospital Sister Agnes is very familiar with the importance of resourceful marketing and PR management. With this in mind, we are delighted to announce two new appointments. From 1st July, Media Zoo begun looking after the Hospital's PR affairs, and from 24th August, Mr Joe Vincent was appointed as Marketing Manager.

Media Zoo is a public relations company who pride themselves on having a 360° view of the media. They have an impressive client database including Marks and Spencer, Barclays and Amazon and a huge amount of experience within the public relations arena. Joe Vincent joins us from the Bupa Cromwell Hospital where he was

National Marketing Manager for 4 years. For 2 years prior to that he was the Director of Sales and Marketing for Lifesyne (UK) Ltd a CT scanning company. He is therefore already very familiar with the independent healthcare industry and with the Central London marketplace.

We are delighted to welcome Media Zoo and Joe Vincent, whose work will complement and build on the efforts of our internal Communications Department, collectively ensuring that the Hospital is promoted efficiently and effectively. These developments will also include an update of our website with a particular focus on our consultant areas. If you have any ideas or feedback to give please don't hesitate in getting in contact.



Mr Joe Vincent

As we have said previously, we are very proud to be a Hospital founded on the skills of the country's best consultants and are always looking for ways to promote the impressive efforts of our consultants. If you would like the opportunity of being on our Media List, or have

a particular specialty that you would like to publicise, please contact either Jade Atkinson at Media Zoo on jade@mediazoo.tv or via 020 7978 7667 or Joe Vincent on joevincent@kingedwardvi.co.uk or via 020 7467 4379.