

Spring 2018



KING EDWARD VII'S  
HOSPITAL



# Friends newsletter

**Front Cover:** Roseanne Feinberg – Lead Outpatient Physiotherapist, Victoria Greenwood – Senior Physiotherapist, Ashleigh Jordan – Senior Physiotherapist

Roseanne, Victoria and Ashleigh have a combination of specialities which include Temporomandibular Joint Pain Physiotherapy, Woman's Health and Respiratory Physiotherapy at King Edward VII's Hospital. They work closely with the Hospital's consultants and nursing staff to meet patients'/outpatients' needs through the Hospital's services.

# Introduction from...

It is a great pleasure for me to write to our Friends and supporters with exciting updates and news regarding the development of King Edward VII's Hospital.

In this edition, you will read about new members of staff who are helping lead the hospital forward and our new outpatient Ophthalmology Unit which has already treated over 150 patients since it opened in January 2018.

You will also read about our ground-breaking work with veterans suffering from chronic pain. The treatment provided by the Pain Team is truly life-changing and I'm sure you will find reading the testimonials of two veterans who benefited from our pain management programme very moving.

We are delighted and thankful to have received a very generous donation from the Thompson Family Charitable Trust which enables the Hospital to move forward our development plans with great confidence.

Your support is invaluable in ensuring that the Hospital can continue to develop its facilities and clinical services. Therefore it is important that we are able to keep you informed as to how your contribution is being used. On page 9 there is information on the newly introduced General Data Protection Regulations which require the Hospital to obtain your consent to contact you in the future.

Due to the new legislation coming into place on 25th May 2018, it is essential that we have your most up to date contact details.

I would like to thank each of you for your continued support in helping us to provide excellent care to all of our patients and I do hope that you enjoy reading this newsletter.

Best wishes,



Lindsey Condron  
Acting Chief Executive



# Introducing Our New Medical Director: Professor Justin Vale

I am a graduate of Middlesex Hospital Medical School, qualifying in 1984, and underwent Registrar training at St Bartholomew's, Charing Cross and St Mary's Hospitals.

I was appointed Consultant Urological Surgeon at St Mary's in 1994, with a sub-specialist interest in surgical oncology. In line with the shift to minimally-invasive surgery worldwide, I introduced advanced laparoscopic techniques and robotics, launching the first robotic urology programme in the UK with colleagues at Imperial College London. I maintain an active research portfolio in image-guidance platforms for surgical robotics, in collaboration with Imperial College London.



**Professor Justin Vale**  
Medical Director

I have held a number of clinical leadership positions within Imperial College Healthcare, including Clinical Programme Director for Surgery and Cancer, and Deputy Medical Director. As Clinical Programme Director for Surgery and Cancer (2008-2013) I managed an annual budget of £80m, and developed two major business cases for the West London Major Trauma Centre and a new surgical building, the Surgical Innovation Centre. As Deputy Medical Director at Imperial College Healthcare Trust, I had responsibility for Safety and Effectiveness and Professional Development. I led a number of safety improvement programmes, including a major focus on surgical safety, and we achieved a full year with no surgical 'Never Events'.

The Medical Director role at King Edward VII's Hospital is a very exciting opportunity. It is a hospital with a proud and distinguished history, and nursing care which is second to none. Yet the CQC report demonstrates that there is room for improvement in governance and assurance. This plays to my strengths, and will be my number one priority.

My second priority is to provide clinical leadership in our developing strategy. Private healthcare is changing fast, and it is essential we are not left behind. The Centres of Excellence are a start, but with the fantastic fundraising achievements of late and the investment in infrastructure, there is a real opportunity to expand this model and develop niche areas in which the Hospital can excel.

These are exciting times to be at King Edward VII's Hospital and I relish the challenge.

# Introducing Our New Director of Governance: Dr Jenny Davidson

Jenny Davidson is the new Director of Governance at King Edward VII's Hospital. She is a midwife by background and has worked mainly in the NHS, moving into private healthcare two years ago. She has a Master's Degree, a PhD and has also held a senior lecturer position.

## **What do you think your role will contribute to the hospital?**

Over the last 10-15 years, governance has become increasingly important in healthcare. Its growth has been mainly due to lessons learnt from healthcare disasters and the changes to regulatory compliance with a focus on health providers really knowing what occurs in their hospital, having good data to understand issues, being open and transparent when things go wrong and learning lessons and continually striving to improve. This role, at senior management level, will enable good governance to become central to day to day working for all staff from ward to Board level. The governance systems and processes that will be put in place will enable the excellent care and service provided here to be supported and continually developed through assurance and improvement work. Revising how we run governance to align with the current requirements and demands will help create a culture where quality and safety is visible and tangible to not only patients but also to our regulators, the CQC.



**Dr Jenny Davidson**  
Director of Governance

## **How will your experience help this work?**

I find I draw on my clinical knowledge and experience as a midwife to ensure the developments and initiatives in governance work well on the 'shop floor' where care is delivered. Working as a team to deliver care or governance is essential for success and my experience has shown that effective governance work requires collaborating and engagement with staff and patients throughout the service and beyond. Having spent most of my career in the NHS I can draw from my own learning taken from some very challenging situations, both clinically and in terms of governance, but more recently my experience of CQC inspection and regulation has been invaluable. In the last 5 years I have been involved with a number of inspections and have just come from another private hospital where I contributed to their 'outstanding' CQC inspection outcome.

## **What attracted you to the hospital?**

King Edward VII's Hospital is an exceptional hospital; a unique mixture of tradition and cutting edge practice, but for me the warm welcome and friendly environment was a big factor. This is not just a hospital, but a community and it is a privilege to be part of a very loved and respected institution.

# Staff spotlight

Sibo Sibanda first came to King Edward VII's Hospital in October 2002 as a Senior Staff Nurse. She was promoted to Critical Care Unit Manager in 2011. She has years of experience in critical care, ensuring safety, compassion and quality in all that she does.



**Sibo Sibanda**

## **Can you tell us how you first got involved with King Edward VII's Hospital?**

I was working in a private hospital in Botswana when a friend told me about King Edward VII's Hospital and encouraged me to apply. After some research on the Hospital and recommendations from my friend, I applied and had a telephone interview whilst still living in Botswana. I was attracted to the fact that the Hospital was so patient-focused and was really excited about having the opportunity to join such a prestigious hospital. I joined the Hospital 15 years ago as a senior staff nurse and in those years I have met so many great, supportive, lovely, friendly colleagues, who have helped me to integrate into the great family culture around the Hospital. As a result of their incredible support I became the first Outreach Sister, then Senior Sister in Critical Care, and eventually Critical Care Unit Manager in 2011.

## **Can you give a brief overview of your role?**

I have a number of roles as Manager of Critical Care Unit (CCU) department. This includes managing the nurses and doctors within the CCU by ensuring that every shift is covered appropriately and ensuring that the highest level of patient care is provided by all staff. In the event that a problem arises on the unit, I work towards a quick recognition of the issue and aim to find the best possible solution. It is vital that all staff provide the highest standards of professionalism, compassion and quality care in order to achieve the best patient experience.

I am also actively involved in patient care and bedside nursing. I listen to the requests of the patients and involve them in the day-to-day decisions concerning their care. Being able to comfort them when they need to be comforted and assisting them to achieve their goals for recovery is truly satisfying. It remains a privilege to work in a profession that has the ability to make a difference to a patient's experience of the Hospital.

I also manage audits, order stock and equipment for the CCU department and co-ordinate with the Director of the CCU to ensure only the highest quality equipment is used for Level 2 and Level 3 patients, providing continuous tertiary care and support.

### **What do your day-to-day tasks involve?**

My typical working day starts off at 7.45 am with a handover of patients who are on the unit or patients coming in for surgery. I manage the staff to ensure that there is enough cover for each shift and try to plan for the coming weeks. I am also conscious of the financial aspects of the CCU and manage the budget whilst constantly looking for ways to run the unit more efficiently.

A high priority is making sure that the duty roster is completed ahead of time and all staff are up to date in their required training and competencies. I also ensure that all the medical kit and equipment on the CCU are regularly checked, within date and serviced.

I also work in Matron's Office from time to time, taking charge of the Hospital and looking after the patients on the wards. I find this really interesting and exciting as it is a different type of nursing from intensive care. I am able to interact with the patients in a different way and I always find the experience fulfilling.

### **What do you find most challenging about the work that you do?**

We have expanded our services on the CCU in the last two years and it has been a bit of a challenge trying to publicise the work we do on the CCU to other aspects of the Hospital and consultants. We have increased publicity in hospital articles and other forms of correspondence. We are constantly using every opportunity to inform the various specialists that we are able to care for patients who require critical care post complex surgery or those who require critical care admission for organ support.



### **Critical Care Unit**

I need to maintain staff morale and focus on the improvements we have made as a team, whilst continuing to find solutions to the day-to-day challenges on the CCU.

### **What is your biggest achievement since you started working at the Hospital?**

My biggest achievement was becoming the Outreach Sister. I was able to assist my colleagues on the ward to stabilise patients who became suddenly unwell or critically ill.

I was also involved in orientating all nursing staff on various early warning score systems. My role also included assisting the enrolment of ITU Fellows to the hospital. I enjoy working closely with other members of the various teams in the Hospital as I feel we achieve a lot more together. The family culture within the Hospital is such that everyone works together and support is provided at all levels, and this is fantastic. Being able to put a face to the name and knowing each other really helps. This makes us all feel we are part of a bigger team in the Hospital, leading to a better working relationship, which ultimately improves the experience of the patient.

Transparency and friendship has kept me going at King Edward VII's Hospital for so long and it is so nice to see that there is some form of recognition when a member of staff excels in their area.



# The Veterans' Pain Management Programme

In the spring 2017 issue of the Newsletter we introduced our pioneering Pain Management Programme, explaining how the Programme provides a holistic approach to managing persistent pain experienced by veterans. This is a joint initiative with the charity Supporting Wounded Veterans.

**The objectives of the Programme are to help veterans living with chronic pain on a daily basis to:**

- improve the quality of their lives
- improve physical functioning and ability
- improve understanding of their condition, beliefs, cognitions and behaviours
- reduce pain related distress
- review and reduce medication with side effects
- develop ways to manage increases in pain

We have completed six Pain Management Programmes, with a further three running concurrently. Programme 10 will commence in May. Thanks to LIBOR funding and ABF the Soldiers' Charity, we have a full programme of dates until December 2018.

## The Programme's clinicians comprise:

- Dr Andrew Baranowski (lead), Pain Specialist
- Dr Jannie van der Merwe, Clinical Psychologist
- Claire Fear, Specialist Clinical Pain Nurse
- Suzanne Brook, Clinical Pain Physiotherapist
- Professor Gerald Libby, Consultant Psychiatrist
- Dr Dominic Aldington

## How it Works

- Assessment day with Clinical Team
- Suitable candidates are invited to join 5-day residential programme
- Five further follow-up days throughout the following six months

## Friends & Family Day

The veteran's friends and family are invited to Day 7 of each Programme, where they learn how to help with the coping strategies the veterans have been given, and find out how they are best able to offer continued support.

## Drop-In Days

Each group is invited back to the Hospital a number of months after their Programme has completed to discuss further issues, and for the clinicians to monitor their progress.

## Testimonials

"The education provided on the PMP has been the single biggest thing that has helped me manage my pain since I began the programme last September."

"I would like to thank the entire team for their support, friendship and professionalism, you are all just amazing people who genuinely care and WANT to make a difference to our military veteran community. Very many thanks from the bottom of my heart."



**Dr Dominic Aldington, FRCA, FFPMRCA**  
Consultant in Pain Management and Anaesthesia

## Veterans' Pain Clinic

Launched in June 2017, also in association with Supporting Wounded Veterans, the Veterans' Pain Clinic has been a real success.

Veterans are offered a 45-minute appointment with Dr Dominic Aldington, who was head of the Pain Service at Headley Court. As a veteran himself, Dr Aldington has a unique insight into pain and the veteran.

He offers veterans a medication review, advice and guidance, and liaises with their GPs. Referrals come from military charities, regimental associations and other veterans' communities. The Clinic is free of charge to veterans. It is part funded by the Hospital's charitable fund.

## The Centre for Veterans' Health

9th November 2017 was a thrilling day for the Centre for Veterans' Health as we moved into our re-designed building, known as The Charterhouse, in Weymouth Street. It contains three consulting rooms, has wider corridors, adapted cloakroom facilities, and a large Group Room, which is where the Pain Management Programme groups spend their days with the clinicians. It has special chairs, beanbags, and the mats and pillows used for the mindfulness sections of the Course.

# The General Data Protection Regulation (GDPR)

At King Edward VII's Hospital we take your privacy seriously and will only process your personal data in accordance with the Data Protection Act 1998. The Hospital collects information to keep in touch with you and supply you with information relating to our charitable work. This includes informing you of fundraising that might be of interest to you. King Edward VII's Hospital will never sell or pass on your details to anyone who isn't directly working on our behalf.

Developing a better understanding of our supporters through their personal data allows us to make better decisions and fundraise more efficiently.

This is why we need your help.

In May 2018 the new legislation will be coming into play. This means that we will only send fundraising communications to those that have explicitly stated that they are happy for us to do so via their preferred channel(s) (email, phone or post).

Our communications include information about upcoming events, campaigns and our charitable work. If you would like to receive such communications but have not opted in please contact us on 020 7467 3923 or [fundraising@kingedwardvii.co.uk](mailto:fundraising@kingedwardvii.co.uk).

Thank you for your support.



# The Ophthalmology Unit

It has been a busy few months in the lead up to the official opening of the outpatient Ophthalmology Unit. We can report that since the opening on 5th January we have welcomed over one hundred and fifty patients through the new facilities, with many also having surgery at the Hospital.

Above: The new Ophthalmology Unit

We have had some new and established consultants join the department, with Mr Miller working at the hospital every Tuesday, and the newly appointed Miss Louisa Wickham and Mr Mark Wilkins, joining us for Monday outpatient sessions.

We have also recently welcomed new consultants Mr Daniel Ezra and Mr Alex Ionides to the department, as well as Mr Hugo Henderson who will be running clinical sessions at the Hospital.

Our main target over the next three months is to further streamline the patient pathway, ensuring our patients enjoy a seamless progression through imagery, diagnosis and treatment. Maryam, our Lead Ophthalmology Technician, will be working closely with the consultants and the marketing team to promote our services to local GPs and optometrists, consultants and patients.

# Consultant spotlight

Nick Strouthidis joined King Edward VII's Hospital as a Consultant Ophthalmologist. He has been involved in setting up the new outpatient Ophthalmology Unit and runs a clinic once a week. He also has his NHS base at Moorfields Eye Hospital (where he has recently been appointed medical director). He has a particular clinical expertise in the management of glaucoma and cataract.



**Nick Strouthidis**

The new outpatient Ophthalmology Unit at King Edward VII's Hospital represents an enormous leap forward for the provision of eye care for our patients. We have conventionally only offered ophthalmic surgery on site, meaning that patients' experience of the Hospital began and ended with their operation with first and subsequent outpatient consultations being conducted at other facilities. We are now in a fantastic position to create a much more focussed centre of ophthalmic excellence at the Hospital, with the complete patient pathway catered for on-site. Through very generous investment we have been able to kit out the unit with the finest diagnostic technology available today. With the opening of the unit, we have also begun inviting new consultants to join in order to expand the services we provide beyond just cataracts. We now have expertise in glaucoma, oculoplastics, lacrimal, cornea, refractive, retinal disease and retinal surgery. The vision for ophthalmic services at King Edward VII's Hospital is to attract and retain the best subspecialist ophthalmologists, providing first class comprehensive eye care within the Hospital, and we are making very good progress, having successfully launched this new unit.

I was put forward to join King Edward VII's Hospital in a somewhat unusual way. My proposal came from outside my specialty, as it came from my best friend, who is a chest physician on the staff (Dr David Simcock). Fortunately I was lucky to have trained under one of the modern giants of ophthalmology, Professor David Spalton, who has had a long affiliation with the Hospital, and he very graciously supported the proposal, together with the other established ophthalmic consultants on the staff.

In a funny way, given that one has to be invited, it's more a case that the Hospital chose me. In truth, King Edward VII's Hospital represents values that I think are enormously important in the caring profession. The fact that it is run as a charity, and has such a strong commitment to providing care to servicemen and women, reflects the notion that the Hospital strives to achieve excellence for the right reasons and not just in the

# Introducing New Consultants

We are pleased to welcome the following Consultants to our staff:

TITLE	FULL NAME	SPECIALITY
Dr	Manish Raval	Anaesthesia
Dr	David Daniels	Anaesthesia
Dr	Will Whitely	Anaesthesia
Mr	Mark Wilkins	Ophthalmology
Mr	Ibby Younis	Plastic Surgery
Dr	Edward William Seward	Gastroenterology
Miss	Louisa Wickham	Ophthalmology
Professor	Fares Haddad	Orthopaedics
Professor	Bobby Prasad	Gastroenterology

pursuit of profit. As a senior leader at another centre of excellence, I marvel at the incredible generosity of the Friends and others who support the Hospital, as this has enabled the eye unit, and other worthwhile developments, to come to fruition so successfully. I enjoy being part of this environment, as I do not feel like I am a service user. I feel that I am a valued member of staff and as such I feel strongly that I want to help King Edward VII's Hospital to continue to flourish.

At King Edward VII's Hospital I run a clinic once a week where I see patients with glaucoma, cataract and general ophthalmology problems. I perform cataract surgery as well as glaucoma procedures – trabeculectomies and aqueous shunt implantations. I do not have an official role as such within the organisation, but I have helped with setting up the new unit, recruiting new staff, (we have two fantastic technician/photographers who are integral to the smooth running of the service), and in advising on new consultant appointments.

I have a very varied work life as, alongside my private practice I have a very complex and busy NHS glaucoma practice at Moorfields, I am also a funded clinician scientist, I have significant teaching commitments through UCL and I also have various clinical leadership roles within the Hospital. I suppose the main challenge is having enough time to devote to each of these important facets, as well as having time for my family (my wife is also a Consultant Ophthalmologist at Moorfields and we have a young daughter).

# Breathing new life into King Edward VII's Hospital website

In October 2017, work began on the construction of a new Hospital website. Whilst on the surface our existing website may have looked appealing, the structure and content made for a very poor user experience, confusing visitors and resulting in many staying for less than a minute before leaving the site.

In these modern times almost everyone has access to the internet both at home and on the move, and so the Hospital's website is an essential part of our service offering, helping to create a first impression and most importantly, making it very easy to find an appropriate consultant or book an appointment.

**With new Digital Marketing expertise in the marketing department, a brief was drawn up with a very specific set of goals:**

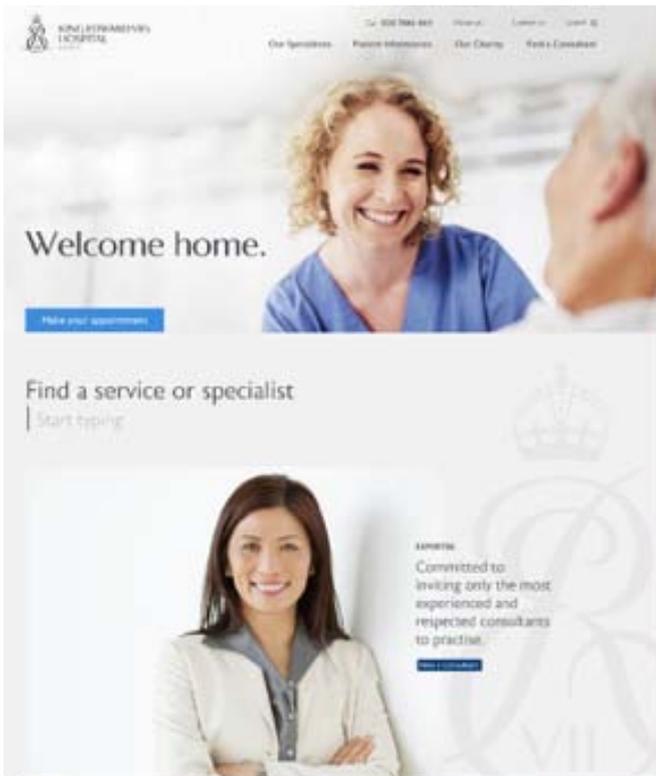
- Improve first impressions – nice to look at, simple to use, fast page loading
- Improve site structure – a good structure not only improves the user experience, but also helps to show the Hospital higher in Google rankings
- Convey our message – A charitable hospital that prides itself on the highest standards of care and expertise
- Allow for digital marketing – marketing has changed, websites must now be built with this in mind
- Make everything trackable – this will help us make informed decisions by showing us what is and isn't working, and driving continuous improvement.
- Integrate with a new Customer Relationship Management tool – helping us better manage communications with our patients, consultants and GPs.

The Hospital enlisted an award winning digital agency Selesti to build our new website. It has been many months in the planning stages, but the first designs are available and we are delighted to be able to share a few of them with you:

## The Homepage

A nice, light, airy and welcoming feel to the site, with the main menu back at the top and a greatly reduced number of options to choose from.

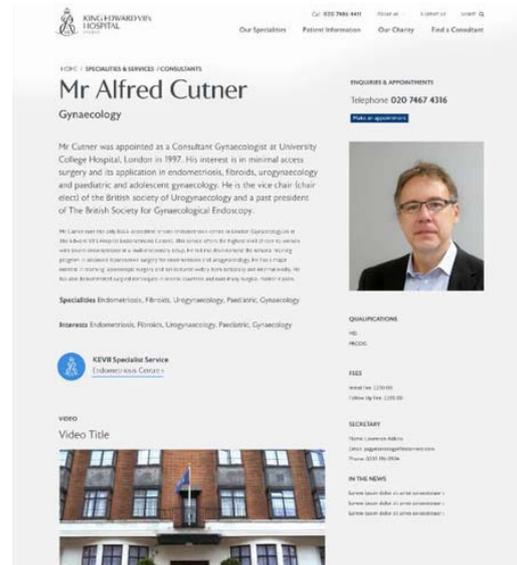
A key feature is a powerful search tool that will allow users to navigate straight to the page they are looking for, as if they were using a google search.



**About Us page** – ensuring visitors understand our rich and unique heritage, and our vision for the future



**Consultants Page** – making it clearer and easier to get all the information needed, and to call our hospital booking and enquiries line to request an appointment.



# Fundraising Update

Fundraising is facing many challenges, and charities across the U.K. are really feeling the squeeze. Nonetheless, I am delighted to share the great news that we have exceeded our fundraising target of £15 million!



**Tim Brawn**  
Director of Fundraising

To be able to achieve so much in fewer than two years is remarkable, and this is due to the generosity of YOU, our donors.

To quote another organisation 'Every little helps' and we are truly grateful to all our Friends and supporters for their pledges, legacies, and small and large donations.

In particular to The Thompson Family Trust who have given us £12 million.

This will enable us to develop the main Hospital and includes buying robotic surgery equipment.

The first work on the main Hospital will start shortly with the Reception area being redesigned and expanded.

We won't be losing the traditional feel to the Hospital, just bringing it all up to date and utilising new technology. At the same time, we are finalising all the building plans for the main building, meaning everything will be completed and due to be open by the end of 2020.

Huge thanks to the Fundraising Board chaired by Professor Roger Kirby, but our work isn't done just yet. We still need to raise significant sums over the next five years as we complete the transformation of our equipment and buildings so we can remain at the forefront of medical care in London.

# Please would you support us into the future

## Leave a legacy

By leaving a gift in your Will you will be enabling our vital work to continue. With your help we can continue to support and improve the lives of members of the Armed Forces and Veteran Communities.

Leaving a legacy is a wonderful way to continue supporting causes that matter to you long after your lifetime. They ensure the cause you care most about will continue to make a difference, upholding the values you were passionate about throughout your life.

Your legacy will ensure we can continue to flourish into the future. We need to raise £2 million a year from voluntary donations to purchase new equipment and provide grants to veterans.

People are very generous, but we are a small organisation and we really do need all the money we can to ensure we remain as London's foremost independent hospital, continuing to make a difference to the lives of members of the Armed Forces and Veteran Communities.

We are happy to help in providing you or your solicitors with the correct wording and bank details.

If you are considering leaving a legacy to King Edward VII's Hospital, please get in touch and we will be happy to help.

**The Fundraising Team:** Marian Cioanca – Database and Research Officer, Anisha Hussain – Senior Fundraising Officer, Alexandra Stainov – Major Donor and Trusts Manager, Cait Hart Dyke – Fundraising Events Consultant, Tim Brawn – Director of Fundraising

## Fundraise

There are many ways that you can get involved and help raise money to support the Hospital.

- Organise your own fundraising event for King Edward VII's Hospital by running a marathon
- Host a drinks party
- Arrange a garden fair

We're here to help and support you every step of the way.

We are extremely grateful to all of our Friends for their loyal support. For more information on making a donation or ways to help please feel free to contact the fundraising team:

Tel: **020 7467 3923**

Email: **[fundraising@kingedwardvii.co.uk](mailto:fundraising@kingedwardvii.co.uk)**



# Save the date

We are pleased to confirm the following events this year.  
We look forward to you joining us.

## Splendours of the Subcontinent: A Prince's Tour of India 1875-76

**Tuesday 19th June 2018, The Queen's Gallery  
6.30pm – 8.30pm Reception and Private Viewing**

Some of the finest Indian treasures from the Royal Collection will go on display in a new Royal Collection Trust exhibition that tells the story of the grand tour of the Subcontinent made by the Prince of Wales (later King Edward VII) at the end of the 19th century.

In October 1875, the Prince of Wales set off on a four-month tour, visiting over 21 localities, which today encompass India, Sri Lanka, Pakistan and Nepal. Travelling nearly 7,600 miles by land and 2,300 miles by sea, he met over 90 rulers of the different regions he visited. His visit sought to establish personal links with the local rulers and strengthen ties between the subcontinent and the British Crown.

We are delighted to announce that King Edward VII's Hospital have been granted a rare private viewing of this fascinating exhibition, in the presence of HRH the Duke of Kent.

Please do register your interest by emailing  
**[CaitHartDyke@kingedwardvii.co.uk](mailto:CaitHartDyke@kingedwardvii.co.uk)**  
or by phoning **020 7467 3923**

**As places are strictly limited please  
register your interest promptly.**



## Annual Reception

**Thursday 27 September 2018**  
**6.30pm - 10pm**

Royal Hospital Chelsea.  
Royal Hospital Road, Chelsea,  
London, SW3 4SR



## Carols, Readings and Music for Christmas

**Monday 10 December 2018**  
**6.30pm**

St Marylebone Parish Church,  
17 Marylebone Road.

Homemade mulled wine and  
mince pies will be served  
afterwards in the Crypt Hall.



**King Edward VII's Hospital**  
*Founded by Sister Agnes*

Beaumont Street  
London  
W1G 6AA

Switchboard 020 7486 4411  
Booking line 020 7467 4344  
enquiries@kingedwardvii.co.uk

[www.kingedwardvii.co.uk](http://www.kingedwardvii.co.uk)

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