

Spring 2019



KING EDWARD VII's
HOSPITAL

Friends newsletter



Front cover from left to right, Clinical Nurse Specialists: Carla Lang (Fertility), Desmond Runganga (Orthopaedic), Renata Marucha (Gynaecology), Becky Slater (Colorectal), Jenny Large (Breast)

Introduction from...

Dear Friends,

We are delighted to announce that Sir Richard Sykes has been appointed to succeed Robin Broadhurst as Chairman of the Board of Trustees of the Hospital, effective 1st April 2019. Sir Richard is Chairman of the Board of The Royal Institution and Chancellor of Brunel University. He recently retired as Chairman of Imperial College Healthcare Trust, having previously held the posts of Chairman and CEO of GlaxoWellcome, Chairman of GlaxoSmithKline and Rector of Imperial College London.

I wish to pay tribute to Robin Broadhurst, who was Chairman of the Board of Trustees for the last six years and a trustee for ten years. He led the organisation through a period of considerable change and growth, including the successful campaign to raise £30m for the 120th Anniversary Appeal. Robin's dedication has been outstanding, and his excellent leadership has facilitated significant developments throughout King Edward VII's Hospital.

We have just completed the refurbishment of our main Reception. This was made possible by a generous donation from Michael and Phyllis Rapp, to whom we are extremely grateful. Within the design, we have worked hard to respect the heritage of the Hospital, whilst recognising the need to modernise its facilities.

There are exciting plans for our future, including the development of a number of clinical initiatives and the expansion of our work with veterans.

As a charity, we are very appreciative of your support and of all the donations we receive, which allow us to continue to develop our services and enhance our focus on patient care.

I do hope you enjoy reading the newsletter.

With thanks

Lindsey Condron

Chief Executive Lindsey Condron



Lindsey Condron
Chief Executive



Mr Michael Rapp (right) officially opens the new Reception

The opening of our new Reception

On April 12th 2019 we marked a significant chapter in the history of the Hospital when our new Reception area was officially opened. A significant donation to fund the design, build and furnishing of the Reception was given by Michael and Phyllis Rapp and it was fitting that Mr Michael Rapp declared the new Reception officially open.

“We have tried to modernise the Reception area without losing that special something that people feel when they come to King Edward VII’s Hospital” said Lindsey Condon, Chief Executive.

The new Reception rooms, named ‘The Library’ and ‘The Study’ will accommodate people in comfort and with tea and coffee facilities and more seating, this will enable visitors and patients to feel at home as soon as they arrive.

The Library has played a very important role in National life too.

In the Library on the 18th October 1963, Her Majesty the Queen received the resignation of Prime Minister Harold Macmillan who was a patient at the time. That sense of history pervades the Hospital, but time doesn’t stand still and we need to update our facilities without losing a sense of where we have come from.

We hope when you next visit the Hospital that you will appreciate what we have done - a sign that things are changing here and will continue to do so as we improve and update all our facilities.

Tim Brawn, Director of Fundraising and Veterans’ Health



The main entrance to King Edward VII's Hospital



The Reception



Sister Agnes and The Library

How we care for our Patients



Tonya Kloppers, Director of Nursing/Matron

Tonya Kloppers became Director of Nursing/Matron in November 2018. She joined King Edward VII's Hospital in July 2000.

How has the Hospital changed over the years?

First of all, we have become more patient-centred. What I mean by this is not just the perks that we provide to our patients, such as a glass of champagne or our restaurant-quality food, although this is one aspect. It's about the care that we give to our patients, which is the result of the close collaboration between our nursing staff and our consultants. The second main change is the expanding role that technology has taken, both inside and outside the operating theatres.

What is the difference between your two titles, Director of Nursing and Matron?

As Matron, I look after the whole patient experience. My role is to ensure that, from the moment our patients have contact with the Hospital to when they leave, this experience is the very best possible. The Front of House doorman is friendly when he greets you, and your meal is warm when it arrives. It is not just the successful outcome of the surgery that matters. I think that's what our patients expect from a Matron, someone who cares about how and why they are in hospital. As Director of Nursing, I perform a more strategic role. It's still patient-centred, but it is about how the Hospital is going to develop and innovate in the future. What is the strategy for nursing going to look like in 10 years' time and how do I prepare the Hospital in order that our patients may receive the best care? My staff look to me to fulfil both roles. Regulators, such as the Care Quality Commission, focus on my role as Director of Nursing. They need to know that we're following all the latest guidelines and regulations.

What are you looking forward to most in your new role?

There are some key things that I've looked at in the first couple of months since I took on the role. One is the digital transformation of the Hospital. Seeing how it can benefit our patients and seeing it working, I think it's going to make us much more efficient. It gives the nurses more time to be with our patients rather than filling in forms and doing audits. It will also give our patients more control over their data and what belongs to them. Another aspect is the learning and development of staff. We are collaborating with other organisations, which we haven't really done before. I think the opportunities that will stem from this will be extremely beneficial for the Hospital.

What makes your nursing team special?

We have fantastic nurses. I expect all our nurses to be skilled and competent, to be able to do the job they need to do. It's caring about what each patient particularly wants, what will suit them, and the compassion and kindness shown to them. We consider it very important to enable our nurses to have enough time to do this, by having enough staff on duty and having the correct support in the background. It's a struggle in today's world because of the difficulties in recruiting nursing staff – there are so many hospitals in the area that also need nurses.

Do you think Brexit has contributed to these difficulties?

Yes, absolutely. It's not just at our hospital, it's across the board. The uncertainty doesn't help, and I think nurses will still come and want to work in London. London is always a difficult market to recruit nurses because people come and go all the time. We have always been very lucky to retain our staff; it's a nice environment to work in.

What has been your most memorable moment in your career?

This is quite a trivial memorable moment! When I first started working here, they taught us how to set a tea tray correctly and how to open a bottle of champagne without making it pop! There was also a list of potatoes for the different kind of potato dishes we served, which we had to learn in case our patients ever asked. I have been attending our annual Friends' Reception for many, many years. I nursed one patient through quite a difficult abdominal surgery. He's been at the Hospital for different kinds of surgery since I first met him. At every Reception he always comes to greet me. The loyalty of seeing patients coming back is something that is really special.



Quality Patient Care: In Focus

Over the last year, we have appointed five Clinical Nurse Specialists (CNS). They are experts in their field, and provide high-level support to patients in coordination with the consultants. We spoke to them to find out what led them to becoming a specialist nurse and what services each of them provide.



Carla Lang has been a nurse for 30 years. She began specialising as a chemotherapy/breast cancer nurse before moving on to train in gynaecology and eventually concentrating on fertility. We asked, why fertility?

“I am passionate about fertility as I have had treatment myself. I really enjoy having the ability to work as an independent practitioner and I love supporting and promoting women’s health.”

Jenny Large specialised in oncological nursing for several years before achieving a diploma in Breast Care Nursing. She has spent time working at The Royal Marsden Hospital and The Princess Margaret Hospital in Canada. She believes there are essential skills to be a Clinical Nurse Specialist:

“Acting as the key accessible professional for the multidisciplinary team, undertaking proactive case management and using clinical acumen to reduce the risk to patients from disease or treatments. Using empathy, knowledge and experience to assess and alleviate the psychosocial suffering of cancer, including referring to other agencies or disciplines as appropriate.”



Becky Slater has worked within the colorectal field for 18 years. She has lectured nationally and internationally, and has been published extensively in relation to her speciality. We asked her what she does for patients:

“I review all of my preoperative patients at the time of their pre-assessment appointment. I prepare patients that undergo colorectal surgery within a surgical enhanced recovery programme. The outpatient CNS-led service provided to colorectal patients consists of routine post-discharge follow-up, on-going stoma care reviews, anal fistula management and the provision of a specialist biofeedback (functional) service to individuals suffering with chronic constipation or faecal incontinence.”



Renata Marucha trained in paediatric nursing before completing a postgraduate degree in gynaecology. Renata joined the Hospital in 2008 as a Ward Nurse. In 2016, she joined our Endometriosis Team, facilitating and developing an endometriosis service with Mr Alfred Cutner.

“I am passionate about women’s health, gynaecology and also alternative medicine and nutrition. I love teaching and promoting well-being. I am happy to share this knowledge with women; it is rewarding to see them feeling better and taking control of their own well-being.”

Desmond Runganga has always had an active involvement in sports, which led him to orthopaedics.

“Besides the mechanical aspect of it, I enjoy seeing patients’ health improve. We get to help people with painful disorders and injuries, usually in a very short time period. The end result, a return to normal or near-normal function and subsequent improvement in quality of life, is extremely satisfying for the patient as well as for me.”





Mark Heard, Head Chef

Bon Appétit!

Our Head Chef, Mark Heard, has worked at the Hospital for over 16 years. Before that, he was in the Royal Navy for 24 years. Mark talks about life, the Navy, and how important food is for a patient's recovery.

How has the food evolved since you joined the Hospital?

When I first started, it wasn't suitable for the clientele. It was a bit too modern. There were cuts of meat and fish that I had never heard of! I wanted to break it down and make it pleasing to the eye and not too complicated. We changed the menus quite early on. I was a patient at the Hospital and I got the same menu two days on the trot. The first thing I did when I came back to work was to completely change the menus.

Different lunch menu, different dinner menu, every day for three weeks. We do have patients that stay longer than three weeks and we create bespoke menus for them. To see a different menu at lunch or dinner every day, I think that's very important.

How important is food for patients' recovery?

Very. Nutrition has to be very, very good. There are three things that I think are really important for our patients' recovery: the surroundings, aftercare and the food. If you get all these three right, the patient will have a quick recovery.

How often do you visit the patients?

I try to visit patients twice a week. When I visit a patient, I try to encourage them to eat something. My classic line is, what do you eat at home? What would you really like to eat? We then cook what they would really like and it always works. It gets people motivated to eat, as opposed to them not wanting what's on our menu.

Who is the most famous person you have cooked for?

Heads of State at King Edward's, and in the Navy.

How different is it from the Navy?

First of all, the floor doesn't move and the pots don't move. On a ship, it was always moving across the sea and in rough weather; you wouldn't sit in port waiting for the sea to go calm. Once, we were in the middle of serving lunch on board the ship, I was a senior sous chef and we had turned across the sea during lunch instead of staying on course in a straight line. I rang up the captain and said, 'We all give up down here!' Everything was moving all over the place and people were falling off their chairs. I got in a bit of trouble for that. The most important thing is ingredients, because at sea you didn't have fresh ingredients. You had frozen and dried food and you could only put a certain amount of fresh food on the ship. We had to take lots of tins and frozen food to back that up. At the Hospital, having daily deliveries of locally sourced products from our suppliers is wonderful. We can phone up and it comes the following day or we can pop across to the local supermarket if a patient wants something not on the menu.

What inspired you to become a chef?

It wasn't my intention to become a chef. When I joined the Royal Navy, I went to join up as a marine engineer and mechanic. I sat there, and at the end they said they didn't have any positions available to be an engineer and mechanic but you can become a chef and transfer over later. So I joined up as a chef and I never did transfer.

What is your favourite ingredient?

I like working with fish but my favourite ingredient to eat is porridge. I have porridge every single morning without fail, even in the summer time.

What has been your most bizarre food request?

A consultant once asked me for an Australian sandwich. We don't really get many obscure requests from patients.

If you could have any superpower, what would it be?

To be able to make all physically and mentally handicapped people be accepted and loved by all people in the world.



What our Patients say...

In 2018, we set up a working patient participation group where patients can freely discuss all aspects of their stay in a focus group. All feedback is important to us as it enables us to understand how to grow and excel as a hospital.

We are extremely proud to share with you the positive patient feedback we received over the last year:



97.3%

of patients said they would be 'likely' or 'extremely likely' to recommend the Hospital



98.7%

of patients told us the overall quality of their care was 'good', 'very good' or 'excellent'



98.7%

of patients rated the overall impression of nursing care 'good', 'very good' or 'excellent'



97.8%

of patients rated the overall impression of catering 'good', 'very good' or 'excellent'

The following quotations are from November 2018 onwards:

"I have been a patient at KEVII since 2011. Big operations, smaller operations, day case, long weeks. Every single time I seem to be treated by someone I have previously seen, who remembers a little bit about me, that personal touch calms the nerves and reduces the embarrassments. This Hospital is not big and swanky, it is small and personal. It makes a massive difference to speedy and calm recovery. Not to forget the menu. From tea and toast to gourmet sea bass, it is always amazing and again helps the path to recovery."

"From the moment they opened the door for me I felt welcome and safe. The care is outstanding, the staff amazing, and the food is fabulous. I felt that I was finally in good hands."

"The hospital staff are superb. The general approach and demeanour as individuals is superb. The apparent team work is great to watch and experience. Well done and thank you all."

"I have had a relationship with the Hospital for over 20 years. My father was a patient here and I have been a patient here. Every time I walk through the door, whether visiting friends or as a patient, I feel a huge sense of relief. I know I am going to get the very best medical care. The food is excellent and the care is so personalised—I could write a book of praise on the Hospital! King Edward VII's Hospital is home from home."

"Many times after a patient is discharged from hospital, one tends to look back on what could have been better during his/her stay. I cannot find one single negative remark that I could make. The extremely pleasant approach by all members of the hospital staff—caterers, nurses both at night and during the day—was formidable and should not be faulted. Additionally, the sympathy and understanding of my anaesthetist and surgeon and orthopaedic specialised nurse was beyond my expectations. Keep it up!"

"The Hospital is immaculate and run very efficiently. All the staff are extremely polite and thorough, and being an ex-army officer one feels a certain sense of belonging when at Sister Agnes's."

Veterans and Chronic Pain



KING EDWARD VII's
HOSPITAL
Centre For Veterans' Health

Chronic pain is common in veterans. King Edward VII's Hospital's Veterans Pain Management Programme (PMP) accommodates the specific needs of the veteran population, such as combat experience and level of training.

PTSD related to service is well established as a factor likely to make the pain experience worse. Currently, there are no other PMPs in the UK run exclusively for the veteran population. Our PMP is run by an interdisciplinary team of experienced clinicians who are specialists in pain management. Once a veteran has applied to attend, they are invited to the Hospital for an interdisciplinary assessment. All patients assessed are provided with a personalised management plan.

The main objectives of the Programme are to help veterans to develop a better understanding of their pain, improve mood, confidence and to increase meaningful activity, self-management and quality of life.

- **The PMP helps veterans improve relationships at home and in the work community**
- **Employability (paid and unpaid) becomes more realistic**
- **Relationships and family life improve**
- **Reducing medication (where appropriate) is central to the PMP**
- **A reduction in the intensity of the pain over time is not uncommon**

Data relating to the benefit, impact and outcomes of each group are collected by the clinical team using standardised psychometric tests widely used in the field of pain management. The outcome data demonstrate statistically significant changes from assessment to the final day of the programme. 94% of veterans who have completed the PMP, rated it 5 out of 5, 6% rated it as 4 out of 5.

We work alongside a number of different charities who refer veterans to us. We spoke to Carol Betteridge OBE, Head of Welfare & Clinical Services for Help for Heroes, about what pain means to their veterans:

“One of the most debilitating physical issues our veterans are dealing with is pain resulting from injury or illness. It not only affects them, preventing them from experiencing a normal working and social life, it also affects their families as they struggle to deal with constant pain which makes them frustrated and low. The biopsychosocial facets of pain are highlighted, and particular attention is paid to medication, which can often be less helpful than expected. We are most grateful to King Edward VII's Hospital for supporting our veterans with this programme.”



HELP *for*
HEROES

Gifts in Wills

Our heartfelt gratitude to all our Friends and supporters who decide to include a gift to King Edward VII's Hospital in their Will.

Individuals give to us because they value the way we look after them, or their relatives and friends. We put people before profit and foster a culture of kindness. We go the extra mile for our patients.

When thinking about your Will, we know your loved ones come first. You may also use your Will to support the future development of the Hospital. All you need is our name, address and charity number to enable this to happen.

Your legacy will ensure we can continue to flourish in the future.

Our sincerest thanks to the late Mrs Marcella Rossi whose legacy has greatly helped the Hospital

“She was, as her friends put it, ‘Once seen, never forgotten.’ Her exotic good looks, innate elegance, style and a perfect figure made her stand out in any crowd. She was helped by the fact that she had the gift of finding herself in the right place at the right time and she spoke perfect English, French and Italian, which enabled her to easily communicate with people wherever she was. She was a fair person, but did not suffer fools gladly, creating at times problematic situations that were usually solved due to her diplomatic character. She was cool, enthusiastic, adventurous and always ready to take a risk for the sake of something new. Intellectually curious and with an enquiring mind, she loved life and was a loyal and generous friend and hostess.” Marcella Rossi died in Zürich following a diagnosis of a very rare form of blood cancer.

Taken from the obituary of Marcella Rossi, The Times, 3 July 2018



A Special Relationship



The Hospital joined the Butterfly Scheme in 2018. The Butterfly Scheme allows people with memory impairment to make this clear to hospital staff, and provides staff with a simple, practical strategy for meeting their needs. The patients receive more appropriate care, reducing their stress levels and increasing their safety and well-being, and staff are happier, too.

The Butterfly Scheme was devised by a carer whose mother had dementia, following two years of consultation with hundreds of people with dementia and their carers. The scheme also supports anyone whose memory isn't as reliable as it used to be, or whose current medical condition is causing them to feel confused. Hospitals also value the impact on delirium care, and referral rates to memory services are improved.

We spoke to Tonya Kloppers, our Butterfly Scheme Lead, about the benefits of the scheme and how we have integrated it in to the Hospital.

“The most important thing is the education for all members of staff. The nurses, the catering staff and the housekeepers are all vital champions of the Butterfly Scheme. Evelina Losunovaite, our Housekeeping & Catering Services Manager, gives regular updates in her departmental meetings so that everyone is up to date with the protocol. Patients are asked to fill out a ‘This Is Me’ passport at pre-admissions, which provides professionals with information about the person with dementia as an individual. This is designed to enhance the care and support given while the person is in an unfamiliar environment. It’s small things—for example, whether you want milk in your tea, or what is your favourite radio station—which enable us to work out how the patients would like their stay to be. I think the patient hugely benefits, but it is also such a relief for the family. There is often anxiety when people come in to hospital, and the family is reassured knowing that the system is in place. The scheme is not medicalised: it is really about the person and the personal things. Since we became a Butterfly Scheme hospital, we have had 12 patients with memory impairment. We are delighted to have the scheme at the Hospital.”

Tonya Kloppers, Director of Nursing/Matron

Introducing two new members of our Executive Committee



Mike Lord, Commercial and Business Development Director

Mike Lord joined King Edward VII's Hospital in 2018, bringing with him a wealth of commercial, leadership and health sector experience. Mike previously worked for a leading Private Medical Insurer, and a national hospital group and has strong well established relationships across both the commercial and clinical sides of the sector. As Commercial & Business Development Director, Mike has a particular interest in using his experience across both Hospitals and Health & Wellbeing, to support the development of end-to-end pathways that can be made easily accessible to deliver personalised care and outstanding outcomes for the individual.

Kate Farrow, Director of Operations

Kate became Director of Operations in February 2019. She previously worked at the University College London Hospitals, where she held various leadership positions in the Trust, most recently as the Divisional Manager for Women's Health. Kate brings to the Hospital a wealth of experience and knowledge and will provide strategic direction, support and guidance to the operational areas at the Hospital. The role will see Kate lead Theatres, Imaging and Physiotherapy in addition to the existing operational departments.



Save the date

We look forward to seeing you at our Fundraising events this year.

An Evening with Henry Blofeld in the Long Room at Lord's Cricket Ground

Monday 10th June 2019 at 7pm



Legendary cricketing commentator, Henry 'Blowers' Blofeld will be hosting an exclusive dinner in the infamous Long Room at Lord's Cricket Ground. Fans of cricket will relish Henry's irreverent style and uproarious anecdotes, guaranteed to entertain. **Plus the chance to win VIP tickets and hospitality during the Ashes – worth over £10k! Ticket priced at £200 per person £1,750 for a table of 10. Buy tickets here: www.tickettailor.com/events/kingedwardviishospital/232808.**

Annual Fundraising Gala Dinner, Fishmonger's Hall, City of London

Tuesday 1st October 2019 at 6.30pm



This autumn we will be hosting our Annual Fundraising Gala Dinner at the impressive Fishmonger's Hall on 1st October. The Fishmongers' Company is one of the Twelve Great Livery Companies of the City of London, and among the most ancient of the City Guilds, spanning over 700 years. Located on London Bridge overlooking the Thames, the Hall is home to enviable views and renowned for its delicious cuisine. **Ticket priced at £200 per person/£1,750 for a table of 10. Buy tickets here: www.tickettailor.com/events/kingedwardviishospital/255068.**

Celebrating Christmas at St Marylebone Parish Church

Monday 9th December 2019 at 6.30pm



Last year we welcomed nearly 400 guests to the beautiful St Marylebone Parish Church, and we are delighted that the church will once again play host to our Christmas event. We are thrilled to announce that we will be joined by **Sir Derek Jacobi** and **Jermain Jackman** (winner of The Voice 2014), along with other celebrity contributors. **Ticket priced at £25 per person (includes mulled wine and minced pies). Buy tickets here: www.tickettailor.com/events/kingedwardviishospital/255071.**

For more information, please email events@kingedwardvii.co.uk or call 0207 467 3923.

Thanks for coming



We were honoured to be joined by over 50 guests at our exclusive Berry Bros. & Rudd wine tasting event on 12th March 2019.

Jane MacQuitty delighted guests, as ever, with her expert knowledge: pitting New World against Old World wines.

Unsurprisingly, our raffle prizes were wine related, and many congratulations to our winners:

Richard Fairburn who walked away with a bottle of each of the wines tasted throughout the evening. **Peter Reilly** was the welcome recipient of three bottles of Berry Bros. & Rudd Champagne, and our very own Fundraising Manager, **Alexandra Stainov**, was the worthy winner of the much coveted Berry Bros. & Rudd award winning book, 'Exploring and Tasting Wine: A Wine Course with Digressions'.

As the evening drew to a close, all guests departed with a goody bag containing a Berry Bros. & Rudd Champagne stopper and corkscrew.

Thanks to the generosity of all our Friends and supporters.
We raised over £6,000.



KING EDWARD VII's
HOSPITAL

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