

Freepress



Our pledge to members of the Armed Forces

Follow our Twitter account @RoyalFreeNHS to see what our patients and staff are saying about us



Royal Free London @RoyalFreeNHS

We've only gone and done it again. The Chase Farm Hospital redevelopment scoops an award @BBHAwards winner for Integrated Health Projects. Well done to the project team and all of our amazing staff 🏆🏆

10:07 am · 30 Oct 2019

Royal Free London @RoyalFreeNHS

To celebrate #WorldRadiographyDay, our radiographers have been out all day promoting the profession and the wonderful work our staff do. Patients and visitors had a go on the ultrasound scanner with a dummy and were rewarded for their efforts! #WRD2019 #FeelGoodFriday

8:47 am · 8 Nov 2019

Royal Free London @RoyalFreeNHS

To help make sure you're getting the best experience, from 21 November, at the Royal Free Hospital, we'll be introducing an online booking system for adult blood tests.

You can book your test now for appointments on and after 21 November. Details here: bit.ly/334Ej7q

2:40 am · 13 Nov 2019

Royal Free London @RoyalFreeNHS

We're so proud of the 'Better Births' work we are doing to make sure more women have the opportunity to have continuity of carer during their pregnancy. Find out more about the strides we're taking and why it matters at our stall by main lifts - Royal Free Hospital till 2pm! 🙌

2:40 am · 13 Nov 2019

Royal Free London @RoyalFreeNHS

Time for tea! Peer vaccinator Susan Tierney is taking a well earned tea break after giving her 177th staff flu jab! Well done Susan - you are amazing! Have you had yours? #flufighters #brennotflu

9:02 am · 28 Oct 2019

Royal Free London @RoyalFreeNHS

Listen out for Prof Philip Hawkins (pictured right), from the National Amyloidosis Centre, at the Royal Free Hospital on @BBCRadio4 tomorrow 11am. 'Silence of the Genes', reveals how patients like Carlos (centre), are benefitting from lifesaving drugs. ow.ly/Q9Hs50wVxjFp

9:02 am · 28 Oct 2019

Royal Free London @RoyalFreeNHS

It's our Staff Survey Week! Fill out your survey today and encourage your colleagues to do the same. It's important that we all give our feedback to contribute to making this a great place to work and be treated. #nhsstaffsurvey

5:56 am · 4 Nov 2019

Royal Free London @RoyalFreeNHS

We want to support our staff to feel well, healthy and happy at work. Staff enjoyed a health and wellbeing day at Enfield Community Centre with physio advice and support, speaking up champion and mental health first aider information, plus lots more #wellbeing #staffsupport

8:32 am · 22 Oct 2019

Hello and welcome

to the November edition of our monthly staff, members and governors' magazine.

I'm really proud that we have signed the Armed Forces Covenant – committing to be an Armed Forces-friendly trust is incredibly important and you can see why on the opposite page. Thank you to everybody who worked hard to make this possible.

Freenet 2, our new staff intranet, is up and running and I'm excited about how the site will improve how we communicate with our colleagues. Please ensure you update your profile so people know what you do and how to contact you. See page 5 for more information.

There are two things I would really like every member of staff to do this week – if you haven't already. Time is running out to complete your staff survey – please tell us what you think about working at the RFL by 29 November so we can improve your experience. It's confidential and you could win a £100 gift card.

Secondly, please make sure you get your flu jab. It takes a couple of seconds and it will protect you, your patients and your colleagues. Plus you'll be helping to save the planet, as the jab will entitle you to a free reusable coffee cup.

Thank you for everything you do to keep our patients safe and make out trust such a fantastic place to work.



Caroline Clarke
Group chief executive

- positively welcoming
- actively respectful
- clearly communicating
- visibly reassuring

Key to abbreviations:
Barnet Hospital: BH
Chase Farm Hospital: CFH
Royal Free Hospital: RFH
Royal Free London: RFL

RFL signs Armed Forces Covenant



The RFL has signed up to the Armed Forces Covenant – a pledge to support members of the armed forces community.

The signing of the covenant took place at a special event attended by RFL reservists, as well as patients and staff who are veterans.

It coincides with the trust being given a silver award in the Ministry of Defence's employer recognition scheme for the work that is done to support reservists and veterans working at the RFL.

Kate Slemeck, chief executive of the Royal Free Hospital, signed the covenant on behalf of the trust.

The covenant is a pledge that those who serve or have served in the armed forces and their families should be treated with fairness and respect in the communities where they live.

More than 4,000 organisations across the UK have signed the Armed Forces Covenant, including local authorities, other NHS trusts, charities and businesses.

Kate said: "I'm really proud to sign this covenant on behalf of the trust. During this month of remembrance, it feels right to be thinking about what more we can do to support members of the armed forces community."

Dr David Patch, a consultant hepatologist at the RFL, joined the reservists, in 2005.

He said: "It means that I have something else in my life which takes me away from medicine - all clinicians need a break at times. It's allowed me to develop a range of



RFH chief executive Kate Slemeck signing the armed forces covenant with Colonel Ashleigh Boreham.



skills such as followship – the ability to follow orders."

Former member of the Welsh Guards Robert Idwal Bellis spoke about the care he received at the RFH when he had a liver transplant in 2007.

"When I had my transplant I was working as a Beefeater at the Tower of London, which meant that I lived in the tower. I got the call that a liver was available for me in the middle of the night – I needed special permission to leave the tower as they lock it all up after dark.

"I can't thank the staff here enough for the care – everybody from the cleaners to the surgeons, it's thanks to them and their dedication that I am here today."

There is more information about the Armed Forces Covenant on Freenet.

Tributes paid to inspirational midwife

Staff attended an event at Edgware Birth Centre to celebrate the achievements of 'legendary' midwife Olive Jones, who died earlier this year.

The chief midwifery officer of England, Professor Jacqueline Dunkley-Bent, joined members of Olive's family and mothers who benefited from the service she championed to pay tribute to Olive's important contribution to healthcare.

Olive, who died in May at the age of 80, qualified as a nurse in 1963 and then became a nursing matron at the RFH. She became a midwife and moved to Barnet Health Authority in 1980 to hold the post of community midwifery manager. In the late 1990s she became a local supervising midwifery officer for London.

Cathy Rogers, consultant midwife at the RFL, was mentored by Olive. She said: "Olive was legendary. She was a visionary and promoted woman-centred midwifery. She played a critical role in establishing the Edgware Birth Centre, which opened in 1997. She was devoted to midwifery and was a tremendous, humble, quiet and inspirational leader, who brought out the best in all her staff and supported them in fulfilling their careers."

Professor Jacqueline Dunkley-Bent said: "I'm thrilled to be here. It is phenomenal that we are in this place celebrating birth choice for women and their families. Thanks to Olive we have a firm foundation to ensure women have choice for maternity care."

Olive's son Richard said: "It has been lovely to be here today and hear more about her professional life, how highly she was thought of and the impact she made."

A plaque and commemorative bench have now been installed at Edgware Birth Centre in memory of Olive.

Staff, friends and family at the event



New staff intranet goes live

We've now launched Freenet 2 – the Royal Free London's intranet which is the place to go for all of the information you need about our trust.

The site has been developed over the last six months, with the support of content editors from departments across the RFL who have been trained to populate and manage the content of their own pages.

You can find a list of content editors and the sections for which they are responsible on Freenet 2.

We hope you like the look of the new site and find it much more user-friendly than the previous Freenet. It has been designed to reflect the divisional structures of the Royal Free London, with an improved search engine which will make it much easier for you to find what you need at the click of a button.

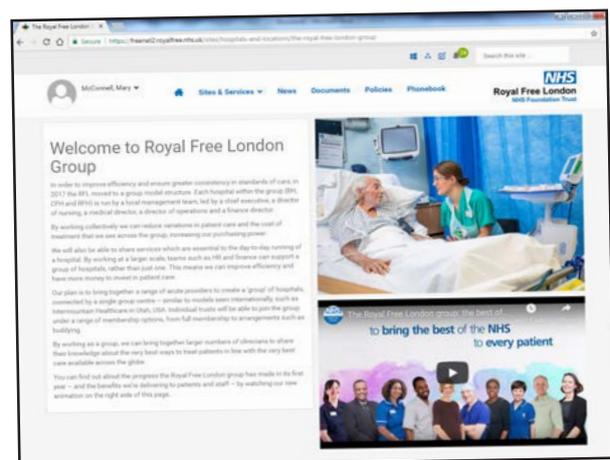
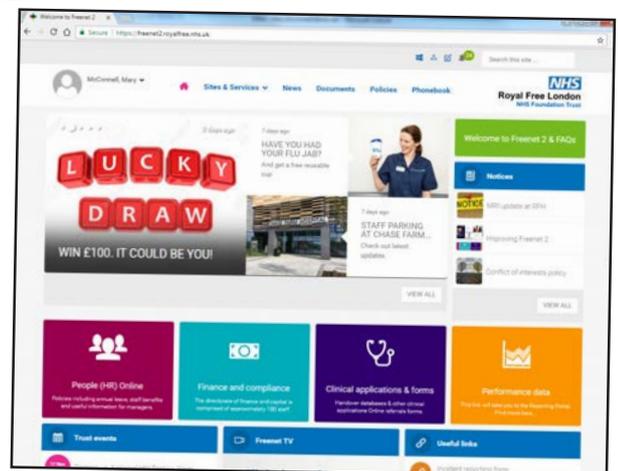
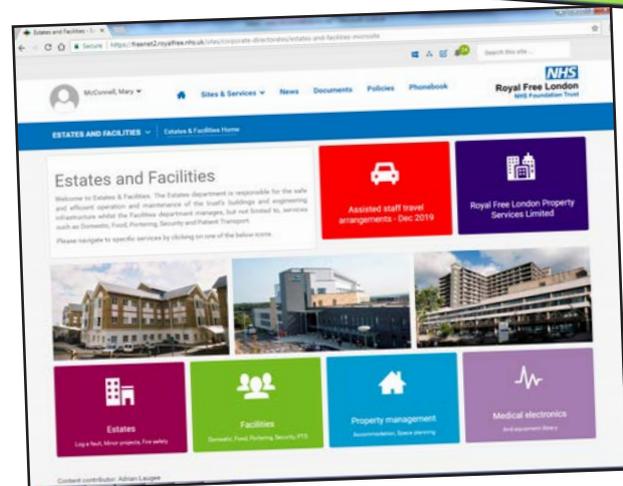
Staff can engage with the site much more easily than the previous Freenet – but you do need an up-to-date profile which includes information about where you work, your job title and your contact details. You can also add a photograph – please ensure it is appropriate and professional.

You can comment on articles and enter into discussions with colleagues – please ensure you are professional and polite and exhibit our values in all of these interactions.

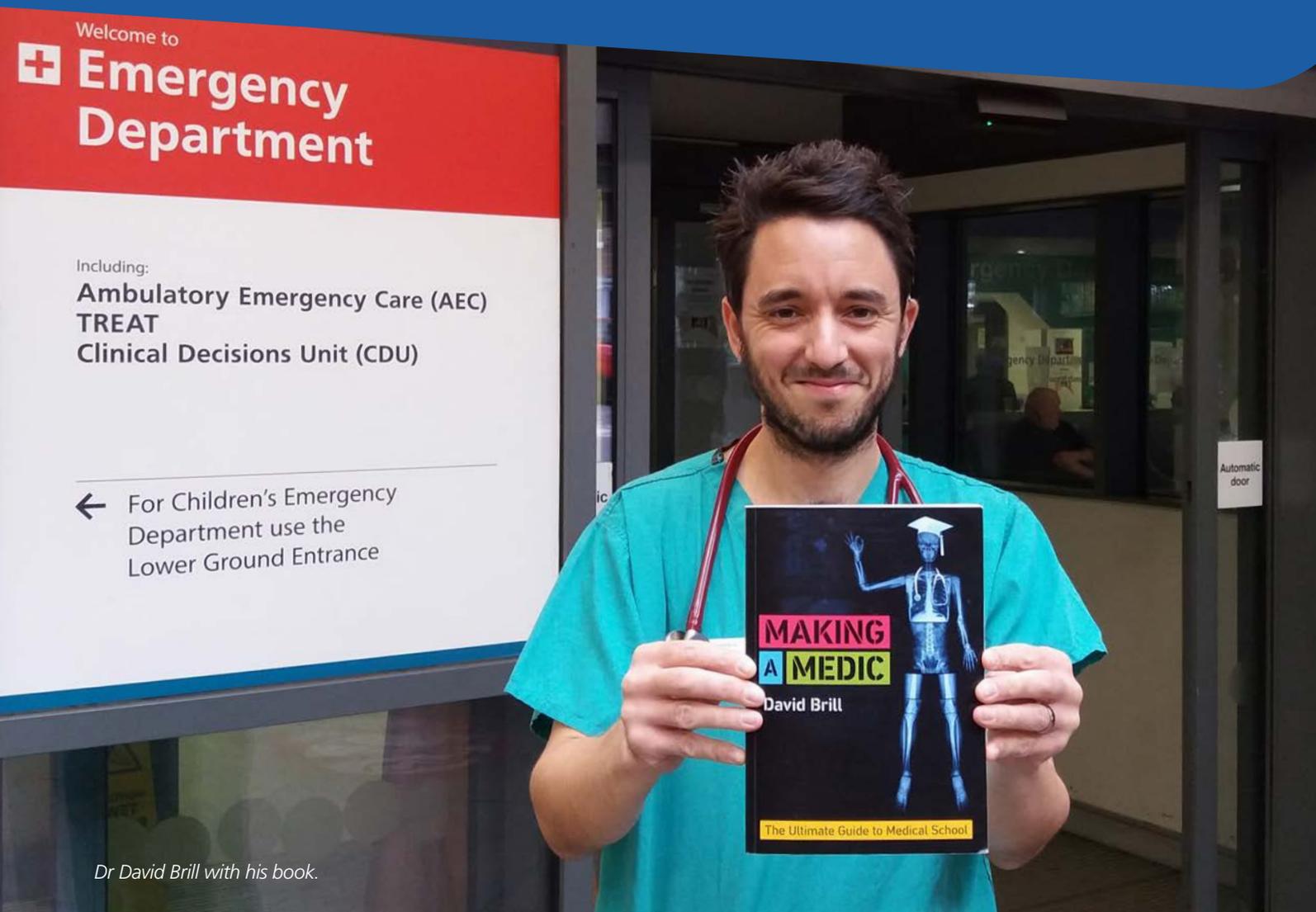
Within the site you'll find areas where you can access all of the information you need to support you at work: e-forms; e-rosters; guidance for managers; guidance for staff; clinical apps; clinical and corporate policies; how to book a room; latest performance data; staff bank booking; latest news, campaigns and events – and much more.

Guides about how to use the site are available on Freenet 2 and you can also find answers to frequently asked questions. The best way to find something is to search for it.

If you have a query about any of the sections on Freenet 2, please speak to the relevant content co-ordinator in the first instance. If your query cannot be resolved please complete the Freenet query form and it will be picked up as quickly as possible.



A Brill-iant idea



Dr David Brill with his book.

A medic at the RFH hopes future doctors will pick up some invaluable tips in his handy guide to surviving medical school.

Making A Medic: The Ultimate Guide to Medical School has been written by emergency department doctor David Brill.

He says it contains everything medical students need to know in order to succeed, including how to study effectively (and still have time for fun), how to cope with stress and information overload and how to get the most out of clinical placements.

The book is packed full of cartoons, anecdotes and practical tips and David says the content can help students, whether they are in their first or final year.

Before going to medical school David worked as a science and medical journalist, most recently as the clinical news editor of *Australian Doctor* in Sydney. David originally studied neuroscience at the University of Bristol and followed this with a masters in Science Communication at Imperial College London.

David said: "Writing comes quite easily to me but a lot of time and a mammoth effort has gone into this book. It meant giving up quite a lot of weekends and working on it after the children had gone to bed.

"I'd started thinking about it in my third year of four years at medical school as I saw a gap for it. A few people have asked if I'm thinking about doing something about surviving foundation years training but with a three-month-old that's not happening!"

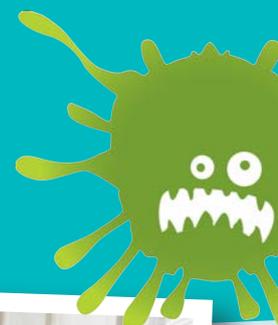
David's next rotation is urology and he then plans to move into general practice.

David added: "I'm not going to make my fortune from this book – it really was a labour of love! I just hope current and future medical students enjoy my cartoons and gain some really useful tips and insight along the way."

Making A Medic by David Brill is published by Scion Publishing, priced £15.99.



Beat the flu then grab a brew



There are still some staff who have not had their flu jab – it's really important to get it done at the start of winter to help keep your patients, yourself and your family safe.

We all know the impact a flu epidemic can have. Every year new strains of flu appear and the jab you had in 2018 won't protect you again.

We've done well so far this flu season but we need to keep the momentum going – our target is to protect 80% of our front line staff against flu but everybody should get the jab done, no matter where they work.

You can visit one of the flu tents, flu clinics or one of our peer vaccinators who are based on wards across the trust. See Freenet for more information. When you get your jab, you can pick up a free reusable coffee cup – courtesy of the Royal Free Charity.



Last chance to have your say

We want to make your experience of coming to work the best it can possibly be. That's why it's important that you tell us what you think about life at the Royal Free London by completing the confidential annual staff survey.

Your feedback is completely anonymous. Quality Health manages the survey so we don't see what individual's say and we cannot identify who said what. Even free text comments are modified, so if you include something that could identify you it will be removed.

We're serious about acting on your feedback and the survey is strictly confidential so please be honest.

All those who complete the survey could also win a £100 prize!

One of the winners is nursing assistant Gemma Jackson, (pictured right).

If you would like to know which directorates/sites are leading the way with the staff survey and which are lagging behind, you can find out on Freenet.

The survey closes on Friday 29 November – please complete it as soon as you can to help make our trust an even better place to work.



More gongs for Chase Farm Hospital

CFH took centre stage at the Building Better Healthcare Awards, winning in two categories.

The CFH redevelopment team's scooped the estates and facilities team of the year award after they delivered the £200 million new hospital in less than four years. The team also ensured the old hospital remained operational throughout the redevelopment.

The hospital and redevelopment team also won the interior building product award for delivering, alongside partners such as Total Laminate Systems, an easy-to-clean environment.

Natalie Forrest, chief executive of CFH, said: "It was brilliant to be recognised by our peers for our achievements. We have a hospital which is pioneering new ways of delivering better, safer and more efficient care to the population we serve through new and innovative technology. This is what 21st century healthcare should look like."

The Building Better Healthcare Awards celebrate the innovation, architecture and people helping to transform patient care.



The winning team from CFH

Purdah reminder

A general election will take place on 12 December and Purdah, the period immediately before an election, began at the start of November.

During Purdah, the trust should act impartially towards all candidates and political parties, and not be seen to be influencing the election outcome.

This means that we may have to delay some of our plans/decisions until after the general election.

As a reminder, during the pre-election period, there should be:

- no new decisions or announcements of policy or strategy (no new consultations should be launched)
- no decisions on large and/or contentious procurement contracts
- no participation in debates and events that may be politically controversial, whether at a national or local level
- no meetings, visits or events involving politicians

We should also give consideration to the following:

- all media requests
- publication of reports
- other requests for information

Purdah lasts until the day after polling day, 13 December, or on the date a new government is formed.

You are welcome to get involved in the election campaign in a personal capacity but you should not involve the trust or create an impression of the trust's involvement.

If you are unsure about any of the above or have any activities planned that you think might influence the election, please contact rf.communications@nhs.net.

Our perfect wards

Teams across the trust have been recognised for how they have used the Perfect Ward app – a new auditing tool that has been used across clinical areas for the past year.

The app allows staff to assess quality in clinical areas and replaces the manual pen and paper audits that were previously used.

In the first month of using the app 501 audits, from hand hygiene to medicines management, were carried out. Now the trust is completing more than 2,000 audits a month and to date 24,822 inspections have been carried out across the trust.

To celebrate the first anniversary of using the app two awards were given to teams at each of our hospitals – one for most improved area and the other for the most inspected area.

Naomi Walsh, lead nurse for practice development, project managed the launch and use of the app for the trust. She said: "We've got people to change a complete way of working and the app has become embedded in our daily lives as we care for our patients. Now it will be fascinating to see how we can use the data to action changes going forward."

Most inspected area

CFH winner: chemotherapy unit with 81%; runner-up: surgical ward with 65%

BH winner: Damson ward with 77%; the runner-up is delivery and triage with 76%

RFH winner: 12 West with 87%; runner-u: 3 North A with 84%

Most improved area

CFH winner: outpatients and runner-up: chemotherapy unit

BH winner: palm ward and runner-up: rowan ward

RFH winner: 2 North A and runner-up: 3 East C



Some of the perfect ward winners



Benefits of the Perfect Ward app include:

- It provides a clear immediate, view of quality and enables staff to start tackling issues straight away
- It provides the opportunity to review and refine nursing audits in line with CQC key lines of enquiry
- It provides clear evidence for the CQC of good practice
- The same audit questions are used across all sites and areas, to improve comparability.
- It reduces the amount of time staff takes to write up audits
- No uploading and spreadsheet filling is required and once an audit is submitted the results are instantly visible providing live data which can be acted upon
- Alerts can be set up to monitor results and can be tailored to each area's needs
- The reporting provides comparability of audits across wards, divisions and the whole organisation. It is also possible to view an individual audit question across the organisation. Reports can be accessed in the app or through the website portal
- Perfect Ward results are incorporated into the trust's quality dashboard
- The app can involve all levels of staff in the audit process; there is no limit on the number of staff who can be involved in auditing
- The app questions and audits have been customised to meet our needs

New drug hope for patients with rare skin cancer

A patient at the RFH is the first in the UK to be given a new drug aimed at tackling a rare type of skin cancer.

Merkel cell carcinoma, also called neuroendocrine carcinoma of the skin, differs from regular skin cancer as it starts in the neuroendocrine cells. These cells receive messages from the nervous system and respond by making and releasing hormones, which control many body functions. Lesions can develop on the skin, usually spreading to nearby lymph nodes. It can then spread rapidly to other parts of the body.

Traditionally patients were treated for the condition with chemotherapy but in the last few months the use of drugs which boost the immune system (immunotherapy) has become the standard treatment for the condition. INCMGA00012 is the latest drug being trialled. It works by enabling the immune system to recognise and attack the cancer cells.

Dr Daniel Krell, consultant oncologist and lead for the neuroendocrine tumour service at the RFH, said: "Typically we maybe see about four patients or so at any one time so thankfully it is a rare condition. Unfortunately it is an aggressive skin cancer which tends to grow fast and spread to other parts of the body, especially if it has not been diagnosed early enough.

"I'm delighted that we've recruited the first UK patient to the trial. The drug is an antibody made in a lab and allows the patient's immune system to recognise and attack the cancer cells. It builds on immunotherapy treatment already available to



patients and has the added benefit of only needing to be administered every four weeks, instead of the current treatment of every two weeks. The study will help us assess if it is more effective than current treatment in slowing the progression of the cancer and improving life expectancy for patients."

Approximately 90 participants across the world will be enrolled in the study. Patients could receive treatment for up to two years.

Staff parking at Chase Farm Hospital

The Chase Farm Hospital multi-storey car park will have limited capacity during the coming few months due to the refurbishment work currently taking place.

Therefore, we would like to encourage colleagues to use alternative spaces that have been temporarily provided for staff during this period.

The parking spaces are in the following locations:

- New Road – parking on either side of the road, plus the middle road on the left hand side only – please be sure to not mount the curb when you park on either side.
- Surgicentre – there are spaces along the right hand side of the building
- Hunters Way car park (where the blood test unit used to be based)
- Clock Tower car park
- Former MRI car park

Apologies for any inconvenience caused during this time.

RFL takes to the airwaves

Dr Ashutosh Welchkear with patient Pam Brown and Dr Mark Porter.



Dr Jenny Cross with Dr Porter



The RFL has played a starring role on BBC Radio 4 in recent weeks – featuring in five separate programmes since the end of September.

Inside Health, presented by Dr Mark Porter, has explored four specialist areas of healthcare delivered at the RFL

Professor Paul Hardiman, consultant in obstetrics and gynaecology, talked to Dr Porter about our new ovarian tissue screening service – and Dr Porter also interviewed a patient receiving the treatment. Consultant haematologist Ashutosh Welchkear spoke about new therapies being offered to patients with amyloidosis.

Professor Helen Lachmann, consultant nephrologist, talked about the success of the fevers clinic, while Dr Jenny Cross, clinical director for nephrology, urology and transplantation, discussed how the Streams app is revolutionising the way we care for patients with acute kidney injury (AKI).

Professor Philip Hawkins from the National Amyloidosis Centre at the Royal Free Hospital was also interviewed by Radio 4 for a programme called 'The Silence of the Genes'.

If you missed any of the programmes there's still a chance to listen to all of them on the BBC Sounds website.

You can find the programmes here:

Inside Health: AKI (24 September), ovarian tissue freezing (1 October), amyloidosis (8 October), recurrent fevers (29 October)

The Silence of the Genes: (29 October)

60 seconds with...

Tristan Barber, consultant in HIV medicine at RFH.

Tell us a bit about what you do.

I'm a consultant in HIV medicine based at the Ian Charleson Day Centre (ICDC). My job is incredibly varied as I could be seeing patients, involved in research, teaching or preparing to take part in conferences.

What has your career path been?

I grew up in Cornwall and worked as a waiter alongside my school studies. My first medical job was in general medicine in Brighton. The turning point for me was in 2002 when I had a six month gap coming up between jobs and got a sexual health role at Barts, also working with a lot of late-diagnosed sick HIV patients on the ward. I decided this was what I wanted to do and ended up changing my plans – which had been to work in emergency medicine – to make it happen.

So you've got a big anniversary coming up?

At the ICDC we are celebrating our 30th anniversary next year and as part of that we're going to be looking more closely at the needs of our ageing patients. More than half of our patients, which number more than 3,000, are over 50 years old, and around 130 are over 70. We've actually got 30 patients who have been attending the service for the whole 30 years. We're just coming to the end of our first year running a dedicated multidisciplinary frailty service for people living with HIV and next year we are planning to carry out research into HIV and ageing. We will be involving staff and service users in everything we do so that in our anniversary year, and moving forward, we deliver something really meaningful for this group of patients.

What's most challenging about your job?

We've seen a big reduction in late diagnosis for gay men, especially in central London and other urban areas. But the BAME community and heterosexuals may miss opportunities, or not be offered an HIV test, so we are still ending up with some late diagnoses in these groups and that's a real shame.

My prediction for the future is we will see big falls in diagnosis of new cases, but we will still have a duty of care for people who have lived for a long time with HIV and have therefore been exposed to older drugs, which means an increase in side effects and increased risk of developing other problems earlier, like cardiovascular disease and cancer.

What's the best thing about working here?

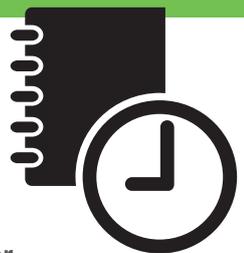
The team! It feels like a family here – that's what our staff and patients say. You get looked after here from the minute you walk through the door. I think having everything in one space – pharmacy, nurses, research and admin – means we have a truly accessible and co-ordinated service.

What do you like doing when your out of office is switched on?

I live by the coast and love swimming in the sea. On Boxing Day you'll even find me in the water for the charity swim, although I won't be back in for at least a couple of months after that!



Dates for your diary



Chief executives' briefings

This is your opportunity to hear the latest news from around the trust and ask any questions you may have.

Please see Freenet for the dates of upcoming chief executives' briefings.

Values and behaviours session

As part of our commitment to stamp out bullying and harassment a series of videos depicting fictional storylines around bullying and harassment in the workplace have been produced.

Watch the videos and discuss at monthly sessions led by the RFH executive team, in the Peter Samuel Hall, RFH, on Wednesday 11 December, between 2-3pm.

Keep your eyes peeled for further dates at CFH and BH.

Christmas Carols

The RFH choir will be putting on a festive treat for the ears on Thursday 19 December.

Staff can enjoy music, mulled wine and mince pies to get in the Christmas spirit.

Tickets cost £5 and all funds raised will go to supporting massage therapy for patients. There is more information on Freenet.

The concert will take place in the RFH chapel, LG floor from 7-9pm

Christmas Markets

Look no further than the BH and CFH Christmas markets for some gift ideas.

BH Christmas market: Thursday 28 November, 11am - 5pm, atrium area level 1 and 2

Stalls include jewellery, candles, salt lamps, crystals, clothing, handbags, scarves and more.

CFH Christmas market: Tuesday 3 December - 10am-4pm, inside main entrance.

Stalls include jewellery, clothing, crystals and lots more.