



Friends of Moorfields

E Y E H O S P I T A L

THE PEACOCK

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**A quarterly newsletter from The Friends of Moorfields
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Registered charity no 1161546**



Dear Reader,

I hope you enjoy reading The Peacock..

Our front page shows Luke Drummond-Poynter, nephew of Richard Poynter who is a medical photographer at Moorfields, and a Friends Volunteer.

Luke is pictured playing his guitar for our patients whilst on work experience.

I look forward to hearing from you with your thoughts about this Peacock and any ideas for future editions.

lynne.moorcroft@moorfields.nhs.uk



Noah Bangura and Agnes Adeyemi are the two lovely ISS employees who stepped in to help with the Old Street Station collection on 13 May. Noah collected £35.34 and Agnes £76.56 out of the total for the day of £466.65.

Thank you so much for your efforts on our behalf.

At the end of July Lady Peggy Khaw stood down as a Friends Trustee after more than 15 years service. At her final trustee meeting Ginny Salter, Chair of Trustees thanked Peggy for her commitment and dedication to Friends over the years and said that she will be greatly missed by all. Peggy said "Though this is the end of an era I feel that I am still very much a 'Friend' and as I am still working at the Institute of Ophthalmology I will certainly keep in touch"



'California' Widefield Camera. Thank You!

With your support we raised £25,505 towards the Widefield Camera for Moorfields Oncology and Retina depts. As this was needed urgently the trustees decided to purchase the camera in full, taking the shortfall from our grants fund. It has been installed since early June and is already proving invaluable.

"I am delighted to report that in the few weeks we have had this in place it has completely surpassed our expectations. It has several advantages over what we had before. The speed of image acquisition is faster – meaning less patient time pressed against the imaging window. With the California, quality of images is also vastly better; the level of detail is such that it can be massively magnified without any loss of detail. This reduces patient waiting times as most patients now require only one image. Indeed, many of the oncology patients have their imaging done within minutes of arrival. It has probably reduced the patient journey by around 30 minutes.

We are sincerely grateful to Friends of Moorfields for their support with equipment thus far. Other items previously provided by Friends have also made a huge difference to patients - almost

70% of patients attending the Oncology clinic have their ultrasound scans done in the clinic within less than an hour after check in. The anterior segment OCT scan, which Friends provided a couple of years ago quickly allows us to see iris and ciliary body detail which hitherto was complicated and time consuming. Now, a scan can be captured in less than 30 seconds." **Dr Gordon Hay, Senior Ophthalmic Specialist: Ocular Oncology Service**



Moorfields NHS Trust AGM was held on 20th July. The meeting discussed progress made over the last 12 months in delivering its key objectives and was an opportunity for patients, trust members and the general public to learn about the latest developments at Moorfields.

“In 2015/16 we treated more than half a million patients in our outpatient services and carried out almost 36,000 surgical procedures, making Moorfields the largest ophthalmic provider in the UK. We also provided care to over 103,000 patients in our A&E department.

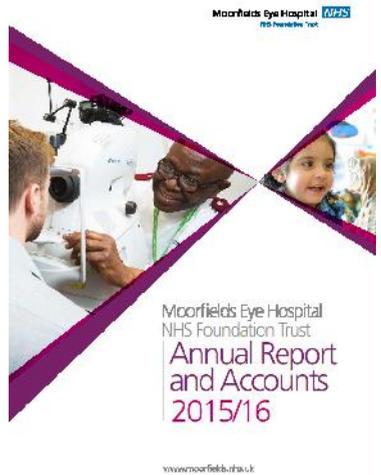
We play a leading role in the training and education of eye care clinicians, integrating with strategic partners. In partnership with the UCL Institute of Ophthalmology, we conduct world leading research.

How patients experience and feed back on our services is a barometer of how well we are providing care, in the national friends and family test in 2015/16, 96.4% of patients said that they would recommend Moorfields. High numbers of patients tell us that they find staff friendly, helpful and professional and that the care they receive is efficient, personalised and with positive clinical outcomes. However, we recognise that delays cause frustration and are looking at how waiting time in clinics might be reduced by doing things differently, increasing capacity and exploring different systems for managing appointments.

Moorfields performed well against national targets in 2015/16 and we achieved all waiting time targets, except in a small number of cancer cases. Our 18-week referral to treatment figures exceeded the annual target, improving on the previous year’s figures. We achieved the A&E four hour performance target, while responding to a greater number of visits. It is however evident that sustaining performance levels is becoming increasingly more challenging. given the year-on-year growth in attendances.

Moorfields is committed to meeting our formal NHS responsibilities and dedicated to continuous improvement. We will relentlessly seek to review and improve our services. We could do none of this without the dedication and hard work of our staff and I thank them for their efforts in ensuring we continue to deliver high quality care every day” **David Probert, Chief Executive, Moorfields NHS Trust.**

Extracts from the Moorfields Annual Review. Read the whole document at: <http://www.moorfields.nhs.uk/news/annual-review-201516>



Professor Pete Coffey of the UCL Institute of Ophthalmology also took to the stage to present on the ground breaking London Project to Cure Blindness, which last year successfully demonstrated how stem cell technology could be used to halt visual deterioration in patients with “wet” age-related macular degeneration (AMD).

Pearse Keane a consultant ophthalmologist at Moorfields, then presented on his research which hopes to reinvent the ways eye tests are currently performed by using a new form of ocular imaging device, called binocular optical coherence tomography (OCT). The technology has the potential for eye examinations to become much quicker and more efficient. Mr Keane also explained his latest research project with DeepMind Health which investigates how artificial intelligence could be used to detect the early signs of age-related macular degeneration and diabetic eye disease by analysing historic OCT images.



“Stronger Together”

World Sight Day: Thursday 13th October 2016

World Sight Day is an annual day of awareness held on the second Thursday of October, to focus global attention on blindness and vision impairment. Each year the focus is on a different theme, though all are in keeping with the World Health Organisation (WHO) Action Plan 2014-19.

The theme for this year is ‘Stronger Together’ and is an opportunity to think of all the different groups of people who are involved with our eye care: ophthalmologists, optometrists ophthalmic nurses, donors, patients, carers, the wider family, and charities like Friends who provide funding and volunteers. Moorfields is a world centre of excellence for eye care and David Probert, Moorfields Chief Exec recently ‘tweeted’ “All we achieve is only possible because of the constant support of organisations like Friends of Moorfields -Thank You”.

This World Sight Day help Friends raise awareness and celebrate the wonderful work of all eye care professionals by hosting a coffee morning, afternoon tea or dinner party that week to raise awareness and funds for Moorfields.

If you think you can raise a minimum of £25 please call 020 7251 0140 or email friends@moorfields.nhs.uk to receive your ‘party pack’ which will include:

- Invitation cards and information about Friends
- Balloons
- ‘Friendly Food’ Recipe Book
- After Dinner Mints
- Peacock Tea towel

Thank you for your support!



2016
**WORLD
SIGHT
DAY**

13/10/2016

**Stronger
Together**



#StrongerTogether
Photography
Competition

Universal Eye Health
www.iapb.org



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A Special Treat for Moorfields Longest Serving Volunteer!

Moorfields wanted to show their appreciation of volunteers, and so gave two places to The Queen's 'Patron's Lunch' held on 12th June to the hospitals two longest serving volunteers Ann Tourle and June Webb. Ann has been a volunteer with Friends for the past 23 years and she spoke to Volunteer Services Manager Natalia Tomashpolskaya about how she felt both honoured and privileged to be invited. This event was part of the Queen's 90th birthday celebrations and was held in The Mall with many member of the Royal Family in attendance.

Unfortunately there was heavy rain for most of the morning but spirits were high and the guests were given very welcome ponchos! They also received various goodies and a lovely hamper of food.



Our volunteers enjoyed the procession down the Mall, which commenced at 1pm and depicted every decade of the Queen's reign and also showed 600 placards of the charities of which the Queen is patron. Ann felt very privileged to talk with the event organiser and Queen's Grandson Peter Philips as well as shake hands with Prince William himself! She also had a close up view of the Queen and Prince Philip and received a "beaming smile" from Her Majesty.



Ann said it was a day she would never forget and she thanks Moorfield for recognising the value of volunteers.



Ann was a Moorfields patient for 18 years, she likes helping people and volunteering was a way of thanking the hospital. The monthly mini mart is now Ann's main area of involvement where she prices articles for sale and sets up the tables as well as selling items. She also helps with The Peacock mailing

Ann feels that although raising funds for much needed equipment is the most important aspect of volunteering an equally valuable part of the volunteers role is talking with people who may be lonely and in need of cheering up.

She would encourage everybody to look at volunteering work at Moorfields as she feels there is so much an individual can gain by doing this.

You can listen to Natalia and Ann's chat in full at www.friendsofmoorfields.org.uk

Ann explained to Natalia that one of her main reasons for staying so long was largely due to the support and encouragement of the late Tony Willoughby. Tony started the mini mart in 2002 and Ann became part of the team. He supported and encouraged Ann to continue even when she sometimes had mental health issues.

Ann has many fond memories of Tony particularly his fund raising musical concerts in Colchester; she considers it is mainly through Tony's efforts that Friends of Moorfields has become the thriving volunteering service that it is today. Ann greatly misses Tony; and would like to record her personal tribute to him, which she is sure will be shared by all the volunteers who knew him.





Consultant ophthalmic surgeon and glaucoma specialist Maria Papadopoulou spoke to Angela Smith about the new Specialist glaucoma optometrist clinics and how they will address the increasing demand for the glaucoma service at Moorfields

“Glaucoma is a chronic condition, which affects mostly the elderly. As people are now living longer and glaucoma is incurable, we have seen the number of patients under our care increase by 70% over the past 8 years across all sites. This has led to significant demand/capacity issues which we have tried to address by employing more glaucoma consultants and increasing the number of clinics, including running clinics in the evenings and on Saturdays. Despite these attempts to increase capacity, it has been a challenge to cope with the demand of outpatient appointments.

To address this we explored clinics without a consultant being present. These types of clinics have been running for many years in other parts of the country. For example, patients who are at low risk of developing glaucoma or glaucoma progression are now seen in a Technician led clinic. Their test results are assessed remotely from a computer by a consultant and the patient receives a letter detailing the outcome of their appointment.

Listen to the full interview at www.friendsofmoorfields.org.uk

Patients who have moderate glaucoma but are stable, including those who have had surgery, are seen in Specialist Glaucoma Optometrist clinics by optometrists trained in glaucoma. They make a decision about the on-going management according to a consultant-approved protocol.

This then leaves patients whose glaucoma is unstable or very advanced, those who would most benefit from being seen in a Consultant led clinic.

There are a significant proportion of patients who are currently seen in Consultant clinics, that could be seen in Specialist Glaucoma Optometrist clinics and in doing so reduce waiting times for themselves, and for more complex patients in Consultant led clinics; but for this to occur we need more qualified optometrists.”

For many years the glaucoma and optometry services have worked closely together. The late Michael Banes, who passed away in March 2015 joined Moorfields in 1968 and led the way in optometrists working in glaucoma clinics. He was the first optometrist at Moorfields to work in an extended role capacity alongside clinic doctors, and was instrumental in the development of the new higher qualifications in glaucoma.

Over the next few years, using a generous legacy from Michael Banes, Friends will be sponsoring a number of optometrists to take the new higher level qualifications in glaucoma at UCL Institute of Ophthalmology, including the Diploma in Glaucoma.

Michael is remembered as “a charming and courteous gentleman with a sense of humour, who always put his patients first and was an extremely respected and well liked colleague.”





Calling all football enthusiasts

Friend's volunteer Mike has three visually impaired daughters and loves going with them to football matches at Wembley Stadium. He said "Being able to sit close to the pitch, and also having audio description is great as it

means we can enjoy the atmosphere and experience together." Mike wanted to make sure as many people as possible know about accessibility at Wembley, and so we put some questions to the FA:

Why is it important that football is accessible to visually impaired people? "The Football Association is an inclusive organisation available to all who wish to be involved irrespective of age, gender, gender reassignment, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability. Football is a sport for all and by providing our audio descriptive commentary we hope to prove that visual impairment is not a barrier to attend a sporting event at Wembley Stadium."

How does audio description work at football matches? "You are provided with a bespoke audio headset upon arrival at Wembley Stadium, that offers a kick by kick description from our trained commentators."

What other facilities are available for visually impaired supporters "There is an accessible entrance at every set of turnstiles for wheelchair users, semi-ambulant visitors and those accompanied by assistance dogs. All turnstiles are manned by trained stewards. There are two dog relieving stations located on the east and west external public concourse. We have also installed an auditory enhancement system which covers the seating bowl and public concourse. This system will provide event commentary, information and emergency announcements.

How would a visually impaired supporter go about getting tickets and audio description? “Guests requesting an Assisted Listening Device can pick one up on arrival at the stadium from one of the Information Booths located closest to your seat. We do not take advanced reservations for these headsets as we have a substantial number available. Commentary is only provided for sporting events. Devices are complimentary although a short form will need to be filled out to borrow a device.”

Angela Smith also spoke to Ben Vickery, of global sports architecture practice Populous, who in 1998 was the architect responsible for the redevelopment of Wembley Stadium in collaboration with Foster + Partners. As Project Director he led the scheme from the initial briefing to its completion in 2007.

What things did you take into account when considering accessibility? “Our challenge was to ensure that all areas of Wembley, including the corporate boxes and media areas were equally accessible for everyone regardless of their ability or disability. So we had to consider that people in wheelchairs or with mobility issues needed different adjustments to people with sight or hearing impairment. We had to think about turnstiles, lifts, toilets, access for dogs and how we could install a system for audio description and hearing loops.

Has this changed over time, and with legislation? “Yes, the main piece of legislation that affected us was the Disability Discrimination Act 1995, which required reasonable adjustments be made to ensure equal access for all. We also fed into the development of ‘Accessible Stadia’ a key document which was published in 2003 and sets the standards for all stadiums built from this date. ‘Accessible Stadia’ was amended and updated in 2015, and emphasises the importance of the Social Model of Disability when considering accessibility in stadia.”



On Thursday 14th July the new Moorfields Eye Centre expansion wing at Ealing Hospital was officially opened.

Dr Waqaar Shah, the Royal College of General Practitioners clinical champion for eye health, unveiled a plaque to commemorate the opening of Bee Wing.

The new wing is named after former employee Bee Ong. Bee was the sister in charge at Moorfields Ealing for ten years, before retiring in 2014.

The event showcased the new unit which includes six examination rooms, two injection rooms for diseases such as age-related macular degeneration (AMD), a new patient waiting area, clerical and administration area, and a new disabled toilet facility.

The deputy mayor of Ealing, Councillor Simon Woodrooffe and Mr Virendra Sharma MP for Ealing South also attended, as did Friends Executive Manager Angela Smith.

Friends are delighted to have recently funded a portable Cyclodiode Laser which will be used at both Ealing and at Northwick Park satellite sites so that patients with glaucoma can have laser treatment locally instead of having to come to City Road.



It is with great sadness that we report the death of Laxmi Chandaria who volunteered on our Information Desk from May 2007 helping patients with directions and general assistance.

Winsome Austin, her friend and information desk partner said of Laxmi – “I met Laxmi in 2009 at Moorfield when I started working there.

From the first day I worked with her, she was a very good teacher, professional in every way. She was always on time and when one of us was away we would count the days when we were together again. When we returned we would talk about all the gossip about our work and family.

We had lots and lots of laughs all the time. She was extremely kind. There was never a dull moment with her, when we went out with the volunteers we were always together.

I've never heard anyone say a nasty word against her. She was really lovely to everyone and will be remembered in everyone's thought for just that.”

Our photo shows Laxmi when she attended a House of Lords reception with other volunteers a few years ago.

She will be sorely missed by all her friends at Moorfields and we offer our sincere condolences to her family at this sad time. Rest in peace Laxmi.”



THE PEACOCK LOTTERY - LOADS OF MONEY!



PRIZE WINNERS FROM DRAW 37

Draw made by Moorfields new Chief Executive David Probert

Available pot : £387.50

1st prize: token No 424 - Mr Ken Stowe, Isleworth - £232.50

2nd prize: token No 5 - Mrs Liz Fisher, Hatfield - £97

3rd prize: token No 333 - Mr David Ayres, Langdon Hills - £58

Would you like the chance to win some money?

Draw 39 takes place at the end of November so newcomers please send in your applications soon. The annual fee (covering entry to four quarterly draws) is £20.00, of which 50% goes to funds and the remainder to the prize pot.

The Peacock Lottery is a fundraiser and is entirely separate from membership of the Friends itself. You can be part of either or both!



I would like a PEACOCK LOTTERY lucky number please!

Name: _____

Address: _____

Postcode: _____

Tel: _____ Email: _____

PLEASE TICK THIS BOX IF THIS IS A BRAND NEW APPLICATION

or
PLEASE TICK THIS BOX IF YOU ARE RENEWING

Please send with your cheque for £20.00 (payable to Friends of Moorfields) to Peacock Lottery, Friends of Moorfields, 162 City Road, London EC1V 2PD

