



Friends of Moorfields
E Y E H O S P I T A L

THE PEACOCK

ISSUE 65

February 2017



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

Thank You Lynne, and welcome to Diana!



Friends would like to say a big Thank You! to Lynne Moorcroft who is handing over the editing of 'Peacock' to Diana Griffith.

Lynne has done an amazing job designing and editing 'Peacock' since 2011, and we really appreciate all her hard work as we have seen the magazine go from strength to strength. Lynne will not be retiring though! She remains a key part of the Friends' team as she will join our fundraising committee and focus her efforts on developing our range of knitwear and handicraft products.

Here is a reminder of the 'Peacocks' Lynne has given us:



Moorfields Chief Finance Officer Steven Davies to run London Marathon for Friends



“This is my first London marathon; in fact, it’s my first ever marathon, and the first time I will have run over 10K in an organised event. So it’s a significant challenge which I’ve always wanted to do, as well as a wonderful opportunity to raise funds for a great cause linked to the hospital.

Since signing up, I’ve been trying to train as much as possible around work commitments, and spending time with my young family. A friend gave me a few tips on warming up, and since then I’ve been following a 16 week training plan including 3 short runs a week and a long run on the weekend. The furthest I’ve run so far is 15 miles, and I was really tired at the end; so the thought of another 11 miles on top of that is a bit daunting at this stage!



I will try to run the marathon in 5 hours, so not quick, but if I can go a bit faster I’ll be really pleased. This is probably the only time I will attempt this, so I am determined to enjoy it, although I hope the weather warms up soon!.”

Please sponsor me here:

www.justgiving.com/fundraising/steven-davies21

Worth every penny, minute and mile. Why I always come to Moorfields!

Friends' volunteer Terri Balon told us why she would choose Moorfields over other trusts.

“Having familial congenital bilateral aniridia, nystagmus and other secondary conditions means my family and I have been lifelong patients of ophthalmic care. I changed hospitals when I married and moved out of London in the 1980s, but when my cataracts deteriorated in the '90s, the new hospital would not remove them; I was told this was because of the complexity of my condition, so I requested a referral in London, where it was confirmed that I did indeed need both cataracts removed, and thankfully this was done within a year of my first visit.

More importantly, when our local hospital's locum wished to discharge my daughter, age five, because her vision hadn't deteriorated, I was horrified. Again I sought a GP referral, this time my daughter. Shockingly, the consultant discovered that her eye pressures were dangerously high: they had not been checked since she was eight months' old. She was, of course, immediately put on drops, and also had a left trabectomy, at aged twelve.



I believe that had I not questioned by daughter's potential discharge, she would have lost her sight. Also I would have struggled to look after my young children with untreated cataracts.

This, along with the feeling that our care at Moorfields is a partnership where we are able to make informed choices, means that our family would not wish to attend anywhere else. For our family every (200+) mile, minute and penny spent getting to Moorfields is worth it!"

Thank you to Derek Jenkinson for 15 years Volunteering for Friends

Derek Jenkinson has been a Friends' volunteer for over fifteen years, and a trustee for Friends since 2010. Derek was born severely visually impaired, and worked for over 30 years as an adviser and trainer in technology for the blind and partially sighted.

Derek told us "I volunteer for Friends because I am very pleased with the treatment I have received from Moorfields, and the fact that they have managed to preserve some sight for me. I was told at the age of eighteen that I could be blind by forty and this, thanks to Moorfields, has not happened. I also believe that we all take something from society and that we should, in our own way, put something back."





CQC Inspection of Moorfields: A ‘GOOD’ grading and a fair assessment.

The Care Quality Commission (CQC) published its report of Moorfields Eye Hospital NHS Foundation Trust on 6th January 2017, giving a rating of ‘Good’ overall.

Inspectors noted outstanding practice in many parts of the trust including:

- Playing a pivotal role in the development of ophthalmic services and being selected by NHS England to develop new models of care as part of the national vanguard programme.
- Staff’s sensitivity to the needs of children, young people and their families.
- The development of staff skills, competence and knowledge, and development of extended nursing and allied health professional roles.
- Moorfields’ extensive research portfolio recognised at a UK and global level, directly benefiting patients.
- A clear and proactive approach to seeking out and embedding new and more sustainable models of care from all staff levels within the services, and across the Moorfields network.
- Significant investments in leadership and quality improvement.

In addition to identifying many areas of outstanding and good practice, the CQC has also highlighted some areas for

improvement. You can read the full report on the CQC website: <http://www.cqc.org.uk/provider/RP6>

Professor Sir Mike Richards, chief inspector of hospitals, said of the trust: “Care was delivered in line with relevant national guidelines and we saw appropriate policies, procedures and clinical guidelines, which referenced these. Feedback from people who use the service, and those who are close to them, was continually positive about the way staff treated them. Patients thought the care they receive exceeds their expectations.

We observed staff providing compassionate care and treating patients with dignity and respect. Staff were proud of the organisation as a place to work and spoke highly of the culture and opportunities.”

David Probert, Chief Executive Moorfields Eye Hospital said “An outcome of Good is a fair and appropriate assessment of where we are at the moment as a busy specialist hospital located in often challenging and aging facilities. We are a good trust, with some outstanding features and some areas that require improvement. I am therefore delighted that the CQC came to the same conclusion. We are one of only a few acute trusts in the NHS rated Good, a very positive position to be in.”

“We are immensely pleased that Moorfields did so very well in the Report, particularly in the Outstanding ratings for caring, by the Paediatric team. It is a testament to the patient-focussed ethos which makes Friends so proud to support the Hospital, and makes it such a rewarding pleasure for us to do so.” ***Ginny Salter, Chair of Friends Trustees.***

Tracy Lockett, Director of Nursing and Allied Health Professions at Moorfields

spoke with Angela Smith about the role of nurses within Moorfields and the importance of volunteer support.



Can you tell us a bit about yourself and how you came to be working at Moorfields?

“I have been a nurse for over thirty years, and my background is in surgical care. I was working as Head of Nursing in an east London hospital, but I wanted a role which had more opportunities for strategic development. Everyone has heard of Moorfields, either because they are a patient themselves or they know someone who has been treated there, so when I saw the job opportunity as Deputy Director of Nursing in 2008 I was excited to apply, and I am pleased to still be here 8 years later.

As Moorfields is a specialist hospital, how does the role of nurses here differ from those at a general hospital?

“There is a whole spectrum of nurses’ roles at Moorfields, though of course they are primarily there to provide the basic care, giving support when patients come in for either clinic appointments or for surgery. Nurses here also offer physiological support and advice on eye conditions and advice after discharge when somebody has had an operation. As well as this fundamental care, we are moving

towards the nurses' role being absolutely key to strands of care around advanced practice. We have Nurse Consultants here now, who see, diagnose, treat, prescribe and discharge patients: meaning the patient does not need to see a doctor or optometrist as the nurse looks after the whole of the patient pathway. Our strategy now is moving towards having more nurses who have greater impact on the care of the patient. I also think it is really important that nurses contribute to audit and to research.”

How many nurses are there working at Moorfields? “The number changes on a daily basis, ‘though we have over five hundred registered nurses, and then there are approximately two hundred support nurses, healthcare assistants and technicians who play a really important role. So nurses are the largest workforce within the Trust.”

Another aspect of your role is supporting patient care and patient experience. How do you see volunteers helping with this? “This is a support function, and volunteers are absolutely critical to the support service. As you know, we are a very busy organisation, and the doctors, nurses and administrative staff do a great job here, but often it is about giving that extra helping hand, to help steer them through the organisation from when they arrive, to helping them find their way from one clinic to another, or to the wards — especially when they are worried or anxious. Volunteers also play an important role in meeting patients' basic care needs, such as directing them to the toilets or to find where they can get refreshments, as well as offering support around referrals to other organisations. Volunteers really are fundamental to the work we do.”

**Listen to the full conversation at
www.friendsofmoorfields.org.uk.**



100 mile Bike Race. 29th July 2017.

Friends Trustee, Michael Parker takes up the challenge...

“In 2006, Lady Emma Verey, the previous Chairman of the Friends, persuaded me to join the Friends as a Trustee. I had then, as I still have now, remarkably good eyesight for someone of about sixty-five and consequently my knowledge of eyes and of Moorfields was limited to say the least.

Since then, I have learnt that the names of most afflictions, their treatments, and the equipment required – I often need several attempts to just pronounce them correctly! I also know that what the Friends do to help in this process is invaluable. And expensive!

The running of our wonderful volunteers and the provision of vital equipment, unavailable from the financially strapped NHS, costs a lot of money. As a trustee, I know this at first hand. I also know that there are never enough £££s to do what we would like to do. I am on the Friends’ fundraising committee and we spend a lot of time looking at ways to raise money. I have run a few London Marathons in the past, and always raised money for charity, but I was a bit younger then and I’m not sure that I’d be able to take the impact of twenty six miles anymore! So it seemed a good idea to do this Bike

Race for The Friends, instead.

For me, this race will be very much like the Marathons, in that I will be looking to complete the distance, at least. Fortunately it is the event, and who you do it for that counts, not how you are placed. On my bicycle, I have no idea how far up or down the field I'll come. It will just be good to know that the scales will register considerably fewer pounds than they do now and that a much larger number of pounds (£££!) will have been raised in the process.

My son, at sixteen, is also entering the race in competition, but raising money for another charity, so that even if I don't beat him on the day it would be good to raise more money than him!.

Please help both me and the Friends by giving generously!

You can do this by sponsoring me via Friends website
www.friendsofmoorfields.org.uk

Or sending your donation to the Friends' office, Moorfields Eye Hospital, 162 City Road, London EC1V 2PD.

Thank You!



Happy 10th Birthday Ronald McDonald House Moorfields!



Since opening its doors in February 2007, The Ronald McDonald House at Moorfields Eye Hospital has supported thousands of families with children needing treatment at Moorfields.

This House is unique as it is the only Ronald McDonald House where accommodation can be pre-booked, as Moorfields largely carries out elective surgery. The House has specialist equipment for the blind and visually impaired and provides an array of creature comforts for families from all over the UK and the rest of the world.

“My son came to Moorfields to have an operation to lift his eye lids (16 months old). We come from Cornwall so it is a 5 hour journey. Moorfields were kind enough to have us overnight whilst my son recovered from his traumatic operation. I couldn’t rate them high enough, it is brilliant here :). There is everything families need, kitchen, lounge, perfect bedrooms with en suite wet rooms. This charity makes it so much easier to cope with your family having surgery and they take away the stress of finding somewhere to stay. The house manager David is fantastic! Very friendly and makes you feel really at home there! Thank you so much for your hospitality! We really appreciate it.” - Lissie Lau

Friends are delighted to support this House, and with your help we were able to contribute more than £300,000 towards the cost of building it 10 years ago. Friends still have a representative on the House Board of Governors, and continue to work closely with Ronald McDonald House Charities to make sure this is a 'home away from home' for families who have a child needing surgery or other treatments at Moorfields.



www.rmhc.org.uk/our-houses/moorfields/

Welcome to Robert Dufton: Moorfields Eye Charity's New Chief Executive.

Friends would like to extend a warm welcome to Robert Dufton who started as Chief Executive of The Moorfields Eye Charity in January 2017.

Robert was previously the director of campaigns at the University of Sheffield. Prior to that he was, for a period of nine years, the director of the Paul Hamlyn Foundation, one of the UK's largest grant-making organisations. He started his career as a solicitor, and has held a number of non-executive roles in the charitable and academic sectors. Robert is also currently a member of the Arts and Humanities Research Council. He was awarded an honorary doctorate by the University of Bristol for his work in the fields of fundraising and philanthropy.

Angela Smith, Executive Manager of Friends said "I am looking forward to working with Robert over the coming months and years, as both charities work together to support Moorfields " Robert commented "I'm impressed by the number of Friends who volunteer their time for the benefit of patients. I'm looking forward to working with Angela, her colleagues and the Friends to enhance the ways in which the Friends of Moorfields and Moorfields Eye Charity can collaborate to benefit the work of the hospital."





advice and support for older age
Independent
Age

Independent Age is a charity founded over 150 years ago enabling older people to stay independent and live well with dignity, choice and control throughout the UK.

“We want the UK to be the best place to grow older and we have ambitious targets to increase the number of older people we help and the difference we make. We receive no state funding and rely on income from individuals, trusts and other sources. Our free services include regular calls and befriending visits by our volunteers, information and advice, a helpline, campaigning and volunteering opportunities. Our guides and factsheets are full of information to help older people boost their income, find the care they need, remain independent, choose the right place to live and to stay connected. We give free, confidential advice over the telephone for older people, their families and carers on issues such as getting help at home, adaptations, care assessments, paying for care, staying in touch with other people and welfare benefits. We use the knowledge and insight gained from our frontline services to challenge poor care and campaign for a fair deal for older people.”

Independent Age welcome referrals and self-referrals of older people by calling them on 0800 319 6789.

THE PEACOCK LOTTERY - WIN SOME MONEY!



PRIZE WINNERS: NOV 2016 DRAW

Draw made by Mally Scrutton

Available pot : £460

1st prize: token No 133:
Mr P Shadbolt - £276

2nd prize: token No 381:
Mr R Bott - £115

3rd prize: token No 422:
Mrs F Wall—£69

The next draw takes place at the end of February, 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

