

Issue 69  
March 2018



# The Peacock

*quarterly newsletter*

## Friends of Moorfields

E Y E H O S P I T A L



**Climb the 02 Dome  
for Friends**

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# Dear Reader,

It is hard to believe we are already well into 2018! Things continue to be as busy as ever in the Friends' office as we work towards expanding our volunteer programme, improving patient access to information through the Health Hub and making grants to help Moorfields improve the patient experience.

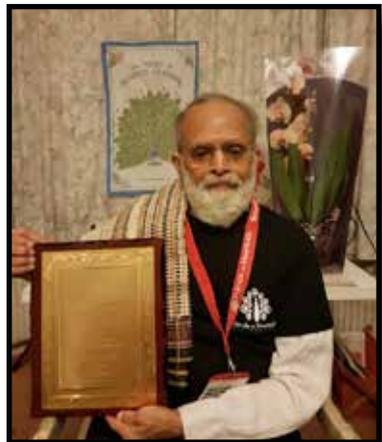
Our mini-mart, jewellery and book sale events continue to thrive. Please look at our website for future dates.

[www.friendsofmoorfields.org.uk](http://www.friendsofmoorfields.org.uk)

If anyone has any bric-a-brac, jewellery, books, artwork or other items they would like to donate, please feel free to drop them off at the Friends' office.

Many congratulations to our volunteer, Prof. Jagdish Dave, who was recently recognised by the Gujarati Literary Academy for his "unique talents and dedicated years of service to languages" with a special award in November. Jagdish used his award ceremony to fundraise for Friends and donated a wonderful £238!

Thank you, and well done.



# Goodbye and Bon Voyage! to Susan Hoyal



Susan will be leaving Friends at the end of February to embark on an exciting new chapter as she relocates to the Middle East with her husband.

Susan first joined Friends as a volunteer, working in the Friends Shop before joining the staff team five years ago as an administrator, and then more recently sharing the Finance and Admin. Officer role with Nimita Park. She has also worked as secretary for the Moorfields Association for the past three years.

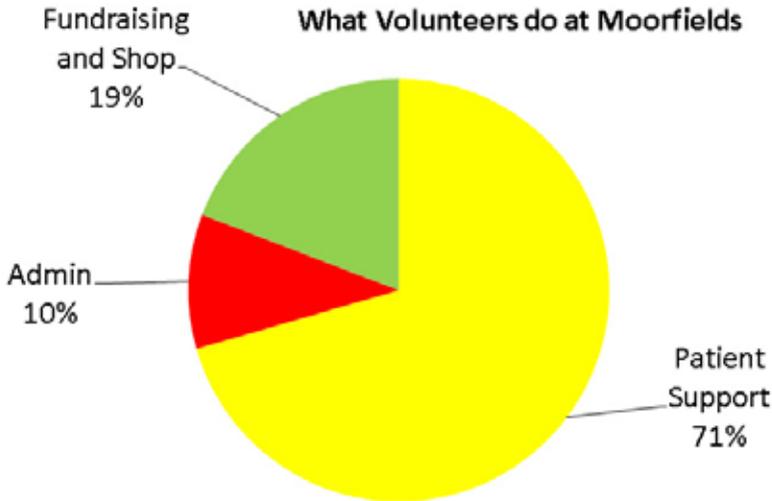
She was instrumental in introducing the new fully integrated finance system which we set up in November 2015.

Susan said "I have enjoyed my time working for such a worthwhile and dynamic organisation as the Friends. It has been a great pleasure to work alongside wonderful, professional colleagues and friendly volunteers. I am proud to have worked for Moorfields Eye Hospital"

She will be very much missed by all of us and we wish her every success for the future.

# Volunteers at Moorfields

Volunteers play an essential role in the life of Moorfields and are very much appreciated by the staff and management. We have a team of over 200 volunteers working in many different roles, supporting patients and helping 'behind the scenes' with fundraising and administration.



## Some Volunteer Roles:

**Patient Guiding:** These volunteers provide assistance to patients finding their way around the hospital, either by a verbal description or physically taking the patient where they need to go.

**Information Desks:** We have two desks where volunteers meet and greet patients and visitors upon arrival at Moorfields. They provide verbal directions and assistance as well as giving information about the local area, transport options etc. These volunteers are also helping with the Self Check-in kiosk trials.

## **Collecting at Underground Stations and**

**in the Hospital:** Our collectors help raise funds which allow the Friends to support the work at Moorfields Eye Hospital. Wearing an identifiable tabard, they collect for a few hours at dedicated venues.

**Clinic Support:** Clinic volunteers talk to patients in the reception area and help with queue management. They assist patients in finding their way around the clinic, and taking them for eye scans or photographs. They help patients to complete feedback cards (Friends and Family Test), and also support dementia patients and others with special needs.

**If you can spare a few hours each week to join our friendly team either at City Road or one of the 31 satellite sites please call 0207 251 1240 or email [friends@moorfields.nhs.uk](mailto:friends@moorfields.nhs.uk)**



# 'Rare Diseases Day'

Rare Diseases Day takes place on the last day of February each year. The main objective of the day is to raise awareness amongst the general public and decision-makers about rare diseases and their impact on patients' lives.

- A disease or disorder is defined as rare in Europe when it affects fewer than 1 in 2000.
- In the EU, as many as 30 million people may be affected by one of over 6000 existing rare diseases.
- 80% of rare diseases have identified genetic origins whilst others are the result of infections (bacterial or viral), allergies and environmental causes, or are degenerative and proliferative.
- 50% of rare diseases affect children.

This year there is a strong focus on the importance of research and the work scientists are doing to find cures and treatments for rare diseases. The National Institute for Health Research (NIHR) Biomedical Research Centre at Moorfields Eye Hospital NHS Foundation Trust and UCL Institute of Ophthalmology aims to be the development site of choice for rapid-track delivery of new diagnostic methods and therapies. Friends partnered with some of the teams of scientists to showcase the work involving conditions that affect the eyes and sight.

**We are also funding a series of patient engagement days, the first will be on 23rd April, and will focus on Best Disease.**



A lot of the rare diseases seen at Moorfields are inherited or genetic. Scientists are doing a lot of work to try and identify the genes which cause these conditions and to look for ways to prevent or cure them.

**Stargardt Disease** is the most common form of inherited juvenile macular degeneration. The progressive vision loss associated with Stargardt disease is caused by the death of photoreceptor cells in the macula; the central portion of the retina at the back of the eye, which you use when reading, writing or watching TV.

**Best disease** is also a genetic condition that you are born with, although it does not usually start to affect your vision until later in life. Best disease affects also the macula.

**Usher syndrome** is another inherited, genetic condition. The main symptoms are hearing loss and sight loss, due to a condition called retinitis pigmentosa (RP) Some patients also experience balance difficulties.

Institute of Ophthalmology  
11-43 Bath Street  
London EC1V 9EL

**UCL**

**Best Disease Patient Day**

Monday 23rd April 2018  
10:30-16:30

Please register at  
[www.bestday.eventbrite.co.uk](http://www.bestday.eventbrite.co.uk)

[bestday@ucl.ac.uk](mailto:bestday@ucl.ac.uk)

Friends of Moorfields  
AND ASSOCIATES

Macular Society

NHS  
National Institute for  
Health Research

OPHTHALMOLOGY  
ENGAGE

## Medical Director: Declan Flanagan

Declan Flanagan will shortly be standing down after more than 8 years as Medical Director at Moorfields. During this period the trust has practically doubled in size, in terms of numbers of patients seen, numbers of operations done; amount of research done and in terms of money spent on behalf of patients. He spoke to us about his time in post:

### **Can you describe a typical day for Moorfields Medical Director?**

"I share my time between clinical work and medical management. I spend approx. 1.5 days per week seeing patients and practicing as a medical retinal specialist. The other 4.5 days I spend trying to run things as smoothly as possible. I have an important role in making sure that managers at all levels understand the quality and safety issues in particular and that patients are seen and treated as effectively as possible. I play an important part in investigating incidents and making sure we don't make the same mistake twice. I also have to ensure that staff at all levels have the training they need to do the job they do.



I attend the trust board meeting once a month where I have to put the medical view to the board to reassure them that we are delivering a high quality service, that we take financial matters into account, but that ultimately the quality and safety of the service we offer to patients is given due importance"

## **What was the best thing about being Medical**

**Director?** “It is a great job – I think the most important thing for me is being able to make a difference. What we can offer patients in ophthalmology has extended enormously in the past 20 years and I have had a big role in making sure that patients get access to new treatments. It’s been great that Moorfields has lead the country on providing patients who have macular degeneration and diabetic retinopathy with injection services to minimise their loss of vision. It has also been great to lead on other new treatments such as corneal cross linking for Keratoconus, which has improved the lives of a lot of younger people and in many cases spared them the need for cornea grafts. I have also helped to keep Moorfields at the front edge of the treatment of Uveitis (inflammatory eye disease) by making sure the patients have access to the new highly effective, but somewhat expensive, medications that are now available, as for some people this can be a blinding condition.”

## **Tell us about some of the more challenging aspects of the role.**

“One of the biggest challenges is making sure that the 100,000 patients who attend our A&E each year get a timely and safe service. This has involved recruiting a lot of new doctors to do this work; training a lot of nurses and opticians to do this work and also taking great care to make sure that the safety of our A&E is as good as it can possibly be. That is always a challenge as we have to provide the service 24 hrs per day, 7 days per week. Patients travel a long way to Moorfields for that care.



It has also been difficult at times to make sure that we can cope with the large number of patients who require operations such as cataract surgery. We perform over 20,000 cataract operations per year and we have improved our pathways to make sure we can do this procedure as effectively as possible for as many patients as possible."

**Nick Strouthidis has recently been named as the new Medical Director. How do you think Friends can support him?** "Nick will have a very different way of doing things to me, which I think is right. We are working in slightly different times now, although I know Friends work with improving the experience for patients attending Moorfields will still be needed. I think your recent role in employing new support workers, play leaders and others will continue to be very important and I am sure Nick will want to explore these further with you."

**Nick Strouthidis has been a consultant ophthalmologist in the glaucoma service at Moorfields since 2012, and the glaucoma service director for two years. He has also been the deputy divisional director for City Road since early 2017.**



"Nick is very well known to all of us at Friends and he recently spoke at our AGM. We are delighted with his appointment and look forward to working closely with him"

**Angela Smith, Chief Executive Friends of Moorfields.**



# Improving Play at Moorfields South

It is recognised at Moorfields, that if children can play for most of their waiting time their stress levels will lessen. Medical staff tell us that children are happier and parents calmer despite the inevitable waits to be seen whilst, for example, eye drops work to dilate children's pupils. This makes for a much easier examination and improves patient care.

For many years Friends have paid for play therapists to keep children happy, especially when there is a long waiting period, either in A&E or in Outpatient clinics. We also provide toys and other interactive equipment. We have recently expanded this project to improve the play facilities at Moorfields South. This includes the funding of a full time play therapist at Moorfields St George's Tooting; where around 6,500 children are seen each year at the outpatient clinics, as well as funding to update the play areas provided by Moorfields at St George's, Purley and Croydon satellite sites with new toys, televisions, DVD's and wall mounted play units.



# CLIMB THE DOME!



## FANCY A CHALLENGE?

*Climb the Dome and raise money for the  
Friends of Moorfields Eye Hospital  
on Sunday 19th August 2018 at 11 a.m.*

*At the Millennium Dome  
(otherwise known as the O2 Arena)  
Peninsula Square, London, SE10 0DX*

*We ask for a commitment to raise £150.*

*Certificates will be given upon successful completion  
of the climb whilst we enjoy some refreshments.*

***For more details contact  
Friends@moorfields.nhs.uk***

*The money raised will be used to  
support our work with children at  
the Richard Desmond Children's  
Centre at Moorfields City Rd. We  
currently provide a play leader, a  
counsellor and donate equipment.*



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



Last August, a team of Friends' supporters including Trustee Derek Jenkinson and Chief Executive Angela Smith, took part in our first 'Climb the Dome' for Friends.

One of our younger climbers last year was Ollie aged 10. Ollie was born with congenital glaucoma in both eyes. Since then he has had five surgical procedures on his eyes to save his sight and he also had to have regular examinations under anaesthetic to check his sight. In the beginning, Ollie and his parents pretty much lived in Moorfields two out of three weeks, whilst the teams worked to save his sight.

Since then the family do what they can to support Friends, and say thank you for the gift of sight for Ollie and other children like him. Ollie's care will be ongoing throughout his life as there is no cure for glaucoma and so regular checks are vital.



# In memory of Peter Cooper

We are very sad to report the passing of volunteer Peter Cooper, aged 83 years, in January, following a short illness.



Peter was a highly valued and popular member of the team, and supported patients and staff in Clinic 2 on Tuesday afternoons since 2013. He was also a regular at our Pub Quiz nights and other volunteers' social events.

Consultants Ian Murdoch and Debbie Kamal told us "Peter has helped in our Tuesday afternoon clinic for years, keeping both patients and staff sane. Half way through the afternoon each Tuesday, he made a pilgrimage, to Costa to get drinks for all the staff to keep them going. He was always there to guide patients and help the clinic flow and we will miss him sorely."

Our sincere condolences and warmest wishes to Peter's wife Krys, and to all his family.

**DRAW MADE BY**  
**Tracy Lockett**  
Director of Nursing and  
Allied Health Professionals



**PRIZE WINNERS:** DECEMBER 2017  
AVAILABLE POT : £410.00

**1ST PRIZE:** token No 388  
£246.00

**2ND PRIZE:** token No 406  
£102.50

**3RD PRIZE:** token No 499  
£61.50

The next draw takes place at the end of February 2018, so newcomers please send in your applications. 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!



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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



# Friends of Moorfields

E Y E H O S P I T A L

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