

# INSIDE King's

SPRING ISSUE 2023



## Coping with loss

Supporting parents who  
experience pregnancy loss

# Welcome



## This is the third edition of our magazine, Inside King's.

2023 is already proving to be a busy and exciting year for King's, and in July, we will join people up and down the country in celebrating 75 years of the National Health Service.

At King's, we will be marking this important milestone, and I remain incredibly grateful to our local communities for their constant and unwavering support, as well as to the 15,000 staff at the Trust who work so hard to deliver the services so many people rely on.

So much has changed since the first days of the NHS back in 1948, and on page 7, you can read about one such example of this, as we prepare for the launch of Epic, our new electronic patient record, which has the potential to transform the way we provide care, and the way in which patients interact with our teams.

Our cover story features Tulip, who kindly agreed to share her experience of pregnancy loss, and the positive care she received from our specialist bereavement midwives. Thank you to Tulip, and to the excellent team who cared for her.

In this edition you can also read about our Hospital@Home service. The service is helping children undergoing care at the Princess Royal University Hospital go home earlier, whilst still receiving the treatment they need, in the comfort of their own homes. This is good for patients, and helps ensure we have hospital beds free for patients who need them.

We hope you enjoy this edition of Inside King's, and thank you again for your interest in our Trust and the hospitals that we run.

**Professor Clive Kay**

Chief Executive

## INSIDE King's

### Meet the team

Words and photos by Communications Team.

Cover photo by Nial Anderson.

Design: mikelebianstudio.com

Front cover: Tulip and Sarah Phillips,  
Specialist Midwife for Pregnancy Loss



## Staying up to date

As well as reading Inside King's, you can stay up to date about what's happening at the Trust via social media, and our website.

 @KingsCollegeNHS

 @KingsCollegeHospital

 @KingsCollegeHospital

 [www.kch.nhs.uk](http://www.kch.nhs.uk)

If you have any comments or feedback on this magazine then please contact:

 [kch-tr.CorporateCommunications@nhs.net](mailto:kch-tr.CorporateCommunications@nhs.net)

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## New Chief Nurse to join King's in June



**Above:** Tracey Carter

**W**e recently announced the appointment of Tracey Carter as our new Chief Nurse and Executive Director of Midwifery.

Tracey will join the Trust in June this year from West Hertfordshire Teaching Hospitals NHS Trust, where she has been Chief Nurse and Director of Infection Prevention and Control since 2014.

In her new role at King's, Tracey's responsibilities will include the professional leadership of our 6,000 nursing, midwifery and allied health professional staff. She will also have overall responsibility for safeguarding vulnerable patients, as well as infection prevention and control.

Tracey said: *"I am very excited about being part of King's...it takes remarkable people to be nurses, midwives and allied healthcare professionals. They do amazing things for patients, and I continue to feel privileged to get up and be a nurse each and every day."*

## New Governors appointed

**W**e recently appointed new Governors following elections earlier this year. Governors represent the views of local communities, and help ensure the decisions we make are in the best interests of patients and staff.

Our new Governors (public) are Katie Smith, Victoria O'Connor, Tony Benfield, Ibtisam Adem and Jacqueline Best-Vassell. We

also welcomed two new patient Governors in Chris Symonds and Fidelia Nimmons, as well as Christy Oziegbe, staff Governor.

We would also like to say a big thank you to the public, patient and staff Governors whose terms finished in January.

Further information is available at [www.kch.nhs.uk](http://www.kch.nhs.uk)

## King's nurse wins award for excellent patient care

**K**rissie Stiles, a Plastic Surgery Clinical Nurse Specialist, has been recognised with a Journal of Wound Care (JWC) Award for effective burns care.

The JWC Awards showcase the work of healthcare professionals in all fields of wound care, and Krissie was presented with the JWC Award in recognition for her outstanding efforts.

Krissie says: *"I am extremely proud to have won a JWC Award for my work. A big part of my career in burn care has involved training pre-hospital emergency teams, healthcare assistants, emergency nurse practitioners and emergency department doctors so we can give*



**Above:** Krissie receives her award

*patients the very best care.*

*"As health professionals, each one of us makes a difference to a burns survivor's recovery, and having the right training ensures we can minimise any long-lasting damage caused by burns."*

## Quebec ward goes extra mile for birthday celebrations

**T**he team on Quebec ward at Orpington Hospital pulled out all the stops recently to help patients celebrate their birthdays.

Staff on the frailty ward, arranged for cakes and birthday cards to be presented to a number of patients that happened to have their birthdays close together.

Nikki Roscoe, Matron, Adult Medicine (PRUH & South Sites), said: *"I was so proud of the team when I heard about the lengths they went to – being in hospital on your birthday is never nice, so it was lovely to see that patients were still able to celebrate thanks to the efforts of our staff."*

*"Providing outstanding care is what we're all aiming for, and going the extra mile makes a huge difference to the wellbeing of our patients. Thank you and well done to all our staff on Quebec ward."*



**Above:** A patient with her cake and card

## CQC well-led rating for King's upgraded to 'Good'

**K**ing's has recently been rated 'Good' for our leadership arrangements, following a review carried out from October to December last year.

The Care Quality Commission (CQC) – which is the regulator of hospitals in England – praised improvements in leadership arrangements at the Trust, and the positive impact this had had on staff, and hospital services.

The CQC found that the strength, strategic focus and accountability of

the leadership team had improved. The inspection report also highlighted the development of good objectives and plans, which supported staff to carry out their responsibilities effectively.

The Trust's overall rating is 'Requires Improvement', and this remains unchanged from previous inspections.

Further information is available at

[www.kch.nhs.uk](http://www.kch.nhs.uk)

## Recent strike action by nurses, physiotherapists and junior doctors



**L**ike many hospitals, we have been affected by strike action since the start of the year, which has included nurses, physiotherapists and junior doctors.

We fully support the right of staff to take strike action, but we also recognise the impact industrial action has had on some patients who use our services. We have maintained emergency and time-critical services throughout the strikes, but we have had to postpone some non-urgent outpatient appointments and operations to free up staff.

This has been difficult and distressing for the patients affected, and we would like to apologise for any inconvenience caused. Our teams are working hard to reschedule all appointments and operations postponed as a result of the strikes, and all patients affected will be contacted with a new date soon.

# King's goes green to help the environment

Staff across the Trust are supporting new and innovative ways to minimise waste, and cut down on emissions that are harmful to the environment.

The King's Green Plan sets out our ambition to become carbon net zero by 2040, which means reducing the amount of harmful waste we produce, and using more environmentally friendly sources of power.

Our hospitals need energy to keep our services running, to operate critical equipment, and ultimately to save lives – but that doesn't mean we can't become more energy efficient.

One project that is already helping to reduce our carbon footprint is our Nitrous Oxide Waste Reduction programme. Nitrous oxide is used as an anaesthetic gas in our hospitals, so is vital to patient care – but nitrous oxide is also harmful to the environment when it is released into the atmosphere.

Staff at King's found they could massively reduce the amount of waste nitrous oxide used across our hospitals by replacing larger delivery manifolds (clusters of cylinders that supply piped gas to wards) with more efficient portable gas cylinders, located in clinical areas. King's is one of the first Trusts in the country

to decommission our nitrous oxide manifolds, saving over 100,000 litres of nitrous oxide waste in the process.

## Gloves off campaign

Elsewhere, a new campaign launched by our Infection Prevention and Control team is helping to reduce the use of single-use disposable gloves by staff and reduce our carbon footprint.

In 2021/22, the amount of disposable gloves used at King's was equivalent to producing 1,247 tonnes of carbon emissions, which is why our teams wanted to take action.

The 'Gloves off' campaign is supporting our efforts to become more sustainable. The unnecessary use of disposable gloves for certain clinical tasks has also been linked with the transmission of infections, so by reducing glove use for tasks where they're not needed, our staff are helping the environment and reducing the risk of cross-infection.

An information campaign has been shared with staff to educate them on the instances when disposable gloves aren't needed, such as when using computers or iPads on the wards.

Since the start of the campaign in October 2022, gloves usage has decreased by 21%, which equates to using 100,000 fewer pairs of disposable gloves per month!



Above: The ICC team

**4-5%**

the amount the NHS in England is estimated to contribute to the UK's carbon footprint

**7%**

of human-induced Climate Change is associated with anaesthetic gases (Nitrous Oxide and Entonox)

**92%**

of anaesthetic gas is estimated to be wasted by lack of use, leaks and over ordering

**108,000**

litres of gas will be saved annually by decommissioning one of the five gas manifolds at King's and replacing them with portable units on wards

# A new electronic health record for the 21st century

**A**n exciting new project, launching later this year, is set to transform the way staff at King's provide care, with benefits for patients and staff.

Our hospitals treat hundreds of thousands of patients each year. Information about every patient has to be recorded electronically, ensuring we have an accurate record of their appointments, scans and operations, and our care plans for them.

In October 2023, we will launch a new electronic care record across our hospitals. The system, called Epic, is being launched jointly, at the same time, across both King's and Guy's and St Thomas' NHS Foundation Trust.

## Saving valuable time

At present, staff at King's use a number of different electronic health record systems, depending on which service or department they work in. By moving to just one system, Epic, staff will soon be able to use one login and one system to find the information they need to care for patients, saving valuable time. Epic will also mean that, for the first time, clinicians at King's and Guy's and St Thomas' will have access to the same information about patients, many of whom use services at both Trusts.



**Above:** Sarah Morton, Lead Nurse for ED, Acute Medical Unit and Medical Ambulatory Unit at the PRUH

The Epic system will benefit staff and patients in a number of ways:

- Staff will have access to patient records at the click of a button in any setting whether they are in a clinic, on a ward or at a patient's home.
- Epic will make the most of innovative new technology, such as voice recognition tools, making teams more efficient and making more time for staff to spend with our patients.
- A new patient portal, called MyChart, will empower patients to play a more active role in their health, providing secure access to their medical information.

Work has been underway for the past year at King's to prepare our hospitals and our teams for Epic. This includes organising a comprehensive training programme for staff and signing up Digital Champions to support their colleagues with the launch later this year.

## Involving patients in their care

For patients, the MyChart patient portal will empower them to take a more proactive role in managing their health.

Patients will be able to see a personalised record of their healthcare and have the ability to view or cancel upcoming appointments, access test results or medication history, and attend virtual consultations.

MyChart will be accessible as an app or from a web browser when Epic launches in the autumn.

Sarah Morton, Lead Nurse for the Emergency Department, Acute Medical Unit and Medical Ambulatory Unit at the Princess Royal University Hospital, said: "We're really looking forward to Epic because it will help streamline our documentation throughout the department. At the moment, nurses uses electronic systems as well as paper and having everything just on one system will remove all of the need for paper records and everyone will be able to see what they need to within Epic."

# Supporting families through pregnancy and baby loss

*“I had never heard of the role of a bereavement midwife until I lost Rivah, but I am so grateful for this crucial service”*

**F**or the majority of people, pregnancy results in the birth of a healthy baby, but sadly, some families do not get the happy outcome they expected..

One King’s patient who knows only too well the experience of pregnancy loss is 41-year-old Tulip, from south London. Tulip’s first pregnancy was straightforward, and she gave birth to a baby boy at King’s College Hospital in 2018, but in 2019, she experienced two early miscarriages. *“I always knew there was a possibility of miscarriage, but until it happened to us, my husband and I never talked about it,”* Tulip said.

In 2020, Tulip became pregnant again. However, at 20 weeks, after she hadn’t felt her baby move, Tulip decided to get checked and she came to King’s for monitoring. Tragically, she discovered that her baby didn’t have a heartbeat, and that she had experienced a late miscarriage.

Following the devastating news, Tulip was given medication to start her labour, and was told that a bereavement midwife would be in touch to talk her through the birth of her baby son, Rivah. When she arrived at King’s to deliver her baby,



**Above:** Tulip, left, and Sarah Phillips, Interim Matron



*“I always knew there was a possibility of miscarriage, but until it happened to us, my husband and I never talked about it”*

**Tulip**



Tulip was given a laminated piece of card. *“It had a butterfly on it so that I didn’t have to explain what had happened when I went to the ward. I was given a private room, and never saw any other pregnant women, which I appreciated,”* she said. *“The actual delivery, to my utter surprise, was beautiful,”* Tulip added.

After Tulip left hospital, Edyta, a bereavement midwife, kept in touch: *“She was a lifeline – I spent an hour on the phone to her one night. She was one of the few people I felt I could talk to,”* Tulip recalls.

After becoming pregnant soon after the loss of her son Rivah, Tulip was understandably anxious. *“Sarah (another bereavement midwife at King’s) became such an important part of my journey. She arranged additional psychological support when I was struggling to cope, and came with me to some of my scans. At my 16 week scan, I was told that I had lost another baby boy (Rae). Sarah held my hand, and sat with me on the floor as I lost the feeling in my legs.”*

*“She broke the news to my husband over the phone - when I couldn’t bear to do it,”* said Tulip.

*“Sarah said to me, ‘I’m here, call me whenever’ and she was practical, as well as kind in her advice, which is what I needed,”* Tulip recalls. Rae’s birth was complex, but Tulip remembers a midwife called Abbie who helped her. *“The way she cared for me was incredible. I will always remember her and how she literally saved my life that day after I suddenly started losing a lot of blood.”*

After the heartache of four losses, Tulip and her husband went on to have a healthy pregnancy and their daughter was born in the summer of 2022. Sarah met the new addition and continues to hold a special place in the lives of Tulip and her husband.

Tulip added, *“I wrote to the hospital to say thank you for the support I received before, during and after the deaths of my two babies. I had never heard of the role of a bereavement midwife until I lost Rivah but I am so grateful for this crucial service. I am inspired by and so thankful for the work Sarah and her small team do day in, day out. Sarah went above and beyond to ensure we always felt we could get in touch, and that we were not alone - at a time when we felt very isolated.”*

To read the full version of this article, visit our website at [www.kch.nhs.uk](https://www.kch.nhs.uk)  
For advice, information and support surrounding pregnancy loss, visit [www.miscarriageassociation.org.uk](https://www.miscarriageassociation.org.uk)

# Liver patients raise funds as thank you for King's



A young cancer survivor and his mum have raised money for King's College Hospital Charity as a way of saying thank you to the team that cared for him.

Six-year-old George Baker was diagnosed with a rare cancer called Langerhans Cell Histiocytosis (LCH). At the age of just two and a half, George underwent a year of chemotherapy. Unfortunately, less than a week after being given the all-clear, the disease returned.

His mum, Catherine, was told that George would require further, more aggressive chemotherapy and possibly up to five more rounds of treatment before anything else could be done.

*"His liver had been severely damaged by the LCH and we knew that he was unlikely to be able to withstand the further chemotherapy that was required, but we felt that we had no choice but to continue," she recalls.*

Determined to explore every available avenue, the Bakers found a doctor in America who treated LCH patients differently. *"We flew out to meet with him and he took George off chemo and started him on an inhibitor to control the LCH,"* says Catherine.

*"Since then, George has taken a daily pill (which he may require for life) but it appears to have no side effects and should have allowed George to lead a normal life."*

However, shortly after the family returned to England, George's liver, which had been badly damaged by the LCH, began to deteriorate even further. In December 2021, Catherine and his father Sam were told that George would need a liver transplant.



**Above:** George and his mum Catherine, who donated 25% of her liver to her son

**Opposite:** George and his sisters at the Great Hospital Hike

*"We were devastated beyond measure and utterly terrified for George's future, as well as the impact it would have on his two older sisters, Alice and Beatrice," says Catherine.*

In February last year, Catherine was approved to be George's liver donor after extensive testing at King's. From there, even though George's health continued to worsen, everything seemed to change for the better.

*"This is why we have chosen to fundraise for King's College Hospital Charity, it is our way of saying thank you. We will forever be grateful to the entire team for all they've done for us."*

**Catherine**

Last April, a team of surgeons, doctors and nurses removed George's liver and replaced it with 25% of his mum's. Within 24 hours, George was out of the paediatric intensive care unit and breathing on his own. Within ten days he was trying to kick a football down the corridors and was able to walk up and down the stairs within the hospital.

*"George spent a total of four weeks on Rays of Sunshine ward recovering," says Catherine. "It really became a safe space for us, filled with a huge amount of hope. Every member of staff was amazing, their kindness and warmth made such a difference. Rema, the nurse who looked after me in the ICU, was extraordinary – I will never forget her."*

Catherine and George have recovered well and George in particular has gone from strength to strength. He's back at school and enjoys playing football, tennis and golf.

*"He is happiest when playing any sport!" Catherine says. "He is full of life and seems to want to make up for the three and a half years when he was too sick to play and do 'normal' activities that most children can."*

Last autumn the Baker family took part in the King's College Hospital Charity's Great Hospital Hike and last month – just one year after the transplant - George and his sisters cheered on mum Catherine as she took on the London Landmarks Half Marathon to raise funds.

*"I know that George has a long road ahead but our lives are infinitely better thanks to King's," Catherine says. "We have so much hope for George's future. He was given a new liver that day but we were all given something so much more than we could have ever imagined."*

*"This is why we have chosen to fundraise for King's College Hospital Charity, it is our way of saying thank you. We will forever be grateful to the entire team for all they've done for us."*

# Behind the scenes

King's provides specialist services, which means our teams often prescribe complex medicines and treatments, such as chemotherapy for cancer.

In this edition of Inside King's, we meet our Aseptic Services team, who ensure these medicines are prepared to precise specifications as well as stored and delivered correctly, so keeping patients safe.

*"Obviously going through any treatment – such as chemotherapy – is going to be very daunting for patients" says Laura Stevenson, Associate Chief Pharmacist. "This means we must ensure that all the medicines and treatments we prepare are fit for purpose, good quality and ready to go on the wards."*

Laura is one of 36 staff in our Aseptic Services team, and together, they prepare over 30,000 doses of specialist medicines per year. They work with staff on the wards, but a lot of the work they do takes place behind the scenes, and with good reason.

The team prepare treatments in specialist aseptic units, which only trained staff are allowed to access.



**Above:** The Aseptic Services team at King's College Hospital

Every element in these units is painstakingly controlled, including both air flow and pressure, light levels, temperature and humidity.

*"Many of the medicines we use, including for chemotherapy, are cytotoxic – in other words poisonous – so clearly you don't want to have any contamination present," explains Matthew Fisher, Senior Pharmacy Technician. "Any bacterial contamination in the prepared dosage could prove fatal for someone who is undergoing chemotherapy and has a suppressed immune system – so preparing and storing these medicines safely is vital."*

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***"Obviously going through any treatment – such as chemotherapy – is going to be very daunting for patients."***

**Laura Stevenson**

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Specially trained staff like Matthew and his colleagues use so-called clean rooms to prepare medicines used for treatments such as chemotherapy, as well as clinical trials. Before entering, they must 'gown up' in overalls, boots, two pairs of gloves, clean-room berets, and masks.

To enter the clean room, operators must also pass through interlocking change rooms where they gown up, don a second pair of gloves, and disinfect their gloves before entering. Once inside the clean room, staff use specially adapted sleeves, which have special isolator gloves at the end, to prepare the medicines.

## Clinical trials are our medicines for the future

The most common medicines the team prepare are for chemotherapy and parental nutrition, which is a specialised form of food injected into a patient's vein. The team also prepare specialist immunotherapy drugs, and a range of specialist treatment for clinical trials.

Our Aseptic Services team will shortly move into a new facility at King's College Hospital, thanks to a £1 million investment in the service.

Laura adds: *"I think there's so much we can achieve and I'm really excited about the opening of the new unit and the improvements it will mean in the work we do for King's patients. This will also mean we can support more clinical trials. Focusing on clinical trials will ensure effective treatment for our patients now and in the future."*



**Above:** Medicines are passed between rooms through sterile, air lock style hatches



**Above:** A staff member producing medicine in a aseptic processing isolator

# Helping children go home from hospital

Children being treated at the Princess Royal University Hospital (PRUH) are spending less time in hospital thanks to the work of our Hospital@Home team.

**T**he service, which provides hospital-level care to patients in their own homes throughout Bromley, is made up of a team of experienced paediatric doctors, nurses and specialists, and runs seven days a week, 365 days a year. The service provides expert medical support so that babies, children and young people can avoid unnecessary admission, leave hospital sooner, and continue their recovery in the comfort of their own home.

Treatments provided at home through the service include intravenous antibiotics and respiratory assessments for conditions such as croup, asthma, bronchiolitis, infections, and high temperatures.

Sixteen-year-old Daisy, who lives in Chislehurst and suffers with recurrent lower tract respiratory infections, said the service has been life-changing for her.



**Above:** The Hospital@Home team

*"Whereas I used to have to spend two weeks at a time in hospital having my intravenous antibiotics, now when I'm poorly, I can receive the care and medication at home. This has been revolutionary; it means I don't miss nearly as much school as I used to and it enables me to live a more normal life spending time with family and friends instead of so often being confined to a hospital ward."*

*"The nurses are really kind and knowledgeable, and really do show that they care. They always refer me back to my consultant if they have any doubts at all about my illness and how I'm progressing. This means that I feel very safe and secure having my treatment away from the hospital environment, as I know that the care is impeccable. After 15 years of regular hospital admissions, this Hospital@Home service has proved*



**Above:** Daisy, 16, from Chislehurst

*“The nurses are really kind and knowledgeable, and really do show that they care. They always refer me back to my consultant if they have any doubts at all about my illness and how I’m progressing.”*

**Daisy**

*to be really liberating for me and I very much hope it can continue to grow and help more people like me in the future.”*

The Hospital@Home team also gives parents and carers advice on how to manage fevers at home, how to give medicine such as inhalers, and how to encourage a good fluid intake.

Dr Julia Phillips, a Consultant Paediatrician based at the PRUH, explains: *“Our Hospital@Home service means children can benefit from high-quality, hospital-level care in the comfort of their own home – which is often where they would rather be. Our team of community nurses liaise with the hospital team throughout the child’s treatment to make sure they are getting the right care in their own home, and are able to recover as quickly as possible.*

**Giving children and young people their independence**

*“We know that children and young people often respond much better when they are at home. Being in familiar surroundings close to family can all help with recovery, and they are less likely to be*



**Above:** Dr Julia Phillips

*readmitted to hospital. The work of the dedicated home nursing team means that children avoid missing out on school, and young people are able to continue to live their lives independently, without the disruption of long hospital stays.”*

More than 1,650 young people have been referred to the service since it was created. Feedback from parents and carers who have benefitted from the service highlight the personalised, high-quality care, the kindness and compassion of the nursing team and the convenience of being seen at home.

Dr Phillips adds: *“Looking after a child who is sick and needs a lot of medical care can be extremely stressful, and many parents tell us that the Hospital@Home service has helped them feel more confident in looking after their child. Colleagues at the service monitor the condition of children in our care, so they can see if patients can be looked after at home safely, or if they need to come back into hospital at any point.”*

The Hospital@Home service can accept referrals from hospitals only for children aged 0-16 years old who live in and have a registered GP in the London Borough of Bromley.

# The great hospital hike 2023

Saturday 16 September



King's  
college  
hospital  
charity



## Walk THIS WAY to support your hospital!

Whether you hike all 18 scenic miles from Denmark Hill to Bromley or join our shorter family-friendly route, every step you take and every pound you raise will help us take care further at King's.

Sign up now at

[supportkings.org.uk/hike](https://supportkings.org.uk/hike)



@supportkings

King's College Hospital Charity, Coldharbour Works, 245A Coldharbour Lane, London SW9 8RR. Registered Charity Number 1165593.



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