

Croydon Health News



Issue 6: Summer 2018

New CT scanner at CUH is “fastest in the NHS”

Croydon University Hospital now has a top of the range CT scanner that can produce high-resolution accurate images of the heart in just 135 milliseconds.

The new scanner is highly adjustable which means it is more comfortable for patients. Thanks to innovative technology it also means shorter set-up times and lower doses of X-Ray radiation.

Olympic gold medallist Tessa Sanderson unveiled the new scanner at the hospital alongside Mike Bell, Chair of Croydon Health Services NHS Trust, radiography department staff and representatives from manufacturers Canon Medical Systems. Tessa, who has family in Croydon, once relied on scanners and other NHS support when an achilles injury took her out of competitive sport for two years.

The whole device is more streamlined, reducing the anxiety that some patients feel when they enter a scanner. Illuminated images provide a relaxing environment and

fun video cartoons help guide children through the process. It also gives advice to patients in many languages.

Anne Geoghegan, CT Superintendent at Croydon University Hospital, said: “It is fantastic that we now have the fastest type of CT scanner in the NHS. It brings our CT imaging firmly up to date, so we can meet demand confidently and offer greater comfort to patients.

“It represents the first big step in the establishment of our new multi-million pound Diagnostic Centre throughout 2018, which is modernising and joining-up our scanning services in Croydon.”



Olympian Tessa Sanderson, Trust Chair Mike Bell with staff at the official opening

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YEARS
OF THE NHS
1948 - 2018

**Celebrating 70
years of the NHS**

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CHS top five in London for cancer waits

Croydon Health Services performed well against all cancer standards in 2017/18 and consistently maintained its position within South West London as one of the five top performing Trusts in London for meeting the Cancer Waiting Times targets.

Official data published by NHS England, showed that in March 2018 we consistently saw 97.6% of patients with suspected cancer within two weeks – above the national target of 93%. This continued strong performance places our cancer waiting times amongst the top 20 in the country for this cancer standard.

We also scored 8.8 out of 10 overall for care in the National

Cancer Patient Survey, commissioned by NHS England. This is higher than the average for trusts across the country of 8.7.

In the survey 97 per cent of Croydon patients said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist. This compares to 93 per cent last year, beating the national average of 86 per cent and demonstrating the Trust's ongoing commitment to providing high quality cancer care to the people of Croydon.

The survey also highlighted that:

- **76%** of patients said that they were definitely involved as much as they wanted to be in decisions about their care and

treatment (compared to 70% last year)

- **89%** said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment (compared to 86% last year)

- **86%** said that, overall, they were always treated with dignity and respect while they were in hospital (compared to 81% last year).

We work closely with the Macmillan Cancer Support charity, whose cancer centre based at CUH provides invaluable support to patients and their families, and with RM Partners who have supported a number of research developments and grants during 2017/18.

Stunning new room inspired by children's author

Much-loved local children's author Dame Jacqueline Wilson is the inspiration behind a beautiful newly-refurbished Clinic Room in The Willows Children's Outpatients Department at Croydon University Hospital.

Bright and colourful images inspired by Dame Jacqueline Wilson's books, such as Tracy Beaker and Hetty Feather, now adorn the previously plain walls of this busy clinic room, where children with cancer and other



conditions are seen for medical reviews including blood transfusions. The clinic room was refurbished by Momentum Children's Charity and made possible thanks to generous donations from The Zurich Foundation and Croydon Relief in Need.

Ann-Marie Baker, Willows Outpatient's Department Sister, said: "The Jacqueline Wilson refurbishment has transformed the room to a bright and colourful space, and we couldn't be more grateful. Children often feel anxious when visiting hospital, and having a creative room with storyboards as wall art to distract and calm them can make such a difference. We can't thank Momentum and the funders enough for making this makeover possible."

Palace legend thanks our staff and volunteers at our annual Croydon Stars awards

Volunteers and staff at Croydon Health Services were joined by Crystal Palace footballing legend Mark Bright for our annual Croydon Stars Awards Ceremony.

The annual awards ceremony, held at Crystal Palace Football Club, gives the Trust the opportunity to say thank you to their staff that provide outstanding care in the community, clinics, people’s homes and their hospitals.

Long-serving members of staff and volunteers were also recognised on the night for their important contribution to the Trust over many years.

On the evening, Croydon Stars winners included the Living Independently for Everyone (LIFE) team who were given the Tremendous

Teamwork award for transforming out of hospital care for over-65 residents. Our breastfeeding peer support team were also recognised for helping local mothers in our drop in centres and baby cafes across the borough.

The Trust’s mortuary team – father and son Lee and Darren Dobinson—won an award for providing exceptional service at such a difficult time for families.

Dr Chris Bell was received an award for his work with the One Croydon alliance, looking after older people in the borough.

Other winners included ward



Mark Bright, with one of our long-serving staff (left) and all our Croydon Stars winners (above)



clerk Sharan Gray for her incredible customer service towards patients, families and staff and Matron Celsa Soares who has developed a new fast track pre-assessment clinic to reduce theatre cancellations and delays.

Trust Chief Executive John Goulston said; “The wide range of winners tonight is amazing, and really emphasises the fantastic care and support we provide in community and acute bases, at the beginning and end of life, and of course in between.”

Celebrating **NHS70**

The NHS turns 70 this year, and we have been sharing some wonderful old images of the hospital and our staff on social media and it has been lovely to hear that people have spotted relatives and friends among them.

The anniversary provides a chance to reflect on the important role we have played in looking after local people for many generations. It is also an opportunity to think about how we can keep improving our care and treatments in the future to keep our community healthier for longer.

The NHS today is very different to 70 years ago, but one thing that has not changed is the dedication of our amazing staff.

We have been planning activities for the actual birthday on July 5 so we can thank everyone who plays a part in caring for the health and wellbeing of the people of Croydon.



Farewell to our wonderful Trust chaplain Hilary

Senior Chaplain Revd Hilary Fife has retired from Croydon University Hospital after 27 years of remarkable service - the first five as a newly ordained chaplaincy volunteer.

Hilary has helped thousands of patients and families find peace and perspective during their most difficult times, as well as bringing joy to the hospital and community.



A leaving event, including singing, tributes and a service, was held at the Hospital's St Barnabas Chapel on 30 May 2018 at which the Bishop of Southwark, The Rt Revd Christopher Chessun, ceremonially received the keys of the Chapel from Hilary.

During the event, tributes to Hilary were paid by faith leaders from across the borough. During her 27 years, Hilary has achieved a great deal including leading the transformation of the Hospital Chaplaincy from a Christian team into a very diverse one, with around 20 active faith community representatives from across all local faiths.

She also developed a team of more than 90 trained volunteers focused on helping patients, families and staff with their emotional, pastoral and spiritual needs. Thank you Hilary and we wish you well in your retirement!

Pop along to our pop-up shop to find out about us, chat with us and maybe even join our team!

We have set up shop in the Whitgift Centre this month to meet with local people, provide information about our services – and even offer jobs to people on the spot.

The shop, which opened on Wednesday June 20, has been provided free of charge for the Trust to use for a month by the Croydon Partnership, the Westfield and Hammerson joint venture which owns and is planning to redevelop the Whitgift Centre. The core opening hours will be from 11am until 3pm on Wednesdays and Fridays and from 2pm until 6pm on Thursdays.

You can find out more about how we care for our community and chat with members of staff from across the Trust, including teams from maternity, volunteering and recruitment.

We also have number of current job vacancies so hope that people will come along to find out more about joining us. The right candidates could even receive job offers on the same day.

Make sure you come along to see us!

**Could you be a
Croydon Nurse?**
#CHOOSECROYDON

We are launching an exciting campaign to find new recruits for our wonderful nursing team here at Croydon Health Services.

If you know anyone who might be interested in working with us, please let them know they can find full details of opportunities on our website, on NHS jobs or by visiting us in our pop-up shop. Follow #ChooseCroydon on social media.

If you receive a survey asking about our care, please do fill it in so we capture your views