



## The time to say thank you!

The NHS is turning 70 this year and celebrated one of the nation's most loved institutions with a cup of tea!

People up and down the country got together to raise a cuppa to our beloved NHS and support hospital charities. The Royal Free Charity and OCS catering provided a wonderful tea party for staff, patients and visitors to say a whopping great thank you and to celebrate the Royal Free Hospital. Tea was accompanied by wonderful musical acts who serenaded the party and got everyone tapping their feet. There was also a free massage station, selfie station, fruit and knitting stalls and goodie bags given out to staff provided by the Royal Free Charity.

At the party there was opportunity to make your own 'junk cake stand'. Dr Victoria Dublon, paediatric consultant lead this activity and she joked this was her



alternative career! Victoria encouraged people to engage their creative side and have fun creating cake stands that really caught your eye! Here are some of the cake stands made by teams. There were at least 20 stands made by various teams who intend to use them for regular cake and tea on their ward. Many talked about how they like bringing joy at work, taking turns in baking and they will now have bespoke cake stands, designed by themselves, to display their delicious offerings!



## PM visits the RFH

The Prime Minister visited the Royal Free in June to announce the government's vision for the future of the NHS.

Speaking to some of the most senior leaders in the NHS, and staff from across the hospital, Theresa May said: "I want to speak today about the future of our National Health Service. There is no place more fitting to do so than here at the Royal Free." The Prime Minister chose the Royal Free to speak about how the government intended to 'secure the future of the NHS: now and for generations to come. She added: "More than one hundred years before the NHS was conceived, the surgeon William Marsden discovered a young girl dying on the steps of St Andrew's Church in Holborn but could not find a hospital prepared to take her in. He was determined this should not happen again. "So he set up the Royal Free to provide healthcare for anyone who needed it, free at the point of use, regardless of background or income. Ahead of her speech to a packed auditorium, the Prime Minister visited the Royal Free Hospital's children's ward and The RF Hospital School to speak to staff, patients and parents.

## Thank you to corporate volunteers from the Prudential

A group of accountants and actuaries offered their services to us for a day and had a lovely day weeding and clearing the overgrown garden outside the Chronic Fatigue Clinic. The plan is to create a garden sanctuary for patients and visitors to sit. There is a long way to go but the volunteers made a tremendous start to the project. The Clinic is based next door to Marks and Spencer's at the front of the hospital where the old Marlborough Clinic was based for many years.

## A night at the OSCARS

The 2017/18 Oscars were announced at a glittering awards ceremony at London's Landmark hotel.

Royal Free London chairman Dominic Dodd and group chief executive, David Sloman, compered the evening, helped by actress and TV personality, Michelle Collins.

Congratulations to all of the Oscar winners and nominees who were chosen by their peers for their outstanding contribution to patient care and staff experience. Malavika Bangera, was named volunteer of the year for the Royal Free Hospital. She is a young volunteer who was one of our first musicians to serenade and visit patients on the wards who is an aspiring medical student. Congratulations also go to our other nominees Nebi and Farein.





## Interview with Julia – volunteer classical guitarist

### Why did you decide to become a volunteer?

The Royal Free hospital has been at the centre of everything. I've lost people here, and people have recovered here. It's a great hospital and I believe in the NHS. Last year my brother was undergoing surgery at the Royal Free and I was here regularly - I fell in love with the place again. A doctor suggested I volunteer by playing music to patients and I've been playing regularly ever since.

### What do you enjoy most about your volunteering?

I love the personal interactions and the opportunity to be able to play one-to-one. When it gets heavy on the wards, I can play to passing crowds at the entrance and change the atmosphere of the hospital. I feel massively privileged to play bed-side, to sit there with close patient contact and communicate through music. I think music is wonderful in a hospital – it's healing, therapeutic. Sound is so often reminiscent of the outside – especially for a creative – and each encounter is a healing opportunity.

### When did you start playing music?

I started playing classical guitar 12 years ago – my husband bought me a guitar for my birthday and I got hooked on Bach. It felt personal and interesting to learn. I now play in an Ensemble of 10-12 guitars.

### Please tell us a significant moment

I once played with a patient with dementia who plays the harp. There was a harp by his bedside and the nurses said he needed to be encouraged to play it. At first he thought I was also playing a harp, but after listening to me playing guitar, he agreed to play his harp with me. We balanced it on my case, raising it up a little - and very quickly he became completely immersed, playing from memory some beautiful baroque music. He was lost in our music and did not notice time passing. He had a perfect musical brain, perfect recall. He could identify my chords and key signatures, and we ended up playing duets in e minor, and b minor. Crouched over the harp - he was oblivious to everything except the music, my guitar and his harp - seeking perfect harmony. He got up, after playing for 90 minutes without pause and stretched and looked out of the window saying how lovely and sunny it was outside.

It's a privilege to witness and share those moments.



## Volunteers needed to help with smoking cessation

If you are passionate about the health and well-being of your community then maybe becoming a Smoking Cessation Volunteer Champion is just the role for you! Here at the RFH, smoking cessation is taken very seriously and we are looking for volunteers who might help with increasing awareness on the dangers of smoking alongside helping people to quit smoking. As a champion, you would work alongside your local Stop Smoking Service (Breathe) by helping the public to improve their understanding on the dangers of smoking and how to improve their health and well-being so as to empower them to live a more healthier lifestyle. This would eventually involve free training and eventually a qualification in public health as a smoking cessation practitioner. The smoking cessation mobile clinic is housed outside the Royal Free Hospital every Monday from 10am-1pm. If you're interested in helping your local stop smoking service then please contact Sharon or Gill in the volunteer office.

**Naseem Mushtaq Smoking Cessation Programme Manager  
Royal Free (Monday/Tuesday)**

## New adult assessment unit opens

A new adult assessment unit (AAU) has opened on the lower ground floor under the management of medicine and urgent care.

The unit will provide rapid assessment and turnaround for patients to be discharged within 24 hours or transferred to an in-patient bed. The unit will be located on the lower ground floor next to the emergency department (ED), where building work has been ongoing for some months.

Although the new AAU will initially have 18 beds, capacity is expected to be expanded to 30 beds in winter 2018.

## New volunteer handbooks and Inductions

All new volunteers now have the opportunity to attend a brand new bespoke volunteer induction. We will be holding these every alternate Tuesday in the Rec Club. If you attended your induction sometime ago and would like a refresher, please speak to one of us in the office. The sessions includes an awareness of empathy and key skills for volunteering, a health and safety and infection control overview, fire safety, safeguarding and protecting people, confidentiality and information governance and dementia awareness. There is a new handbook to accompany it so if you are feeling a little rusty then please ask for a copy to refresh and maybe learn new skills.





## Charity fundraising update by Jonathan Mulligan

### The Charity's new appeal for a high tech A+E scanner



The advanced Ultrasound scanner allows clinicians to get a fast, clear image for cardiac and abdominal conditions.

In the acute care environment, reducing the time to make an accurate diagnosis is a critical need. Having an Ultrasound scanner in the Emergency Department (ED) will have a direct impact on the speed of patient diagnosis and the treatment plan. The Scanner is used for point of care testing to diagnose:

- clots in legs
- clots in lungs
- Fluid in the lungs
- Heart failure

This scanner enables staff to have clear view of hard to see blood vessels and to assist with the insertion of chest drains.

As this scanner is mobile it can be moved within the department as needed and enables more rapid diagnosis of patients and therefore quicker reassurance for the family and faster appropriate pain relief for the patient. It has advanced technology which increases the penetration and contrast images making clinical decisions easier and more accurate. It comes with a sealed keypad to prevent infection and advanced sensitivity for more precise actions.

Currently ED patients needing to be scanned have to be moved to other areas within the hospital. This scanner will speed up the diagnosis and treatment times.

Each scanner costs £28,000

## Orange hat appeal

We're appealing for volunteers to help us knit orange hats for our newborns in our maternity units. Some babies need extra monitoring and support after birth. As part of the 'keeping mothers and babies together' initiative, we came up with the idea of providing knitted orange hats for these more vulnerable babies

The orange hat helps the team easily identify which babies need extra care, allowing them to take timely observations, blood sugar tests and provide extra support to establish feeding so that mothers and babies can stay together.

If you or anyone you know loves knitting and has some spare time and orange wool handy, please support this worthy cause by knitting hats for us.

More information on the knitting pattern to use and where to send hats to is available from the the volunteer office.

The volunteer knitters continue to meet every Tuesday outside the PALs office from 11am-1pm. Please join them whatever your knitting skill level is - they will be happy to teach you to cast on!



We always love seeing the pet therapy dogs coming in. If you know someone who would like to share the joy of some time with a pooch, let us know.



## TRAINING DATES FOR YOUR DIARY:

Please contact LaDonna if you would like to book any of the training sessions below:

### Learn about the powers of Attorney, Wills and Trusts

24 July – 1130am in the Support Hub

### Reach out to Dementia

A must for all dementia companions and volunteers who help elderly patients:

Tuesday 11th September 10.30am-12pm

## SAVE THE DATE!

The annual volunteers party will be held on 16th October at the Royal Free in the Atrium. We look forward to seeing all our volunteers there for awards, speeches, food, drink and of course dancing!



## VOLUNTEER TEAM

Royal Free (tel: 020 7830 2306)

### Jenny Todd

Head of Volunteering

### Gill Hyatt-Lachs

Royal Free Volunteer Team Manager

### Sharon Howarth

Volunteer Coordinator

### LaDonna Casey

Reception Administrator

### Alix Temple

Volunteer Administrator

### Angela Constantine

Volunteer Administrative Assistant

### Elise Donaldson

Patient Support Project Coordinator

## CHARITY NEWS

Find our more and sign up at: [royalfreecharity.org/events](http://royalfreecharity.org/events)  
Follow us  @RoyalFreeChy

Edited by Gill Hyatt