

the

PEACOCK

Issue 75, October 2022

The Friends of Moorfields Magazine



Inside:

- **Moorfields' Stars: Volunteer of the Year Award**
- **Interview with Moorfields Chief Executive Martin Kuper**
- **Oriel, other projects, supporter stories, and more!**



**Friends of
Moorfields
Eye Hospital**

A Note from Our Chairman

It is often said that at the time of extreme challenge we see the very best of the human spirit. Nowhere was this better illustrated than in the actions of our volunteers who throughout the Covid crisis, often in the face of physical and mental challenge, exercised good humour and a cool sense of authority, enabling the hospital to operate safely and efficiently.

Now, as we move toward what passes for normality, it is pleasing to see the return of the full range of services our volunteers provide, whether it be working in the shop; providing a supportive hand-holding service; or simply helping them to arrive at the right place at the right time.

Talking to our volunteers it is clear that their overriding



motivation arises from a wish to do something worthwhile to support their fellow human beings, nonetheless, it is pleasing to observe that they are also rewarded in many ways including through the respect and friendship of so many colleagues.

There are many reasons to be optimistic about the future of The Friends of Moorfields but chief amongst them are our fantastic team of volunteers, my thanks for everything you have done and continue to do.

*Tim Hutchings, Chairman
of the Board of Trustees,
Friends of Moorfields*

Meet Cathryn, Julia and Rashmi!

Our team is growing! We've recently been joined by three new members of staff:

Communications Officer Cathryn Wynn-Jones will work on our publications, website and social media, making sure the message gets out about the great work our volunteers are doing.



Julia Muraszczuk joins Sabina Uddin on our Health Hub team, allowing us to provide even more support to patients at our City Road site. Julia recently qualified as an Eye Clinic Liaison Officer, so stop by the Health Information Hub to ask her your eye health questions.

As our team grows, so does the amount of paperwork! Administration Officer Rashmi Murray will be assisting our Finance and Operations Manager Nimita Park to keep everything running smoothly behind the scenes, allowing us to give volunteers, staff and patients the best possible support.



Since you last saw us...

Welcome back to our first edition of Peacock since February 2020, just before we locked down due to COVID-19. The upheaval of lockdown meant that we had to put Peacock aside for a while, but there's still been plenty going on in that time! Here's a roundup of what we've been doing since then:

March 2020

In accordance with government guidance, and for the safety of our volunteer team, we suspended the volunteer programme for 3 months. During this time Moorfields was seeing emergency and urgent care patients only. Meanwhile, our Volunteer Manager and Volunteer Support Officers were working hard from home, setting up a virtual network and running Zoom events to keep in touch with volunteers.

July 2020

Moorfields started seeing more patients. In response

we began to bring back some of our less vulnerable volunteers to help patients and staff manage the complex new safety requirements, as well as recruiting new volunteers, many of whom had been furloughed and were glad of a way to contribute.

September 2020

We formed a partnership with Central Foundation Boys School, offering their students an opportunity to learn valuable skills. We also wanted to find ways for our more vulnerable volunteers to help from home, so we collaborated with the Service Improvement Team and Booking Centre to form

a team of 30 remote volunteers to call patients to stress the importance of attending their appointment; reassure them about the safety measures the trust has in place, and advise them about travelling. Since launching this project we have been calling around 3,000 patients per month.

Early 2021

All volunteers were offered and encouraged to take up the Covid-19 Vaccination programme at Moorfields in January and March 2021. This meant that from April 2021 fully vaccinated volunteers aged over 70 could return on site, and from this point on we had a significant proportion of volunteers



back on site, providing vital support.

Late 2021 into 2022

Our volunteers have been an essential part of supporting staff and patients through ongoing changes and lockdowns. As restrictions began to relax early in 2022, volunteers helped patients navigate as the one-way system at our City Road site was discontinued, and provided support in understanding the current rules around masking and distancing.

Interview with Martin Kuper

Friends of Moorfields CEO Angela Smith caught up with Martin Kuper, Chief Executive of Moorfields Eye Hospital NHS Foundation Trust, to chat about his first year in post and his plans for the future.

Can you tell us a bit about your background, and what brought you to the role of CEO at Moorfields?

I started as an anaesthetist and intensive care doctor and gradually moved into management. I was originally conducting clinical research,

where we found that patients did better, regardless of which part of a trial they were in, when we had a defined clinical pathway and management plan.

That got me interested in clinical services redesign, which led into operational transformation as well. I saw first-hand that to get the best outcomes



for patients, you need to combine both clinical and operational excellence. Even the best doctors in the world won't get the best outcomes for their patients if the systems around them don't work.

My passion is for combining clinical and operational excellence to optimise patient outcomes. This is what drew me to Moorfields.

What have you enjoyed most in your first year here?

Put simply, everyone at Moorfields wants to be excellent, it's in the DNA of the place.

Everyone is absolutely committed to delivering the very best eye care to our patients and it is that passion that has inspired me most. My goal is to ensure that we achieve this every time, for every patient.

What can you say about your plans for Moorfields in the

future?

As well as continuing to progress our plans for Oriel, our proposed new integrated eye care, research and education centre, we are also looking at how we can best use our network and digital technology, to make our eye care services as accessible and as convenient as possible for our patients.

We know there is more we can do to share experiences and learning across Moorfields, and I'm looking forward to seeing how we can translate this into improvements for our staff, volunteers and patients.

How could Friends of Moorfields specifically help and support you and the patients over the coming years?

The Friends of Moorfields sit at the very heart of our organisation. We

wouldn't be able to do what we do without you. The handholding service for patients undergoing cataract operations, for instance, clearly shows the huge impact you can have on our patient experience. I hope that in years to come we can provide that service across all our sites. It is important that all our patients can access this vital service.

You will also play a really important part in our plans to move to Oriel. Moving to a new site, in a new area, is undoubtedly a change that could be difficult for some people who have been coming to City Road for many years, sometimes even decades.

I think the Friends can make a massive contribution working with us to ease that transition by providing practical support to patients on the ground.



Volunteer to Career...

We're pleased to have received a £25k award from Health Education England for our newest project, Volunteer to Career.

Launched earlier this year, the project provides opportunities for volunteers who are interested in careers in healthcare to do placements around the Trust, gaining valuable skills and experience as well as having the chance to find out whether a health career is for them.

Over the course of six months, 25 volunteers will each spend 150 hours in placements tailored to their goals, as well as getting support and advice on applying to permanent roles, apprenticeships or further training, in Moorfields or elsewhere in the NHS.

Health Information Hub Manager Sabina Uddin, who is leading the project, says: "We are delighted to be granted this funding. Volunteers have leapt at the chance to get involved."

Our volunteers on award shortlist



We're delighted that Friends of Moorfields volunteer Simon Rossi was awarded the Volunteer of the Year award at this year's Moorfields' Stars ceremony! We caught up with Simon as well as our two other shortlisted volunteers.



Simon has been volunteering at our Ealing site since late 2020. He does everything from receiving patients at reception, passing paperwork on to nursing staff, answering patients' queries and reassuring them as they wait to be seen.

Simon's favourite thing about volunteering is being able to support the hospital staff and make a contribution to the community. He's glad to have received the award but has always been very happy doing his bit "under the radar".

Chris Lankester joined us via the Helpforce initiative in 2019 and has been an invaluable presence at our Croydon site ever since, with only a brief break at the start of the pandemic.



She welcomes visitors to the hospital and makes sure they have everything they need to stay covid-safe during their visit, and has recently added handholding during eye surgeries to her duties.

nervous. Of her nomination, she says: “I was absolutely blown away to receive the nomination as I am just grateful to be able to help staff and patients stay safe.”

Kiran Patel became a volunteer in March 2020. He got his start marshalling in the corridors at City Road, but has since become an all-rounder, helping out at the front desk and pharmacy, phoning patients to remind them of appointments and holding hands with anxious patients during surgeries.

“I am very pleased that I have been nominated,” says Kiran. “I want to help even further given a chance.”

We’re incredibly proud of Simon, Chris, Kiran and all of our volunteers! Congratulations are also due to Ronald McDonald House volunteer Francesca Catalini, the final nominee, for her hard work and dedication.





Moorfields Eye Hospital NHS Foundation Trust, the UCL Institute of Ophthalmology and Moorfields Eye Charity are working together on Oriel, an ambitious project that would see services move from their current premises near Old Street, Islington to the St Pancras Hospital site in Camden.

Harnessing the expertise of these partners under one roof in an integrated, fit-for-

purpose centre will allow medical staff and researchers to work more closely together, speeding up the delivery of treatments and therapies for patients.

The new, state-of-the-art building is being designed to make sure patients have the best possible experience throughout their visit, not just during their appointment itself. Current patients are being consulted throughout the process to help make sure the new space is open and welcoming, with shorter waiting times,

Oriel: A world-leading centre for advancing eye health

helpful signposting and good acoustics to make it as easy as possible for everyone to navigate. Friends of Moorfields staff and volunteers have also taken part in advisory working groups to help make sure the new building meets everyone's needs.

Plus, plans for the centre include a central atrium with a café, a sensory garden with planters and seating, and large windows to let in plenty of natural light.

The new centre has the potential to be a national exemplar for accessibility, with an environment that's tailored to patients' needs. The location also

is close to three mainline railway stations (King's Cross, St Pancras and Euston), making it accessible to large parts of the UK, as well as to six London underground lines and the Overground.

In August, Camden Council formally granted full approval for the Oriel planning application. We are awaiting Moorfields' Full Business Case approval by NHS and government regulators by the end of the year. Look out for more updates in Peacock as plans progress!



Thank you!



George Meakins, a long-standing supporter of the Friends of Moorfields, sadly passed away in April 2021. He and his wife Rosemary held successful fundraising garden parties on our behalf every year for many

years, in appreciation of Rosemary's cataract operation at Moorfields in 1992. George also contributed in numerous other ways, including by selling tickets for our fundraising raffles. The funds he helped raise went on to help countless Moorfields patients.

George will be greatly missed by everyone at Friends of Moorfields, and our thoughts are with his wife Rosemary and his family.

Gordon Harrison, Senior External Communications Manager at Moorfields Eye Hospital NHS Foundation Trust, recently ran a marathon on behalf of Friends of Moorfields.

"This is quite a challenge for me. My last marathon was 20 years ago, my longest training run is 24km and the event is a month away," Gordon told us.

Gordon completed the marathon in 3 hours and 43 minutes, and raised hundreds of pounds! Thank you, Gordon!

Regular readers may remember Rafi, a resourceful young Moorfields patient who raised funds for Friends of Moorfields by making and selling loom bands. Rafi, now 12, is still busy fundraising – as part of celebrating his Bar Mitzvah, he recently completed an epic trek to fundraise for Moorfields Eye Charity!



On the first of July, Rafi, along with his mother and many other families, caught the coach to the Lake District to climb the beautiful St Sunday Crag. Not satisfied with just one demanding climb, they went on to climb Helvellyn itself, taking a tough but exhilarating route via Striding and Swirl Edges. This challenge, which was far outside Rafi's usual comfort zone – he's a singer and performer, not a climber – raised over £4000 to help more children like him.

Rafi's family are long-time Moorfields supporters – his grandparents Evelyne and Geoff recently raised thousands of pounds for Friends of Moorfields to mark milestone birthdays. Between them, they and Rafi have raised more than £9000 for Moorfields charities just this year.

Mazel Tov Rafi, and a huge thank you from all of us at Moorfields!

**Thank you to Moorfields
Eye Charity who generously
contribute towards the funding
of our Volunteer Service.**



**Moorfields
Eye Charity**



Registered Charity 1161546

· The Friends of Moorfields Eye Hospital ·

162 City Road, London EC1V 2PD

Phone: 020 7251 1240

Email: moorfields.friends@nhs.net

www.friendsofmoorfields.org.uk

 @MoorfieldFriend

 www.facebook.com/friendsofmoorfields



Friends of
Moorfields
Eye Hospital