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PEACOCK

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The Friends of Moorfields Magazine



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**Friends of
Moorfields
Eye Hospital**

A Note from our Chief Executive



I am very proud to be part of an amazing team of staff and volunteers that has been supporting Moorfields for the past 60 years, and I hope you enjoy reading our enclosed anniversary special Peacock.

Whilst it is fascinating to look back at all we have achieved, Friends of Moorfields is a charity that is very active and forward thinking, constantly seeking new ways we can help make things easier and less stressful for patients, staff, and visitors at Moorfields.

As we celebrated National Volunteers Week at the beginning of June it was a chance to reflect on just how many people we help every

day! Our team of volunteers call 150-200 patients to remind them of their appointments and discuss any concerns. We have a team of volunteers on site to meet and greet patients when they arrive at the hospital, and to help them with directions and escort them to the clinic or ward if needed. We use a clicker system which shows we handle around 750 queries each day.

In the past 12 months our handholding team supported over 4000 people and we handled around 6000 enquiries at our Health Information Hub. Some interactions can be quite short, for example helping someone find a bathroom or their clinic, however a survey of over 500 patients showed that 34% stated the length of time given to them by a volunteer was 1 hour or more. The average

amount of time spent with a volunteer was approximately half an hour.

Our work is greatly valued by Moorfields, and I was delighted to interview the trust's medical director, Louisa Wickham, recently. We also ran a very successful Volunteer to Career project which resulted in 7 people being offered jobs within the NHS and 10 more securing further education places.

None of this would be possible without the hard work of my dedicated staff team, where everyone goes above and beyond to deliver a service that we can all be proud of!

Angela Smith, Chief Executive, Friends of Moorfields

Volunteer to Career

As the first phase of this programme draws to a close, we take a look at how it went.

Volunteer to Career, a new national initiative which aims to assist volunteers into careers in healthcare, launched at Moorfields in June 2022, thanks to a £25k grant from NHS England.

The project provides opportunities for Friends of Moorfields volunteers who are interested in careers in healthcare to do placements around the trust and receive support and training, gaining valuable skills and experience as well as having the chance to find out whether a health career is for them.

24 volunteers took part in this phase, and by the end of their placements earlier this year, seven of the cohort had found employment in the NHS – in roles such as Healthcare Assistant, Paediatric Clinic Administrator and Finance Officer – with ten more securing further education

or training related to health and care, including courses in Orthoptics BMedSci, Masters in Neurosciences and Level 6 Health and Social Sciences. One more volunteer took up employment in another sector.

“Volunteer to Career has been a great opportunity to create pathways that will support volunteers in their future careers, and we have been really impressed with how the participants were able to make the most of these experiences,” said Volunteer Service Manager Natalia Tomashpolskaya.

An evaluation of the project showed that 82% of the participants maintained or increased their ambitions for their working lives over the next five years. The percentage of volunteers who identified themselves as “very interested” in a career in the NHS or social care increased from 86% to 95% because of the project.



Moorfields staff also benefited from the programme – staff reported that volunteer support saved them on average 14 minutes per interaction with a patient. 96% of staff members surveyed believe that volunteers improve their working life.

“With this initial phase of the project complete, we’re looking to the future,” said Health Information Hub Manager Sabina Uddin, who led the project. “We’ve seen how positive the outcomes are, and now we want to offer this opportunity to more volunteers to increase that impact, both for the volunteers themselves and for Moorfields and the wider

NHS.”

This initiative has also received international recognition, with The World Association of Eye Hospitals (WAEH) adopting it as a project, and commissioning a toolkit that can be used by its members.

“The outcomes of this project will be applicable in eye hospitals worldwide, not just for our members. By giving people the chance to develop their skills, we can achieve not only positive outcomes for eye hospitals worldwide but also change lives and empower communities.” – Maaïke van Zuile, Global Lead WAEH

Celebrating National Volunteers' Week

This June, we celebrated National Volunteers' Week - a time to recognise the incredible work our team of almost 300 volunteers do.

Members of the Friends staff team visited Moorfields Croydon to thank the volunteers there, as well as the hospital staff who support them



Volunteers and Friends staff celebrated with Moorfields chief operating officer Jon Spencer and chief nurse Sheila Adam



Staff and patients at Moorfields City Road left post-it notes with thank-you messages for the volunteers to read



Moorfields chief executive Martin Kuper joined volunteers, staff and trustees to mark the occasion

Interview with Louisa Wickham

Our chief executive Angela Smith sat down to talk with Louisa Wickham, medical director for Moorfields Eye Hospital NHS Foundation Trust.



Tell us a bit about your background and how you became medical director here.

I am an ophthalmologist by training and started training at Moorfields back in 2003. I loved ophthalmology because it's that real mix of surgery combined

with medicine. I found it fascinating the way the eye can help you unlock and monitor so many different diseases.

So I trained in ophthalmology and as part of that training I really became fascinated by retinal disease, both medical and

surgical, and was appointed here as a consultant in 2009 in medical retina and surgical retina. Over the years I have specialised more in surgical retina, and in particular my interests are in diabetes and in trauma retinal detachment.

What's the best thing about being the medical director?

One of the things you become aware of as you become more experienced as a doctor is how your ability to provide excellent, high-quality, patient-centred care is not just about your ability to make the right diagnosis for an individual patient. It's also about how you run your service, about how

you access the resources to make the best of your service.

And I suppose I became fascinated quite early on about the power that clinicians could have in patient care if they became more engaged with the running of hospitals and the running of services. That led me to take a Master's in Healthcare Management and really drove me to want more involvement in how things are run.

What do you think are the biggest challenges for yourself and your team at the moment?

Undoubtedly at the moment it's related to what we've inherited from COVID-19, though I think most people who work in ophthalmology and who are accessing eye care at the moment would

recognise that even before COVID-19, the ophthalmic services were creaking to a certain degree. Overall, our population is ageing and so many of those diseases that affect older populations are becoming more frequent.

However, we've become much better at diagnosing and identifying disease. We're getting more advanced treatments and management options for patients and that has meant that there's so much more that we can do for patients now with eyesight problems and conditions than we could do 15 years ago.

So I think one of the challenges we face is, how do we have enough resource to treat as many patients as we need to? How do we make sure we treat the patients at the right time in the right

place, and how do we reduce as much as possible preventable sight loss?

And that's why we're really focusing on – ways in which we can risk assess patients, ways in which we can identify patients who really need that care right now. How can we prioritise and make sure that sight loss is minimised?

How do you see the Friends of Moorfields supporting you and your team in the future?

The Friends have a vital part to play in patient-centred care. I was very fortunate today actually – I had a volunteer in theatre who did an amazing job with an anxious patient.

I think one of the challenges

we have at the moment is that we need to do a number of tests, we need to see lots of patients and there is a danger that patients might feel they're on a production line – who's going to have time to stop and ask them if they're okay? Who's going to have the time to make sure that they understand what's happening and give them that patient-centred approach?

I think the volunteers do an amazing job at helping patients feel that bit special when they come and see us.

Visit our website to listen to an extended version of this interview.

Oriel celebrates breaking ground

A special breaking ground celebration was held recently to mark the start of construction to build Oriel, a new eye care, research and education centre that is a joint initiative between Moorfields Eye Hospital NHS Foundation Trust, the UCL Institute of Ophthalmology and Moorfields Eye Charity.

Friends of Moorfields chief executive Angela Smith and chairman of the board of trustees Tim Hutchings - pictured with Moorfields Eye Charity chief executive Robert Dufton - attended the event on Tuesday 11 July, at the Oriel construction site in Camden. Other guests included Lord Markham CBE, Parliamentary Under Secretary of State at the Department of Health and Social Care, key staff involved in the development and design of Oriel, NHS leaders and leadership donors who are supporting the project.



Oriel will be pioneering – a place to educate and train new generations of eye health experts and for people to receive world-class eye care in the same building as researchers developing new treatments and therapies, all under one roof.

Bouygues UK are the contractors who will build the centre which is due to open in 2027.

Photo by Simon Harvey.

Climb the Dome with us!



Join us on **Saturday 16 September** for an exhilarating fundraising challenge with dramatic views across London!

A team of staff, volunteers and supporters will be climbing the O2 dome to raise funds towards our services at Moorfields. The climb is exciting but very safe and doesn't require any special training.

If you'd like to find out more, get in touch with us as soon as possible!

Volunteer and band raise funds for Friends



Friends volunteer Ian and his acoustic trio Horse to Water played a lively set at Finchley Reform Synagogue on Sunday 6 August, with proceeds split between the Friends of Moorfields and FRS.

The audience were treated to folk, country and Americana covers as well as coffee, cake and conversation in the synagogue’s atrium.

“It’s been a fantastic day,” said Friends chief executive Angela Smith. “We’re so grateful to Ian and the band for all their support, and to Finchley Reform Synagogue for providing such a beautiful venue.”

Marathon Success

Supporter Sam Hart ran the London Marathon this April in support of the Friends of Moorfields!

Sam ran in memory of his Grandad, who was once a patient at Moorfields Community Eye Clinic at Purley Hospital.

Sam raised a total of £1,370 for us. “Running the marathon and supporting this wonderful charity in its 60th year is something I’ll never forget,” he said.

Thank you Sam!



Remembering Beryl Walton

Beryl Walton, who supported the Friends of Moorfields for many years in appreciation of the care her husband Jack received for his glaucoma, sadly passed away in May 2022. Both Beryl and Jack

were active members of the Friends community, getting involved with fundraising and volunteering.

We were honoured to be remembered with a generous gift in Beryl’s will, which will go towards helping many more patients. She will be missed by many at Friends of Moorfields, and our thoughts are with her family.

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



Moorfields Eye Charity



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