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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 Chairman

Our 60th anniversary in 2023 was rightly celebrated with a number of special events, which included the much-acclaimed Future of Eye Care conference and some great social events to thank our wonderful volunteers, past and present. It was a special year in which it was an honour to meet so many people who have supported us and, perhaps more importantly, so many patients of the hospital over the years.

Whether it was meeting our oldest volunteer or our youngest; spending time catching up with present and former patients; listening to those pioneers who were involved in the first patient handholding scheme; or those who were simply volunteering to do something for the benefit of others, the experience was consistently uplifting.

I learnt many things from talking to such wonderful people but the one thing that will remain with me was the



overwhelming affirmation of the importance of the work our volunteers do. The benefits of their contributions may not always be measurable but if one applies one's experience and common sense they are clear. If you don't believe me, talk to a few patients and members of staff within the hospital, I have and their response was universally positive.

2023 was special but, in reality, 2024 will be no different. Our volunteers, supported by our professional team, will continue to do special things. I wish them all a happy and healthy New Year.

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

The Future of Eye Care

Our anniversary conference explored developments in eye care, from scientific innovations to new ideas about patient experience.

The event brought together speakers from around Moorfields and from the Friends team, for a day packed with insights for patients and their families.

The morning session explored topics including: digital medicine; recent research into Benign Essential Blepharospasm; how data can inform and improve eye care; and the eye care picture around the UK. The presentations were followed by a panel featuring all of the speakers, with an opportunity for attendees to ask questions.

During lunch, attendees visited interactive stands and mini-sessions showcasing current projects and future plans.

The afternoon session focused more closely on the Moorfields context, with an overview of the volunteer service; a



deep dive into the positive impact on patients and staff of handholding volunteers; the latest thinking around improving the patient experience; and an overview of arts and heritage around Moorfields.

Moorfields chief executive Martin Kuper drew together the threads from the day's conversations with a presentation on Moorfields and the future of eye care, before our patron Baroness Cumberlege brought the day to a close.

Thank you to everyone who joined us!

Since you last saw us...

Here's just a small taste of what we've been up to since the last issue of Peacock.

Members of our team attended the opening of a new staff wellbeing space at Moorfields Bedford. Friends funded the space jointly with Moorfields Eye Charity, providing much-needed facilities for staff at the clinic. The space includes an area where staff can relax during their breaks, as well as a one-to-one space for privacy during meetings.



Our team have been out and about at local volunteer fairs - like this one at King's College London - spreading the word about our volunteer programme, including its many benefits for the volunteers themselves. Many of our volunteers are students of medicine, optometry or other healthcare-related subjects, and the hands-on experience they get with us is invaluable.



We organised a training day for St John's Ambulance NHS Cadets, including talks about ocular prosthetics and how AI can diagnose eye problems, as well as practical training with the trust's resuscitation team.

The NHS Cadets programme, which is run in partnership with St John Ambulance, works

with young people aged 14-18 who are interested in working in healthcare.

Our Health Information Hub team facilitated a leading and guiding session for staff at Stratford Shopping Centre, who are helping guide patients with sight loss to our surgical and diagnostic site on Stratford Broadway. The staff members learned the best ways to support and communicate with people with sight loss.



"It was great to be able to get involved in community engagement to help patients at our new site at Stratford, supported by Moorfields staff there," said Health Information Hub Manager Sabina Uddin, who led the training.

AGM Report

This January, we held our Annual General Meeting for the 2022-2023 financial year, and took the opportunity to reflect on the year's successes and learn from our colleagues at Moorfields.

The meeting took place at St Luke's Community Centre, just a few minutes' walk away from Moorfields City Road, and was attended by trustees, staff members, and dozens of our members and volunteers.

As well as handling the official business of the AGM - including re-election of trustees and approving the accounts from the year - we heard from speakers from Moorfields and Friends on a variety of interesting topics around eye care.

After our chairman Tim Hutchings welcomed everyone to the meeting, and the members approved the minutes from the previous AGM, we heard from Consultant Ophthalmologist Mr Alfonso Vasquez-Perez, who gave a presentation on tooth-in-eye

surgery and other sight-saving techniques.

Mr Vasquez-Perez started by thanking Friends for funding an animated video on cornea transplants, which he has found helpful for explaining the procedure to patients. Next, he spoke about tooth-in-eye surgery, also known as osteo-odonto-keratoprosthesis (OOKP). The procedure uses material from a patient's tooth to restore their sight. OOKP is suitable for patients who are unable to have cornea transplants, such as those with rare autoimmune diseases and thermal injuries.

It is a very complex procedure and needs a multidisciplinary team, of which Mr Vasquez-Perez is the clinical lead. He extended thanks to the Friends

volunteers for the role they play in making the OOKP patients feel comfortable when they come to the clinic.

Next, Moorfields chief executive Martin Kuper and chair Laura Wade-Gery spoke about Moorfields' strategy and the work of the board to support this.

Martin spoke about the role of AI, including how the Octane algorithm can help opticians read OCT scan results more effectively, leading to correct referrals. AI research is getting closer to being able to detect a person's risk of Parkinsons, Alzheimers, diabetes, and other conditions by looking at the back of their eye.

He also discussed working in partnership with other local hospitals to organise referrals and use capacity effectively to reduce waiting times.

Martin concluded by



emphasising the vital role Friends will have in making the transition from City Road to the new centre as seamless as possible for patients.

Laura talked about the three key roles of the trust's board - to help formulate strategy, to ensure accountability, and to shape culture - and the Moorfields values of excellence, equity and kindness. Concentrating specifically on equity, she explained that not all communities have the same access to Moorfields' services, and Friends can support the

trust in making improvements in this area.

Chief operating officer Jon Spencer spoke about Oriel, the joint partnership between Moorfields Eye Hospital NHS Foundation Trust, the UCL Institute of Ophthalmology (IoO) and Moorfields Eye Charity that will move services from Islington to a new, integrated centre in Camden.

Construction is well under way, and Jon shared a video from the site to show the progress so far. Answering questions from the assembled members, he emphasised the valuable role Friends will play in supporting patients during the transition to the new centre, and confirmed that there will be a Friends space in the main lobby to help patients feel welcome and supported.

In his Chairman's Report, Tim Hutchings highlighted that 2023 was a very special year for Friends - our 60th anniversary. Over the course of the year he spoke with volunteers both

past and present, seeing their dedication but also learning about how valuable the experience was for them. He highlighted the success of the Volunteer to Career scheme, which benefits volunteers, Friends, the trust and the wider NHS.

Tim concluded by thanking the volunteers, members and staff for all their support and hard work.

Our chief executive, Angela Smith, gave an update on our progress towards our strategic objectives for 2022-2027, which are:

1. To provide an effective, efficient and diverse volunteer service
2. To support MEH in the delivery of patient information, engagement and education
3. To support staff and volunteer wellbeing (MEH and Friends)
4. To remain a sustainable and respected organisation

She explained that the majority

of our resources go into the volunteer service. Currently our team of volunteers provide the equivalent of 20 full-time staff posts. If paid the minimum salary, this would cost the trust £879,640 per annum. She mentioned that the Volunteer to Career scheme has been very successful in upskilling volunteers and allowing them to gain experience, and has provided a real stepping stone to their future careers.

After updating on the other three objectives, all of which are progressing well, Angela outlined what is next for Friends, including expanding the Volunteer to Career pathway, expanding volunteering in the network sites, improving the look of the Health Information Hub, and helping with digital inclusion.

Angela concluded by thanking



the staff, Tim, and the board of trustees.

Tim also took the opportunity to hand out long service awards to several volunteers, some of whom have been working with us for many years.

Thank you so much to all our volunteers and members, however long you've been with us!

Interview with Sheila Adam

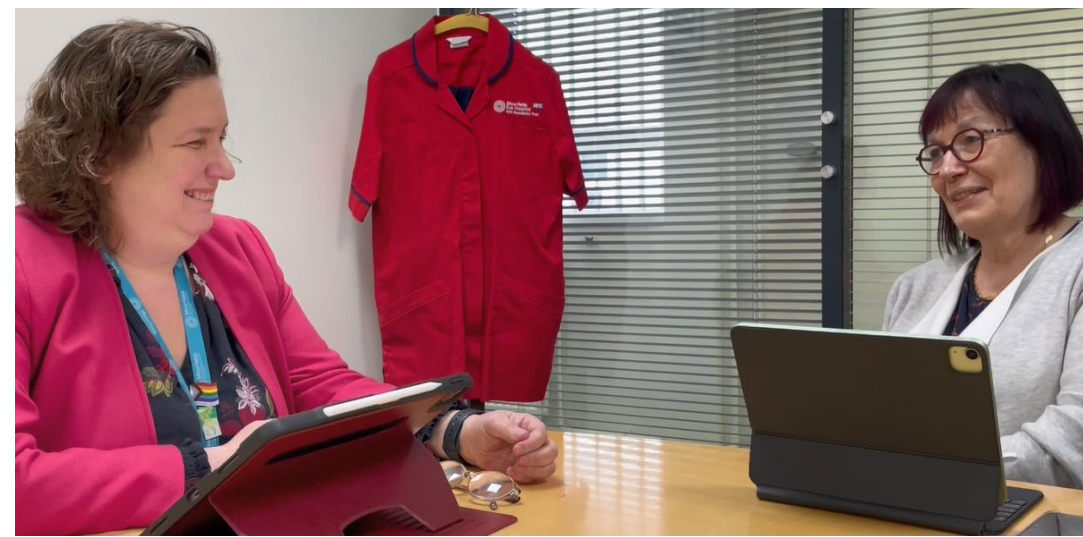
Our chief executive Angela Smith sat down to talk with Sheila Adam, chief nurse, director of allied professionals and director of infection prevention & control for Moorfields Eye Hospital NHS Foundation Trust.

Tell us about your background and what led you to become Moorfields chief nurse & director of allied professionals.

I'm a nurse through and through. I've always wanted to be a nurse and I've come up through acute nursing, so critical care is my background and I was a nurse consultant in critical care. About 15 years

ago, I decided that nursing leadership was also important to me, so I moved into being a deputy chief nurse and then a chief nurse.

I've worked in various different trusts and I've also worked for NHS England as a director of improvement, which gave me great insight into what is needed for leading high-quality healthcare, but also importantly, what not to do!



You've been in post for just under two years now - what's the best thing about working at Moorfields?

It really is a phenomenal place, from the fact that it's always boundary pushing - so we're always testing new ideas, researching new things, innovating new practices - to the fact that it's small enough to be a friendly place to work, and, of course, we have the fabulous Friends who make such a difference. It's the best volunteer force I've ever worked with. For me that that all adds up to a great

organisation.

Moorfields was one of only 14 trusts in the UK chosen to take part in the Pathway to Excellence programme, which is built around six standards: health and wellbeing, shared decision-making, quality, safety, professional development, and leadership, enabling nurses to have a greater voice in their workplace to build positive practice environments. I'm delighted to say we achieved the accreditation last July (one of only six trusts to achieve this so far). This demonstrates that patients get the best experience and that our

nurses have the highest quality of leadership.

We also have an enormous focus on staff engagement, and have introduced shared decision-making councils, which allows our staff across the allied professions, nurses, health care support workers and others, to come together and make decisions about what would work best for them from a health and wellbeing point of view, but also in terms of other environmental changes in the place of work. It's a great achievement and we are very, very proud of it.

What do you see as the biggest challenges for yourself and your team?

The perennial challenge is always workforce. We are always looking to recruit nurses and other key staff into the organisation. Recently we

have been working with NHS England on the recruitment of our internationally educated nursing colleagues, and they are brilliant. We are supporting them to really feel part of the organisation and help us to deliver great patient care.

How can Friends help and support you in the future?

You do so much already, that's the first thing to say. From meeting and greeting at the front door right through to calling patients when they're going to be coming in for procedures. And of course our fabulous handholding service, which I have to say is unparalleled. So just keep doing more of that, and that would be wonderful for us.

Visit our website to watch a video of this interview.

Exhibition Space

The space for staff and patient engagement at Moorfields City Road has a fresh new look!

The exhibition space near the hospital's main entrance was refurbished with funds from both Friends of Moorfields and Moorfields Eye Charity, and is managed by the Friends' Health Information Hub team. Teams throughout the trust can book the space for events, awareness days and demonstrations.



Teams are already making good use of the space. In February the trust's Resuscitation Team held an event to encourage staff and patients alike to be aware and respond to anyone who is suspected of going into cardiac arrest. To mark Rare Disease Day, the NIHR Moorfields Biomedical Research Centre invited researchers from the UCL Institute of Ophthalmology to share their research. Highlights included games to explain stem cell research, exploring Gene.Vision, a website informing patients and professionals about genetic diagnosis of eye conditions, a poll on people's preferred treatment methods for the genetic eye condition Fuchs Endothelial Corneal Dystrophy, and a guess-the-gene game, helping people understand the visual signals in a medical scan.

With booking requests for the space flooding in, whenever you visit you're likely to find something interesting happening there!

Friends of Moorfields also holds occasional art and jewellery sales in the exhibition space, to raise money for our vital work at Moorfields. Join us on 17 April or 30 May for art sales, or 25 April and 22 May for jewellery sales.

Thank you!

We're so grateful to all our fundraisers and donors. If you've done something special to raise money for us, let us know so we can shout about it here!



Friends of Moorfields trustee Michael Parker cycled 60 miles as part of our £60 for 60 years fundraising challenge.

Michael, a long-serving member of the board of trustees who sits on our governance committee, cycled three times between his home and Canary Wharf, a distance of around 22 miles each time, on the morning of Friday 8 December. He raised over

£3,200 in total including gift aid, making it into the top 5% of fundraisers on JustGiving for the month!

Congratulations and thank you so much, Michael!

Sandra raised a fantastic £180 by recruiting her U3A folkdancing group for a sponsored dance!

Thank you so much to Sandra and to everyone who took part.



We held a Valentine's Day Bake Off at Moorfields City Road, with a focus on gluten-free and vegan bakes.

There were plenty of treats to try, from brownies and pastries to cupcakes and macarons. Following judging, the entries were available to buy. The bake off raised over £350.

Congratulations and thank you to all of the winners and bakers - especially to overall winner Joyce Dzikunu, pictured here with her prizes!



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





Registered Charity 1161546

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