

Spring/Summer 2020



KING EDWARD VII'S  
HOSPITAL

# Friends newsletter



Front cover: Tonya Kloppers, Director of Nursing/Matron and Emmett Steed-Mundin, Deputy Director of Nursing/Deputy Matron in front of a portrait of Agnes Keyser, known as Sister Agnes, founder of King Edward VII's Hospital.

# Introduction from...

Dear Friends,

The World Health Organisation (WHO) has declared 2020 the International Year of the Nurse and the Midwife. This year-long initiative is designed to celebrate their work, to acknowledge the challenges they encounter and to highlight the contribution they make to global health.

King Edward VII's Hospital has always been known for the delivery of the highest standards of medical and nursing care. Our patients look for truly personalised treatment and care during their stay, and we recruit and retain staff who feel the same way about delivering the best possible outcomes through unrivalled care.

Patients tell me that it's the care we offer that really makes the difference. Our nurse retention rates are excellent, and we believe this is down to a number of factors: our charitable status, our consistently high nurse to patient ratio, our commitment to professional development, competitive salaries and benefits such as flexible working.

Honouring the International Year of the Nurse and the Midwife, this issue of the Friends' Newsletter features our Senior Nurses. Their extensive knowledge, experience and commitment are invaluable assets to the Hospital. I am extremely proud of all our nurses and the exceptional care they provide to all our patients.

King Edward VII's Hospital was founded 120 years ago with patient-centred nursing at its heart. This has never changed.

I would like to thank each of you for your continued support in helping us to provide excellent care to all of our patients and I do hope that you enjoy reading this newsletter.

Best wishes,



Lindsey Condron  
Chief Executive







# Matron on Nursing...

On the 200<sup>th</sup> Anniversary of the birth of Florence Nightingale, our Matron and Director of Nursing, Tonya Kloppers discusses her legacy, how the principles of her pioneering work continue to be applied today and what sets apart the nursing staff at the Hospital.

**The World Health Organisation has designated 2020 as the Year of the Nurse and the Midwife, celebrating the 200th anniversary of the birth of Florence Nightingale. Why are nurses so important?**

Nurses, as a profession, have the greatest impact on global health. This year highlights what nurses do around the world.

The combination of clinical expertise and compassionate caring is what makes nurses so important. A nurse takes a holistic view of the patient, looking not only at their health, but also at how they function at home, at work and in social situations. It's about helping the patient to live the best life possible, as opposed to purely curing a disease.

**Nursing has changed considerably since the time of Florence Nightingale. What are the major challenges that nurses face today?**

Florence was the first modern nurse. She made nursing what it is today. Many of today's challenges are very similar, for example leadership, patient care, and accountability for patient outcomes. Florence was right on a lot of these points; not as much as you'd think has changed in the last 200 years.

Yet population has grown considerably, people are living longer and we're expecting them to have a better quality of life. We want more from our lives than perhaps we did in Florence's time. Individuals can research their symptoms on the internet, sometimes increasing their anxiety or making them think that they know the right answers. This is quite a challenge for nurses. Nurses now also need to be digitally aware, given the pace of technological advances.

**King Edward VII's Hospital is renowned for its quality of care. What sets us apart?**

Our nursing is highly personalised. We are blessed with a high nurse to patient ratio. We also have a very strong leadership team. The quality of care that happens at the bedside is led by the leaders of the organisation. Not only I but also the deputy matron, the ward manager and the ward sisters all do rounds. A strong leadership that supervises, supports and trains staff makes a difference.

Our nurses have the time to care. They're not running around trying to find stock or do the administrative tasks, because our stock system works well and we've got good administrators. The whole hospital is organised to enable our nurses to have enough time to care for our patients.

The clinical excellence of our nurses sets them apart. We give them time and funding for continuing professional development. This results in a highly qualified nursing team.

Recruitment is key. We recruit according to the values of the Hospital - professionalism, quality, respect, safety, teamwork. Compassion is also essential. I would not employ someone if I didn't feel they embodied these values.

**What is the Hospital doing to commemorate the Year of the Nurse and the Midwife?**

We are planning a few different things, all celebrating the fantastic job that nurses do, not just in this organisation, but globally for human health. We are raising awareness of our nurses amongst other staff and patients, featuring profiles of our nurses in our communications.

We hope to establish a funded scholarship programme for nurses to educate themselves to master's degree level, which really does have an effect on patient care. Sometimes people ask why nurses need this, but having an academic grounding — to investigate the data and interrogate decisions — makes for excellent nurse leaders and point-of-care nurses.

**What will nursing look like in 200 years' time?**

I cannot see that far ahead, but in the next few decades, nursing will be a lot less face-to-face and a lot less hospital-based. We will see care taking place in people's homes and in the community. Nurses will become facilitators of care rather than just providers of care. But there will still be a place for the bedside nurse because there will always be people who are desperately ill or at the end of life.

We are also moving forward with digital technology and will continue to do so. People will have access to their health records. They will be able to better look after their own health.

# Leaders in Nursing

Our Senior Nurses are some of the most highly regarded in the medical sector. The extensive knowledge and experience which they provide are invaluable assets for the Hospital, whilst their passion for care inspires their younger colleagues.



**Michele is the Theatre Manager and joined us in March 2019 after a fruitful stint at one of London's largest private hospitals.**

**When did you first want to be nurse?**

I realised I wanted to be a nurse a very long time ago, it's just always been what I wanted to do. When I was about four years old I read a comic, called *Twinkle*, which featured a character called Nurse Nancy, who was a bit of a hero of mine. It often used to come with free gifts, and one of these was a little nursing outfit, which I would wear all the time. When I was about 10, I wrote off to the doctors working in Ethiopia because I wanted to go out there and help. They wrote back saying perhaps when you're a bit older and you've done your nursing training. That was pretty much it for me.

I also made a decision to specialise in Theatre very early on. After qualifying as a nurse I went straight into it and never looked back. It's quite rare to know what you want to do so young and then stick with it for a lifetime. I've got two kids who have never had a clue - I'm very lucky.

**Hazel is the Outpatients Clinical Services Manager and has been at King Edward VII's Hospital for two years.**

**What makes King Edward VII's Hospital nurses different?**

It's the level of care that they provide. Patients say they really feel cared for and listened to because our nurses always have time for them. That's what makes the nurses here stand out – the fact that every day they go above and beyond for the patient. That's why we're here, to care, we are in the caring profession; it is our responsibility and the reason we get up in the morning. It is our nurses' unique personalities that set them apart. Training can only take you so far, so we encourage them to put themselves out there to make the patient's journey more personal, more comfortable, and ultimately more pleasant. Even if you are coming to the Hospital for a procedure that is unpleasant, we nurses have the opportunity to make a difference and turn that negative experience into something positive.



## **Sibo is the Critical Care Unit Manager with over 32 years' experience in intensive care.**

### **What do you love about nursing?**

I love that you can give somebody a second lease of life, it's a feeling that you cannot put a price tag on. The effect that you have on patients is huge, it is a great responsibility, but one that I thrive on. If a person is unwell, a doctor can diagnose and operate to the highest standard, but if the nurses do not provide the right care and attention afterwards, the patient may struggle to recover. Seeing the joy in patients' faces as they are well enough to go home gives me a great deal of satisfaction.

Nursing also has a spirit of togetherness which I really pride myself on. Something really special which we have in this hospital is the traditional nursing structure, with a matron and deputy matron. Nurses can see that those higher up the hierarchy do not disappear, as can happen at larger establishments. I am so proud to be a King Edward VII's Hospital nurse and I feel all nurses should take great pride in what they do – it's a wonderful vocation.



## **Emmett is the Deputy Matron and has worked at the Hospital for 13 years.**

### **What's special about the relationship between patient and nurses at the Hospital?**

We do everything we can to ensure that our nurses have the time to care. It is vital in building rapport with patients that we start by getting the basics right, good introductions, keeping patients informed about their care and what they can expect. We are able to build a therapeutic relationship. Many of our patients have come to our Hospital numerous times and are pleased to see the same faces. Many of our staff, not just our nursing teams, have been with the Hospital for a long time.

We also have a real emphasis on effective nursing leadership. Each of our patients will be seen each day by a member of the senior nursing team. This gives an opportunity to patients to feedback in real time. They know that they are being listened to. We empower our staff to take action in order to resolve issues immediately or to go the extra mile for our patients.



## **Angela is the Senior Ward Nurse at the Hospital and has been a nurse for over 30 years.**

### **What is the greatest achievement of your nursing career?**

I have been fortunate enough to travel to Bahrain as part of the commissioning team tasked with opening a new hospital on the island. When we arrived it wasn't much more than a building site, so we had a lot of work to do to convert it to a fully functional hospital of 350 beds. It was during the Arab Spring in 2011, so it was a strange and challenging time to be working on such a project.

Initially the Ministry of Health had commissioned the hospital, but shortly afterwards the Bahraini Defence Force took over. There was a lot of change and fluctuation because of events politically, so suddenly we were civilians working with lieutenants, generals and sheikhs. Despite the challenges it was an incredibly interesting period of my career. The experience of living and working in a different culture whilst taking an empty building and turning it into a state-of-the-art hospital has benefited me hugely, both in my role as Senior Nurse and as a person.





# A Day in the Life of a King Edward VII's Hospital Nurse

Although the philosophy of nursing is underpinned by the central tenet of it being the caring vocation, the role of nurses is actually very broad. It encompasses a lot of different disciplines, each of which requires its own specific set of skills, knowledge and personality – something our nurses have in abundance. Here we give you an insight into the work of four different nursing professions.



**Outpatient Nurses** work with patients who have consultations, from testing, to minor procedures, to follow up care, but are not due to spend the night on the ward. They are a patient's first port of call and the gateway to any further treatment at the Hospital.

A typical shift begins at 8am and ends at 8pm. Most of the consulting rooms are prepared at the end of the shift, in the morning we will go through what each of the consultants and clinics need during the day for their particular speciality.

We have a team meeting and discuss what the day holds for us. As the bulk of the preparation has been done, our main concern is with double checking that everything has been done correctly and that the consultants are allocated the right level of nursing support. A nurse will be allocated to a particular consultant, clinic or floor, depending on the level of assistance required.

Aside from carrying out the usual nursing duties, a large part of the job is concerned with the smooth running of patient consultations and procedures throughout the day so as to ensure that our patients consistently receive the highest standard of care.

No two days are the same. No matter how meticulously we plan, there are always unexpected occurrences, but that is why working in outpatients attracts the type of person it does: outgoing, dynamic and adaptable to any change.

**Our Ward Nurses** safeguard the wellbeing and rehabilitation of our longer-term patients. They are committed to ensuring that all of our guests spending the night at the Hospital receive the highest possible standard of care and are made as comfortable as possible.

Each day begins with a handover from the night before; the nurses report everything that occurred during the night so we have a complete understanding of our patients' conditions. We carry out observation checks on patients' vitals six or so times a day, unless a patient has come from Theatre, in which case we check more regularly.

The daily nursing tasks are individualised so that each patient is treated according to their varied needs. Afternoons are about making sure that our patients are comfortable: we assess their pain to make sure it is being well managed.



As it is subjective and affects people differently, our patients rate their pain from 1-10 and we administer medication as appropriate.

At 8pm the night shift begins and we repeat the handover process. The nurses introduce themselves to the patients and start preparing them for sleep. We check on each patient and ask if there is anything we can do to help them settle before bed.

The final round of medication is at 10.30pm, for which we wake up the patients so that we can avoid their waking up in pain later in the night. The night shifts are generally quieter than the days, but nurses are always on call, as our patients' comfort is our priority.

**Theatre Nurses are responsible for ensuring the smooth running of all major procedures, from open surgery to minimally invasive robotic procedures.**

Our mornings are all about preparation. We check absolutely everything in the Theatre to ensure it is in perfect condition for the first procedure of the day. Once that has been done we always make the effort to introduce ourselves in Theatre, even if we are all familiar with one another, so everyone has a clear understanding of the responsibilities of those present.

We then run through another checklist, and the patient is anaesthetised and brought into Theatre.

We do one last final check to confirm any specifics about the patient's condition before the procedure and then we commence.

At the end of the operation we repeat all of our checks to confirm that everything has been done correctly. As we're cleaning and preparing the theatre ready for the next operation the consultant thanks everyone for their work.



Once everyone is together, we do our debriefing, making sure we are all happy with how the procedure went and checking if there are any suggestions for improvements which may aid in the patient's recovery.

Afterwards, if we don't have another operation, we spend time planning for the coming days by ensuring we have all the equipment and staffing we need to ensure our patients won't experience any delay.

**Our expert and dedicated team of Critical Care Nurses work with patients in the most serious condition in our four-bed Critical Care Unit.**

In the morning we handover from the night to the day staff and distribute responsibilities according to the requirements of patients. We then begin our work, providing care, administering medication and carrying out hourly patient observations. Any samples required are taken first thing so that the results are ready when the doctors come round at 7am. This also means we are prepared for any planned procedures, which helps the day to run smoothly.

We make appointments, such as imaging or physiotherapy, early in the morning so everything can be done for the patient in a timely manner. This planned approach applies to visitors as well; friends and family can arrange to visit patients when they are free, but we assign a rest period during the day.

Our patients are bathed first thing in the morning; everyone likes to look presentable even if they are very unwell. It comforts the family to see that. Despite their relative being critically ill, they are in an environment where they are kept looking presentable and clean, even though it is not something they can do for themselves.

We become very attached to our patients; they stay here for so long that we get to know them and their family very well, but of course we are thrilled to see our patients' return to full health.



# Our Loyal Staff

Our patients take great comfort in seeing the same familiar faces on our nursing teams, but there are also some 'behind-the-scenes' staff members who know this Hospital better than anyone. Here we recognise three members of staff for their service of over 30 years.



## Isabelle

**Theatre Clinical Coordinator/Ophthalmic Lead**  
**33 years of service.**

I joined the Hospital as a Scrub Nurse on 6th January 1987, more than a decade after I had come over from Nantes to train as a nurse. After completing my training I worked at several well-known hospitals, and one of the urologists I'd worked with, Mr J P Williams, (the father of actor Hugh Bonneville), suggested coming to work with him at King Edward VII's Hospital. He spoke of it in such high regard that I applied immediately, and the rest is history.

I've worked in a number of roles, but currently I am the Theatre Clinical Coordinator and Ophthalmic Lead. I am responsible for ensuring the smooth day-to-day running of the operating theatres, as well as anything to do with our Ophthalmology department. I love the variety of my role. Each day brings its own challenges and we are constantly assessing, improving and modernising. So much of the Hospital has changed in my time, that doesn't mean to say it has lost its traditions. The Hospital has maintained the same culture and discipline and always strives for the highest standards, which have always been at the top of our agenda.

The priority is always the patient. Our emphasis is on making the patient feel comfortable. This tradition remains at the core of the Hospital, whilst it has evolved and developed over time. The equipment is state-of-the-art and we're always looking to progress. I've progressed within the Hospital myself: nurse, sister, then deputy manager and now one of the coordinators. I have always been totally committed. When you give your all, it makes you happy because you go home with the feeling you've done a good day's work. If you are committed and feel it in your heart, it brings you a lot of joy. I absolutely love this Hospital. The day I leave will be a very, very sad day. I'm very attached; it has been the biggest part of my life.

# Luis

## **Estates Handyman, 37 years of service.**

I started working at the Hospital in March 1983, originally as a cleaner, but after some years I was promoted to supervisor. I didn't much like the paperwork that came with my new position, so I transferred to the Estates team. I much prefer physical work, and they needed someone who was good at decorating, so I fitted right in.

I really enjoy my job, I find it very satisfying, and we're always busy - if I'm not busy at work then I can't enjoy a job. Every day is the same, in that every day is different. I can more or less do every job myself and my pager is always beeping.

I get on with all my colleagues, they're very nice guys. That's the best thing about the Hospital; I've been here for many years and I've met so many friendly people. I am still very good friends with my ex-manager, who retired a few years ago. We worked together for more than 20 years.

I've been at the Hospital for 37 years, but I believe there's no point in moving around and changing jobs when I have everything I need here. I like my work and colleagues and I'm well looked after by the Hospital. I've visited three times as a patient and the experience was excellent.

To work here you have to have a feeling inside your heart and be interested in the Hospital. If you're happy then your team is happy.



# Angela

## **Housekeeping, 31 years of service.**

When patients ask me how long I've been working at the Hospital and I tell them I've been here for over 30 years, they are amazed. I received a long service badge, which I am very proud of. I leave it in a safe space and only wear it on special occasions; I don't want to lose it when I'm rushing around.

When I first started I was 20, and I thought I would only stay for one or two years and then go home to Colombia, but I couldn't imagine myself anywhere else now. I've been here for such a long time, I know my job inside out, I know all the staff, and everyone likes me because I have always worked hard.

I've always worked on Ward 3 (which is the busiest and largest ward) and I always try to do my best to make our patients comfortable. If they are going for an early hydrotherapy or physiotherapy session, I make sure I clean their room while they are gone so they can rest undisturbed for the remainder of the day. Everything we do is to make the patients safe and happy.





## A Very Special Afternoon Tea

It seemed fitting in our 120th year to celebrate the longevity both of the Hospital and of the relationships with our supporters of over 30 years' standing. We were delighted to welcome some of our most loyal Friends and supporters to a very special Afternoon Tea, in the gracious presence of our President, HRH The Duke of Kent KG.

In recognition of their continued generosity, our guests were presented with a specially commissioned pin, before being served a sumptuous afternoon tea, prepared by our Head Chef, Mark Heard, and his team. We mingled happily and we all took great pleasure in sharing unique memories of the Hospital, some going many years back.

**"I need hardly tell you we enjoyed ourselves very much at the tea party, which was a most excellent event. I would be most grateful if you could pass on our thanks to Lindsey Condron and everyone else concerned (particularly Chef!)."**

His Honour Judge Frederick Marr-Johnson



“Thank you so much for the Afternoon Tea. It was a delightful occasion; my wife, Stephanie, and I enjoyed ourselves greatly. Chef Mark Heard’s food was lovely and his sandwiches, especially his cucumber sandwiches (quintessentially English), were absolutely fantastic.”

Lt Commander Nigel Gates RNR

“Thank you for the Afternoon Tea. A most enjoyable time and I was not expecting to sit down after the champagne! Thank you also for my “badge” – a great honour and I’m glad to have been a donor for so long. As I said, I believe my first donation was in 1978.”

Mr Mark Dawson



“Just a note to thank you and your colleagues for your warm and generous hospitality yesterday – I found it a most entertaining and informative afternoon and it was very good to meet HRH again in such informal surroundings (we were at Sandhurst together). I particularly enjoyed meeting the charming and clearly competent Tonya Kloppers, beside whom I sat at the amazing tea you provided.”

Brigadier (retd) George Blakey



# The Difference You Make



We want to take this opportunity to thank our many benefactors for their support in ensuring that the Hospital can continue to develop its facilities, clinical services and increase its charitable work.

Thanks to the generosity of our Friends who supported the Hospital's 120<sup>th</sup> Anniversary Appeal, King Edward VII's Hospital was the first hospital in the Harley Street area to acquire the da Vinci® Xi™ robot. Robotic surgery offers many benefits to patients, including short hospitalisation, faster recovery time, reduced pain and discomfort, and small incisions, resulting in reduced risk of infection.

We also have been able to enhance the capabilities of our urology department by acquiring, thanks to generous gifts in wills, two outstanding pieces of medical equipment allowing for the latest treatments of prostate cancer, electroporation (NanoKnife™) and High-Intensity Focused Ultrasound (HIFU). King Edward VII's Hospital is one of the few hospitals to offer these treatments.



## SPONSOR A VETERAN

Last year we launched our Sponsor a Veteran Appeal in order to raise £360,000 to continue delivering the medical treatment and Pain Management Programmes to veterans who need it the most. For many, the treatment they receive is life-changing.

We are delighted to let our Friends and supporters know that, thanks to your continued generosity, we have reached our goal and raised, at the time of writing, £359,615.

We look forward to providing you with an appropriate update as soon as the Centre for Veterans' Health is able to resume normal activities.







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