

HELPING REBUILD LIVES



CHARITY IMPACT REPORT

QVH staff top the polls!

Our Queen Victoria Hospital (QVH) staff have once again received high praise from patients! In a recent survey by the Care Quality Commission, QVH inpatients placed us top in the country when asked about care from nurses, and we also achieved the highest ranking for experience of leaving hospital.

Patients said that they felt staff gave them the right amount of information about their condition and treatment, listened to their worries and fears, ensured privacy and provided all available pain management.

Karen Norman, Chair of our Charity Committee, sent her congratulations to the staff:

"We're delighted to hear of your achievement. These results reflect the hard work and dedication of all of you, each and every day. Whether you work directly with patients or behind the scenes, you should all be proud. We know there is a strong link between happy staff and excellent patient care. As your charity, we are proud to stand alongside you, funding equipment, projects and services to support not just patients, but you too."

Read more here!

<https://rb.gy/bh79j6>



Olivia shares her QVH story

Olivia was diagnosed with stage three breast cancer in August 2019, aged 60. She received care at QVH, and has nothing but praise for the staff who treated her. She shares her story...

"I received chemotherapy and radiotherapy locally during the pandemic, when I also underwent a mastectomy on my right breast. However, I really struggled to accept my appearance following the operation. I developed a phobia and could not look at myself, touch myself or take my bra off. I could not stand the feeling of nothing being there. I needed to talk to someone to get me out of the nightmare I was living every day."

Olivia was referred to QVH where Ruth, a clinical psychologist, had been employed, thanks to a grant we secured. Olivia continues:

"I was able to talk to Ruth about what was happening to me and we had six months of weekly, hour-long therapy and it has turned things around for me massively. Ruth listened and took me seriously. It was just so incredibly helpful and made me realise I could come out of this. It was a really good working relationship. **I think everybody should have a Ruth.**"



Clinical psychologist, Ruth MacQueen, funded thanks to a grant from NHS Charities Together.

Read more about Olivia's story on <https://rb.gy/uawnwk>

Supporting staff to support you

We're passionate about supporting QVH's hardworking NHS staff and are proud to provide a range of wellbeing initiatives, development opportunities and morale boosting activities.

In recent months for example, we have been delighted to fund:

Project Wingman - a safe space for staff to decompress, de-stress and unwind during the working day.

Our prestigious staff awards ceremony - to acknowledge and thank our dedicated teams and individuals.

Diversity and respect workshops - to support the Trust in its mission for all staff to feel valued and included.

Hardship fund - to help staff struggling during challenging times of financial distress.



All aboard the Wingman Bus!

"The Project Wingman visits have been great, it has given staff space to switch off on their breaks and to recharge before returning to their roles. This is one of many well being initiatives that the charity has supported recently. This helps to ensure we provide an array of care for staff that as many of our colleagues as possible can access."

Liz Blackburn, Deputy Chief Nurse

"The staff awards are the annual highlight of our calendar. It's a chance to get together and celebrate our wonderful colleagues who provide exceptional care to our patients, whether that is directly or in one of our many supporting teams. Thank you QVH Charity for making this event possible."

Rob Stevens, Interim Chief People Officer

These initiatives and more are only possible thanks to kind supporters like you.

Read more about our staff support

<https://rb.gy/5ekdq7>

Helping patients to manage their pain

Patients receiving treatment for pain management are now benefitting from two new virtual reality (VR) headset kits, provided thanks to charitable funding of **£14,208** ✨

We purchased the new virtual reality kits following successful piloting with children on Peanut Ward and adults with burns injuries. The equipment helps with pain management by distracting the brain with virtual environments and 3D games. The new ones will be used by patients undergoing surgery.

You can read more about the patient support projects we fund on <https://rb.gy/ob8wlr>

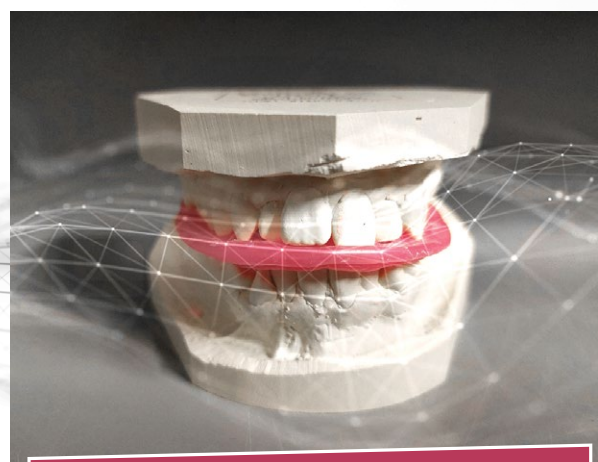


VR headsets help with pain management

Digitising 3D dental models

Dental models are hugely important in patients' ongoing treatment for injured mouths. However, as you can imagine, at 10,000 and counting the models take up a lot of space!

So, this year we donated **£10,102** ✨ for a lab scanner that will allow the maxillofacial team to scan these space-hogging models, transforming them into 3D digital models to be used for ongoing care and research. With the number of patients receiving QVH care growing year on year, the team are grateful that each model can now be scanned in **just 32 seconds**, allowing them to focus on patient care.



Just one of the dental models in our collection



Mr Dheansa Consultant plastic surgeon

Supporting scar studies

QVH provides world-renowned care for patients undergoing surgical reconstruction for major wounds. To develop a clearer understanding of the mechanisms of scar formation, Mr Dheansa and his colleagues have been conducting an observational portfolio study that has generated one of the largest collections of scar data sets in the country.

We were proud to donate **£3,850** this year to continue this informative, specialist study.

HELPING TRANSFORM

young lives

As a specialist centre, we get to know some of our young patients well as they often require long-term treatment and support following injuries including burns, eye disease, and damage to the head, neck, face and hands.

Recently, we have helped support this vital life-changing care by funding projects that build confidence and help restore skills needed for daily life, all thanks to your support.

Thank you from every young patient whose life you help to rebuild.

Playroom equipment **£3,127**

Following its relocation due to COVID, the Peanut Ward team asked for help to re-equip the playroom, making it more child friendly and with dedicated storage for specialist toys.

CREW PGL trip **£11,522**

24 children had an extraordinary weekend of superhero adventure on the Isle of Wight in June to help them build confidence and self-esteem, enabling them to share their experiences with others facing similar injuries.

Handheld toys **£199**

From Duplo blocks to Nintendo Switch games, one of our specialist surgeons asked us for a variety of toys to enable him to assess children's hand agility at play during appointments.



Thank you to everyone who has donated this year!

You are helping to rebuild lives with your kindness.



"Going to hospital can be daunting for our young patients, but the toys, services, outings, and equipment that our charity funds can help make the experience fun, helping them to heal more quickly."

Geraldine Carr, Matron on Children's ward

We'd love to hear from you!

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