



The Art+Science of Patient Care

Chelsea + Westminster Health Charity
Registered Charity no.1067412

2015

Impact Report

140,000

patients a year will benefit from our calming environment in the new A&E redevelopment

We have raised over

£400,000

towards our A&E appeal so far

We held **700** live music, theatre and dance events in the hospital last year

Last year, our performing arts programme reached over **10,000** patients on hospital wards

We have approved

£16,489

of funding through our Small Change Big Impact initiative

2,169 supporters received our quarterly e-newsletter

14 trekkers

climbed Mount Kilimanjaro raising over

£420,000

Welcome

2014/15 has been another good year for CW+ and its beneficiaries: the patients and families visiting Chelsea and Westminster Hospital. Thanks to our supporters' generosity, we continue to help the hospital offer over 725,000 patients the best possible care every year.

We have reached more patients than ever before through our programmes to improve the quality of their environment and experience. Our flagship initiative has been our support for the hospital's planned redevelopment of A&E, which we feature in this report.

We have funded ground-breaking research, whether focused on preventing preterm birth or healing burns. We work with a talented group of scientists and clinical researchers. These efforts are advancing medicine and offer the promise of new treatments for patients.

One of our most exciting developments has been the launch

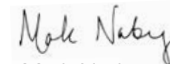
of the Enterprising Health Partnership. The hospital's doctors, nurses and therapists have brilliant ideas on how to make patients' treatment better. We support them to realise their plans through financially sustainable innovations.

None of this would be possible without the incredible generosity of our supporters. Together our trustees, donors, volunteers, hospital colleagues and the charity team have grown our voluntary income from £2.3 million to just under £2.9 million. The hospital and charity have translated this funding into faster diagnosis and recovery, less pain, less stress and better outcomes for hundreds of thousands of patients and their loved ones. You can find out how in the pages that follow.

Warmest wishes,



Tony Bourne, Chairman



Mark Norbury, CEO

Research & Education

We raise funds for education, training and ground-breaking research to identify new life-saving treatments and illness prevention for babies, children and adults.

Making breakthroughs in critical care treatment

Chelsea and Westminster Hospital sees over 800 new burns patients every year – more than 10% of the national total.

Burns are excruciatingly painful and often lead to severe inflammation which compromises healing. We have funded research which is discovering new ways to accelerate healing and localise the body's inflammatory response.

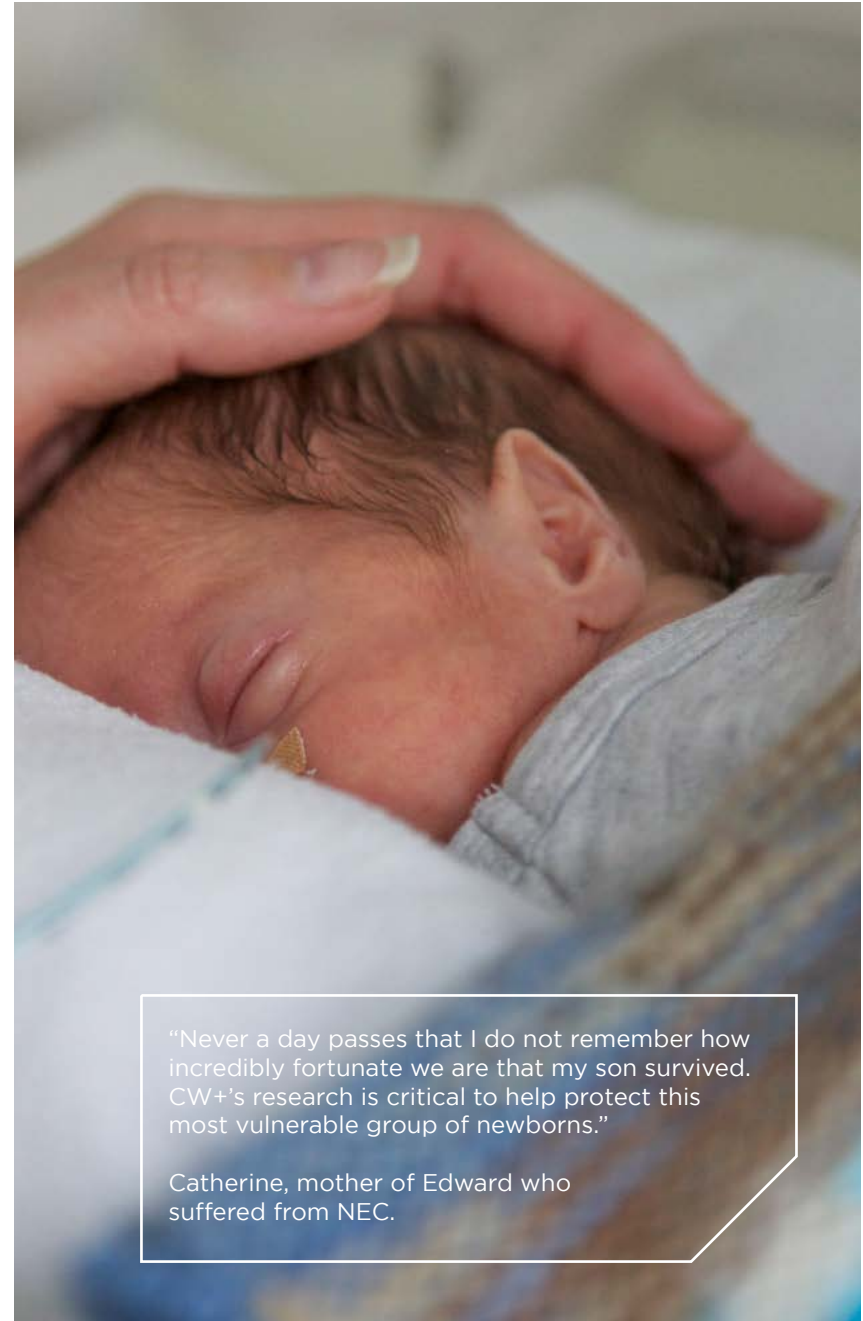
We are funding a full-time Enterprising Health Fellow to support the burns team to put together clinical studies and treatment innovations across wound management, tissue engineering, diagnostic advances and patient rehabilitation.

“The money raised by generous CW+ supporters has enabled the hospital team to make real breakthroughs in burns research. We have several exciting research projects in the pipeline which we hope can make a big impact on the quality of acute burn care and patient rehabilitation following burns.”

Isabel Jones,
Clinical Lead Burns Service

Necrotising Enterocolitis (NEC) is the second biggest killer on neonatal intensive care units in the developed world.

We have supported research to treat and eventually prevent this condition. Our studies will improve brain development, immune system response and help prevent the trauma of NEC.



“Never a day passes that I do not remember how incredibly fortunate we are that my son survived. CW+’s research is critical to help protect this most vulnerable group of newborns.”

Catherine, mother of Edward who suffered from NEC.

Creating lifelong health for mothers and babies

We continued to raise funds to improve the lives of mothers and babies before, during and after childbirth. To date, we have raised over £3 million. This has funded vital research into premature birth through Borne.

This year, our international maternity programme became **CW+ New Futures**. It aims to make childbirth safe wherever women live through education and training. We improve the skills of local maternity teams in South Africa and Uganda, while also treating chronic maternity conditions, such as fistula. We are 50% of the way through a £1 million fundraising effort. If we succeed, we will develop affordable and effective treatments to prevent fistula.

2 million women in resource poor countries suffer with fistula, a complication in childbirth. Most women tragically lose their babies, are left incontinent and treated as outcasts. We are training local healthcare teams to treat fistula, restoring dignity and quality of life for these women.

In August 2014, rugby legend Will Greenwood led a team of 14, including our CEO Mark Norbury, to the summit of Mount Kilimanjaro.

The team raised over £420,000 for Borne's life saving research.



Alima, aged 24, suffered from fistula for four years before having an operation at Kitovu Hospital, Uganda in one of our repair camps:

"I started contracting at home and it then took me ten hours to get to hospital. Once I delivered, my baby was already dead. Four days later, I started dripping urine, I couldn't control it. I would love to say thank you to the people who donated to help cure my problem. I can now lead a normal life. I am very, very happy."

Innovation

We invest in healthcare innovations which improve clinical outcomes for patients.

We work closely with the hospital team to identify services, technologies and equipment which will improve patient care. Highlights from the first year of our Enterprising Health Partnership include:

James Caan, entrepreneur, who launched our Enterprising Health Partnership said:

“Innovation doesn’t need to be about coming up with something new. There are things around you everyday. Ask yourself, ‘can it be done differently?’”

RELAX Anaesthetics won an NHS England Innovation Acorn Challenge Award.

Award winning innovation improves administration of anaesthetics to children

Children are often too anxious to be anaesthetised before an operation. This can delay surgery or result in operations being cancelled. Paediatricians across the country face this situation every day.

RELAX Anaesthetics is a powerful solution used on digital devices. Developed by consultant anaesthetist Peter Brooks, it relaxes and distracts children while they are being anaesthetised prior to surgery.



When Rachel’s son, William, injured his finger at school, he was referred to Chelsea and Westminster.

“As a mother, seeing William panic when he saw the operating table was very difficult. However, I needn’t have worried. He instantly calmed down when he was offered a game to play on an iPad. It completely distracted him and within a minute he was successfully anaesthetised - it was like magic.”

The first UK Social Impact Bond to help patients stop smoking

Stopping smoking can deliver dramatic and immediate improvements in patient health, including: fewer complications in pregnancy, fewer emergency admissions and reduced lengths of stay in hospital after an operation.

We have funded a £150,000 social impact bond which will provide a three-year smoking cessation service. It is the first of its kind in the country.

An estimated

800 maternity,

600 respiratory,

800 cardiac and

1600 surgical patients

could benefit from this service each year. This would result in a saving of £300,000 for the NHS.



App to help new mums

We have developed a mum and baby app with the help of Sunita Sharma, Clinical Lead for Postnatal Services at Chelsea and Westminster Hospital. The free app provides new mums leaving hospital with up to date advice, information and guidance.

Over 1,500 new mums have downloaded and benefitted from this free app so far.

Enabling staff and patients to make improvements

This year, we launched “Small Change, Big Impact”, which provides staff and patients with the opportunity to apply for funding of up to £2,000 for projects that improve patient experience.

Projects funded so far include:

Orientation clocks for dementia patients.

Mindfulness sessions for multiple sclerosis patients.

Improved waiting area at the West London Centre for Sexual Health.

Reclining chairs for expectant mothers and their partners.

We have received

46

funding applications

We have approved

£16,489

of funding

The average grant amount approved is

£1,257



Jennifer Grange, Senior Health Play Specialist, was awarded funding for a sensory trolley:

“Children often arrive at the ward with additional needs which can affect their ability to cope well in a hospital environment. The sensory trolley is a wonderful asset to support such patients and make their time in hospital a positive one.”

A&E Appeal

Every day, 300 people unexpectedly find themselves at Chelsea and Westminster's A&E. This year the hospital was ranked as having the top performing A&E service in the country. It was designed to accommodate 60,000 patients but currently sees over 112,000 patients every year. Now the hospital is investing in a £10 million redevelopment to offer a space that is fit for 140,000 patients.

This year, we launched our £600,000 appeal to support this redevelopment. We are bringing together artists, designers and clinicians to support the hospital in creating the leading A&E department in the country, and a calmer environment in which to be treated.

Light, colour, smell and sound affect hormones, brain activity and the way people behave. Our research and consultation has shown that patients would benefit from our art and design plans through shorter waiting times, reduced stress and pain, and faster recovery.

We are lucky to have great artists and designers working with us, including Brian Eno, Steffi Müller, Boex, and Isaac Julien.

“Take it from me, a calm patient is far easier to diagnose, treat and ultimately discharge than one who is anxious, frightened or in terrible pain.”

Charles Stewart, Lead Paediatric Emergency Consultant at Chelsea and Westminster Hospital

“This is a wonderful cause that highlights what we already know, that arts and culture have a huge impact on both our physical and mental health. This project will fundamentally improve the experience of A&E for thousands of patients, using the talent of our leading artists to provide a calm and positive environment.”

Minister of State for Culture and the Digital Economy,
Ed Vaizey

Arlo's story

Arlo was just 18 months old when he pulled a pan of boiling water off the cooker, scalding his hands and chest. Arlo was admitted to A&E at Chelsea and Westminster Hospital, but was too distressed to be treated so he was transferred to the hospital's Paediatric Burns Unit.

While there, Arlo's mum, Gemma, was offered a choice: give Arlo morphine so his wounds could be dressed, which meant an overnight stay, or try the distraction techniques supported by CW+. Gemma chose the latter:

"I didn't want Arlo to be given something as strong as morphine. Thankfully, distraction techniques worked wonders with him. The lights were down low and there were projections of art and colours on the wall. Arlo, who had been screaming in pain and was uncontrollable when we first entered A&E, immediately calmed down. Within 45 minutes, his wounds had been treated and dressed and he was discharged."

With funding from our A&E appeal we will be able to introduce light projectors, inspiring artwork and controllable lighting to help reduce anxiety and treat patients in A&E.



Arlo now calls the hospital his 'happy place'

Patient Environment & Experience

We transform the hospital environment and experience for patients, families, volunteers and staff.

Our art and design programme has expanded over the last year with many new and exciting projects which all aim to improve the patient environment and experience.

We launched our RELAX Digital programme, creating a calming environment in waiting areas, through screen based artworks. This includes a partnership with the V&A Museum, to bring digital workshops to younger patients at the hospital and impressive digital artworks for all patients to enjoy.

Working with researchers from Imperial College, we ran a pilot study supported by SONOS music systems. This project uses digital art and music to improve patient recovery and reduce stress. Internationally-acclaimed music producer and artist, Brian Eno, generously donated artworks and compositions for this project. The research findings will inform our art and design plans for the new A&E redevelopment.

Research shows that music helps to improve patients' visual awareness; memory and mood.

¹"Music listening after stroke: beneficial effects and potential neural mechanisms." Särkämö T, Soto D, 2012.



"We recently had a patient waiting for surgery in a standard waiting booth, which has no art, no music and artificial light. She was incredibly anxious. I moved her to one of the CW+ enhanced booths which has natural light, Brian Eno's digital artwork and music. She very quickly became calmer and more relaxed. It's a busy ward, but with the art and music, we are able to create a calm environment for patients before they go into surgery."

May Wesley, Junior Sister, Surgical Admissions Lounge

Our performing arts activities have expanded, which means we can bring even more live music, theatre and dance events to patients, families and staff.

A particular focus has been supporting older people. We expanded “Memory Lane”, where pianists from the Concordia Foundation and the Royal College of Music play stroke, dementia, and older patients their favourite songs. We reached over 7,000 patients with this project.

We also ran dance classes with Rambert Dance Company to support patients’ hospital treatment or rehabilitation.


We were awarded an Arts and Health Commendation for ‘Creative Arts and the Wellbeing of Older People’ from the Royal Society for Public Health (RSPH).

We were delighted to be left a significant gift in the will of Madge Gill, a previous employee of the hospital. We will be using Madge’s generous donation to help transform care for older people, for whom hospital stays can be particularly challenging. We will combine visual, digital and performing arts with improvements to the built environment, guided by ours and others’ research findings. We remain grateful to Madge for thinking of us when she made her will.

Arts Council England awarded us a

£60,000

grant to work with emerging artists at the Royal College of Art, to develop digital artworks for waiting areas in the new A&E redevelopment.



We commissioned six photography students to produce a collection of 42 site-specific photographic artworks for various wards within the hospital. Following consultation with staff and patients, the artists focused on elements of tranquility, familiarity, nature, spirit, and concentration.

Echinacea Purpurea (Eastern Purple Coneflower)
Cian Oba Smith, From Medicinal Flower Series, 2014

Finance

Fundraising income:

Growth in our fundraising income in 2014/15 compared to 2013/14:

2014/15 = £2,883,433

2013/14 = £2,312,387

Charitable expenditure:

Research: 73%

Innovation: 6%

Patient environment and experience: 21%

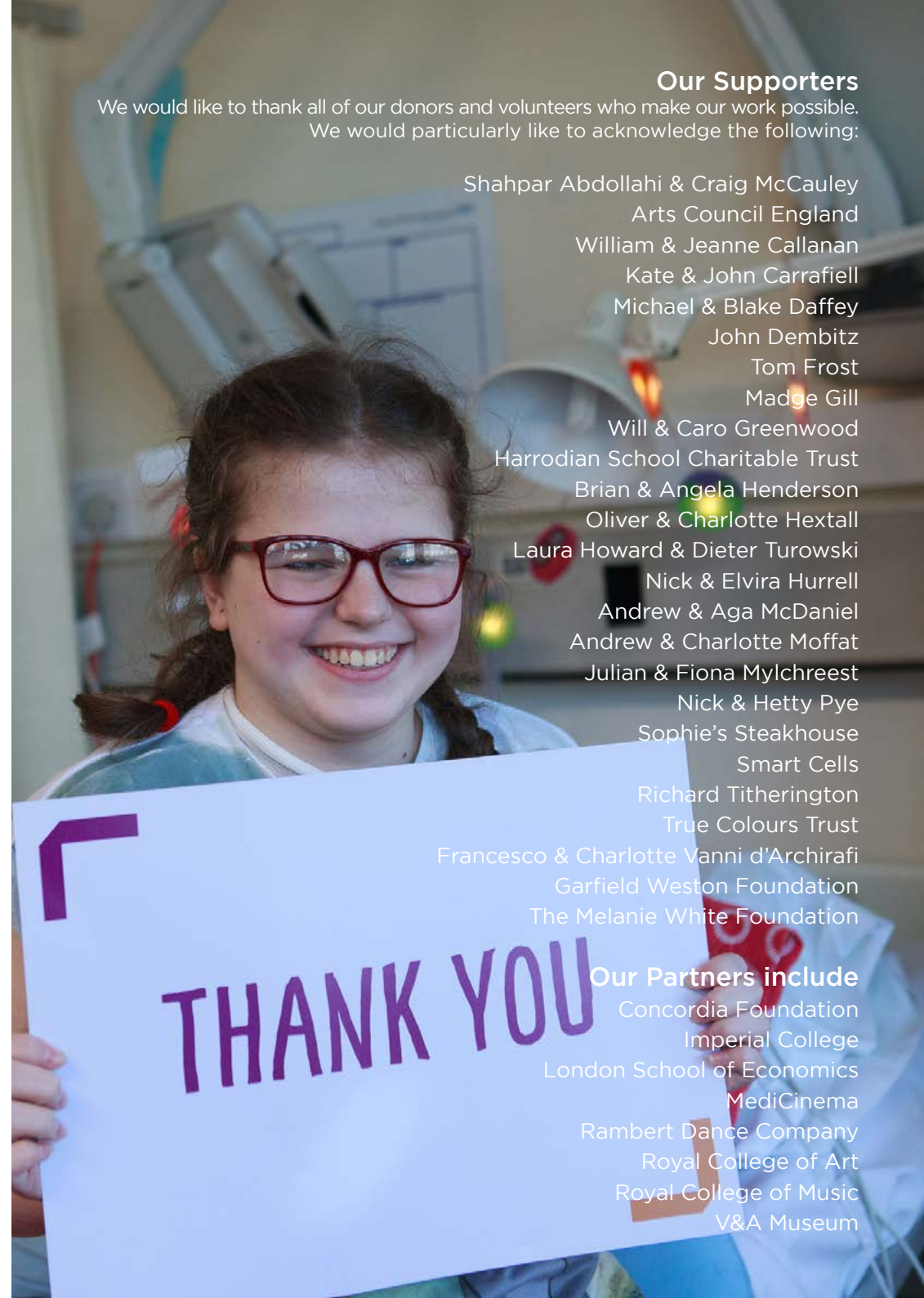
Our Supporters

We would like to thank all of our donors and volunteers who make our work possible. We would particularly like to acknowledge the following:

Shahpar Abdollahi & Craig McCauley
Arts Council England
William & Jeanne Callanan
Kate & John Carrafiell
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John Dembitz
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Brian & Angela Henderson
Oliver & Charlotte Hextall
Laura Howard & Dieter Turowski
Nick & Elvira Hurrell
Andrew & Aga McDaniel
Andrew & Charlotte Moffat
Julian & Fiona Mylchreest
Nick & Hetty Pye
Sophie's Steakhouse
Smart Cells
Richard Titherington
True Colours Trust
Francesco & Charlotte Vanni d'Archirafi
Garfield Weston Foundation
The Melanie White Foundation

Our Partners include

Concordia Foundation
Imperial College
London School of Economics
MediCinema
Rambert Dance Company
Royal College of Art
Royal College of Music
V&A Museum



We exist to make care better for patients
and their families through pioneering research,
innovation, art and design.

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