



IMPACT REPORT 2022



CW+ is the official charity of Chelsea and Westminster
Hospital NHS Foundation Trust.

All the illustrations in this report are by Emily Thomas, CW+ Arts Coordinator and a former Artist in Residence. Emily's drawings capture the thoughts and observations of staff and patients and bring to life the daily workings of our hospitals.



CW+ is the official charity of Chelsea and Westminster Hospital NHS Foundation Trust.

Our vision is to create an outstanding health and care environment for our patients, staff and community.

Our mission is to develop innovation in patient care, patient experience, and the hospital environment. We design and enhance clinical facilities, deliver innovative solutions and a pioneering Arts in Health programme, support staff wellbeing and development, and seek out and fund new technologies.

Please note that the data contained within this report is taken from December 2021 to November 2022 due to the publication date.

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Welcome

The publication of this report marks the end of another busy year for CW+ but also the end of a chapter as we wind down one set of priorities and look ahead to exciting new opportunities.

Since March 2020, we have been focused on supporting the incredible efforts of staff across our hospitals as they worked tirelessly to care for our patients during the COVID-19 pandemic. We continue to be immensely proud to work alongside them and grateful for the support we have been able to provide thanks to our generous donor community.

But while the challenges faced by our hospital colleagues – and the NHS more widely – are still significant, they have moved on from those we faced collectively at the height of the pandemic. With this in mind, we are looking ahead to the future and launching our new three-year plan, which will focus on maximising our effectiveness and impact in this evolved landscape.

As you will see in the pages that follow, CW+ achieved a huge amount in 2022 but we won't stand still. We continue to strive, alongside our Trust colleagues, to create an outstanding health and care environment for our patients, staff and community. On page 30 you can

read more about our forthcoming plans, which include the 30th birthday of Chelsea and Westminster Hospital and a new Ambulatory Diagnostic Centre at West Middlesex University Hospital. First, though, we hope you will enjoy some of the highlights of 2022, all of which were made possible by our incredible supporters.

On behalf of all our patients, their families, and our staff, we want to say an enormous 'thank you'. We hope you will continue to follow our progress as we embark on our next exciting phase.

TONY BOURNE
CHAIR

CHRIS CHANEY
CHIEF EXECUTIVE

it's not about how well you draw,



it's about the process of
relaxing.

Overview of the year

2022 was an exciting year for CW+ that saw new projects take off, and a welcome return to greater face-to-face interaction after the COVID-19 pandemic.

The year began with the culmination of our prestigious Saatchi Gallery exhibition, *Journeys: The Healing Arts*. The project received critical acclaim and marked the start of an ongoing collaboration with the Saatchi Learning Programme. As part of their hugely varied programme of work, our Arts in Health team also welcomed back our CW+ Pets As Therapy volunteers to support staff and patients.

Building on our Trust's position as a leading centre for maternity and paediatric services, we launched A Little Helping Hand in February. The initiative will raise vital funds for research into pregnancy and childbirth complications. We are hugely grateful to our donors supporting this life-changing work, helping to give babies and families the best start in life.

With the spring came the launch of our Best For You volunteering programme, the second phase of the transformative Best For You initiative. The programme was co-designed with young people in response to their feedback that mental health services can feel lonely and that they wanted support from people they can relate to.

March saw the launch of our CW Innovation Horizon Fellowship programme in partnership with DigitalHealth.London, which is nurturing 20 Trust staff to develop their innovative ideas for projects to improve patient care and experience. CW Innovation was also responsible for supporting the further development of the award-winning Hand Therapy app, created by our Trust colleague Hayley Fay to provide patients with bespoke exercises prescribed by their therapist to aid recovery.

In April, the Arts in Health Team launched a new exhibition – NHS 70th Anniversary Print Portfolio. The display on the ground floor of Chelsea and Westminster Hospital was created in 2018 to raise funds for the NHS and toured London hospitals before being donated to CW+.

RADICAL (Rapid Adoption Digital Innovation Call), in partnership with the Rosetrees Trust and Kusuma Trust, took place for the second consecutive year. Mark Lethby and Georgi Todorov won the call with their proposal 'Hospital at Home', which builds on the development of virtual wards to enable more people to be cared for at home.

We're always happy to welcome celebrity supporters to our hospitals, and 2022 was a bumper year. Former Chelsea FC player Antonio (Toni) Rüdiger visited in May, giving presents to our paediatric patients and spending time with the staff on the Adult Intensive Care Unit. As part of the Trust's celebrations to mark International Nurses Day, dancer and burns survivor Abbie Quinnen visited the Burns Unit at Chelsea and Westminster, where she was cared for after a serious accident. And in June, Hollywood actor and star of *Captain America*, Chris Evans, came to our CW+ MediCinema to surprise our younger patients, who then enjoyed a special preview screening of his latest blockbuster, *Lightyear*.

June also saw the launch of Virtual Bodyworks. Funded by our RADICAL programme, Virtual Bodyworks allows participants to become embodied as a person of a different race, gender, physical ability or sexual orientation in a virtual reality (VR) environment, an innovative form of Equality, Diversity and Inclusion training for Trust staff, designed to reduce implicit bias.

Another new exhibition, exploring the heritage of our West Middlesex site, launched in July. Former and current staff, along with local residents, came to celebrate the hospital. We also launched our first ever Green Funding Call, for staff ideas that support the Trust's Sustainability Programme. The finalists were awarded grants of up to £20,000 for their ideas to reduce waste and the Trust's overall carbon footprint.

We were delighted to support the Trust's Staff Awards in September, the first time the event had been held in person since the pandemic. It was an emotional evening, as staff across the Trust were recognised for their unswerving commitment, talent and resilience. Our special CW Innovation Award was presented to Dr Lucy Thomas for her pioneering work with Skin Analytics (see page 9). We celebrated three years of CW Innovation with an Anniversary Expo, bringing partner groups together and showcasing projects from our flagship programme. And as part of our HIV and sexual health work, the first of two conferences brought together leading HIV practitioners from around the world to discuss a new era in HIV. The second focused on supporting the professional development of HIV and sexual health clinicians from across the UK.

Our Digital Inclusion programme, funded by NHS Charities Together, has developed and grown in 2022. The programme involves CW+ leading partnerships with three North-West London organisations providing equitable digital access to health, care, and community resources. Originally aimed at people shielding from COVID-19, the Digital Inclusion programme has now expanded out to any socially isolated individuals.

2022 ended on a high when the findings of the international PIONEER study, led by our Trust and supported by CW+, were published in The Lancet Respiratory Medicine — the world-leading respiratory medicine and critical care journal. We were also delighted to record over 20,000 visitors to our Best For You website, with users from around the world accessing a wealth of information and support.

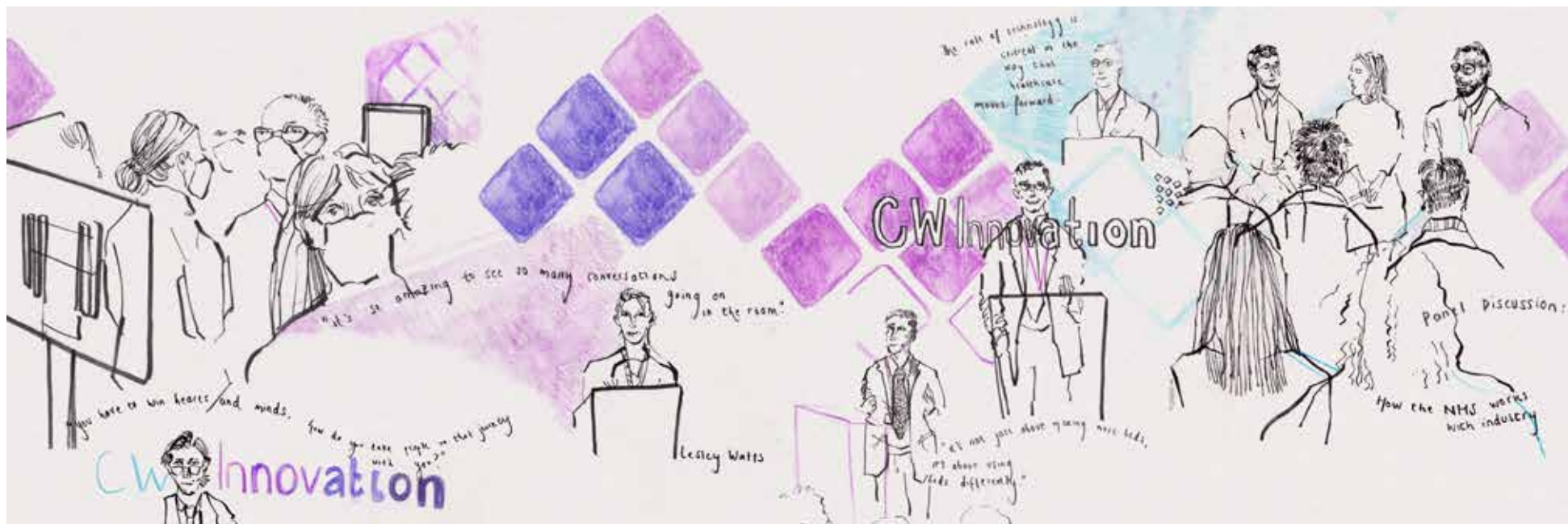
CW Innovation

Since its launch in 2019, our flagship CW Innovation programme has helped transform many aspects of patient care at Chelsea and Westminster Hospital NHS Foundation Trust and has developed into one of the most mature and active innovation programmes in the NHS.

CW Innovation is a partnership between CW+ and Chelsea and Westminster Hospital NHS Foundation Trust. It was established three years ago to identify, embed, test, and scale the latest healthcare innovations, technologies, and ways of working to improve patient care and experience.

This year, the CW Innovation programme has gone from strength to strength. Its growing portfolio of innovative solutions and models of care has generated national recognition for the Trust as an emerging leader in innovation and an early-adopter and designer of transformative, next-generation services and care tools.

We are delighted at the progress our hospitals and our network of partners are making, and now in our fourth year of CW Innovation, we remain focused on delivering new and improved methods of care for our patients and our community.



Highlights this year include:

- ◆ Establishing a portfolio of virtual wards across the Trust (including Huma COVID, Heart Failure, Chronic Obstructive Pulmonary Disease, Inflammatory Bowel Diseases and Mpox Wards) to support earlier discharge of patients from an inpatient bed or help prevent avoidable admissions of patients who attend A&E.
- ◆ Expanding our partnership with Skin Analytics, with the rollout of the real-world evaluation of DERM, an artificial intelligence (AI) diagnostic aid that aims to change the way that skin cancer is assessed and treated by the NHS.
- ◆ Continuing our work with DBm-Health – a mobile app co-developed with our partner Sensyne – to include the monitoring of patients at high risk of steroid-induced hyperglycaemia.
- ◆ Working with Current Health to offer a virtual ward ‘in a box’ to monitor patients at home. Patients have a wearable device and information is wirelessly transmitted via a hub so clinicians see data in real time.
- ◆ Extending our use of mixed reality Microsoft HoloLens glasses, which are used by consultants and facilitators to teach medical students.
- ◆ Launching Project Eirene, which uses a Smileyscope virtual reality (VR) headset to support people who experience loss during the early stages of pregnancy. It provides an alternative to pain relief during gynaecological procedures, which lowers pain and decreases stress.
- ◆ Running a successful Virtual Bodyworks pilot to introduce an innovative form of Equality, Diversity and Inclusion training for staff, using the VR environment to replicate real-life situations and helping to improve the way we deliver care.
- ◆ Launching a brand new version of the Hand Therapy app, which provides patients with treatment information and a therapist-tailored exercise programme to aid recovery from hand and wrist injuries. The improved version of the app has new functionality, content and updated features to improve the patient and therapist experience.

NB: The last four projects listed above started life as ideas from entrepreneurial Trust staff, who applied for funding under our Grants programme. They are now part of our CW Innovation portfolio.

CW Innovation Three-Year Anniversary Expo

We celebrated the third anniversary of our CW Innovation programme by holding a Three-Year Anniversary Expo at Chelsea and Westminster Hospital. The event was an opportunity for NHS and industry leaders, companies, partners and innovators to discuss the vital roles innovation, collaboration and entrepreneurship play in today's NHS.

The expo was a fantastic opportunity to celebrate the achievements of the first three years of the programme, bringing partner groups together and showcasing our portfolio of evaluated, real-world projects.



Horizon Fellowship programme

CW Innovation launched its 12-month Horizon Fellowship programme in partnership with DigitalHealth.London, which will nurture 20 Trust staff to develop their innovative ideas for projects to improve patient care and experience.

We have been working with the Horizon Fellows to support their digital projects with funding and expertise. The programme will equip them with new skills and knowledge, inspire them as they hear about the art of the possible from others, and connect them to like-minded peers and mentors.



Rewired Pitchfest 2022

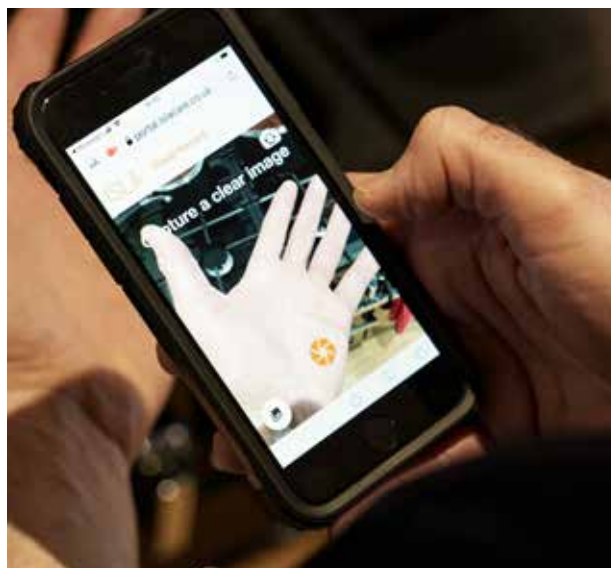
This year, CW Innovation supported the winner of the 2022 Digital Health Rewired Pitchfest event, CardMedic – an innovative app to reduce health inequalities. The app will be tested and scaled at Chelsea and Westminster. We will also be supporting Rewired Pitchfest 2023 for the fourth consecutive year.





Novartis Biome

We were a partner of the Novartis Biome UK £3 million Heart Health Catalyst 2022, which aims to identify and implement solutions that empower patients to improve their heart health. The Pitchfest, where shortlisted companies presented their cardiovascular disease innovations to a panel of judges, took place at the Healthcare Excellence Through Technology (HETT) Show. The winners were announced as Lifelight and PodDoc, and we will be providing them with the opportunity to test their innovations at the Trust.



DigitalHealth.London Accelerator (DH.LA)

CW+ is a founding partner of the DigitalHealth.London Accelerator (DH.LA). Now in its sixth consecutive year, the programme has supported some of the biggest and most effective digital innovations now being used by the NHS, including ISLA, Skin Analytics, Patchwork Health, DrDoctor and Lumeon, which were all deployed successfully at Chelsea and Westminster.

This year, we have continued to work in partnership with DH.LA to deliver the sixth cohort of applications from health tech SMEs (Small and Medium-sized Enterprises).



NHS Clinical Entrepreneur Programme

We continue to be London's only recognised NHS test and evaluation partner site, having been selected to host the NHS Clinical Entrepreneur programme for the second year running. The programme, which was funded in 2016, has become the world's largest entrepreneurial training programme in healthcare.

Grants

In 2022, the breadth and range of our grants-funded projects continued to benefit patients and staff alike.

'I would definitely recommend the CW+ Small Change Big Impact grant, just for those little extras so you can really go the extra mile with your patients.'

Emma Bowen, Team Lead Respiratory Physiotherapist

The CW+ Grants programme awards funding to hospital staff for ideas and projects that will help them to deliver better patient experience and care. Funded projects can range from large-scale service development and transformation, to simple improvements to support staff wellbeing and provide access to training.

Up to £100,000 is available for any single major project which in 2022 included the expansion of the Burns Laser Service, and the creation of a new role for a Specialist Palliative Care and End of Life Care Clinical Fellow. This year also saw the return of RADICAL (Rapid Adoption Digital Innovation Call), which is open to all Trust staff and offers grants of up to £50,000. Other special funding calls also took place, including a call focused on promoting environmental sustainability, and another specifically for nurses, midwives and allied health professionals.

Alongside these large-scale projects, we awarded over £63,000 in small grants to staff across the Trust this year. Fast-track grants of up to £2,000 are awarded under the Small Change Big Impact (SCBI) scheme, which supports ideas that improve patient care and experience. Examples in 2022 included a baby food blender for a paediatric ward and a mobile ophthalmoscope and otoscope for use with neurological patients.

Small grants are also available to support staff, whether it be for training opportunities or improvements to the workplace. In 2022, we awarded over £19,000 in grants through the Training, Education and Development Fund and the Staff Wellbeing and Amenities Grant, with the latter including support for a team building day for the Resuscitation and Simulation Service, and new kitchen facilities for the staff of Lord Wigram Ward. Staff seeking support for postgraduate education or research projects can apply for a grant via the annual Joint Research Committee, which is jointly funded by CW+ and the Westminster Medical School.

'I would absolutely recommend applying for a grant with CW+. If you're not sure, have a conversation with the team. They are incredibly supportive and will help guide you.'

Louise Nunn, Consultant Midwife

Volunteering

With the support of CW+, the role of volunteers at our hospitals has been immensely beneficial to patients and staff in 2022.



‘Funding and support from CW+ has provided us with the certainty and safety to build a real platform for volunteering at the Trust. Thanks to this, we now have dedicated staff teams on both sites who are able to offer a consistent service to volunteers and staff alike. This is important for building a baseline service from which we can innovate to create new projects such as end-of-life care, vaccine support, and patient discharge support.’

Joe Crook, Volunteering Services Manager

In 2022 the Volunteering Service launched a new end-of-life care volunteering scheme. Eight specialist Butterfly Volunteers have begun working alongside the ward teams and Palliative Care Team at West Middlesex University Hospital to provide support and a peaceful presence to patients who are in their last weeks, days or hours of life. This could involve listening, chatting, reading or simply holding their hand, as well as supporting their

family or those who are important to them with respite and signposting where needed.

The Trust’s Volunteer Service provides the opportunity for people from the local community to support patients and staff at Chelsea and Westminster and West Middlesex hospitals. By taking varied non-clinical roles, volunteers can make a positive impact on patients, as well as developing new skills and gaining experience of working within the NHS. With the support of CW+, the Volunteer Service has expanded significantly since 2020, with increases in contributed volunteer time across both hospitals, and the piloting of new volunteer-supported services for patients.

‘The volunteer was very caring and professional. It was nice to have someone to talk to who isn’t focused on my health, but has time to listen to me speak about my life and family, which helped me relax.’

Patient

Best For You

Our innovative new approach to child and adolescent mental health, Best For You, has continued to gather momentum in 2022, with growing digital reach and plans well underway for a new day centre.



The number of young people in the UK experiencing mental health problems has reached crisis point, and 75% of them are not getting the help they need.

Best For You is a new, user-led model of care that is transforming young people's experiences of mental health support. It is made up of a partnership between Chelsea and Westminster NHS Foundation Trust, Central and North West London NHS Foundation Trust, West London NHS Trust, CW+, and Imperial College.

The role of CW+ in the partnership includes raising the seed funding required to deliver the programme and supporting several key areas including digital content, wider partnership working, and non-clinical leadership. Clinical partners carry out all young people and patient-facing interactions.

Best For You combines innovative, accessible digital resources and community partnerships to provide early intervention support, alongside specialist help for young people who are acutely unwell.

Digital

The Best For You website has content for young people, parents and carers, and professionals about wellbeing and mental health conditions, created in partnership with clinical experts across our three NHS Trusts. It also has pages signposting sources of support in North West London and a directory of digital support.

Apps are fast-becoming an important way for young people to identify and manage their wellbeing – but over 300,000 health apps exist, and not all of them are safe and secure. In response, we created the Best For You app library in partnership with ORCHA (the Organisation for the Review of Care and Health Applications). The Best For You app library helps connect young people and clinicians with over 1,000 safe, trustworthy apps that support mental health and wellbeing.



We also partner with Shout to provide the **NATTER** text service. Young people can text **NATTER** to 85258 to message with a trained volunteer. The service is free, anonymous, and confidential.

Most recently, we have partnered with YouTube, who are supporting us to make 20 videos (and 20 YouTube Shorts) over a year. YouTube will feature these videos as being from a safe source, encouraging young people to view the films rather than other, less reliable, videos.



Best For You



Community partnerships

Over 70 external organisations have engaged with Best For You in some form over the past year. We have provided digital training for many partners, including ReThink Mental Illness and Chelsea Football Club Foundation.

We have also partnered with universities in North West London and have attended their events to promote the Best For You offer and find volunteers.

‘Chelsea FC Foundation is proud to work in partnership with CW+ to give Best For You the best possible platform to bridge the gap between clinical care and the community. We are looking forward to further developing our partnership in the future.’

Anne-Marie Smith, Health and Wellbeing Manager, Chelsea FC Foundation

Day service

This year, we have consulted with young people and clinicians in preparation for the opening of a new day service in 2023.

Run by Central and North West London NHS Foundation Trust, the day service will treat some of the most acutely unwell young people in North West London. It will offer a safe, co-designed environment, reducing unnecessary inpatient admissions and supporting young people to recover in the community, supported by friends and family.



We ran consultations with young people through online and in-person discussions and workshops. Their input informed the design of the day centre, including colour palettes, artist commissions, and visual themes. They told us that they favoured designs inspired by nature, so we commissioned artists Anna Jane Houghton and Carlos Peñalver to create a calming environment that is conducive to recovery.

This year, Best For You has:

Reached 30,000 people through Instagram

Achieved 126,000 impressions* through Twitter

Reached 4,900 people through Facebook

Hosted 2,283 sessions on the Best For You app library

* impressions are the number of times content has been seen.

Our year in numbers

Grants

86

Grants awarded

£697,498

Awarded
in funding

142

Grant
applications received

14,095

Patients reached
through the Arts for
All programme

Arts

7,065

Staff reached through
the Arts for
All programme

860

Visits from Arts for All
resident artists

32m 48s

Average nap length
in an ICU sleep pod

Please note that the data contained within this report are taken from December 2021 to November 2022 due to the publication date.

130

clinicians from
eight countries
reached

56

hours of HIV/sexual
health conferencing
and education

Best For You

989

social media
posts created

22,000

visitors welcomed to the
Best For You website*

*Since February 2022

3,217

searches hosted
on the Best For You
app library

Education and training for HIV/sexual health clinicians

Fundraising

km run:

357

km cycled:

10,035

m climbed:

1,085

Neonatal Palliative Care

After its national rollout in 2021, our Neonatal Palliative Care programme has ramped up the provision of essential training and support for professionals working in this vital area.

The Neonatal Palliative Care programme is jointly funded by CW+, the True Colours Trust, and Chelsea and Westminster Hospital NHS Foundation Trust. It gives neonatal healthcare professionals the skills, support, and resources to provide collaborative care for babies and their families, ensuring they receive the best possible care at the most challenging time of their lives. An emerging specialism, neonatal palliative care emphasises the comfort of the baby and quality of life for the family, however long their time together may be. It improves the experience and outcomes for families during a time of crisis, specifically when their baby is not expected to survive, or when a baby has multiple complex health needs with an uncertain future.

The project is led by Alex Mancini, a former Matron at Chelsea and Westminster Hospital and the country's first National Lead in Neonatal Palliative Care. Following a successful pilot across London in 2015, phase two began in 2021 when the project was awarded further funding to expand across three new regions – the North West, South West, and Yorkshire and the Humber.


The training holds the needs of both baby and family at its heart and provides neonatal healthcare professionals with the expert knowledge to recognise and identify babies who need palliative care. It teaches them how to have difficult and sensitive conversations with families, and how to identify and recommend additional specialist services, as well as giving them the knowledge and connections to provide continuing bereavement care and support to families.

Despite the continuing challenges faced by NHS staff across the country, we are delighted with the number of professionals continuing to attend our training sessions.

Across the three regions and over just nine months, we have held 117 weekly training sessions, which were attended by a total of 1,144 staff.

This incredible response during these pressing times is testament to the very real need for support, information, and training for neonatal healthcare professionals, enabling them to feel more confident and equipped in providing the best possible care to babies and their families.





'Never has it been more important to provide neonatal healthcare professionals with emotional and practical support via education and training, so that parents and the wider family are provided with consistent, high-quality palliative and bereavement care. Despite the workforce challenges we are faced with, I continue to be passionate and wholeheartedly committed to delivering the project aims across all professional groups in different settings nationally.'

Alex Mancini, National Palliative Care
Lead Nurse

Fundraisers

Every year, we are bowled over by the commitment and support of the many people who take on challenges to fundraise for us, and 2022 was no exception.



Staff fundraisers

Staff on our Neonatal Intensive Care Unit (NICU) were inspired to raise funds to support the unit achieving Baby Friendly Initiative (BFI) status. This initiative, established by UNICEF and the World Health Organisation, is globally acknowledged as the gold standard for maternity and neonatal care.

NICU nurses Maria Vinarao and Gina Oliva completed the Edinburgh Half Marathon in May, while Purvi Patel and Helen Mol completed the Royal Parks Half Marathon in October, all raising funds to support work that will help to achieve BFI accreditation.



Continuing the theme, David Willis cycled from Northern Italy to Northern Norway, covering 4000km in two weeks raising £2,150 for NICU.



Our Planned Care Team showed their resilience by competing in a Tough Mudder in September. This 15km challenge is peppered with 30 obstacles that test team-working skills and endurance. Staff faced obstacles such as 'Block Ness Monster' and the 'Mudderhorn' and returned triumphant. All funds raised will go to support the creation of a new Treatment Centre at Chelsea and Westminster Hospital.



Our Maternity and Gynaecology staff completed the Richmond Park Run to support enhancements for their ward. This run had been planned prior to the COVID-19 pandemic and staff were delighted to finally be able to compete in the run.



Community fundraisers

Caroline Blackmore ran 300km and cycled 600km over 30 days. This staggering achievement raised £1,825 to support our Paediatric Burns Unit.



Abbie Quinnen and Curtis and AJ Pritchard continued their fundraising for the Burns Unit by running the London Landmarks Half Marathon. We were also happy to have Abbie – and separately, Curtis and AJ – visit staff at Chelsea and Westminster Hospital to show appreciation to staff for the care they provide.



Ruby Danowski continued her fundraising for us, cycling the London to Brighton bike ride and raising £899 for NICU. Ruby has been supporting our fundraising for over five years now, and we remain grateful for her amazing support!



Tara Willson and friends Amy and Tor climbed Snowdon, raising £1,640 for our NICU.



Arup had a team of 16 staff who cycled a total of 326 miles over five days between their offices raising £4,128 for NICU.

Arts in Health

Now in its twenty-ninth year, our Arts in Health programme continues to improve the environment and the hospital experience for patients and staff alike.

The Arts in Health programme is a central part of our work at the Trust, encompassing visual art, participatory workshops and performances, film screenings at the CW+ MediCinema, our Design and Environment programme to enhance clinical and non-clinical spaces, and much more. Underpinning all of our work is an objective to grow a robust body of evidence that clearly demonstrates the impact on patient outcomes, care delivery, and cost effectiveness of these programmes and enhancements.

We also hold a collection of over 2,000 works of art and digital installations that transform the hospital environment for patients, families, volunteers and staff.

The year began with the conclusion of our highly successful Saatchi Gallery exhibition *Journeys: The Healing Arts*. The exhibition generated positive feedback and launched an ongoing collaboration that saw the Saatchi Learning Programme delivering ward-based activities for paediatric and adult patients at Chelsea and Westminster Hospital.

CW+ Arts for All

Arts for All got off to a good start when we met with our artists in residence to talk about their experiences on the programme and the development of their creative practices. Musician Rudy Green developed a music-making project supporting young people within the Transfusion Group at West Middlesex University Hospital. Akademi dancer Jesal Patel combined her dance practice with visual arts to deliver a multi-artform workshop with older adults exploring themes of identity, and Arts for All musicians in residence Mark Levin and Julia White began sessions in the Neonatal Intensive Care Unit at Chelsea and Westminster Hospital.

February saw the return of the CW+ Arts for All Pets as Therapy volunteers, visiting paediatric and adult patients at Chelsea and Westminster Hospital. Throughout the year, we ran regular sessions in the hospital's Sky Garden for the staff of the Intensive Care Unit. To date in 2022, we have successfully recruited four new Pets as Therapy volunteers, introducing two at West Middlesex University Hospital, and two at Chelsea and Westminster Hospital.

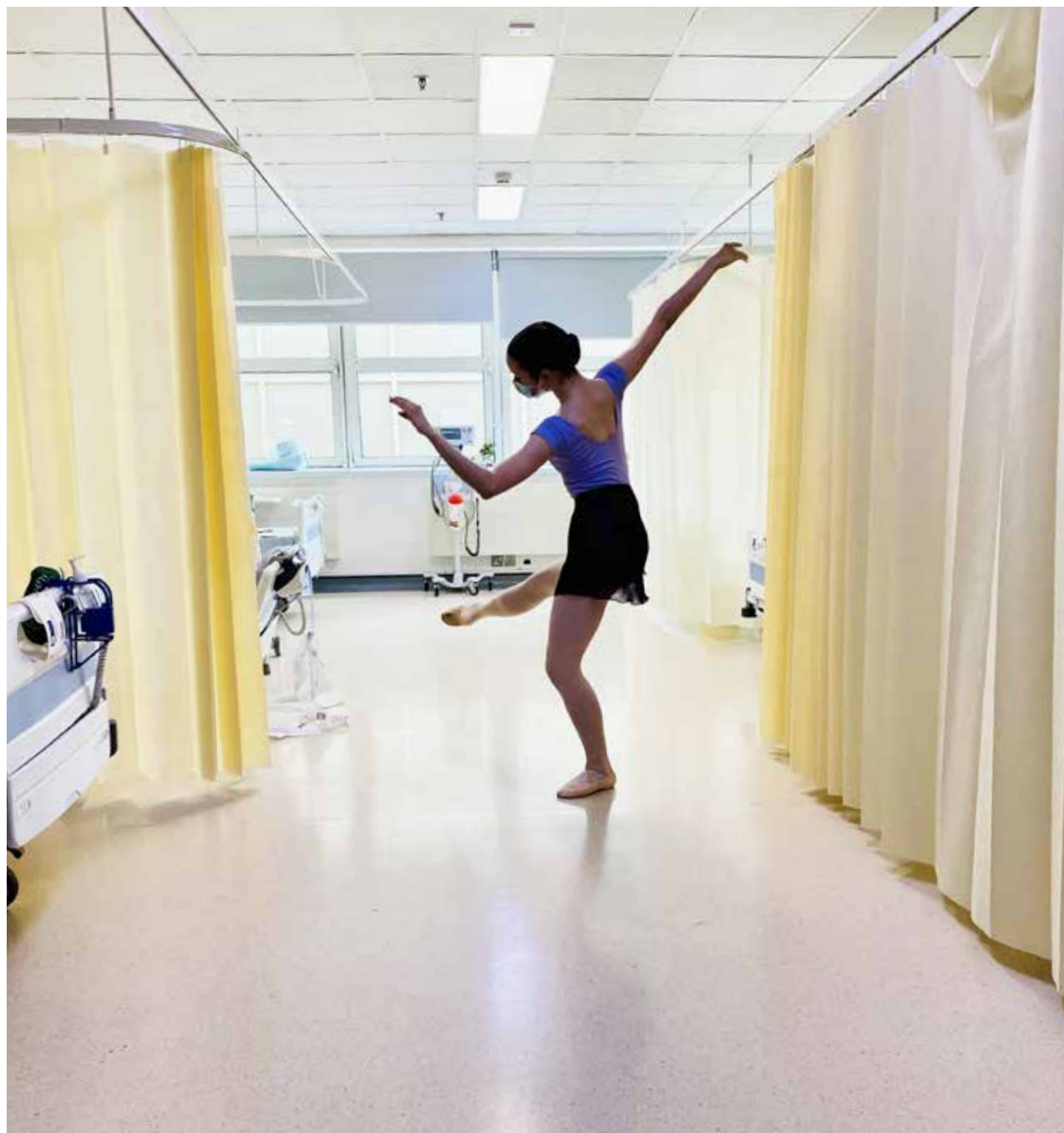
We were delighted to resume our lunchtime Arts for All performances in 2022, which included celebrations of International Midwife Day, Nurses Day, and Operating Department Practitioner Day. These concluded in November with a special performance of *Zal and the Phoenix*, a fantasy story adaptation for children.

ChelWest Singers

After limited access during the height of the COVID-19 pandemic, we were delighted that our in-house choir, the CW+ ChelWest Singers, were able to begin using the CW+ Studio for their rehearsals. As part of the Chelsea History Festival, we organised a ChelWest Singers collaboration with the Royal Hospital Chelsea Pensioners. The two choirs came together in performances at the National Army Museum and at the Chelsea Physic Garden, facilitated by Arts for All artist Natasha Lohan.

Community partners

Music and dance continued to feature prominently throughout 2022, and we were pleased to welcome performers from the Royal Academy of Music and Opera Holland Park (returning for the first time since 2020), among others. Opera Holland Park joined us in August to perform on older patient wards at Chelsea and Westminster Hospital, and in September, we welcomed the English National Ballet School back for the first of regular fortnightly visits. We also welcomed the return of Hammersmith Community Gardening Association, and the National Portrait Gallery to deliver show and tell workshops for patients.





CW+ Studio

Alongside choir rehearsals, we were also able to resume our Arts in Health projects and activities in the Studio, including various collaborations between our Arts for All artists. The CW+ Studio was improved in June by the installation of new furniture and additional storage, designed to allow for flexible use of the space. With this in place, we were able to provide a timetable of sessions for the benefit of patients, staff, and community groups, including the delivery of activities with Age UK, Sing Out London, and Macmillan, which have been attended by almost 200 people in over 400 visits.

Environmental improvements

Across all clinical and non-clinical spaces, CW+ strives to enhance our hospitals to provide an outstanding healing environment, reducing stress and anxiety for patients and staff to improve wellbeing and outcomes. Significant improvements to the design and environment of both hospitals have been made this year, ranging from complete ward refurbishments to new artwork commissions and installations. In February, we installed new Relax Digital screens in the Fracture Clinic main waiting area and Chelsea Wing reception (Chelsea and Westminster Hospital), and St Stephen's Centre clinical rooms. We supported a training session by Rescape Innovation for clinical staff from the Intensive Care Unit at Chelsea and Westminster Hospital, and were visited by Pulsar Instruments, makers of wearable noise monitors. We presented different models of this technology to staff in the Acute Assessment Unit at Chelsea and Westminster Hospital to source opinion on what would be most practical for an upcoming noise-levels project.

In April we unveiled a new exhibition – NHS 70th Anniversary Print Portfolio – on the ground floor of Chelsea and Westminster Hospital. The display, which had toured London hospitals since 2018, celebrated 70 years of the NHS and the vital role it plays in people's lives. In May, we refreshed our exhibition by artists from Chelsea Arts Club. We also installed prints in the waiting area of Twickenham House Youth Clinic at West Middlesex University Hospital and new artwork by Carlos Peñalver for the Therapy Services at Chelsea and Westminster Hospital.

We installed the first Ecophon acoustic absorbent wall panel as part of our noise reduction project in the Acute Assessment Unit at Chelsea and Westminster Hospital. The panel is the first of its kind to feature printed artwork and we worked with Bella Gomez, a surface pattern designer, who is creating designs based on consultations held with staff and patients.



In June, we completed the installation of enhancements at the new Paediatric Ambulatory Care Clinic, Chelsea and Westminster Hospital. This includes feature wall colours, framed artworks, low level colour lighting, built-in Bluetooth speakers, and bespoke wayfinding signage and patient boards.

Between June and September, we installed abstract artworks by Andy Burgess in the Neonatal Intensive Care Unit, Benjamin Everett works in the overnight rooms at Chelsea and Westminster Hospital, a large piece donated by Nanda Khiara, and new window vinyl artwork in the Intensive Care Unit at Chelsea and Westminster Hospital. The natural themed vinyl artwork by Carlos Peñalver helps to improve the view for patients and staff on the unit. Working with soft play specialists, Tiger Play, we installed a new playroom in the Cheyne Child Development Service. Complete with sensory equipment, the space will also function as an alternative space for clinical assessments.

PhD research

CW+ has started working with Zheyuan Zhang, who is doing a PhD research project on utilising design to improve mental health and wellbeing among healthcare providers. The research is part of a unique collaboration with West China Hospital (Chengdu), Lvy Medical (Shanghai), CW+, Chelsea and Westminster Hospital (London), Imperial Health London and the Dyson School of Design Engineering (London). As part of this, we completed a digital installation at Chelsea and Westminster Hospital in September that responds to people's emotions and body movement.



Special projects

We completed installation of the Heritage Exhibition at West Middlesex University Hospital, with the ribbon cut by the Mayor of Hounslow in July. Former and current hospital staff and local residents came to celebrate. In the same month, we were delighted to introduce our newly appointed resident photographer Ejatu Shaw to West Middlesex. Her 2022 residency focused on the stories and images of the hospital community and will form a lasting legacy as part of the heritage project.

HIV and sexual health

In 2022, CW+ continued to support the Trust's HIV Sexual Health Directorate portfolio of clinics, which forms the largest and busiest HIV and sexual health centre in Europe. The clinics care for 250,000 patients a year and are recognised as a global centre for excellence.

Education and training

During the last year, we produced 56 hours of conferencing and educational programming, convening 60 speakers and 130 delegates representing 52 Trusts, clinics and organisations from the UK and Europe. The programme has twin aims: to share the Trust's knowledge and expertise globally to support clinicians where HIV rates are high and still rising, and to support the professional development of the next generation of HIV and sexual health clinicians across the UK. Speakers this year included Professor Sir Chris Ham, Professor Caroline Sabin, Professor Marta Boffito, Professor Mark Nelson, and Anne Anslett, the CEO at the Elton John AIDS Foundation.

In early 2023, we will restart the directorate's prestigious Clinical Observation Programme welcoming HIV clinicians from around the world. The education and training programme is funded by ViiV Healthcare and Gilead Sciences Europe Ltd.

Awareness and prevention

The Trust's **HIV PrEP* Awareness Week** now runs annually following the amazing success of last year's campaign, which had an online reach of 16.9 million people, and led to 6,500 online bookings to access free PrEP. This was in part thanks to our partners, including the LGBTQ+ community (Terrence Higgins Trust, National AIDS Trust, Sophia Forum), NGOs (including UKHSA, British Association of Sexual Health and HIV), and our famous supporters Stephen Fry, Olly Alexander, and Tom Allen. Even though the campaign was based in London and included pop-up events at Heaven nightclub and G-A-Y, it had national reach online (www.getonprep.co.uk) providing links to a network of 165 clinics to access free PrEP across the UK.

UKHSA (formerly Public Health England) is using the campaign as a template, and it was a finalist in the Purpose Awards. This year's HIV PrEP Awareness Week will run from mid-November to 1 December, World AIDS Day, and aims to contribute to getting the UK to reach ZERO preventable HIV-related deaths, ZERO transmission and ZERO stigma.

*PrEP (Pre-Exposure Prophylaxis) is a daily medication that prevents people from catching HIV.

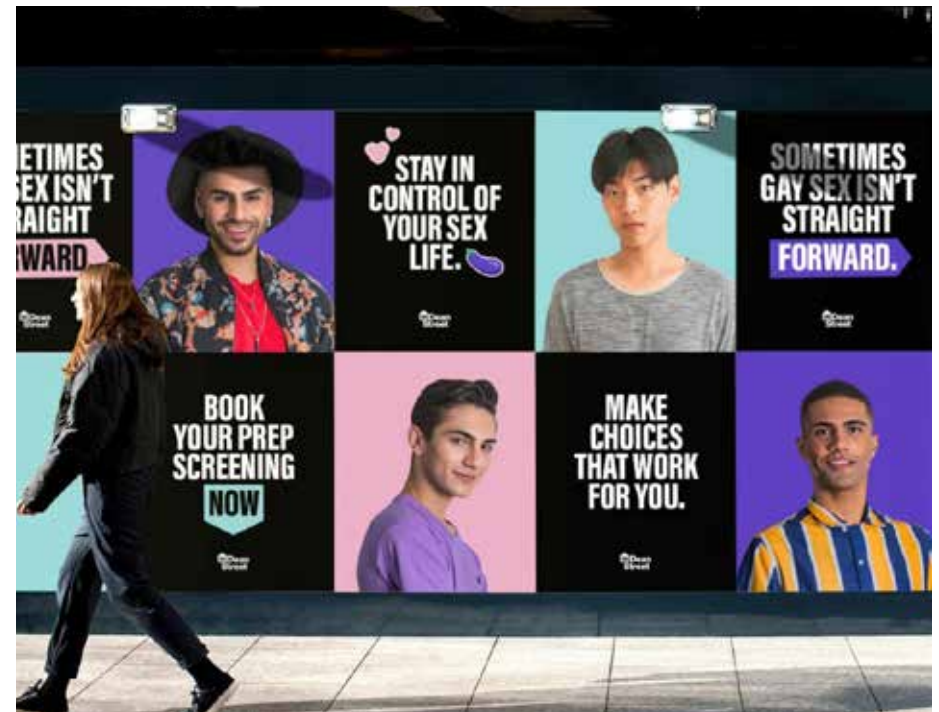
The Desi POV is a project designed by South Asian clinicians at the Trust. It raises awareness of the cultural barriers, stigma and taboos surrounding sex and the poor uptake of sexual health services by South Asian people in the UK, which leads to late diagnoses and the slowest rates of decline in HIV numbers. The project has produced a series of online videos designed to remove barriers to healthcare, improve understanding of sexual risk, and enhance sexual health and wellbeing. The aim is to make information accessible, especially for those whose first or primary spoken language is not English.

DesiPOV topics include sex, gender and sexuality, consent, contraception, HIV, and sexually transmitted diseases. The videos have been created in English and translated into multiple South Asian languages (Bengali, Hindi, Punjabi, Tamil and Urdu) – they are on Instagram @thedesipov. The project also includes diversity training for healthcare professionals. Gilead Sciences Europe provided project funding and Meta provided free advertising.

Community

Project BootCamp is designed to empower trans women living in London. It was created (and is led) by the trans activist and Trust Health Advisor Rebecca Tallon de Havilland, supported by the Trust's new trans and non-binary service, TransPlus. Over the last year, demand for this co-designed mixed programme of health, wellbeing, and practical support has seen a 300% increase. Project BootCamp now supports 100 trans women, via 60 group workshops and 300 individual sessions, with special graduation ceremonies at Kensington Palace.

Project BootCamp was showcased at the European Stigma & Discrimination Forum and at HIV Glasgow 2022, and it will feature in Rebecca's forthcoming reality TV show on Virgin Media. New project supporters include DocuSign, and the British Embassy in Dublin, which is supporting additional workshops in the city. In 2023, Project BootCamp will expand to provide support to trans men and non-binary people.



Looking ahead

In 2023, we will launch our new three-year strategy, which sets out our ambitious plans for the future.

While we're proud to be able to report so positively on our work this year, our thoughts are now turning to the future, and 2023 holds some exciting opportunities for CW+.

We will be celebrating the 30th birthday of Chelsea and Westminster Hospital, where we are developing plans to build a new, state-of-the-art surgical facility. Over at West Middlesex University Hospital, plans are no less ambitious. In addition to creating new outdoor spaces, and revitalising the hospital estate, we are closely involved in the build of a ground-breaking new Ambulatory Diagnostic Centre.

Our award-winning Arts in Health programme will be building back stronger than ever, and capitalising on the increase in face-to-face activity at both hospital sites. With a growing evidence base, we will continue to refine and develop the programme to ensure that it is consistently relevant in the current climate for our patients, visitors, staff, and local community.

Research and innovation will continue to form a key part of our work, ensuring that our Trust remains at the forefront of delivering the best possible care to patients, and supporting its world-class workforce to develop and thrive. In 2023, we will expand the CW Innovation programme with the creation of an Ideas Hub — a dedicated space for the expanded team, clinicians, and external partners to develop innovative projects, further establishing the Trust as a leader in health innovation.

CW+, along with its Best For You partner organisations, has ambitious plans for the future of the project. As we move into 2023, we will debut our updated brand, continue developing our digital offer, and finalise and deliver a community strategy. We will also celebrate a huge project milestone with the opening of a brand-new Best For You day centre for young people, designed by our Arts in Health Team. Further ahead, we are working on opening a dedicated inpatient facility within the hospital. In this state-of-the-art space, a multidisciplinary team will holistically assess young people's physical and mental health in tandem and work with them to understand the ongoing support they need.

We look forward to meeting the challenges ahead and working with our Trust to create an outstanding health and care environment for our patients, staff and community.



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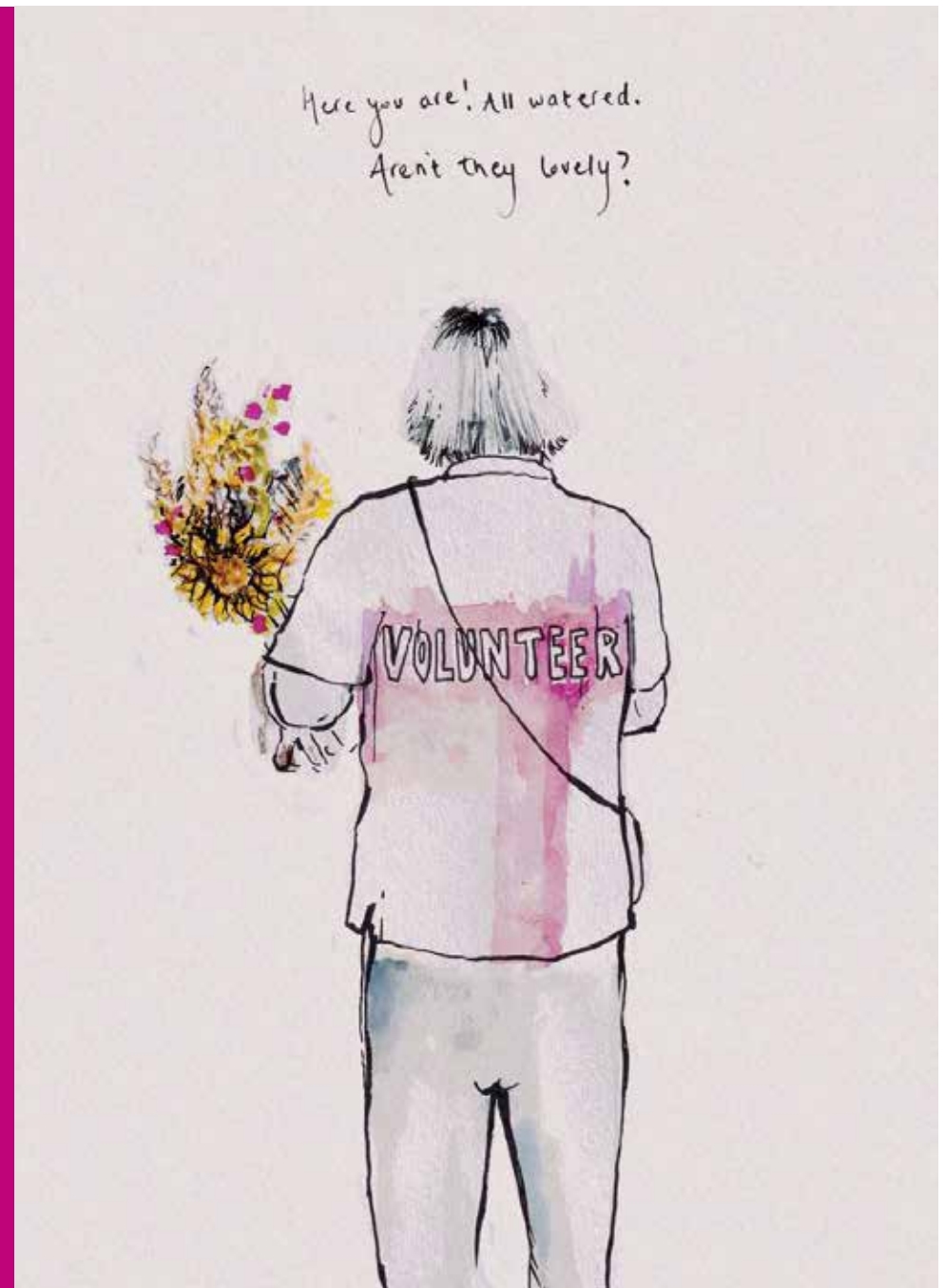
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