



The Art + Science of Patient Care

Chelsea + Westminster Health Charity
Registered Charity no.1067412



2016 Impact Report

Our Supporters

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

Antony and Fleur Alberti
Arts Council England
Michele and Helen Bareggi
Edel and Paul Best
Jinny Blom
Boodles
William and Jeanne Callanan
Michael and Blake Daffey
The Dembitz Family
The Dr. Mortimer and Theresa Sackler Foundation
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KX Private Members Health Club
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The Melanie White Foundation
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PF Charitable Trust
Hans and Julia Rausing
Katherine and Robert Ruberton
Dasha Shenkman
Sophie's Steakhouse
The True Colours Trust
The Warburg Pincus Foundation
The Wolfson Foundation
Edwin and Dina Wulfsohn



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“CW+ MediCinema is amazing and has given my son Leo a break from the ward. It's allowed him to remember he can have fun, that he does have a life outside of hospital and that he is a normal lad. Thank you.”

Lucy, mum of Leo aged 11

“I have had so many patients say how much they like the art and design in the new Emergency Department and how it's now a much calmer environment. If patients are calm, it makes it easier for us to treat them quickly and efficiently. We are very grateful to CW+ supporters for helping to transform our new department.”

Dr Shashank Patil, Emergency Department Consultant
Chelsea and Westminster Hospital

“To all the amazing, dedicated consultants and nurses who work (around the clock) in the Neonatal Unit who made my very poorly baby Archie well again – I can never thank you enough.”

Helen, CW+ supporter

”

CW+ in numbers



£1.271m

donated by our supporters



5,271

miles run/trekking/swum/cycled/driven/skydived by 10 of our fantastic fundraisers, raising £59,347.94



700

performing arts activities enjoyed by patients, staff and visitors



168

screenings of the latest film releases enjoyed by patients in our CW+ MediCinema



£161,000

invested in health innovation projects, funded and developed to improve patient care



900

creative workshops for older patients, encouraging social inclusion and reminiscence



1,000,000

is the number of patients Chelsea and Westminster Hospital NHS Foundation Trust now cares for every year

Welcome



Tony Bourne, Chairman

Welcome to our 2016 Impact Report. I would firstly like to thank Mark Norbury, who left CW+ in May after four years of excellent leadership and dedication as CEO. We have welcomed Chris Chaney as our new CEO who brings with him a wealth of experience and who will be a tremendous asset to the charity. It's a very exciting time for CW+. The integration with West Middlesex University Hospital means we are now part of a much larger NHS Foundation Trust, allowing us the opportunity to make a difference to even more patients and their families. With our imminent independence from the Department of Health, the charity's governance structure is changing, meaning that we will be more closely aligned with the Foundation Trust and its strategic needs than ever before. We could not achieve any of our work without our supporters, to whom we, and our hospital colleagues, are immensely grateful.



Chris Chaney, CEO

I am delighted to have joined CW+ as CEO at such an important time for the charity. Over the last year, we have transformed the Emergency Department environment, built the CW+ MediCinema, funded digital health innovations and completed many more projects which you can read about in this report. However, we still have so much more we want to achieve. We are looking forward to focusing our efforts on redeveloping and expanding our critical care services at Chelsea and Westminster. We want to bring more of the latest research and innovation into our hospitals to help patients, and we want to do more to help the outstanding staff across our hospitals deliver the very best care in the best possible environment. The impact that charitable support is making to our hospitals is plain to see, and with an ambitious set of projects on the horizon, I feel incredibly fortunate to have joined an organisation with such a generous group of benefactors and advocates at the heart of its community.

Aims & Objectives

CW+ supports patients, their families and staff at Chelsea and Westminster Hospital NHS Foundation Trust.

Our generous supporters and partners enable us to:

- Build new facilities, invest in digital health innovations and bring the latest technologies to our hospitals.
- Deliver a unique art and design programme to transform the hospital experience and clinical environment.
- Support research to help improve treatments and care for patients.

Transforming our environment

Our art and design programme - which combines digital, visual and performing arts with innovative design - aims to transform the hospital experience and environment for patients, their families and the staff who care for them

Emergency Department

Chelsea and Westminster Hospital is proud to have one of the top performing Emergency Departments in the country. Until recently, the department was treating 112,000 patients in a space which was designed to treat 60,000 patients. The hospital underwent a major capital redevelopment and expansion of the department to be able to treat up to 140,000 patients.

We worked closely with the hospital to design the new Emergency Department based on research which shows how light, colour, smell and sound can affect hormones, brain activity and the way people behave.¹

We brought together artists and designers to create a calmer environment in which to be treated. This enhanced environment aims to lower patient anxiety and improve clinical outcomes, such as reducing waiting times, stress and pain, and faster recovery.

Site-specific visual and digital art commissions, adaptable lighting, distracting ceiling light boxes and window manifestations and bespoke music playlists feature throughout the redevelopment.

We were able to transform this environment thanks to the generosity of our supporters, who together raised £600,000.

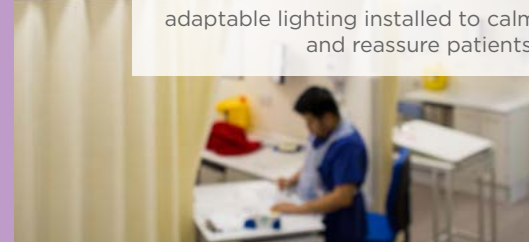
“ I found the digital artwork in the Fracture Clinic and the X-ray Department very engaging and also calming. What an inspired idea to give us tense and nervous patients something intriguing and beautiful to look at. ”

Emergency Department patient

¹ Reducing violence and aggression in A&E, Design Council 2011



Our Resus Department is the first in the UK to have artworks and adaptable lighting installed to calm and reassure patients.



Light boxes are housed in the ceiling above beds to distract and calm patients while being treated.



The newly expanded department will have capacity to treat 140,000 patients every year.



Video portraits of 42 different animals create a digital zoo which distracts, engages and calms children as they wait and receive treatment.



Window transfers provide privacy for patients and offer a soothing colour palette with subtle imagery of plants to bring the outside world in.



CW+ MediCinema

In partnership with MediCinema and thanks to the generous support of major donors including Julia and Hans Rausing, we have brought the joy and escapism of film to Chelsea and Westminster Hospital by building the CW+ MediCinema. This state-of-the-art 40 seat, 6 wheelchair and 5 bed space cinema shows the latest film releases free of charge to up to 153 patients and their loved ones every week. When films are not being screened, CW+ MediCinema provides a teaching and conference facility for staff.

Care of Older People Programme

We have enhanced the hospital experience and environment for our older patients, especially those with dementia or who have suffered a stroke. Our participatory arts, crafts and music sessions take place every day and help patients maintain and stimulate cognitive function as well as encourage creativity, imagination and social interaction. We have partnered with organisations including the Royal British Society of Sculptors and the V&A Museum to help deliver these sessions.

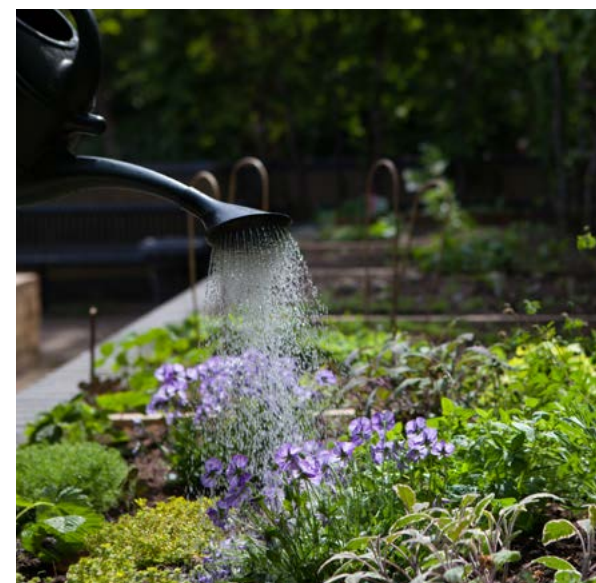
We have also worked with the hospital to transform the clinical environment for these patients to help improve orientation and reduce confusion and distress.

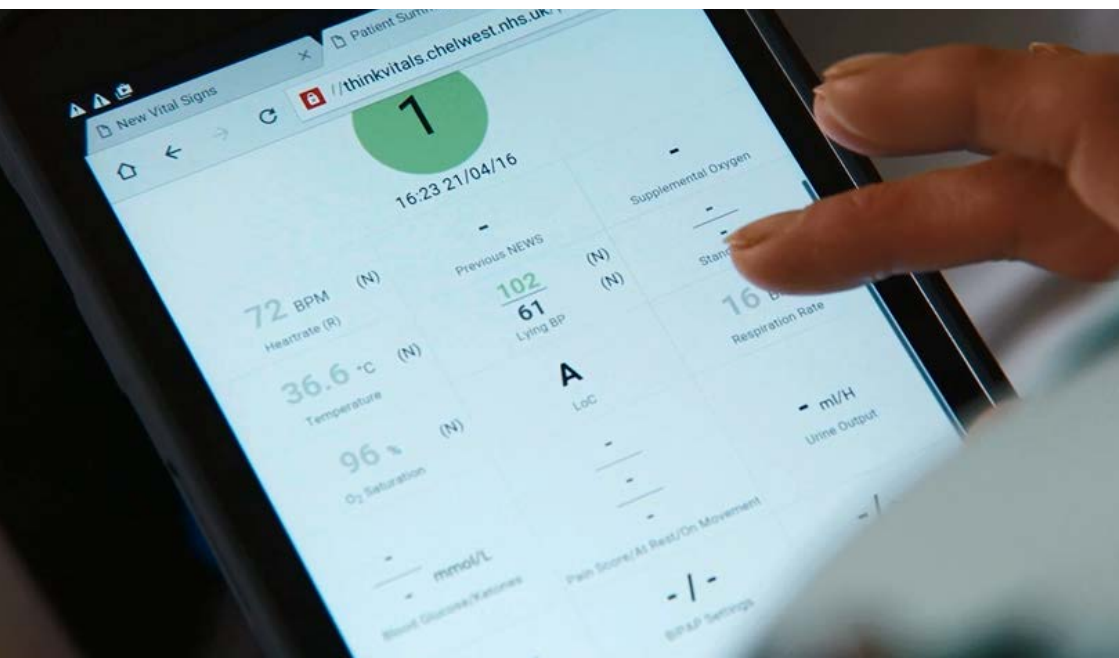
Research shows how nature can improve wellbeing and healing.¹ Working in partnership with the Royal Borough of Kensington and Chelsea, we have opened both indoor and outdoor gardens for patients, visitors and staff to enjoy. Our older patient activities frequently use this space for interactive workshops.

“ It can be hard to keep Jack entertained, especially as he has been in here so long, so the CW+ MediCinema is really great. It is very hard having Jack in hospital, especially as we don't live locally and I come every day. The cinema is going to make it a little bit easier for me and it makes Jack happy, so thank you very much. ”

Steph, mum of Jack aged 12 (pictured)

¹ Buck D, Gregory S (2013). Improving the public's health: a resource for local authorities. London: The King's Fund





Supporting clinical innovation

We invest in health innovations, facilities and technologies designed to improve clinical outcomes for patients

ThinkVitals™

We invested in a novel clinical observations platform called ThinkVitals™ which enables clinicians to electronically capture patients' vital signs. ThinkVitals™ is a tablet-based solution replacing paper-based patient vital sign documentation. This means that patient blood pressure, temperature, pulse rate and other vital sign observations that were previously recorded manually can now be captured, stored, viewed and processed digitally.

The software automatically calculates early warning scores, helping identify and act on patient deterioration and sepsis earlier. Sepsis, also referred to as blood poisoning or septicaemia, is a potentially life-threatening condition triggered by an infection or injury which claims over 35,000 lives in the UK each year - more than bowel, prostate and breast cancer combined. Early detection of sepsis could dramatically reduce the number of deaths. Sepsis prevention is a key strategic focus for both the hospital and the NHS as a whole.

The new technology offers an easy, fully auditable visualisation of patient vital signs over time. The software will also help support research within the hospital to improve patient health. ThinkVitals™ has become an integral part of Chelsea and Westminster Hospital NHS Foundation Trust strategy and is being deployed throughout the hospital.

“CW+ is helping to improve the way we deliver patient care, by investing in technology that can make the recording of patients' vital signs more accurate, but also reduce the burden of manual, paper-based tasks for doctors and nurses.”

Dr Gary Davies, Clinical Director for Acute Medicine
Chelsea and Westminster Hospital NHS Foundation Trust

Smoking Cessation Service

Our Smoking Cessation service provides patients with clinical support to stop smoking. In its first year it has helped 139 patients quit and has saved the NHS an estimated £100,000.

Hand Therapy App

We have funded and started developing a new interactive app with Chelsea and Westminster Hospital therapy staff to help benefit the 4,800 hand injury patients seen every year. The app will contain over 100 rehabilitation exercise videos for patients to follow, helping to improve their recovery.

RetVas

We invested in RetVas, a novel diagnostic software that analyses retinal images to detect cardiovascular health deterioration and Retinopathy of Prematurity (RoP), which can lead to blindness in babies if not treated.

RELAX Hospital

Our multi award-winning software RELAX Anaesthetics has been developed and expanded to RELAX Hospital, which can be used to distract children during non-surgical treatments, procedures and observations.

Laser Clinic

Our new laser clinic at 10 Hammersmith Broadway is one of only two such facilities in the UK and offers innovative treatment for sexual health conditions. Patients are benefitting from laser treatment which takes less time, replaces conventional surgery and drug therapy, and costs the NHS significantly less compared to previous treatment methods.



Patient-focused research

We raise funds to support research aiming to better treat and prevent illness for patients

Improving treatments for burns patients

Our Burns Unit at Chelsea and Westminster Hospital sees over 800 new burns patients every year, which is more than 10% of the national total. In partnership with Imperial College London we support clinical research into understanding severe burns injuries and treatments.

This year, charitable donations have funded research into developing a therapeutic solution to reduce Systemic Inflammatory Response Syndrome (SIRS), a condition which spreads inflammation throughout the body, leading to multi-organ failure. The death rate due to SIRS after severe burns is over 50%.

The research team has discovered that 'microvesicles' (small sacks of biological material released from cells when they are damaged or stressed) are the primary cause of inflammation and SIRS. A therapeutic solution is now being developed to stop the harmful effects of microvesicles without impairing the normal healing processes in tissue.

Necrotising Enterocolitis

The Neonatal Intensive Care Unit (NICU) at Chelsea and Westminster Hospital cares for over 700 babies a year. We support research into novel nutritional supplements to treat and ultimately prevent a devastating condition called Necrotising Enterocolitis (NEC), which is the biggest cause of infant death on our NICU every year.

Immunotherapy Lab

We have invested in a partnership with Imperial College London and St Stephen's AIDS Trust to create an Immunotherapy Lab at Chelsea and Westminster Hospital, which will aim to discover better therapies for HIV. An estimated 103,700 people are living with HIV in the UK.

Borne

Our generous supporters have funded research into the effects of the hormone progesterone and how this can be enhanced to maintain pregnancy and reduce the risk of premature birth.

New Futures

We are supporting research to prevent obstetric fistula, which affects two million women in resource-poor countries. Obstetric fistula develops in obstructed childbirth, resulting in mothers losing their baby and suffering constant incontinence and ongoing health problems.





Small Change Big Impact

This initiative awards grants of up to £2,000 to fund small scale projects which improve patient experience. Staff and patients can apply for these grants which can be for ward enhancements, recreational projects, non-essential equipment and much more.

This year, we successfully allocated a total of £20,000 to 15 different projects within the hospital applied for by staff and patients.

Projects we funded include:

- Wheelchairs for the maternity unit
- A trauma and orthopaedic guidance app for Junior Doctors
- Learning Disability marketing awareness campaign
- Pain management group programme
- Improvements to the bereavement room
- Mindfulness colouring books
- Weekly groups for stroke patients
- Patient lockers in the Treatment Centre

“ The maternity ward now have their own wheelchairs which means that they are always available for patients who need them. I would like to thank CW+ for funding these wheelchairs and for all their help and support. ”

Mark Leith, Deputy Logistics Manager
Chelsea and Westminster Hospital

Looking ahead

We are looking forward to working with the Trust to achieve even greater impact for our patients throughout 2016-17 and creating new care facilities at Chelsea and Westminster Hospital and West Middlesex University Hospital

Critical Care Campaign

The critical care units for adults and babies at Chelsea and Westminster Hospital are too small to meet current capacity demands. We are having to turn away patients who need our care the most. This lack of capacity is the biggest challenge the Trust is currently facing.

We now have the opportunity to significantly expand and redevelop both the adult and neonatal intensive care units to be able to meet this demand.

It will cost approximately £20 million to create two world-class critical care units at Chelsea and Westminster Hospital. The Trust can provide £10 million towards this and CW+ will raise £10 million to match this amount over the next three years.

It is our intention to build a world-class critical care service, able to look after 650 more critically ill adults and babies every year.

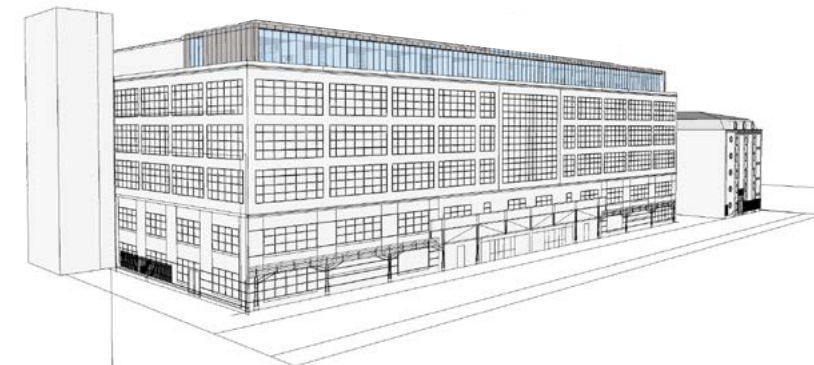
We will create a patient-focused environment which will transform the way our patients are cared for and treated. This innovative, new model of care and world-class environment will improve clinical outcomes, reduce costs, improve efficiency and reduce risks for our patients.

Our critical care service at Chelsea and Westminster Hospital will become a leading, state-of-the-art critical care service in the UK, influencing NHS guidelines and best practice nationally.



“ This campaign will ensure that the quality of our facilities matches the quality of our staff. It will create the most modern, fit-for-purpose and patient-centered critical care service in the UK. ”

Dr Rick Keays, Director of Intensive Care
Chelsea and Westminster Hospital



Independence

In accordance with new regulations, the charity will become independent from the Department of Health. This will enable us to have much closer alignment with the aims and objectives of Chelsea and Westminster Hospital NHS Foundation Trust.

West Middlesex University Hospital

We look forward to broadening our impact following the Foundation Trust's merger with West Middlesex University Hospital in September 2015. Charity staff are based at both hospital sites to improve the experience and environment for patients, their families and our staff.

Borne

Due to the phenomenal success of our Borne appeal, the newly constituted independent charity 'The Borne Foundation' launched on 13 May 2016. It aims to prevent death and disability in pregnancy and childbirth.

Thank you



Lesley Watts, CEO
Chelsea and Westminster Hospital
NHS Foundation Trust

I am extremely proud to be the Chief Executive of Chelsea and Westminster Hospital NHS Foundation Trust and of the quality of care that our 5,000 staff deliver to nearly one million people in our hospitals, clinics and communities. Our ambition is to provide world-class, patient-focused healthcare delivered locally.

The need for our community to support us and our work is now greater than ever. We aspire to provide exceptional service throughout our hospitals but we cannot do this alone. Charitable donations transform our patient care and provide new facilities for our patients, their families and our staff.

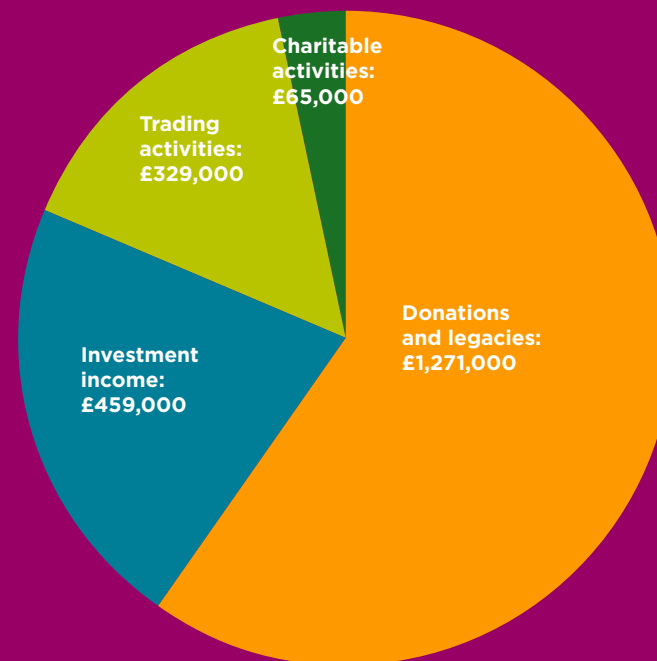
As mentioned in this report, we do not currently have the space to treat all the critically ill patients who need our help and this is an urgent issue for us. CW+ and our community of supporters are absolutely vital to us achieving and realising our aspirations.

I would like to say thank you on behalf of our staff, patients and their families to all CW+ supporters for helping to make a real difference.

Finance

In the financial year of 2015/16 our income was
£2.124 million.

This was made up of:



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www.cwplus.org.uk