



Friends Network

Update from BHRUT - 16 June

It will have been clear to you, as you've read this newsletter each week, that the challenges we are confronting are becoming more complicated and complex. Our recent past, as we responded to Covid-19, [is captured on our website](#). We are now striving to ensure that in the weeks and months ahead we can provide safe treatment for both Covid and non Covid patients. Infection prevention and control is absolutely dominating all our decision making, whether it is around outpatients, virtual appointments, planned operations or emergency treatment. We are organising our services very differently for our patients.

This inevitably – and I have no doubt you fully appreciate this – means that the layouts of Queen's and King George hospitals will not be the same as they were before the virus struck.

Pre-Covid, our residents will have been used to receiving certain treatments at a particular hospital. Now, to keep them safe, that might not continue to be the case. I would very much appreciate your support in getting this message of safe care out to those you represent and come into contact with.

Planned surgeries at King George Hospital (KGH)

[We conducted three such operations last week](#). We deliberately kept the number low so that we could learn from the introduction of green and yellow zones at KGH. [We have new entrances and drop off points for those visiting KGH](#) and we will be increasing the number of planned surgeries. To support this work, we have opened a new scanner at the hospital that was delivered, installed and ready to use within one week.

Like you, we are aware of the concerns that some people have about coming into our hospitals. It was therefore heartening that one of those we treated last week, Ana Duarte, was able [to speak so positively about her experience](#). With your support, we will continue to tell those we serve that it is safe to visit KGH and Queen's Hospital.

Wear a face covering when visiting

One obvious change that those entering our sites will have seen is that, from today, all visitors are required to wear a face covering.

Face coverings can be made of cloth and be reusable in line with [government guidance](#). Face coverings worn as part of religious beliefs or cultural practice are also acceptable, providing they are not loose and cover the mouth and nose.

All staff at the Trust are also required to wear a surgical face mask at all times when not otherwise required to use PPE, or when they cannot socially distance from colleagues by two metres.

We understand the use of face masks by clinical staff can be challenging for patients who are deaf or hearing impaired. Where possible, clear masks will be used by clinical staff to communicate with these patients, or alternative communication techniques employed, such as the use of visual aids, like writing things down.

Life after Covid-19

In all our communications we have tried to provide a balance between reporting the reality of the pain and grief the virus has inflicted and sharing the stories of those, like [Dr Fawad Hussain, who have recovered from the illness](#). Such is the warmth felt towards our medical director at KGH that the video of him leaving the ward is our most watched on social media.

Saving Our Nurses

The five-part series on BBC One Daytime was a fantastic opportunity to both promote the ground-breaking work we do to buck the national trend and retain our newly qualified staff, and to showcase our organisation as an [attractive place to work for future potential employees](#). If you missed the broadcasts, the programmes are available on the [BBC iPlayer](#).

I know that among the readership of this newsletter there are many talented people with an extraordinary range of contacts and connections. So, do get in touch if you have a hotline to [Justin Bieber – you will make Francis a very happy man!](#)

A good read before bedtime

I never thought as an NHS Trust Chief Executive I would be writing about a Canadian singer, but I always knew that I would be celebrating the achievements of those I work alongside, and I am delighted when a spotlight is shone on those achievements.

The Evening Standard has spent time with seven of our staff to paint a [detailed and vivid picture of how they have coped with Covid-19](#). In the article and the videos, their fears, their resilience and their commitment shine through. I hope, after watching and reading, that you are as proud as I am to be associated with our Trust.

Thanks, as ever, for all your help and support and I hope you have a good week.

Tony Chambers

Chief Executive



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