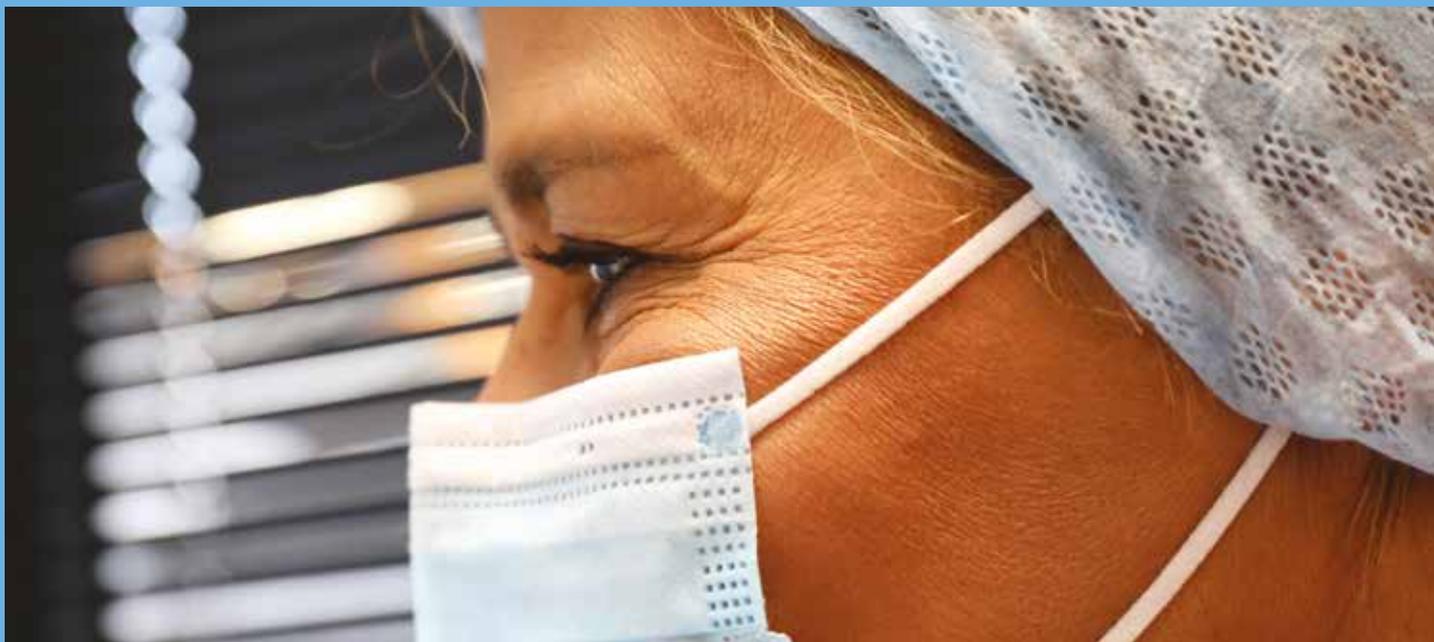


2020

Our year of COVID-19



Cromwell
Hospital

A message from our Hospital Director



2020 has truly been a year like no other, and one that many of us will never forget. We've worked in different ways and from home more than ever before, learnt to home school our children, spent more time with those closest to us but less time with others, stayed connected with loved ones online, supported those in our communities who needed it most, and shared our appreciation for those on the front line. Everyone has their own story to tell. And as part of the fight to tackle Covid-19, we have our own story too.

In every corner of the hospital I've been incredibly impressed and humbled by the care and dedication I've seen throughout the pandemic. Our people have tackled the challenges we've faced, adapted to new processes, and done their utmost to deliver care to our patients. Through times of immense worry, anxiety and pressure, we've supported our patients, consultants and each other, and delivered outstanding care and service to our patients when they needed it most.

In this book, we've highlighted some of the achievements from the hospital during 2020, feedback from our patients and consultants, and personal stories from our people. Thank you to everyone who has helped play their part.

Philip Luce

Hospital Director

How we played our part: our 2020 highlights



Partnered with the NHS to deliver rapid, complex treatment and care to their patients during the pandemic.



Delivered over **2500** nights of care

Performed over **700** time-critical surgeries



Delivered outpatient services to over **200** patients



Welcomed over **250** new consultants to the hospital



Opened our new **10** bedded Intensive Care Unit ahead of schedule

Created a new **7** bedded High Dependency Unit



Loaned vital equipment and PPE to local NHS Trusts to help treat their patients and redeployed staff to the NHS Nightingale Hospital



Held over **1000** virtual consultations with patients and nearly **50** virtual MDTs



Offered all our people the Covid-19 antibody test to give them peace of mind, testing over **550** staff



Developed a Covid-19 handbook to help our clinical teams treat patients in the best way during the outbreak



Redeployed over **60** people to other areas and teams to help keep the hospital running



Set up an in-house Covid-19 testing hub, swabbing over **3000** patients and **550** staff as well as patients from other healthcare providers



Rapidly applied strict safety measures, patient screening, temperature checking, enhanced cleaning and use of PPE to help reduce the spread of Covid-19

Enabled over **70** of our people to safely work from home during the pandemic



Supported our people with their physical and mental health and wellbeing with mindfulness and physiotherapy sessions, and access to online resources

Offered financial support to all our people, enabling **4** people to access the Bupa Emergency Fund



Stories from our patients

At the Cromwell, we often receive feedback from our patients about the care and service they received during their stay. During the pandemic, the work our people do has been appreciated more than ever. Through emails and letters to our leaders, and directly to teams on our wards and in our departments, patients and relatives have shared their stories about their time with us...

“I would like to thank you for the care you took of me from the minute I stepped foot inside until I was helped to my lift at the end of my stay. The breast care nurse was an amazing help to me, a beautiful lady inside and out. I was so happy to find someone else that loves the pink gloves as much as me! My fantastic night nurse who was amazed at how light a sleeper I am was such a lovely lady. And last but by no means least the fabulous nurse who claimed me in recovery and went on to help me so much during my stay, always with a smile in her eyes and laughing at me wanting my pyjamas. She was kind enough to come see me just before I was discharged and was happy that I had recognised her voice through the door even before she came in. Many, many thanks.”

Oncology patient

“You really all do such a brilliant job. I really wouldn't be on the road to recovery without you all. In these very testing times for everybody due to this horrible virus, I would just like to wish you all the very best and keep yourselves safe. I can't thank you all enough.”

Patient

“I was unfortunate enough to be diagnosed with breast cancer during this awful time, but from every cloud there is a silver lining. I was fortunate to become a patient at your hospital. From the moment I said goodbye to my husband at the main entrance I could not have been looked after by more wonderful people. From security to porters to receptionists they were genuinely a loving, caring team of people who made a difficult entry far easier. This attitude and caring professionalism carried on through to the ward teams and surgical teams. There wasn't a person that I met that wasn't happy and caring. My sincere thanks for making my difficult time in very difficult circumstances so much easier.”

Cancer Hub patient

“My operation was a daunting task for both me and my family at home, being unable to visit. But I was able to text them regularly to reassure them that I was being extremely well cared for and making an excellent recovery thanks to the wonderful treatment and care I was receiving from your outstanding staff.”

Patient



“Thank you to all who made my surgery possible. My journey was a rollercoaster, and all along I received brilliant care from both Croydon University and Cromwell staff. I do not know if my cancer would have grown, I was living with the fear of a blockage and fear that I would contract Coronavirus which I considered would have ended any surgery hope.

With Covid-19 around I really appreciate the nurses, doctors, surgeons dieticians, physios, pharmacists, catering staff and cleaning staff who risked their lives to enable me to live longer. I cannot thank each and every one who helped me enough. I praise the teams who attended meetings and arranged my surgery. I hope other cancer sufferers have the opportunity of surgery that I had. What a fantastic health service London has!”

Colorectal patient

“Thank you all for being an amazing family of support in caring for our Dad. We know it’s your job but you’ve done so much more than simply that, by showing acts of kindness, humanity and perseverance. Thank you from the bottom of our hearts, it’s due to the extraordinary skills of the entire team and dedication in the face of personal risk during difficult times that helped pull our Dad through. Thank you for never giving up. It has been a huge comfort in knowing Dad’s been well looked after and cared for each day.”

Relative of an AICU patient

“I’m not sure whose idea it was to support the NHS with cancer operations through Covid-19 but I feel lucky to have been able to have my operation at the Cromwell. What a wonderful team you are.”

Cancer Hub patient

“I cannot thank you all enough for the care afforded to me, especially during a pandemic. You were all so kind and reassuring at a traumatic time in my life when I couldn’t have my family around me. My overnight stay was made easier because of the wonderful and amazing staff from the nurses to the lovely people that served my breakfast, lunch and dinner.

You truly are angels in these difficult times and please know that myself and many others that come under your care, even for a brief moment, appreciate all the hard work that you do for us.”

Cancer Hub patient



Experiences from our consultants

During the pandemic we developed relationships with more consultants than ever before, and our teams worked effortlessly to make sure these clinicians were welcomed into the Cromwell family and fully supported to be able to treat their patients. Our consultants have shared their experiences of working together to help people access the care they need...

“What a credit your team are to the hospital, from the security staff on entry through to the wards and theatres, there was quality throughout and we really feel happy bringing our patients here. Doing complex cases for the first time in an unfamiliar environment is daunting for everyone involved, but it was so well organised and the can do attitude amongst the team was amazing. On the ward rounds, all the patients said they had been very well looked after and from my perspective, the ward team were incredibly attentive.”

Consultant

“I just wanted to thank you for being so personally welcoming to the Imperial vascular team. We had a very productive day and operated on two patients (they are both doing well). The staff on the ward, ITU and the Angio Suite could not have been more accommodating or helpful, and we are very much looking forward to the next opportunity to work with you at the Cromwell.”

Consultant, Imperial College Healthcare NHS Trust

“Without exception, everyone I have spoken to has given massive positive feedback on the Cromwell. The theatre staff have been brilliant, and our teams at all levels clearly enjoy the experience working there. From my own perspective I am eternally grateful with the transition from an idea a few short weeks ago to a reality. This has only been possible with the amazing support of you and your teams.”

Professor David Nicol, Chief of Surgery, Royal Marsden Hospital



“I just wanted to say how impressed I was on Saturday for my first list at the Cromwell. The theatre staff were magnificent. All went really smoothly from pre-admission to surgery and discharge as day cases. Thank you for a job well done.”

Mr Gerald Gui, Consultant Breast Surgeon, Royal Marsden Hospital

“All the staff at the Cromwell looked after us so well when breast surgery was moved to the Cromwell from The Royal Marsden Hospital. I had worked at the Cromwell over 10 years ago and it was lovely to see some familiar faces. Everyone I dealt with was professional, friendly and helpful which made things a lot easier during the upheaval. You should be proud of all your staff.”

Miss Nicola Roche, Consultant Breast Surgeon, Royal Marsden Hospital



“I’m impressed with the surgical capabilities of the teams I have worked with these past few months. They should be proud of what they have accomplished and how they have excelled. It is not easy for a surgeon to come to an unfamiliar setting to do complex cases but I very quickly felt at ease. The whole hospital has been very welcoming and helpful.”

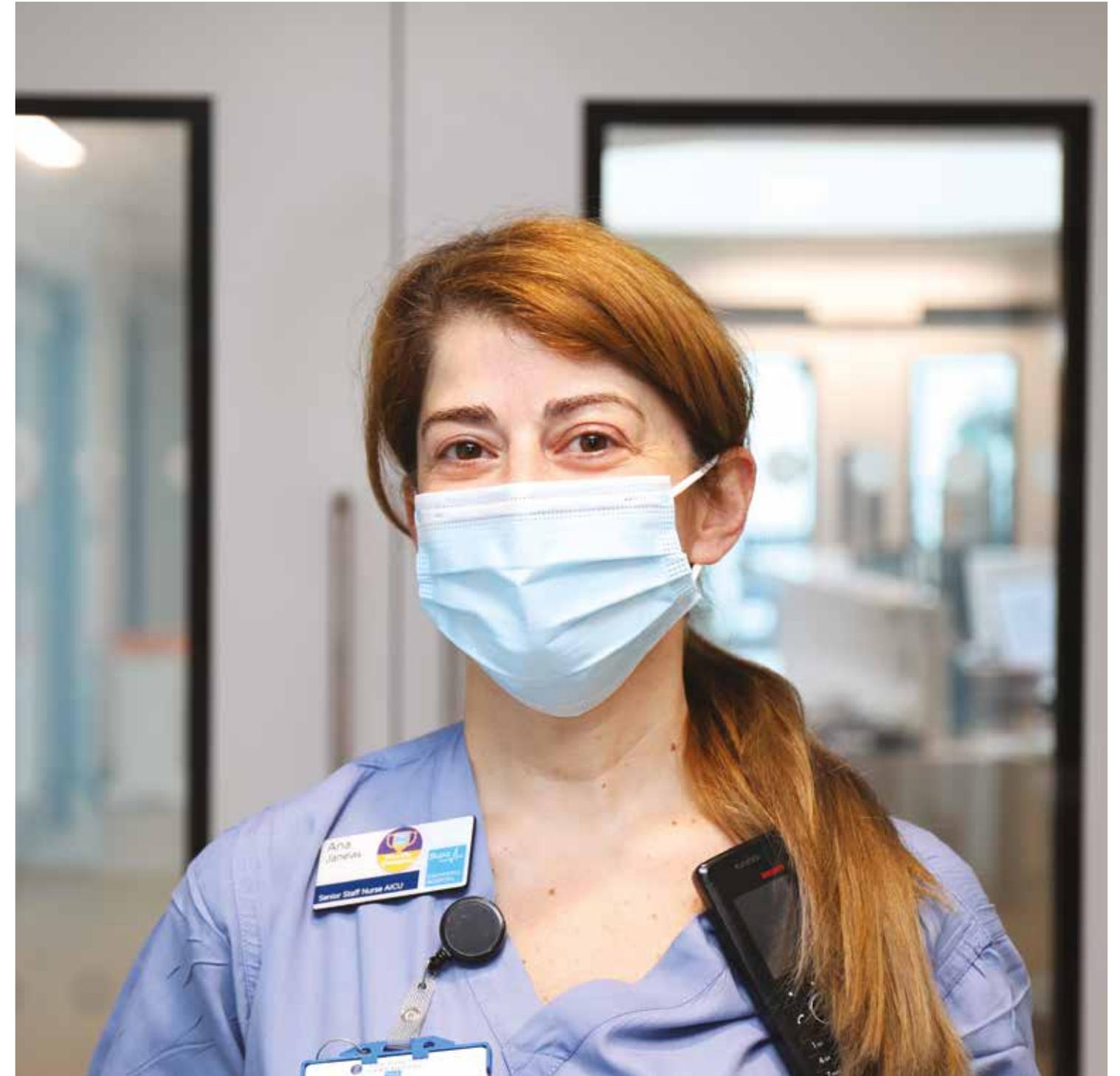
Mr Nikhil Pawa, Colorectal Consultant, Chelsea & Westminster Hospital

“From the pre-assessment, COVID screening, image transfer, theatres coordination, ward care to discharge, I would like to thank and congratulate you all for such amazing clinical results that were achieved for the patients and it is no exaggeration for me to commend you on such outstanding outcomes that are a direct result of your hard work and coordination in such unprecedented times!”

Professor Eric Lim, Consultant Thoracic Surgeon, Royal Brompton Hospital

“Coronavirus is being very well managed at the Cromwell. This hospital is shining as the best Private Hospital in London with its scientific and common sense approach to the current situation.”

Dr Andrew Palmer, Consultant Nephrologist, Cromwell Hospital



Our CARE Awards

Despite the worrying times, our people have gone over and above to keep our hospital running during the crisis and ensure we can offer the best possible care to all our patients. To celebrate the commitment our people have made to the hospital during such an unprecedented year, we held our first CARE (Covid-19 Appreciation, Recognition & Excellence) Awards.

Our winners



Staff Swabbing Team



Housekeeping Team



Consultant Welcome Team



Cheryll Davies



Catherine Stuart



Security Team



Pre-Assessment Team



Theatres Team



MRI, PET CT and Nuclear Medicine Teams



Jessica Wilcocks



Mark Dalumpines



Rosemeen Stevenson



Lesley Andrews



Joao Bastos da Fonseca



Lisan Lu



Mitul Shah



Jay Finikin



Lindsay Moore



Our nominees

- ♥ Alan Maile
- ♥ Alison Taylor-Smith
- ♥ Amalia Nuneza
- ♥ Andreea Prodan
- ♥ Angela Hernandez
- ♥ Anthony Fidelino
- ♥ Arnas Stuksys
- ♥ Ashley Dagdag
- ♥ Aslam Elias
- ♥ Ayman Uweida
- ♥ Catering Team
- ♥ Cardiac and Neuro Teams
- ♥ Claire Dougan

- ♥ Clare Forsyth
- ♥ Clare Over
- ♥ Danielle Benns
- ♥ Daniel Laine
- ♥ Danielle Sharp
- ♥ Deirdre O'Sullivan
- ♥ Dimitris Kanakis
- ♥ Denise Oliver
- ♥ Dietetic Team
- ♥ Donald Oluoch
- ♥ Durvesh Gajadur
- ♥ Elisabeth Santos
- ♥ Fadumo Hassan
- ♥ First Floor Teams
- ♥ General Surgical and Surgical Orthopaedic Teams
- ♥ George Tsamalis
- ♥ Gohar Khan
- ♥ Hataw Osman
- ♥ Helder Pereira
- ♥ Henriette Du Toit
- ♥ Holly O'Brien
- ♥ Home Visit Team
- ♥ IT Team
- ♥ Jackie Portsmouth
- ♥ Jay Plogio

- ♥ Jessica Beal
- ♥ Joan-Eric Miguel
- ♥ Karly Armour
- ♥ Katy Church
- ♥ Kelly Burrows
- ♥ Kelly Smith
- ♥ Kristine Ong
- ♥ Lauren Garside
- ♥ Lauren McIntosh
- ♥ Leigh Rose
- ♥ Lina Gammouth
- ♥ Lize de Villiers
- ♥ Mandeep Bhakar
- ♥ Marketing Team
- ♥ Mohammed Khan
- ♥ Monika Kasetaitė
- ♥ Niamh Hennessy
- ♥ Nursing Leads
- ♥ Natassia Allen
- ♥ Oncology Team
- ♥ Outpatient Department
- ♥ Outpatient Nurses, HCAs and Phlebotomists
- ♥ Pharmacy Stores Team
- ♥ Pharmacy Team
- ♥ PPE Team

- ♥ Ross Powell
- ♥ Samantha Tylor
- ♥ Sana Chaudhry
- ♥ Sandy Pahal
- ♥ Sara Andrew-Bedall
- ♥ Stephanie Flint
- ♥ Teshnee Beeharry
- ♥ Therapy Team
- ♥ Tracy Brock
- ♥ Tonee Polines
- ♥ Victoria Player
- ♥ Vincent Le Flock
- ♥ Virginia Figuero
- ♥ Vipin Parambeth
- ♥ Zanete Zdanova
- ♥ Zoe Kingsmell
- ♥ Zydrunus Jacinavicius



Insights from our leaders

Views from our Executive Team about the hospital's response to the pandemic

Philip Luce Hospital Director

Healthcare has probably seen its biggest sustained crisis response of all time. The need to adapt, evolve, transform and respond so dramatically and so often over a period of months is unprecedented. It has been a gigantic ask for all our people, patients, consultants, visitors and referrers. The expectations have been high, the requirement for energy and enthusiasm relentless and the impact felt by each and every person, in all corners of the hospital. As a hospital, as a team we can stand proud of what we have achieved. What am I most proud of? It's simple, being part of that team is a privilege and knowing that together we have been able to play a significant part in the national response to Covid-19 has been tremendously rewarding.



Kate Monaghan Commercial Director

I'm really proud of all the teams involved in setting up the treatment of our NHS patients. From onboarding new consultants and creating patient pathways, to admitting patients as quickly and efficiently as possible, there has been a monumental effort from everyone. I'm also really proud of how the Business Development, Marketing and GP Engagement teams ensured that, as we entered the NHS de-escalation phase, we were well positioned as a hospital to support independently funded patients access care - virtual GP and consultant events and a new website allowed us to reassure patients and referrers regarding our rigorous approach to safety and the availability of our time critical medical, surgical and cancer pathways.



Peter Weller Finance Director

During this exceptional year, I've been especially proud of the way the Cromwell supported the NHS throughout the pandemic. Like most departments, the Finance team has continued with business as usual tasks alongside the addition of our NHS contract. Our NHS agreement has been closely monitored and audited externally, and the team have managed a large number of information requests as part of this. My thanks go to the whole team for their amazing efforts, whether that's enhanced reporting, maintaining stock levels, reducing unbilled invoices and debt to name a few; each and every one of the team has gone above and beyond and I am really grateful to you all. It's not always easy working remotely and you've done a great job, adapting to new ways of working and taking it all in your stride.



Paul Cowley IT Director

I'm always proud of the work our IT team do, but even more so during Covid-19. The team have gone above and beyond to ensure the hospital remained open and continued to function safely. From working through the night to install IT equipment in our new AICU so we could open the unit earlier than planned, to rolling out remote access, remote telephony and bigger bandwidth so dozens of our people could work from home, and managing the increased use of our consultant results portal, the work has been vital. Key projects, like virtual consultations, MS Teams video calls and eMDT, have been done at record pace, and all achieved alongside keeping our main deliveries moving forward - with upgrades to CompuCare, Cloverleaf, Endoscopy and others, our vital security work and our everyday support for IT across the hospital. Every team across the hospital has been remarkable in 2020 and looking back I'm amazed at the IT team's role as part of that. So many people deserve a huge thank you. The combined efforts have made real and significant difference to the national effort and to individual patients' lives.



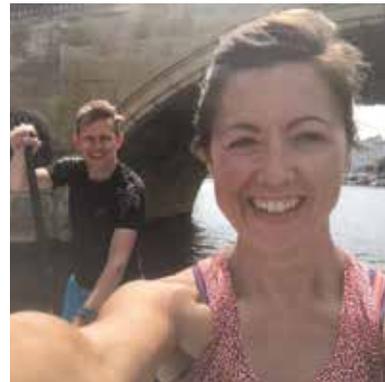
Clare Forsyth
Director of Nursing

Oh my goodness what a rollercoaster this year has been! Full of ups and downs, but I think I can safely say that I've never been prouder to be a nurse. The way in which the clinical teams have come together to be able to keep caring through this very demanding time is very impressive, and I've been overwhelmed by the passion, enthusiasm and motivation that I've seen across all our departments. Taking care of each other means we can take better care of our patients, and as the months have passed we've all worked hard to regain some balance with work and home life which has been invaluable. Thank you to all our clinical teams, and those who support them, for really helping us play our part in fighting this pandemic - it will be a year we never forget that's for sure!



Sara Knight
People Director

What a year it has been, so challenging yet also a time when I have never been prouder to be part of Cromwell Hospital. It's been so humbling to see how committed and dedicated everyone has been to our patients, and to see people wanting to play their part and help in any way they could. I am so proud of the People team, who collaborated and worked with departments across the hospital and Bupa to ensure that we were proactively supporting our people during such a difficult time, and communicating in a timely and efficient way - thank you to each and every one of you. I am looking forward to the day when we can all get together and acknowledge the role we played in Cromwell's Covid story.



Andy Fairweather
Operations Director

We've achieved so much in 2020. My overarching memory will be one of absolute pride. The pandemic has been, and will forever be a milestone in our lives, nationally and globally. When I look back, I'll become too old to remember all the details, but I won't forget the team here, and that everyone really 'showed up'. Together we dug in, showed courage, and played a huge part in London's response to the national crisis. I'm so proud to have been part of that.

And at home... like most of the Cromwell team, much of 2020 was spent at the Cromwell. But my reflections of home-life in 2020 will be of early morning garden workouts (with gyms closed), being hugely overdue a haircut (as shown by Oliver and I in these pictures) and playing so much Lego with the kids that I've worn knee holes in my jeans!



Barbara Buckley
Medical Director

I have felt so fortunate to have been able to have an active role in fighting the pandemic that has needed every atom of my experience as a doctor, clinical leader, team player, mother, daughter and friend. To have been able to support patients and help them receive high quality care during this time has been an honour. I'm so proud of how passionate all our teams have been in response to supporting the NHS - by treating NHS patients and sharing equipment with local Trusts, to volunteering at the Nightingale. Everyone has stepped up and helped us play our part. We welcomed so many new consultants to the hospital as part of our NHS partnership, and it's the great work and dedication that our people have shown which has meant so many of them have chosen to continue to work here.

This photo was one I took on my birthday this year, and shared with my family. It's been a memorable year, but I am hoping my next birthday won't be celebrated on my own!



Stories from our people

Developing our services

Elisabeth Santos - Housekeeping Manager

Adapting our services on the front line

We became aware quite early on that a virus was on the loose, and it was only a question of time until it arrived in the UK and into the hospital. As news of the virus spreading increased, we sought advice from our Infection Control colleagues on how we could best manage the virus at the hospital so we could be as proactive as possible. I wanted to be on the front foot, and reassure the team that we were prepared and knew how to deal with cleaning a room during or after a patient with Covid-19 was admitted.

As the pandemic took hold and guidelines changed so frequently, it became clear that the challenge for us in Housekeeping was much bigger than simply 'being prepared'. The team truly embraced that things were different from one day to the next and were extraordinary in taking it in their stride. Everyone had a 'we're all in it together' attitude and we knew that the only way to get through this was to do it together. As people began self-isolating and our team slowly depleted, the ones that were able to work did so with a cheerful disposition and even if at times they were worried, they never stopped doing what needs to be done. Our workload increased, extra cleaning schedules were created and deep cleans needed to take place more often - sometimes with a single room needing to be deep cleaned 5 times in one day!

When our partnership with the NHS began and our new AICU opened ahead of schedule, the team pulled together to get the unit ready in less than 24 hours. It was a true team effort, with the day team staying late and the night team arriving early to make sure it was all finished in time. I felt so proud to be leading a

team that is not afraid to get stuck in and do what needs to be done.

When I sit back and reflect, I think it's been a deeply challenging and revealing year for me. I unfortunately contracted Covid-19 myself and am still suffering some of the long term effects which can be quite frightening at times. However, I count my blessings that I was able to recover at home, seeing my family in the garden whilst I was tucked away in my bedroom. I worry for what the future will bring and what future generations will make of how we dealt with the pandemic, and especially how our children will be affected by it all. Not being able to hug friends or socialize, and not being able to go home and visit my close family are things I've found particularly hard. But I do try to find a positive in all dark days, and I pray that we come out at the end of it stronger and more thankful for the small gifts that are around us.



Emma Robertson - Strategic Development Manager

Entering a new digital world

I don't think anyone would have thought at the start of the pandemic, how far both the hospital and the country would come in terms of digital capabilities. Since March we've rolled out a virtual consultation platform, held virtual MDT meetings, and numerous virtual events for our stakeholders, helping our patients access the care they need quickly, and ensuring we can keep in touch with our consultants, GPs and other health professionals from wherever we are. For some, getting to grips with virtual consultations and clinics has been quite an unfamiliar environment to adapt to and I've been really pleased to see our clinical teams and consultants embrace a new way of working. I've been particularly impressed with some of the consultants of an older generation who have incorporated this new style of communication into their daily lives. Not only has

this helped develop our colleagues personally but has helped the hospital operate more effectively too. Consultants of specific MDTs speak to one another more than ever, which is not only good for the MDTs as a whole, but also great for our patients.



I think we can take comfort in the fact that from such an awful situation, we have developed our technologies and ourselves in order to better communicate, and better treat our patients.

Jessica Wilcocks - Lead Nurse, Surgical

Creating our Covid-19 handbook



I joined the Cromwell from King's College Hospital in January this year and can safely say the 'new job' experience has been like no other! Within a few weeks Covid-19 was beginning to affect daily operations and the care we offered, and soon after the pandemic began.

As the virus spread, advice and guidance were being issued from a huge number of national and international sources and staying up to date became

a challenge. Senior members of our clinical teams began meeting daily to discuss any changes to Public Health England, NHS England, WHO, and colleges and societies guidance and what this meant for our hospital, but for those not involved in these meetings it felt even harder to keep up to date with recommendations and new ways of working. I knew that a lot of clinical staff were struggling, and I wanted to think of a way we could build confidence in our teams and help offer outstanding care to our patients.

I continued to work regularly at King's College Hospital throughout the pandemic and during a shift I came across a presentation that they'd created about Covid-19. This gave me the idea to develop a quick reference guide for our people that was easier

to access and understand than a comprehensive policy can be, and would give them information on what the virus was, guidance on how to care for patients with Covid-19 and how to effectively use PPE.

Over the next few weeks, I pulled together all the resources that were being used across the hospital as well as other information that I thought would

Joey Valencia - Theatre Team Leader

Developing our services to better treat our patients



It's a very daunting feeling to walk out onto empty streets which not long before would have been heaving with people. I remember it feeling like a scene from a horror movie. Being on the 'front line' was a real emotional battle, knowing that almost everyone you know outside of work

is at home, safe, protected from the virus when you are venturing out every day and putting yourself at risk of contracting Covid-19. Thinking that you could be next to someone at any time who had the virus and could get it yourself or worse - pass it to colleagues or loved ones. Also, in such a diverse department with many nationalities, we had the added worry of being hugely concerned about our loved ones back home.

It was difficult for a lot of the team to try and put aside our personal worries when we were at work, but as a team, we held it together and supported each other. Everyone was willing to extend a helping hand which was so heart-warming, and I was able to see the best of humanity unravelling in front of me. We became each other's support system, in a time

support our teams during the pandemic, and our Marketing team created our Covid-19 handbook. The book was so well received that external care providers and a local NHS Trust asked if they could use it too! It's a great feeling to be able to help our teams provide care to our patients, as well as other care providers across London, in such challenging times.

when we had to be physically separated from our own families.

Covid brought with it a massive change to how we work, from changes to the specialities that we work within and the consultants that we work with, to our actual approach to providing care. We were able to adapt quickly to the demands of the changing environment, which makes me so proud of the team that I am part of. We sacrificed a lot of our personal time to help the hospital play its part in fighting the virus, which greatly affected our work-life balance, but we ploughed through because every single one of us knew what we were here for, and that is for our patients, which has never wavered!

When a close friend caught the disease and needed emergency medical treatment, I had a reality check and realised that the disease was not going anywhere and could impact any one of us. This invigorated my passion to ensure that my colleagues remained safe, and I worked tirelessly to ensure the team were up to date with our hospital processes and procedures. Although as guidance changed regularly, this was not an easy task, but this only made me more determined to do all I could to ensure the safety of both my colleagues and that of our patients.

Nichola Barnes - Senior Musculoskeletal Physiotherapist

Creating a virtual service for Therapy

I returned to the Cromwell in April after being on maternity leave, so it was quite surreal coming back to work in a London hospital when everyone else was retreating home to isolate. But luckily, I didn't have to worry about being on public transport and began driving in using the free parking the hospital had arranged, which was quite daunting as I had never driven around London before.

My role as a physio is based in outpatients, so returning to work during the pandemic meant I was unsure what my job would look like initially. I wasn't sure if I was going to be needed on the wards or whether I'd be helping elsewhere - so I was a little anxious coming back.

A short while after returning, the therapy team developed a virtual consultation service and began holding appointments virtually. We had to adapt our practice as best we could and soon became more confident that we were offering a good service to patients in the midst of an uncertain time. However,

this was new to everyone, and we wanted to make sure that patients were getting what they needed from our appointments, so we decided to run a survey to find out. Everyone we surveyed said they felt comfortable with their assessment and that we'd captured everything they needed, which made us feel great. As a physio, all we want is to help our patients and do everything we can to make them feel better, so being able to run this service and allow patients to access the care they needed during such a tough time was so rewarding.



Oscar Martin - Transplant Coordinator

Continuing vital transplants during the pandemic



I guess, like most of my colleagues, the sudden onset of this crisis took us all unprepared, especially psychologically. However, I was pleased to see how quickly the hospital responded to the health requirements of the nation, and how

quickly we opted to help as much as possible, rather than just 'shut up shop'.

For me, the best thing to come from the crisis, on a professional level, has been being able to perform joint live related liver transplants from parent to child. These are lifesaving operations and without them, the chances of survival for these children are simply zero. For quite a while, we've been preparing to re-introduce a liver transplant service at the Cromwell, so in many ways, we were ready for this and just needed the final push. When some of our liver consultants mentioned the opportunity to do joint

cases with King's College Hospital as part of our NHS partnership, I was very happy.

The Transplant Coordinator at King's was fantastic, and we immediately 'clicked', realising the importance of what we were all doing. The relationship with King's College Hospital, which we've nurtured over years, became extremely valuable and we were able to establish a very smooth programme with several success stories so far. I think it really hits home when you remember that we are talking about children as young as one years old, whose only chance of survival is this transplant. As the donors

are one of the parents, you can imagine the feelings involved, and it's been extraordinary and very rewarding to be a part of. To be able to save a life in the middle of this deadly pandemic has been like lighting a candle of hope in the middle of a tempest.

Transplants are such complex cases, but these have been made much easier by the positivity and commitment that all my colleagues have shown. Without them, this would not have been possible, and it proves, yet again, what a great hospital the Cromwell is.

Tonee Polines - Transformation Lead, Pre-Assessment

Developing our Covid-19 pre-assessment service



I think I got a taste of Covid-19 before most people in the UK, as I'd travelled to Singapore and New Zealand in February to see family. Singapore, at the time, had over 300 Covid cases, and it was palpable with some people wearing face masks and public transport almost empty. When I

returned it wasn't long until London was in lockdown, and suddenly the world changed. All my projects were suspended and I volunteered to help in other areas of the hospital to support our teams.

I trained staff how to do donning and doffing, how to carry out Covid swabs and I volunteered to be part of the proning team. I was keen to do anything, and had never felt such excitement of waking up and going to work, to see colleagues and to talk to people because when the day was over and I was inside my room, I was very lonely and didn't know how to deal with it.

I hated the empty roads, the empty train platforms, the empty trains and the empty buses. The loneliness was hard to manage.

One day, I saw Joao, our AICU Lead Nurse, who invited me to come and look around the new unit which we'd worked hard to open earlier than planned. Because we were all uncertain of what was going to happen and how many Covid patients we were going to be treating, he said we should 'prepare for the unexpected'. That hit home to me, and I realised I am first and foremost a nurse who made an oath to be of service to the sick. I went to bed that night with a renewed spirit.

A week or two after, I was told of an important role I was about to embark on - to lead the pre-assessment service for the NHS Cancer Hub. Suddenly, I felt like I had a purpose again. I took the role wholeheartedly. It was very stressful for the first two weeks, and there were many challenges along the way, but we got through it. The team and I tried our hardest to get the work done, it was tiring, frustrating and stressful at times, but we still carried on. I frequently reminded myself that all the hard work would really make my parents proud.

Well, we are all still uncertain what the future will be, but what I do know is, that this pandemic has created a stronger bond with both family and friends. It proves how resilient we are, it has tested our faith, and we've learnt new skills and new hobbies. Some became famous on TikTok and others remained

spectators. I believe that we all became more sensitive towards each other, we learnt to cope with the new normal and we will continue living. Life may be short but with or without a pandemic, life is beautiful. Let's all keep it that way.

Helping in other areas of the hospital

Leigh Rose - Endoscopy Sister

Supporting the hospital when our department was closed

When lockdown began, the Government and JAG (Joint Advisory Group on GI Endoscopy) announced that the endoscopy service across the UK would need to stop as the risk to staff during the pandemic was too high. For us, this was a very sad day. We were unsure what this meant for the nine of us that worked in the Endoscopy department, and we wanted to be able to play our part in fighting the pandemic in any way we could.

So for the next few weeks the team did everything they could to help keep the hospital running. Some of us spent time updating and writing policies, some supported the surgical ward, one worked in theatres (where he did so well, he was offered a job there!), some played a vital role helping with screening at main reception ensuring patients were safe and well before they entered.

As the weeks passed, the Government and JAG reviewed their guidance, and it was decided that endoscopy services were safe to restart - however with changes in place to ensure everyone was safe. We were delighted. When reopening, the team had to get to grips with extended procedure times and gaps between cases to ensure we could effectively clean down the areas. Rules seemed to change daily, so

making sure we were following the most up to date guidance was sometimes challenging. We were treating NHS patients as part of our contract, as well as private patients once our doctors restarted their lists - and were managing extra swabbing and isolating guidance on top of this. It was a busy time, and to top it all off I caught Covid-19 and had to isolate myself!

We're used to it being busy in endoscopy, and I can usually unwind each year on a nice relaxing holiday. However, travel restrictions soon put pay to that, but I settled with a caravan weekend in the Isle of Wight which was lovely. It was nice to get away and spend some time trying to fully recover from Covid - I've still not found my sense of smell or taste yet!



Carmen Japal – Therapy Coordinator

Managing our scrubs and administration

As a hospital, we struggled a little for space and so the Therapy department were asked to manage and issue scrubs to our people. As Therapy is tucked away in the basement, we're not often visited by people from most other departments, so it was nice to be able to greet and get to know colleagues that I'd never spoken to before. I also helped the surgical team with their NHS scanning, which gave me another chance to meet new people and see the pressures that all our teams were under. I was focussed on trying to help however I could to ease those pressures and help support the hospital.

In the early stages of the pandemic, I'd regularly speak to colleagues about how we were coping with the commute, how we were feeling about lockdown



and our wellbeing in general - as it was a lonely experience for most people. I found travelling to and from work quite scary, with streets, buses, and tubes all being empty which was quite surreal to see. For me, it was a relief to come into work, be among friends and have the

privilege to talk to others. It's been so nice to make new friends in such devastating circumstances.

Cheryll Davies – Massage Therapist

Keeping staff up to date and on top of their wellbeing



When I decided to volunteer to work in other areas of the hospital, I was slightly apprehensive about exposing myself to Covid during the height of the pandemic.

However, I knew that it was important to offer my help in whatever way I could.

My first role was to stock up the scrubs for our patient facing staff to wear instead of their usual uniforms. It was busy, and supply and demand was challenging at times, but I knew it was a vital job to keep the hospital running. I was also tasked with

keeping the notices up to date across the hospital, as guidance was changing regularly and we needed to keep our people informed of what they needed to do. I spent a lot of time putting up public health, policy, hygiene and social distancing notices throughout the hospital, visiting all the departments and meeting numerous members of staff.

As PPE requirements increased at the hospital, I helped facilitate Fit Mask Testing and was trained to test the staff to ensure their masks did not leak should they be exposed to Covid-19. When we introduced masks for our people to travel to and from work in, I helped the team pack and distribute these across the hospital. I think I packed about 2000 reusable masks into plastic bags - my speed definitely improved with practice!

As the pandemic continued and pressures both at work and at home grew for our people, I wanted to do what I could to help support the wellbeing of our staff too. I began teaching Autogenic Training, a structured form of meditation to help induce sleep, to some of the staff to help them manage their mental wellbeing and learn techniques to relax during such worrying times.

Clare Blathwayt - Senior Physiotherapist

Reskilling to support our teams



At the start of the lockdown, I had to shield while I underwent medical tests and I came back to a physio team that had hit the ground running offering virtual clinics to our patients. My clinics were initially quiet, and while I was waiting for appointments

to fill up, I volunteered to help on the wards and to reskill to assist different teams. I spent time helping with equipment fittings for orthopaedics, and also in a completely new area for me, Oncology. I worked closely with breast cancer patients who were undergoing surgery and spent time shadowing

Throughout the pandemic, and through my various roles, I've really enjoyed meeting new people from across the hospital and working with those I wouldn't normally work with. We have some of the friendliest, caring teams I have ever worked with, and this really made a scary, sometimes stressful situation much easier to deal with. I'll always have fond memories of the part the Cromwell played in fighting the pandemic, and I'm proud to have supported this.

experienced physiotherapists and learnt a lot about the procedures, the post op advice, and rehabilitation. It was really interesting and enjoyable to be on the wards again and to interact with patients and other staff members face to face, especially as social interactions at home were so limited!

As the weeks passed my virtual therapy clinic got busier, but I didn't want to stop helping out in other areas where I could. I helped with the daily crash trolley checks and organised rotas, and wherever else I was needed! Not only have I been able to support the hospital and our patients during such a tough time, I've also gained so much confidence in helping other areas of the hospital which would usually be out of my comfort zone. I have loved having work to keep me busy during this time and for the unexpected opportunities to learn new things and to work with new people.

Danielle Sharp - Centre Manager, Basinghall Clinic

Helping out on the front line



As Basinghall Clinic closed its doors to face to face patients in March, the team and I adapted to the new way of working virtually and wanted to support the hospital in any way we could. I was asked to support the Covid-19 Staff Testing Hub at the hospital, and at first

was very daunted by this. But I knew that I really wanted to feel like I was helping fight the pandemic, and this gave me that fulfilment. It was a great experience to work with the wonderful team at the Cromwell and I had some of my great Basinghall team with me also. Having such a supportive team around me definitely helped ease my worries.

As the weeks passed and the Testing Hub began offering a wider range of services, I helped co-ordinate testing at three local Bupa care homes. This was definitely an environment that I was not used to but knowing why we were there and the help that we could offer preceded any anxiety I was feeling.

During lockdown, my Mum had a fall and broke her ankle, and I began to struggle with balancing my home and work life. I found it challenging to work in the environment I was in whilst also trying to support my family, as I wanted to make sure I was keeping everyone safe. But with the procedures and processes in place, I knew I was doing everything I could to support those closest to me as well as the hospital. 2020 has enabled me to take a step back and evaluate the world around me. It's made me cherish not just the people closest to me but everyone, and I feel like it's given me additional compassion.

Joao Correia - Lung Centre Manager

Stepping out of the clinic and into security

When the lung service closed in March, the team were feeling disappointed and perhaps a little useless and unable to play our part. We wanted to do whatever we could to support the hospital, and when the opportunity to help our Security team came up, it made the team feel that they really had a role to play in helping us get through the pandemic.

We all stepped outside of our comfort zones and away from roles which we were comfortable and experienced in, and into something brand new and quite scary really. We welcomed patients to the hospital, helped them navigate the new Covid-19 safety procedures and guided them to where they

needed to go. We really enjoyed being the first port of call when patients arrived and were able to meet staff from other departments who we wouldn't usually work alongside in our normal roles. We could share our concerns and experiences with each other, and



that bond really helped us manage during those challenging months.

Although we enjoyed helping in other areas of the hospital, we wanted to find a way to continue offering care to patients, and so as the weeks passed, we set about working on ways we could do that. As local Trusts began to struggle with having enough equipment to treat their patients, we pulled our resources together, and were able to send five of our

ventilators to Chelsea & Westminster Hospital. We also developed a way to perform some of our tests remotely and were one of only a few respiratory diagnostic centres to open during April, where we performed over 30 tests for our patients. Then as services slowly began to re-open across the country, we developed processes that helped us offer tests face to face in a safe way, treating NHS patients as part of our partnership.

Sophie Stimson and Chris Binney - Cardiology Support Coordinators, Basinghall Clinic

Keeping our people and patients safe

When Basinghall Clinic closed and we found out that we would be helping at the Staff Testing Hub at the Cromwell carrying out Covid-19 swabs, it sounded quite daunting at first. We turned up on our first day which felt similar to the first day of 'big school', but we were greeted by an amazing team of nurses and HCAs who gave us all the training we needed to perform the swab, as well as the in-depth process of properly putting on (donning) and taking off (doffing) all the PPE.

We were initially swabbing staff members who were symptomatic or had symptomatic people in their household, then we began testing patients before certain diagnostic tests or procedures could go ahead. Even though we were 'on the front line' as it

were, we felt quite safe, and had a dedicated room for performing the swab which you could only enter if you were in full PPE.

A few weeks into our new roles, we were tasked with visiting a local Bupa care home who were struggling to source enough Covid-19 swabs for their residents and staff. We were happy to help other areas of Bupa, but it involved several uncomfortable hours in full PPE and gaining consent from residents whilst looking a bit strange in gowns, visors, gloves and facemasks was a bit challenging. Luckily, the care home staff were excellent and were able to explain what was happening to the residents, which made us all feel much more at ease.

As restrictions lifted, Basinghall Clinic re-opened and we've returned to our normal roles as Cardiology Support Coordinators. I think we can safely say it's a time we will never forget, both personally and professionally. It was extremely rewarding to be so involved during the pandemic, and was a great opportunity to work alongside the amazing staff at Cromwell Hospital and the care homes.



Looking after ourselves and each other

Ulla van Der Westhuizen - Theatre Team Leader

Adapting to challenges and learning new skills



Reflecting on the last six months is a big task, and as time goes by it becomes more and more difficult to pull memories of those moments from the very first days of Covid-19 as so much has happened between then and now. One thing I know for sure is that I'm extremely

proud of the team, who truly excelled when their limits were tested in many ways.

When I think back, it feels like I was living in two bubbles - my home bubble and work bubble. At work I faced new challenges nearly every day, working hard to create solutions for issues that never existed before Covid and supporting the team in ways I never had before. Guidelines changed rapidly which sometimes caused confusion in the team, and we felt immense pressure managing both NHS and private cases every day. We wanted to make sure we were carrying out surgery in the safest possible way and using our theatre time efficiently to help treat as many patients as we could when they needed it most. With the added pressure of wearing full PPE for hours on end too! I was focussed on doing everything I could to give the team direction and support, and with good teamwork and communication we made it work.

I wanted to make sure I was there for the team in any way I could be, and I encouraged them to bring their worries to me. Whether they were worried about symptoms, coming into work, the wellbeing of their families, I learnt that I'm able to manage stressful situations much better than I previously thought, and the importance of sharing our concerns and not bottling them up.

When I hear positive feedback from consultants, hear the team talking about the new skills they've gained, or when they put themselves forward to learn about surgeries they've not experienced before because they have a new found confidence, it makes me so proud. I truly believe our Covid story would have been much different without the dedication and commitment of the Theatre team.

At home, everything changed rapidly too. We had to quickly learn about home schooling and virtual classes to keep my daughter on top of her school work, but she was such a champion - sometimes surprising me with a cooked dinner when I got home! I'd try to recharge my batteries by walking part of the way to work, giving me time to appreciate the quiet streets and wildlife I'd never seen before in the city. I began to treasure family moments so much more, having as many family meals as we could and keeping up with loved ones virtually.

Covid has taught me so much, it's shown me how resilient my team are and helped me grow as a leader and a person. It'll be a year I'll never forget.

Katy Crichton - Divisional Manager - Outpatients, Diagnostics & Primary Care

Staying safe and playing my part from home



Only three days before lockdown began, I told my manager I was pregnant. Because nobody knew the risks of Covid-19 and pregnancy, my manager asked me to work from home to ensure I stayed safe - but I hadn't been able to share the news with

my team yet! I quickly made my way around the teams to share the news and let them know that I wouldn't be able to come into the hospital, but that I would still be available over the phone and email.

For me, the most important part of my job is being able to be there for my team, so to not be present physically felt as though I wasn't doing my job or achieving what I should have been achieving. My career is very important to me, and I'm someone who strives to be at the top of my game every day, so I felt like I was underperforming and not able to give my teams the support and guidance they needed.

At the start of the pandemic, our digital capabilities weren't that great, and teams that were used to working face-to-face struggled to get to grips with meeting people virtually. People spoke over each other in meetings or would forget some people were on the phone, and as someone who is generally quite vocal in meetings, I went from having quite a lot of autonomy to feeling like I didn't have a voice at all. It was difficult for me to be as involved in projects, and I felt like I wasn't able to fully support my boss and the hospital, which frustrated me. At this point I absolutely hated working from home. I struggled to separate my work and home life and constantly had my laptop or phone on, and I began feeling jealous

that my husband was able to go into work and I wasn't. He hated the idea of me coming into work, but I felt that I wasn't playing my part and wanted to do everything I could to support the hospital, so I took on extra tasks such as patient testing and managing NHS projects.

One day, I realised that I was focusing so much on how I felt, that I'd forgotten why I was being asked to stay at home. I was looking after my baby, and my husband was so protective because he was trying to keep us both safe. I went from being angry at the hospital for not letting me come to work to happy, because I knew that they were restricting people coming in for the right reasons and that I was just being stubborn.

When the Covid numbers started dropping (and I was tracking so I knew!) and we began doing risk assessments on our people, my boss agreed that I could start coming in, in the right environment, and for the right reason! The hospital really supported me and my team understood why I hadn't been physically there for so long.

I could not be prouder of what my team have achieved, and they definitely do not need me there to succeed. I feel extremely fortunate that I and my baby are both safe and that I have such a great team to return to next year.

Oh, and Oliver was born on 6th September and is thriving!

Steven Cornall – Lead Musculoskeletal Physiotherapist

Supporting the physical wellbeing of our people



I joined the Cromwell during the first wave of Covid-19, and found it challenging to get to grips with my new role during such an uncertain time. I'd moved from a home-based role to commuting into the hospital every day, and it was tough to get used to that at

first. Luckily, my team were supportive and made the transition as easy as it could be for me. It's also given me the chance to try my hand at cycling instead of getting public transport, which I'm really enjoying!

As lockdown began many of our people had to alter the way they were working; whether by helping in a

different area and doing different things to normal, or by working from home in a new set up – some off of sofas, dining tables and even ironing boards! Due to the changes to normal ways of working, often in different environments and with differing set ups to what we were used to, it wasn't long into my new role before we began to hear that several colleagues were starting to develop new aches and pains. As an MSK team, we wanted to do what we could to help our people work in the most comfortable way, so decided to set up an advice line for them. We began offering telephone sessions for anyone who needed advice on how to improve the way they were working, how to better perform these new tasks, and ease any niggles they may have developed. It was great to be able to support those we work alongside every day, and I felt like we were really playing our part in the best way a physio could!

Kyla Montague – GP Engagement Manager

Playing my part and looking after my loved ones

When lockdown started, I'll be honest, I felt a few different emotions: sad, scared, protective and I mostly just thought "is this really happening?"

My role at the hospital is to direct and lead my team to increase referrals and build crucial relationships with our external GPs and physios. So when the pandemic hit my job changed overnight. It felt like I was catapulted into this strange Covid world where thousands of people were becoming seriously ill and where your normal train journey into work felt dangerous. I went from being a people person to not

wanting to be around anyone except my family, which was so strange for me.

Even though those feelings were strong, I knew I had a duty of care to our patients, so I put on a brave face and raised my hand to help in any



way possible. I became involved with the rollout of the Visionable virtual consultation platform to consultants.

This was something our Development team was planning on rolling out later in the year, but Covid had fast tracked that, so we began rolling it out to as many consultants as possible to help them continue to offer care to our patients. I'll be completely honest, I struggled at the beginning. I knew nothing about Visionable, and I'm not the best when it comes to tech (I send those jobs to Matt - my other half). It was a huge learning curve, where every day I was learning something new. I was working 12 hours a day some days, and because all the nurseries were closed I had a very bored three year old running around with a very bored 36 year old partner running after her! Even though I had Matt and Ella there it was hard, we were in a two bedroom flat with no garden, and Ella has the energy of a nuclear power station! My other half is self-employed, so worrying about what that meant for us was an added pressure.

I was coming into work a lot to train consultants on Visionable, and it was crazy to see London so empty.

The City was quiet, and the trains were like ghost towns. I felt a real fear that I would get the virus, and although I'm reasonably healthy, I was really worried about the health of my family, and how I'd feel being responsible for making them unwell.

After a few weeks I was well versed on Visionable, and we'd gotten into our own lockdown routine at home. Our daily walks were my favourite thing to do, where as a family we'd walk to the local fields and play football together, and everything became calm, still and clear – I remember on those walks thinking all that matters is our health, our family and these moments.

When I look back in years to come, I'll remember that there were so many people that devoted their lives to help people. So many people came together to help others get through such tough times. We should all feel proud of what we achieved at the hospital and at home, and look forward to a better year ahead.

Durvesh Gajadur - Clinical Engineer

Spending time at home and opening our AICU ahead of time

2020 has been really challenging, both on a personal and professional level. Teshnee (my wife, who also works at the Cromwell) and I are from Mauritius, a small island where some of our family still live. Our parents are back home and normally we visit them once a year however, we chose to cancel our trip this year as we didn't want to take any risk, both for us and our parents who are among the vulnerable. When we told our parents, we could see and feel the sadness they felt knowing that this year we wouldn't be able to see them, but during such a difficult time, we knew it was better to be safe than sorry.

For us though, lockdown hasn't been all negative. It gave us the chance to spend more time together, and we took the opportunity to strengthen our bond and work on ourselves. It's amazing how many things we take for granted that we don't



usually pay any attention to. Since restaurants were closed, we spent more time cooking together and discovered that it was not rocket science and in fact, doing most of our cooking is healthier and more cost effective. The cherry on top of the cake was that we enjoyed this time together.

At work, it's been a positive time for me too. As part of Key Health Solutions, who run the hospital's Clinical Engineering department, we were prepared to support the hospital as much as we could to ensure the nurses had the necessary support to be able to deliver critical care to patients when they needed it the most.

Myself and my colleague George Tsamalis had been watching the pandemic unfold since the beginning of the year, and we knew it was only a matter of time before it reached the UK and the hospital. We knew that the pressure on the healthcare system in the UK would be huge, and we wanted to help in any way we could. As the hospital began working with the NHS, we knew the new Intensive Care Unit which wasn't due to open for a while would be needed, and we did everything we could to ensure it opened ahead of schedule. It was a real challenge, but one that we

Cristinela Buglea - Housekeeping Assistant

Learning a new role in the middle of a pandemic



When Covid-19 hit, it was a very challenging time for me. I'd worked as a room attendant in hotels for over 7 years, and when the pandemic took hold in London I lost my job. I spent most of the lockdown at home searching for work, and after two months I was

were up for. With the delivery of some crucial final parts arriving on a Friday afternoon, George and I decided to stay and complete the job, no matter how long it took us. 12 hours later, and at nearly 3am on Saturday morning, the new unit was complete and ready to begin looking after patients. The biggest satisfaction from this job is to know that somehow, we made a difference and contributed to saving someone's life. And of course, a big thank you to Teshnee who stayed with me till the end to support us!

As one job ended, we quickly moved on to the next, and were called to the hospital one Sunday in April to help with the commissioning of medical devices across all departments which of course, we wholeheartedly agreed to do. Alongside our nursing teams, we installed several devices to help our clinical teams care for their patients during the pandemic.

My father always tells me: "It's not about how much others can do for you but rather how much you can do for others. There is no such problem that does not have a solution, it is up to us to firstly accept the problem, only then will we start looking for the solution and eventually find it".

contacted by an agency about a role at the Cromwell in the Housekeeping team. They explained the risks of working in a hospital during this time, but I didn't even need to think about it, I was happy to play my part, and I joined the team in April.

On my very first day I was working in our new AICU, training on the job and learning how to wear the right PPE. It was so out of the ordinary for me, and nothing like hotels, so I was a little scared and apprehensive at first. But I found my way around, and even though I was nervous, I did everything I could to learn the

role and help keep the hospital clean and safe, and was soon offered a permanent role which I was so happy to accept.

A few months in, I now know how to deal with the dangers a pandemic can bring to a hospital, and I feel confident that I can keep the hospital clean and safe, and keep my colleagues and our patients protected.

Alongside learning a new role, things at home were difficult too. Soon after I lost my job at the hotel my father died, and my boyfriend of six years and I parted ways. I couldn't afford to fly home for my

Teshnee Beeharry - Purchasing Assistant

Keeping morales high at the hospital



If the pandemic has shown us anything, I think it's an increased admiration and appreciation for those on the 'front line', those who have put others first and kept our country going this year when a lot of us were safe at home or working safely in other areas. As someone

who continued to work at the hospital during the height of the pandemic, I really wanted to show my thanks to my colleagues who were doing everything they could to help treat our patients during such difficult times, so myself and my husband Durvesh (who also works at the Cromwell) set about planning ways we could say thank you.

In April, we helped local businesses Urban Shake & Grill and Shan's Kitchen prepare lunch bags for

Dad's funeral, and Covid restrictions meant I was unable to see family and friends in other countries. I would speak to them regularly though, and although we were all worried about each other, we did everything we could to keep spirits high.

Looking back, I was happy to move into a new industry and learn something new, and although working on the front line during a pandemic is scary, I feel more positive, I feel like I've helped the hospital play it's part, and I'm excited for what will come next.

our front liners to say thanks for everything they were doing. With the help of some of our clinical teams, we shared the homemade chicken biryani and muffins across our departments, and were so proud of how happy they made our colleagues feel.

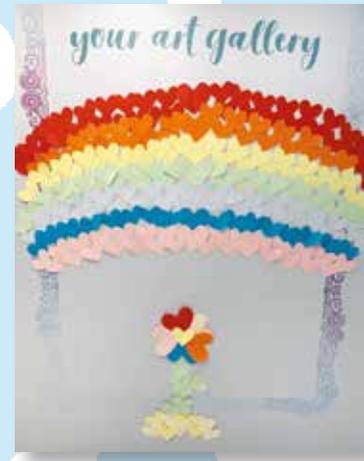
After the success of the first event, Durvesh and I wanted to do something else for our people, so in May we cooked around 60 meals and delivered them to our Theatres & AICU departments as a token of our appreciation. The meals were generously sponsored by Key Health Solutions, one of the hospital's vendors, and we were able to use Urban Shake & Grill's kitchen to prepare the meals, which we began at 6am!

We believed that little acts of kindness such as these would go a long way, and that they would make our hard-working front liners feel that they were not alone in the situation. When Covid-19 is long forgotten, it's moments like these, when everyone comes together to show their support, that we'll remember forever.

Our story in pictures...



A treat to thank our teams for their hard work



Brightening up our paediatric department with love for the NHS



Helping our patients keep in touch with their loved ones



Bidding farewell to a patient after recovering from Covid-19



Getting to grips with virtual meetings



Getting used to wearing PPE all day



Getting used to empty platforms during rush hour



Keeping on top of our wellbeing with office stretching



Helping each other out with PPE in our AICU



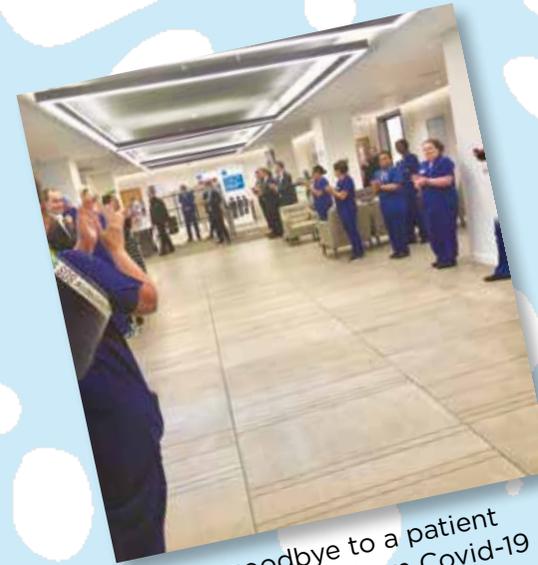
Learning new skills needed during a pandemic



Our team volunteering at the NHS Nightingale Hospital



Our clinical teams supporting the hospital wherever needed



Saying goodbye to a patient after recovering from Covid-19



Receiving gifts from the local community



Our Theatre team preparing for surgery



Learning to use PPE correctly



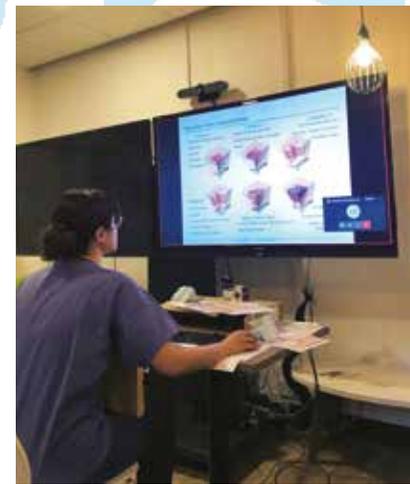
Safely celebrating a patient's birthday



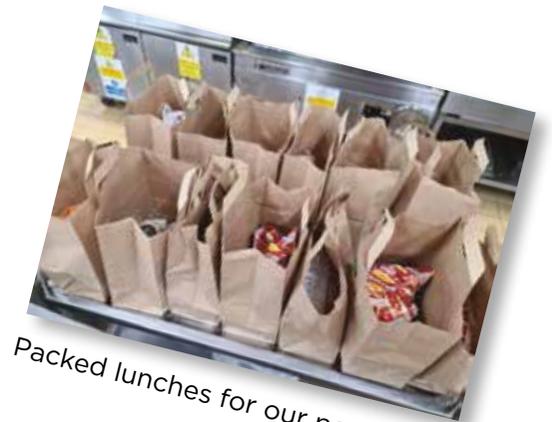
Receiving vital deliveries



Sharing our love for the NHS



Keeping our clinical teams up to date with their training in the safest way



Packed lunches for our people



Opening our new AICU ahead of schedule



Our Swabbing team helping to keep our care homes safe



Setting up our new AICU with the help of pizza



Keeping our scrubs storage clean and tidy



Keeping fit during Covid and taking the stairs



Keeping our teams up to date with safe, socially distanced meetings



Ensuring our high risk areas were fully protected



The first shift in our new AICU



Sharing vital equipment with the NHS



Taking time out in our wellbeing hub and leaving messages of support on our tree of hope



Our socially distanced easter egg giveaway

All photos in this book were fully compliant with Government and Hospital Covid-19 guidelines at the point of taking.

Edited by Lindsay Moore and Millie Caston
Designed by Alison Taylor-Smith



