



# Milton Keynes Hospital Charity Impact Report 2017-19



# Welcome

## We're delighted to present the first Impact Report for Milton Keynes Hospital Charity.

In the following pages, you'll see some of the work the charity does, and the difference we make to patients, their families and the staff who care for them at Milton Keynes University Hospital.

Our charity works in many ways to ensure that the experience of patients and visitors is memorable for all the right reasons.

Everywhere you look across the hospital site, the work of our charity is involved in some way. It funds additional equipment for wards and departments, supports additional training and continuing professional development for our staff and is involved in ensuring that the hospital environment is pleasant one.

Every single ward and department in the hospital has benefited from the work of our wonderful charity and will continue to do so as the hospital continues to grow to serve our increasing population.

In addition, we have been working hard on our appeal raising funds towards the new purpose-built integrated Cancer Centre, so that our cancer patients will now be able have all of their appointments and treatments on site in one brand new building. This is due to fully open in Spring 2020.

As you can imagine, we can't support any of these projects and initiatives without the support of the fantastic individuals, corporate business and the communities of Milton Keynes, the surrounding areas and beyond.

The fact that so much excellence is achieved is down to the special efforts of fundraisers, donors, supporters and volunteers.

In the next few pages, we want to focus on the impact their hard work has had in so many areas.

We hope you enjoy learning more about the work of Milton Keynes Hospital Charity, and that it inspires you to consider your own fundraising initiatives, donations or legacies.

Thank you.

From the trustees and staff of Milton Keynes Hospital Charity



# About us

Milton Keynes Hospital Charity supports patients, their families and the staff who look after them. It does this by inspiring, engaging and educating the local community about the work we do, as well as leading on targeted fundraising campaigns and appeals.

Milton Keynes Hospital Charity has been accepting donations since 1995 but has only been actively driving fundraising for the Trust since 2011. We are a small but dedicated team with many years of expertise and experience between us.

On average the hospital charity raises around £230,000 every year – until 2018/19, when our income increased threefold to £669,000, mainly due to the cancer centre appeal and something the charity is proud of.

In the past we have run several appeals including:

- Leo's Appeal for the children's wards
- Little Lives Appeal for the neonatal unit for premature and poorly babies
- Touch of Pink Appeal for our breast care services.

In addition to raising funds for specific items, in 2018 we also launched our cancer centre appeal to raise funds towards an integrated cancer centre on the hospital site. The new centre means that patients receiving cancer treatment and support will be able to have these in a dedicated purpose-built space.





# Where the money goes

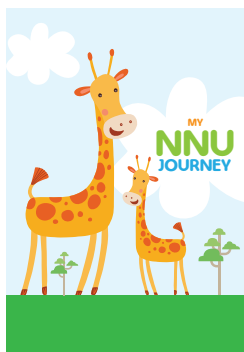
The funds raised for the charity are always used to enable the hospital to go over and above standard NHS provision. They could be spent purchasing new equipment, improving the hospital environment, funding additional training, supporting pilot projects or ensuring that there is a wide range of artwork across the site to enhance the experience of patients, visitors, volunteers and staff.

Thanks to the kindness and generosity of our donors and supporters, over the past two years just some of the ways we've been able to make a difference has been through:

- Funding artwork, a bright new play area and sensory equipment for the children's wards
- The launch of Gold Standard Framework, which is about enhancing the experience and care of patients within the last year of their life
- Two vapotherm machines for the neonatal unit, which are a far less invasive breathing support for premature babies, and much more gentle on their delicate skin
- Artwork and new furniture to create a calm and peaceful side room on Ward 2 for patients needing end of life care
- Twenty new TENS machines and a teaching skeleton for the chronic pain team
- A new patient day room for the stroke unit
- Dining tables and chairs to support the hospital's PJ Paralysis campaign; enabling patients to get up and moving and have meals with others
- Transformation of a courtyard garden, to create a welcoming space for patients, staff and visitors to spend time in
- Funding 'My NNU Journey' handbooks for parents to complete with staff and put photos in of their baby's milestones during their time on the neonatal unit
- A colonoscopy training model for the endoscopy team

- Scales and other items for the stoma care team
- Support of the hospital's dementia cafe for inpatients with dementia
- Special diaries for Dads who have a baby on our neonatal unit. DadPads provide practical information and advice, as well as acting as a 'keepsake' where dads can record their emotions, milestones and put photos
- The refurbishment of a neonatal unit kitchen, where parents can prepare meals, make a cup of tea or even just have some quiet time. This space is especially important as some parents will be on the unit for days or even weeks (via the MK Classic Car Rally)
- TVs, iPads and play equipment for the children's wards and children's A&E
- Radios, alarms and foot pedals to help elderly patients with physiotherapy

Over the past two years we've spent £271,000 on items and projects to enhance the experience of patients, visitors and the staff who care for them.



# Funding the best medical equipment

## Respiratory equipment for tiny babies

Very tiny or poorly babies frequently need additional support and equipment. Local business easycopiers donated two special respiratory machines to the neonatal unit.

Vapotherm machines offer a high level of support to help these tiny patients when they are experiencing respiratory distress.

Karen Rice, lead nurse on the unit says: ***"We are so pleased with the fundraising easycopiers staff have done. Having the Vapotherm machines will be very beneficial to the babies on our unit, as they offer the extra support needed to help them through respiratory distress."***

## Chronic Pain Support

Patients with chronic pain are now benefiting from an enhanced pain management service following a donation from charity A Way with Pain.

A Way with Pain donated £1,020 to the hospital charity to support the purchase of 20 new TENS machines – a form of pain management – and a new skeleton to help staff explain conditions to patients.

These items are now being used to enhance the work of the chronic pain team. The team helps care for patients manage chronic pain, which can have devastating effects on the individuals, their family and friends.

David Kelly, co-founder of A Way with Pain says: ***"We were delighted to present the donation to the hospital charity last year and are so pleased to have seen the new items being used."***

## Sensory Machines

We were able to purchase two sensory machines for young patients on the children's wards who are unable to leave their beds. These machines offer children lots of stimulating experience, allowing them to use different senses to keep them entertained while having fun. They are also really useful for giving youngsters an enjoyable distraction during certain procedures that they may find a little unpleasant.

## SATS Monitors

After their baby daughter Phoebe spent five months on the neonatal unit, her parents decided to raise funds to help other youngsters on the ward. Jennifer and Stuart Read's little girl was born at only 24 weeks and six days and received round-the-clock care. Among the items the family helped fund are SATS monitors that allow babies to have their oxygen, heart rate and blood pressure continually monitored.



# Enhancing the hospital environment

## Dragonfly suite

Our new relatives' room offers a quiet space for families in A&E. We worked in collaboration with local charity Harry's Rainbow to transform the space with comfortable seating, better furniture, enhanced lighting and beautiful artwork.

Harry's Rainbow founder and CEO Odette Mould worked with our charity and staff from the hospital to create a calm, private area with new comfortable furniture. Odette had first-hand experience of the difference surroundings can make when you receive bad news. When her five-year-old son Harry died in 2009 she received the news in a space so small there was barely room for the consultant to sit down.

"It became my mission to create a comfortable, private space for families in distressing situations," explains Odette.

She contacted the hospital's bereavement team and worked with them to design a calm and comfortable space. As the dragonfly is the international symbol of grief, the dragonfly artwork had extra special meaning. It was designed by some of the children Harry's Rainbow supports and brought to life by artist Jane Charles.

As well as Harry's Rainbow, several local businesses also supported the refurbishment including Lynx Networks, Shutter Solutions, Kingfisher Carpets and Neville Special Projects. The hospital charity was delighted to fund some of the furniture inside the room.



## Courtyard gardens

All our courtyard gardens are maintained by volunteers, who plant, tidy and keep the spaces in tip-top condition so that patients, visitors and staff can enjoy them.

The courtyard garden overlooked by Ward 3 was in dire need of a revamp. It is one of the biggest of the hospital's gardens and we know that inpatients love to be able to look out onto a pretty scene.

Its revamp was a real example of teamwork. Oliver Pain, from the hospital's dietetic eye screening team, grew up with beautiful gardens as his dad is a landscape gardener. He responded to a post on the staff intranet asking for design suggestions for the courtyard. He visited it at different times of the day, considering what plants and flowers would suit the area. He settled on a sub-tropical Japanese island theme.

Funding for the work came from Shenley Parish Council and Tesco Bags of Help. Local company Bunnings came in to do a lot of the planting.

Oliver continues to visit the garden at evenings and weekends, to weed and water the plants. "It's very therapeutic and great that gardens can create a little bit of somewhere and transport you to different times as well."

## New chapel chairs

Our chapel and prayer room is a very popular, peaceful space for our staff, patients, visitors and colleagues to take a break from their surroundings to pray, contemplate or simply enjoy the quiet surroundings for a little while.

We were able to fund the purchase of twenty new chairs for the chapel to allow people to sit and reflect in more comfort.

# Supporting palliative care

## Ward 2 sideroom

Thanks to a grant from the Milton Keynes Community Foundation, we were able to fund the refurbishment of a side room on Ward 2, the hospital's short stay medical unit, used a great deal by patients at the end of life.

We incorporated a full vinyl wrap of artwork, created in conjunction with patients and staff over a series of workshops, with beautiful shimmering birds and butterflies. These were just some of the comments received from staff, patients and their families;

*"We cannot thank you enough for providing such a wonderful healing space."*

*"The artwork takes the room to a whole new level."*

*"It is a lovely room and the patient's family has really appreciated it too."*

The artwork so inspired one family, whose relative used that room, that they supported the provision of additional artwork in the next side room.



“Everyone  
thinks the  
room is  
wonderful.”

## Training

Thanks to the charity, hospital staff get the opportunity to take further training which is not part of core requirements but goes a long way to support their continued professional development or allows them to learn about latest developments in their specialist fields.

Our funding enables staff to continue to extend their knowledge by attending such events as dedicated study days, condition-specific conferences and events where they can learn more through speakers, seminars and also be able to present information on their work at the hospital.

In 2018, the charity funded the launch of the hospital's Gold standard framework in palliative care. This gives hospital staff the learning and development to enable earlier recognition of patients with life-limiting conditions, helping them to plan ahead to live as well as possible right to the end.



# Pilot projects

## Dementia Café

The hospital runs a monthly café for inpatients with dementia. The café, where cakes and treats are served on fine bone china, gives them and their carers the opportunity to take a welcome break from the wards. There are crafts and activities to try and lots of music and entertainment. The charity was delighted to support the funding of this so that nurses and volunteers can keep it running.

## Glaucoma Support Group

The charity supports this growing patient support group, designed to offer extra information and a networking opportunity to eye clinic patients affected by this condition. The group was set up by senior sister Lorraine Montgomery and sister Jill Kimber and runs twice a year. It has grown so popular that it now has to be held off site to accommodate the number of patients and their relatives and carers who wish to attend. The hospital charity is able to make this possible by funding the cost of room hire at an external venue.





# Artwork

## Management of the hospital art collection

Florence Nightingale, the social reformer and founder of modern nursing, is often cited for her belief in the positive effects of art in a hospital environment. In her Notes on Nursing written in 1859, she wrote how the 'variety of form and brilliancy of colour in the objects presented to patients are actual means of recovery.'

The hospital charity funds the curation and management of almost 400 pieces of artwork around the hospital, which has great benefit to patients, visitors and staff; making the hospital environment less intimidating and frightening — and also on a very practical level assisting with wayfinding.

Artwork in and around the hospital is about creating a homely and more welcoming feel, and much of the artwork is bright, colourful and breaks up the long, clinical corridors. It helps make the hospital a much more comfortable place to be.

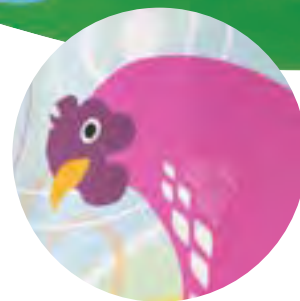


## Children's wards

Being in hospital when you are a child can be a distressing and worrying experience. We know that having a bright, cheerful environment goes a long way to easing some of these concerns, both for our young patients and their parents. Our children's wards and Milton Mouse (children's outpatients), were able to undergo a complete transformation.

We were able to commission bright, welcoming and engaging artwork to create a calming and friendly environment. Each ward had its own theme – farm, river and meadow – and artwork was also featured in bed bays, corridors, on the main doors as well as the patient waiting areas.

As part of this project, we also incorporated art into a transformation of the ward play area, as well as funding two sensory machines and new cupboards to make better use of the space.



## Making the difference



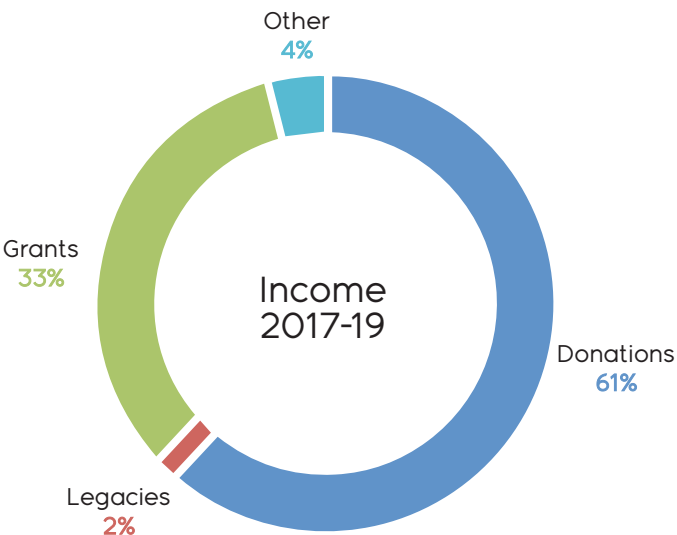
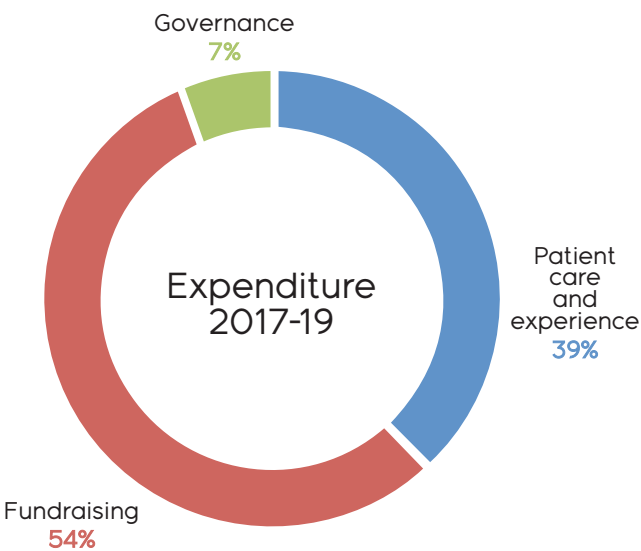
Your support allows nurses like Naomi and her team to provide the best possible care to their patients in all departments of Milton Keynes University Hospital. No matter how big or small, your gift will make a lasting difference.

# A better future

Whether it's supporting our mission generally, helping us save for major upcoming projects or allowing us to raise more money for the hospital's future, every penny we receive is helping to give patients at Milton Keynes University Hospital the chance of a better future.

Over the past two years we've spent £271,000 on patient care and experience, including the projects we've talked about and shared with you in this report.

Our fundraising costs for the same period came in at £383,000 mainly because we needed to put so much effort into our cancer centre appeal in 2018-19; we're a small team and needed to grow. The result of that was a tripling of income over that period. So although our fundraising spend compared to patient care spend may appear slightly higher than other charities, this was because we were saving it up for the new cancer centre!



# Our supporters



As a creative and digital agency, we're proud to work collaboratively with the local community and fully support Milton Keynes Hospital Charity. Our relationship with Vanessa, Jenny and MKHC has been built over the years through a shared mindset and complementing team values. We're entrenched in a variety of projects and it's refreshing to work with such a progressive, forward thinking team.

Cygnus are continually keen to be involved in all activities, events and initiatives to raise awareness for the charity through numerous fundraising events. Passionate to help drive support and raise funds we also support brand development, sponsored events, creative and digital assets and collaboration through charity lead projects such as 'Horizons' project with MK College students.

Our objective is to raise brand and campaign awareness and reach audiences across a broad range of communication channels. It's refreshing to partner with a like-minded team and charity and we're passionate to continually support this great cause and it's overall impact.

**Martin Carmody**  
Managing Director  
Cygnus Ltd



"When we had the chance to support Milton Keynes Hospital Charity, we jumped at it.

"Partly because our CEO Jane Lambert, used to work at the hospital and is passionate about the wonderful service they offer, but also it gave us an opportunity to be able to put something back in to our local community.

"As a healthcare training business we understand the impact on patients and families of having the right care, resources, facilities and sometimes those extra nice comforts are. Working with you makes us feel like we have a real partnership with the same values and vision."

## ECG Training





# Milton Keynes Hospital Charity in numbers



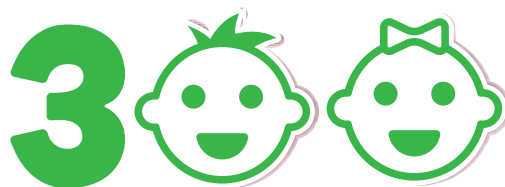
Our volunteers put in 31 hours per month to keep our courtyard gardens looking fabulous



500 people in 25 companies raised around £1,500 by wearing a Christmas jumper for the day

# 7,000+

Over the past two years we've made life more comfortable for over 7,000 patients and their families



Our volunteers made around 300 baby blankets and clothes for our tiny patients on the neonatal unit

We made life more comfortable for 2,500 parents whose children are on the children's ward



# 2,500



Our team attends 21 community events per quarter

We funded 27 additional training places for staff



We are proud to actively collaborate with 5 formal charity partners, also based in Milton Keynes, to make a difference within the hospital

# 52

NEW ARRIVALS

We purchased 52 new items for wards and departments


We've now recruited 12 charity ambassadors to help represent our charity in the community.

## Thank you so much for all your support!

# Keeping in touch


None of these amazing projects and items could have been funded over the past two years without the generosity of our local community.

We'd like to give a huge thank you to everyone who has donated, taken on a challenge or promised future support through a gift in their Will. If you would like to know more about how you can help our charity to continue its important work at Milton Keynes Hospital Charity, please visit our website or get in touch.


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