



MILTON KEYNES HOSPITAL CHARITY

IMPACT REPORT 2020-21





WELCOME

Welcome to this year's Impact Report for Milton Keynes Hospital Charity.

2020 was an extraordinary year - a challenging time for the whole country and the most difficult time for staff in the NHS as many put themselves at great risk to save the lives of thousands of people.

As the world locked down in March 2020, Milton Keynes University Hospital continued its work delivering exceptional care for patients, while our charity launched an emergency appeal to support the hospital's Covid-19 efforts.

The community stayed at home and came together to help us, as we were keeping them safe. We are immensely proud of all that has been achieved this year and we go into 2021 ready to support our NHS Trust into recovery and beyond.

This impact report is our chance to say thank you to everyone for the support that was given over an incredible year – the volunteers who delivered emergency supplies and PPE; the business and local groups who donated drinks, food and care items and the many hundreds of donors who supported our emergency appeal to help us support our hospital and its staff and patients quickly.

This report is also our chance to show how your donations, volunteering and support made such a difference to the hospital; how you supported our staff at the most difficult period of their lives, and how you helped us make a difference to patients and their families too.

This report is for you.



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ABOUT US

Milton Keynes Hospital Charity is the official charity for Milton Keynes University Hospital.

We want every patient at Milton Keynes University Hospital to have the best experience.

We raise funds to make a real difference to all who use our hospital services, working with Milton Keynes University Hospital to offer patients, their families and staff the best experience possible.

Our values focus on the following supporter promise:

POSITIVITY

Our staff and volunteers will give you a cheerful, friendly welcome.

INCLUSIVITY

We will make everyone feel valued and important, and work collaboratively to achieve the best possible outcomes.

KINDNESS

You'll be supported and inspired by people who care about you and why you give.

ACCOUNTABILITY

We won't let you down. We will create a culture of openness and honesty, where we manage your expectations and do what we say.



The Milton Keynes Hospital Charity team is a small but dedicated team with many years of expertise and experience between us.

This report highlights the impact of the charity's work and the difference it has made to our hospital community. In 2020/21 we raised £678,000 enabling us to support the hospital's patients and families, as well as staff.

We launched two appeals in 2020 – our Covid-19 appeal and our Neonatal Unit BabyLeo Appeal, both of which achieved their goals by supporting staff and patients and families respectively.

We could never have achieved this without the remarkable efforts of fundraisers, donors, supporters, volunteers and dedicated staff.



WHERE THE MONEY GOES

This year we've spent a total of £540,000 to further the aims of our charity. Everything we do at the charity enhances the hospital experience for patients, families and staff. Just some of the ways we have made a difference include:

- Funding the fitting out and furnishing of rooms in the new cancer centre; funding special items of equipment including ECG machines and special reclining chairs for use throughout the centre.
- Variable height cots for use on the neonatal unit – especially helpful for mums who have had a c-section and struggle to bend down.
- Supporting our ICU (Intensive Care Unit) staff with furniture and fittings in their new staff room.
- Playmobil and other play equipment for the children's wards.
- Recliner chairs for a parent needing to stay overnight on the children's ward.
- Staff hubs for members of staff to take time out in.
- Mobile phones to support virtual visiting as visiting restrictions came into place during Covid-19.
- A special newspaper service for patients, to help keep them entertained on the ward.
- Portable radios and distraction items for patients.
- The curation and management of 400 pieces of artwork around the hospital, which benefits patients, visitors and staff; making the environment less intimidating.
- Funding the maintenance of four courtyard gardens within the hospital, helping to manage these calm and relaxing spaces where patients, families and staff can take time out.

- Making one of our courtyard gardens accessible to dementia patients, so they can spend time outside of the ward and enjoy the peace a beautiful garden brings.
- Funding the transformation of all three gardens in and around the cancer centre.
- Dying Matters packs and other materials for our palliative care team.
- Coaching and training for our cancer specialists on having difficult conversations with patients and families.
- A bladder scanner for use by our surgery team.
- Recliner chairs for use on the Stroke Ward.
- Cost of room hire so that cancer patients can participate in groups such as the 'Beyond the C' choir and Look Good Feel Better sessions.
- Funding a special online staff wellbeing event called 'Event in the Tent' to support and promote better health and wellbeing for #teamMKUH.
- Working with local companies, MK Dons and the community in providing gifts to those in hospital over Christmas – whether on the children's ward, adult wards or on our maternity wards.

We're proud of what we've achieved over this past financial year and could not have achieved any of this without the generosity – in time as well as money – of our donors, volunteers and supporters, so thank you.



MILTON KEYNES HOSPITAL CHARITY IN NUMBERS



VOLUNTEER HOURS SPENT
MAINTAINING GARDENS AND
SUPPORTING SERVICES AT
MKUH



IT IS ESTIMATED
THAT **5,000**
PEOPLE ACCESSED
VIRTUAL VISITING
DURING 2020



INDIVIDUAL ITEMS
DONATED VIA OUR
AMAZON WISH LIST



BUSINESSES
AND COMMUNITY
GROUPS DONATED
MEALS, DRINKS,
TOILETRIES AND
OTHER ITEMS



STAFF
CARE BOXES
MADE AND
DELIVERED



PATIENTS BENEFITTED FROM
OUR SUPPORT OF THE NEW
CANCER CENTRE



OF STAFF AGREED
STAFF HUB MADE
A DIFFERENCE TO
THEIR WORKING LIFE



PATIENT CARE
PACKS MADE AND
DELIVERED



OF STAFF AGREED
STAFF CARE
PACKS MADE A
DIFFERENCE TO
THEIR WORKING
LIFE



OF STAFF AGREED
HOT MEALS AND
DRINKS DELIVERED
MADE A DIFFERENCE
TO THEIR WORKING
LIFE

FUNDING EXTRA SPECIAL EQUIPMENT

ECG MACHINES FOR CANCER CENTRE

Patients visiting our cancer centre have benefited from four new portable ECG (electrocardiogram) machines, thanks to a grant from the Eranda Rothschild Foundation.

An ECG machine is used to check a patient's heart rhythm and electrical activity, flagging anything unusual. These machines help patients who become unwell whilst having cancer treatment. Patients can have an ECG as part of their care, eliminating the need to visit a different department, aiding quicker diagnosis and a more effective service.

Sally Burnie, head of cancer services says: "Thanks to charitable donations, we can enhance patient care through the purchase of, amongst other things, new equipment. The cancer service team are so grateful for all the charitable support and without them by our side we would not have achieved the developments we have in cancer services.

"We continue to engage on new ideas and enhancements for cancer patients across the hospital to help move services forward and support patient comfort."



SAFESPACE BED FOR CHILDREN'S WARD

In September we celebrated the delivery of a SafeSpace bed for young patients with complex needs – funded by our charity partner The Henry Allen Charitable Trust.

Matron Kate Swailes (pictured, second from left) was so happy with the SafeSpace bed, which is used by young patients who have complex needs such as autism and epilepsy in addition to cancer.

She said: "We have children with cancer on the ward who also have autism and learning difficulties, so this will make a HUGE difference to them. This is just an amazing bed which will help them feel even more safe and secure whilst on the ward. Thank you to Dawn and the team!"

Safespace beds are especially designed for children with complex needs such as autism, epilepsy and profound multiple learning difficulties. We can't thank #TeamHenry enough for their support.

**THIS WILL MAKE A HUGE
DIFFERENCE TO THE CHILDREN.**

ENHANCING THE HOSPITAL ENVIRONMENT

ARTWORK IN AND AROUND THE HOSPITAL

This year we continued to fund the curation and management of the hospital's art collection and courtyard gardens.

We have more than 400 pieces of artwork in and around the hospital, which bring great benefit to patients, visitors and staff.

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.

This year the hospital was gifted 'Butterfly Rainbow,' created by world-famous artist Damien Hirst. The print is a beautiful symbol of thanks and hope for us all.



GARDEN SPACE FOR DEMENTIA PATIENTS

Patients on Ward 3 now have access to their very own courtyard garden thanks to charitable donations.

For many years the courtyard, which is overlooked by the ward, was an unusable space, but with grant funding and volunteer support, two years ago it was made into a beautiful area within the hospital site.

We've now gone a step further and funded access to the space directly from the ward, transforming it into a beautiful, secure area for patients to use.

Tracy Davis, senior sister on Ward 3 said: "A lot of patients on the ward have dementia or delirium and they can get restless, so having a courtyard that they can access to go for a walk, get some air and sunshine, or sit and have a chat is fantastic. It's a peaceful, soothing area which is perfect for taking a break from the ward, which can be very noisy at times."



CANCER CENTRE GARDENS

Last year we were delighted to fund and deliver with the support of volunteers and local companies, a transformation of the three gardens in and around the Milton Keynes Cancer Centre.

Working with local landscapers Bridgman & Bridgman and the Chapman family, we transformed these empty spaces into ones full of life – creating gardens where patients, family members and staff can now spend time.

For the charity it has been a privilege working with several groups, organisations and individuals to fund and deliver this project too.

The cancer centre gardens were fully funded by charitable donations from: the Milton Keynes Community Foundation, the Chapman Family, Milton Keynes Christian Centre, Alexander Boswell and family and Alison White.



SUPPORTING THE HOSPITAL VIA OUR CHARITY PARTNERS



Thanks to the support of our friends at the Henry Allen Trust in Milton Keynes, we have been able to fund specialist training for our paediatric nurses, focussed on children's oncology.

The Henry Allen Trust was set up in memory of four-year-old Henry after he lost his battle to High-Risk Neuroblastoma in 2013. Team Henry fundraise to provide vital, special memories for families dealing with childhood cancer and assist families upon diagnosis. They became a charity partner to the hospital in 2020.

Henry's Mum and the charity's CEO Dawn Allen, says: "The Henry Allen Trust are beyond honoured to be a charity partner to Milton Keynes Hospital Charity. In memory of Henry Allen, Team Henry continue to support paediatric departments in many different ways. One of our proudest moments was being able to fund specialist oncology training for MKUH paediatric nurses. Henry's nurses are growing and we now have three qualified nurses with another two nurses taking on their training courses in 2021."

THE HENRY ALLEN TRUST ARE BEYOND HONoured TO BE A CHARITY PARTNER.



We are also incredibly grateful to locally-based charity Emily's Star, who has shown immense support to the hospital over the years.

During 2020, Katie Elmer and the team at Emily's Star delivered hundreds of toiletries to Ward 21b at the hospital. They also regularly supply our Butterfly Suite, which is used by parents following a stillbirth, with butterfly bags filled with toiletries.

Explains the charity: "Ward 21b, amongst other things, cares for ladies who require surgery after miscarriage. Unfortunately last year one of our team had to stay in the ward after her loss and during that time we realised how many ladies were using the department. Since then, we've donated 100s of items to the ward for ladies to use while on there."

Emily's Star also fund a special service offered to parents of babies admitted to the neonatal unit, called vCreate.

We are very grateful to Emily's Star for their continued support of the hospital and our patients.



We've also supported special training courses for neonatal unit nursing and oncology consultants and nurses to provide even better care to patients at a difficult time in their lives.

COVID-19 RESPONSE AND EMERGENCY APPEAL

During the pandemic, MKUH has faced the most extreme pressure.

As events and our business-as-usual fundraising was cancelled, the charity quickly adapted our focus to respond to and support the escalating situation – providing additional support to enhance staff wellbeing and enhance the experience of our most vulnerable patients, many who were in hospital alone without family and friends.

At the end of March 2020, we launched our Covid-19 emergency appeal, raising funds for items to support staff wellbeing and patient care and experience. In addition to this we were overwhelmed by the outpouring of love and affection given by members of the public to the hospital – helping co-ordinate and deliver items including PPE, hot meals and drinks, care packs, chocolates, mobile devices and distraction items for patients.

Thanks to donations to our Covid-19 emergency appeal we were able to raise £190,000 in three months.

DELIVERING PPE

We worked closely with our local BID team My Milton Keynes during the first wave. They were the vital link between the hospital and one local volunteer, Matt Clarke, who was making PPE for teams within the hospital.

Matt usually designs lighting equipment and water bottles, but from his garage in Oldbrook and with the help of his partner, he was at one point producing more than 40 face shields every day for the NHS.

Matt Clarke said: “There was an outcry for PPE, I had seen a lot of nurses and frontline staff on social media saying that they didn’t have the correct PPE and I thought, if I can help, I definitely want to be involved.”



VIRTUAL VISITING

Also, during the first wave, the charity responded to the need for virtual visiting, as visiting restrictions were put in place throughout the hospital.

Working closely with locally-based Boxx Communications, we were able to fund and quickly source 40 mobile phones to deliver to wards and departments – including our ICU team – so that patients, staff and families could connect remotely via a special app called Nye.



COVID-19 RESPONSE AND EMERGENCY APPEAL

PROVIDING HOT MEALS AND DRINKS

The outpouring of love shown by the community also helped keep staff refreshed during very busy, long and challenging shifts with food and drinks being donated for the charity to deliver to wards and departments.

Not only did we receive many donations from national and international companies – Coca-Cola, Lindt, Godiva, Clarins, Marks & Spencer and Innocent – but were very proud to work with many small and often locally-based businesses too.

In total, more than 6,000 hot meals were donated to staff across the hospital during the pandemic.

Just a few of the businesses that made deliveries to the hospital included –

Urban Dhurba, WE care for YOU, Bollywood Junction, MKHA, BB Lunches, YumChop, Sayan Sri, Jashpal, Anatolia, London Sweet Centre, Choudhary Bangla, Four Pillars Restaurant, The Grange Restaurant, Good Times Café, Dosa Street, The Crispy Duck, Hanslope, Bandit Street Food, Taco Shack, The Best Butchers, Big Sizzler, Sizzlers, Belistore, Eat Street, Mr and Mrs Fitz, Saf's Kitchen, Baja Cantina.



CREATING STAFF WELLBEING HUBS

Thanks to donations to our Covid-19 emergency appeal we were able to quickly fund and help kit out a special staff hub at the hospital that opened mid-April 2020.

This special, non-clinical, calming space meant that staff could take some time out to rest and have some quiet time. We're providing free drinks and snacks too - some purchased by the charity and some purchased and donated by the public.

Since then, we've fully-funded a permanent staff hub situated in the hospital and now open 24-7, with comfortable seating, a new outside area and regular supply of snacks.



COVID-19 RESPONSE AND EMERGENCY APPEAL

AMAZON WISH LIST, CARE BOXES AND DISTRACTION ITEMS

"I CAN TELL YOU AS SOMEONE WHO WORKS VERY LONG SHIFTS ON MY FEET ALL DAY, IT IS SUCH A COMFORT TO FIND TEA BAGS AND BISCUITS IN THE STAFF AREA ON MY BREAK - I CAN SIT AND RELAX FOR A FEW MINUTES IN PEACE WITHOUT NEEDING TO RUSH OFF TO BUY A SNACK."

- Staff nurse at MKUH

During the pandemic, we set up an Amazon Wish List for both staff and patients. In January alone, our team and two volunteers distributed:

67 FOOD BOXES

40 BOXES (WITH TOILETRIES)

**500 ITEMS FOR OUR STAFF HUB
WHICH CAN BE ACCESSED 24/7.**

That's more than 22,440 individual items you've bought that we've now delivered.



NEWSPAPER SERVICE FOR PATIENTS

In May 2020 we launched a newspaper service for patients who, due to Covid-19 visiting restrictions, haven't been able to get their usual daily paper.

Patients loved being able to enjoy their daily newspaper for the first time in a long while.

Ward sister Naomi Avery said: "They loved having a cup of tea and a cake with their morning newspaper. It's so lovely walking around the ward seeing everyone reading papers again. The papers help orientate them a bit too – they can read themselves all the updates about what's going on. Thank you so much!"



MURATA POWER DONATION AND STAFF ROOMS

At the height of the first wave, we were extremely fortunate to receive donations from many companies, individuals and groups supporting our emergency appeal.

One such donor was Murata Power Tools, based in Milton Keynes, who donated funding towards refurbishing staff areas.

Thank you to the incredible generosity and kindness of our many donors, fundraisers and supporters who helped us support MKUH at such an unprecedented time.

A BETTER FUTURE

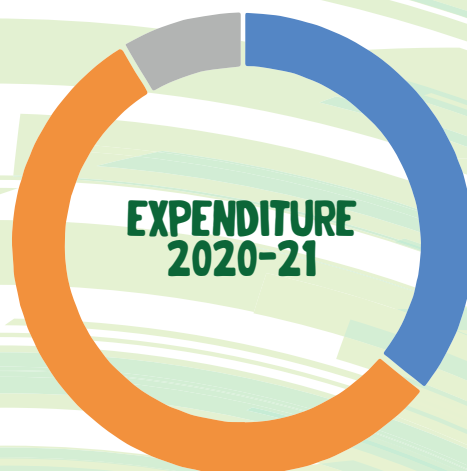
Whether it's supporting our mission generally, helping us save for major upcoming projects or allowing us to raise more money for the hospital's future, every penny we receive is helping to give patients at Milton Keynes University Hospital the chance of a better future.

Over the past year we've spent £361,000 on patient care and experience, including the projects we've talked about and shared with you in this report. Our fundraising and staff costs for the same period came in at £144,000.

An increasing inability to spend funds in the pandemic, particularly on building works, meant that additional funds were accumulated. These funds will be spent in 2021-22 mainly to benefit staff wellbeing areas as outlined in our Covid-19 appeal objectives.



- **DONATIONS - £460,000**
- **GRANTS - £200,000**
- **LEGACIES - £10,000**
- **OTHER - £7,000**



- **CHARITABLE SPEND - £361,000**
- **FUNDRAISING AND STAFF COSTS - £144,000**
- **GOVERNANCE - £35,000**

OUR SUPPORTERS

"THERE IS NO SUM OF MONEY THAT COULD PAY FOR THE CARE I RECEIVED. I WILL BE FOREVER GRATEFUL TO MKUH AND ALL OF THE STAFF THAT CARED AND CONTINUE TO CARE FOR ME."



NICK CLARK

The stories of our supporters always amaze and inspire us - and this story of Nick Clark (pictured with his wife Sarah on their honeymoon) is no exception.

Nick spent nine days fighting for his life in the Intensive Care Unit at Milton Keynes University Hospital. He says the care he received from staff was just incredible.

"I remember one of them firmly holding my hand saying: 'I promise I will look after you. Everything is going to be ok I promise. You're in the best possible care'".

Nick eventually moved from ICU to Ward 21, until finally being discharged to continue physiotherapy at home. To say thank you for the care he received Nick decided to set up a fundraiser and raised an amazing £1887.82 for the charity's Covid-19 appeal.

Funds such as the money Nick has raised were spent on support for staff - including care packs and wellbeing hubs - as well as mobile phones, newspapers and special comfort items for patients.

PJ CARE

Last year we were extremely fortunate to have the support of Milton-Keynes based specialist care provider PJ Care.

Their Chairman Neil Russell donated funding for one state-of-the-art incubator to our BabyLeo Appeal as a 'thank you' for the care his son Alfie received in 2018.

Neil says: "Alfie went into an incubator the moment he was born. Two days in, he stopped breathing and had to be intubated. He had a hole in one of his lungs which had caused it to collapse. It was a horrible time but the staff were out of this world.

"My partner Michaela and I lived in the hospital for the first week so we could be with him all the time. The neonatal unit staff really helped us to stay positive. They made it feel as though we weren't in hospital. They were fantastic. This is our chance to give something back."

The BabyLeo incubator is a state-of-the-art piece of equipment. It has an 'air curtain' that keeps the temperature constant for babies when the top is open, to prevent baby getting cold.

The BabyLeo can also be moved up and down. This means mums who've had a C-section and can't stand for long, or who use a wheelchair, can see and touch their baby much more easily.

Matron Kate Swailes says: "They have in-built weighing scales so staff don't need to take babies out to check their weight. We can even play music or a bedtime story parents have recorded. They really are the 'Rolls Royce' of incubators and we are incredibly grateful to Neil for his donation."

Alfie is now a healthy two-year-old who loves jumping in puddles and bouncing on his trampoline at home in Bedford. Neil said they will be forever grateful to the staff at Milton Keynes University Hospital.



KEEPING IN TOUCH




None of these amazing projects and items could have been funded over this past year 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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