

Great Ormond Street Hospital for Children  
International and Private Patients Service

# Mixed Specialty Nursing

We care for  
you to care  
for them





# Contents

Foreword by Trevor Clarke,  
Director of International Services .....4

About Great Ormond Street Hospital .....6

Welcome to the International Services .....8

Bumblebee Ward ..... 10  
Bumblebee Ward Staff Experience ..... 11

Butterfly Ward ..... 14  
Butterfly Ward Staff Experience ..... 15

Caterpillar Outpatients ..... 16

Supporting You ..... 17  
The Education Team ..... 17  
Practice Educator ..... 17  
Education Nurse Experience ..... 18

Our 'One Team' Approach ..... 20  
Support Staff Experience ..... 21  
Interpreting Team ..... 22  
A note from our Interpreting Team ..... 22

Improvement Project: Situational  
Awareness with Safety Huddles ..... 23

Living and working in London ..... 24  
Accommodation ..... 24  
Transport ..... 25  
Supporting staff with dependents ..... 25  
Additional benefits ..... 25

Contact us ..... 26

## Foreword by Trevor Clarke, Director of International Services

Welcome to the International and Private Patients (IPP) Service at Great Ormond Street Hospital for Children. I am delighted that you are considering joining us.

The Trust has ambitious plans for our division. IPP benefits the hospital in many ways: helping attract patients with rare and complex conditions to maintain and grow our expertise, reinforcing our reputation internationally and, it provides an important financial contribution to

the hospital, enabling the Trust to treat more NHS patients each year. In 2014-15 we treated 1,217 IPP inpatients and 4,746 outpatients from 84 different countries.

We have just approved plans to increase the number of inpatient beds in Spring 2016. A new ward called Hedgehog will provide a further ten beds. Later next year, we will increase our Bone Marrow Transplant (BMT) capacity from four to eight purpose designed cubicles allowing us to double our existing transplant programme.

We look forward to you being a part of our exciting future providing safe, high quality patient care in a child friendly environment.



Trevor



# About Great Ormond Street Hospital

Great Ormond Street Hospital (GOSH) is an international centre of excellence in child healthcare. Working in partnership with the UCL Institute of Child Health, GOSH is the only academic Biomedical Research Centre specialising in paediatrics in the UK and is a member of UCL Partners, which is an alliance between University College London and leading hospitals to advance world-class research. In the UK, GOSH is the largest paediatric centre for bone marrow transplants, cancer/leukaemia, craniofacial reconstruction, and many more national services. With more than 50 specialities, the hospital has the broadest range of dedicated children's healthcare specialists in the UK. Due to this specialist nature and the breadth of its services, GOSH treats children from all parts of the country and from overseas.

The key priority areas for our hospital are:  
Safety – to reduce all harm to zero,  
Effectiveness – to demonstrate clinical outcomes  
and Experience – to deliver an excellent  
experience. Our promise is to put the child  
first and always. Our 'always' values are to  
be welcoming, helpful, expert and one team.

Educating and training children's healthcare professionals is therefore central to our mission. We aim to set world-class standards in every aspect of the service we provide.

As part of the multidisciplinary team, nurses at GOSH ensure that children, young people and families receive the highest quality of care and support.

Our nursing structure, together with support and learning opportunities enable us to provide quality care that meets the individual and complex needs of each child, young person and their family.



# Welcome to the International Services, Judith Adams, Head of Nursing, IPP

Thank you for taking the time to consider IPP as a potential place of work. We hope the information within this brochure offers you an informed overview of the International and Private Patients division at GOSH and helps you decide whether we're the right fit for you.

In IPP, the patient case mix is varied, providing a breadth of experience in a variety of clinical



Judith

specialties and cultures, all under one roof. Exposure to such an array of treatment and care interventions, coupled with the right education, training and support, will provide you with an impressive repertoire of expertise and clinical skills. This investment in you develops and equips you for the future whilst benefiting those you provide care to on a day to day basis.

We play a valuable role in attracting international and private patients, predominantly, but not exclusively, from the Middle East. These patients need access to often life-saving treatment that is simply not available in their own countries. The majority of IPP patients are funded by their own governments/embassies and the minority are funded through insurance companies, charities or are self-paying. The financial cost of highly specialist NHS treatment and care at GOSH is partially enabled by the financial contribution from private work undertaken in IPP. It is a vital service that is needed to allow the NHS side to continue treating complex cases with specialist treatment. This 'one team' approach is part of the strength of GOSH.



Our wards and specialities:

- Butterfly Ward: Predominantly malignant and non-malignant haematology/oncology, immunology and BMT
- Bumblebee Ward: medicine/surgery – mixed speciality including neuroscience, gastroenterology, orthopaedics, plastics and craniofacial
- Caterpillar; outpatients/ambulatory
- Hedgehog Ward: medicine/surgery mixed specialty, shorter stay, up to 2 weeks

We will educate, support and train you to progress in your career. We have a whole team of staff, including an in-house education team, who are here to assist your personal

and professional development. In return, we will benefit from your knowledge, expertise and ideas.

In IPP, you will meet and become part of a friendly team with established and experienced senior staff who will mentor and support you. We're proud of what we've accomplished and we were recently awarded GOSH 'Team of the Year.'

So, whether you are a newly qualified or an experienced nurse, joining our team will offer you an exciting and enjoyable step forward in your career. Additionally, we are open to considering bespoke rotations and flexible working hours. Read on, meet some of our staff, and hear more...



## Bumblebee Ward

Bumblebee Ward is located on Level 5 of the Octav Botnar Wing in Great Ormond Street Hospital. The ward has 18 single patient and parent rooms and a 3 bedded short stay area and cares for children and young people, aged up to 16 years, from over 20 differing specialties.

## Bumblebee Ward Staff Experience

**Hannah Carwithen,**  
Senior Staff Nurse, Bumblebee Ward

I have worked in the IPP division for two and a half years on Bumblebee Ward. Bumblebee Ward is one of the few general wards in GOSH where we see a mix of surgical and medical patients. This unusual mix and diversity of patients and care is what makes IPP and Bumblebee Ward so interesting.

I love working on Bumblebee Ward. The team is great; everyone who works on the ward is really friendly and approachable. The management really sets the standard and are keen to listen, include and involve you in decisions. There is plenty of support from the ward managers and the team has a good mix of experience. The best part is that even if you have a tough day on the ward, the team is so supportive and understanding. I was really proud when our team was acknowledged in the Annual Staff Awards where we recently won Team of the Year.



Hannah

I have gained so much confidence working within IPP. I have developed and gained real life skills both professionally and personally. The hospital really pushes everyone to be the best in their field. As a Band 5 nurse I have been given the opportunity to practice being in charge ahead of my transition to a Band 6 Senior Staff role. I have benefited from the support and opportunities available to me to further my skills and career.

## Bumblebee Ward Staff Experience

**Danielle Galvin,**  
Senior Staff Nurse, Bumblebee Ward

I trained at GOSH as a student and was lucky enough to secure a place on the rotation programme when I qualified. I love working within IPP because of the experience I gain looking after children with such a huge variety



Danielle

of medical conditions. This has improved my skill and knowledge base. I was really excited to recently be promoted to a Band 6 Senior Staff Nurse position.

Before I started in Bumblebee I was concerned about how I would cope because there are a lot of different specialities on IPP. I was also worried about being able to communicate effectively with the families due to the language barrier. However, when I joined the ward I received lots of support from the interpreters and even learnt a few key Arabic words and phrases! The team were really helpful as I slowly learnt about the different conditions we were treating on the ward and my confidence has continued to grow.

The nurses on Bumblebee Ward have a vast range of clinical experience which enhances the care given as well as the learning opportunities available. Everyone is so supportive and encouraging. My proudest moment working on IPP was when we, recently, won the annual Team of the Year award I was extremely proud of the entire team.





## Butterfly Ward

Butterfly Ward is located on Level 4 of the Octav Botnar Wing in Great Ormond Street Hospital. It is a 22 bedded ward including 4 day case beds and 4 Bone Marrow Transplant (BMT) isolation rooms, with plans to convert a further four beds into BMT isolation rooms. Whilst the patient mix is predominantly haematology/ oncology/immunology and BMT, patients from all specialties can be treated here.

## Butterfly Ward Staff Experience

**Rachel Collins,**  
Staff Nurse, Butterfly Ward

I started working on Butterfly Ward two years ago. I love working in IPP and especially Butterfly ward as I have really been able to develop my haematology and oncology skills.

I am currently on the pathway to becoming chemotherapy competent. Working on Butterfly ward gives me the chance to meet different families and really get to know them. I like the personal aspect of the work.

The team on Butterfly ward are great to work with. They are part of the reason I decided to join IPP! They are friendly and supportive and there is always a happy smiling face around! The nursing management team really support the nurses on the ward and the education team are always around to help us.



Rachel

My key achievement on the ward was when I was nominated for Student Mentor of the Year. Of late many of our student nurses have returned to us as newly qualified nurses which is great. My proudest moment was when a mother told me she would never forget me. It really meant a lot as I always try to do my best for the children and families around me.





## Caterpillar Outpatients

Caterpillar Outpatients is located on Level 2 of the Octav Botnar Wing at Great Ormond Street Hospital. Caterpillar is an outpatients department treating children with a wide range of conditions. Children come here from all over the world for expert medical treatment and care. Regular clinics are led by consultants from a wide range of different clinical specialities including: haematology and oncology, gastroenterology, endocrinology, respiratory,

neurology, surgery and dermatology. In addition, nurse led clinics and lists are undertaken which support the shared care model for haematology/oncology outpatients based in London.

Caterpillar is open five days a week: from 8am to 8pm Monday to Thursday and 8am to 6pm on a Friday.

## Supporting You The Education Team

IPP has its own Educational Team consisting of a Nurse Practice Educator and two Clinical Support Nurses. The team covers all clinical areas within IPP and has strong links with the wider education team across the Trust. They will provide and support you throughout your time in IPP by offering opportunities to further your skills, competencies and education.

### **A note from Geriene Chapman, Practice Educator**

When you first arrive at IPP you will complete a local induction to the division. This will include meeting members of the management team, learning about the future and growth of IPP, and meeting other members of the multi-disciplinary team. We also cover Trust mandatory sessions such as infection control as well as those which are IPP related e.g. culture and diversity aimed at introducing staff to Middle Eastern culture. Sessions include Culture and Diversity aimed at introducing staff to Middle Eastern culture.

If you are newly qualified, you will complete a six month preceptorship programme offering

study and support which will aid your transition into the staff nurse role. During the first six months, the education team and senior staff will work alongside you, helping you to become proficient in skills such as accessing the electronic prescribing system and administering oral and IV medications.

We encourage all our nursing staff to complete the Mentoring & Enabling Learning in the Practice Setting (MELPS) module. This gives you the skills to teach, support and assess student nurses, HCA's and junior staff.



Geriene



Additional training and competencies for nurses working within IPP includes chemotherapy, External Ventricular Drain (EVD), Glomerular Filtration Rate (GFR), Central Venous Access Device (CVAD) including repairs, tracheostomy care, venepuncture and cannulation.

Some staff undertake a link role which allows acquisition of further skills and knowledge in a

number of areas e.g. infection control. Staff are encouraged to attend study days and courses, and share learning with their colleagues.

In partnership with The School of Oriental and African Studies (SOAS), we provide a study day focusing on Arabic culture. This is essential as you will be working with a large number of families from the Middle East.



## Education Nurse Experience

**Lucy Bridges,**

Clinical Support Nurse, IPP Education Team

I joined Butterfly ward in July 2011. I progressed to a Band 6 Senior Staff Nurse and then the opportunity arose for me to move into the education team.

When I first arrived I was worried about whether I would be good enough to work in such a renowned hospital, how I would deal with a new speciality and the language barrier between myself and our patients. However my fears were soon dissipated. The team supported me through my transition and the senior members acted

as role models. The presence of interpreters on the ward put my mind at ease with regards to communicating with the patients and families. I soon realised you can build trust and professional relationships even if speaking a different language.

My current job as a Clinical Support Nurse for Butterfly and Caterpillar wards means I provide hands-on bedside education and support to all nurses and HCAs. This involves working alongside staff on their shifts helping them develop new skills and/or care for more complex patients. I also help to arrange ward based teaching on relevant subjects as well as provide support for staff relating to mandatory training including cover allowing staff to attend sessions in work time.

My personal highlight working within IPP was recently winning the Staff Development Champion Award in the Annual Staff Awards. Additionally, I have enjoyed supporting new nurses who have joined the division and seeing their skill set and confidence grow; many have furthered their careers and have been promoted within IPP. I am proud to have been able to implement changes which have benefited the ward with the support of my manager. In this role I have had the opportunity to develop my skills within teaching, education and support.



## Our 'One Team' Approach

One of our values within IPP is 'One Team' and that means we work collaboratively with the Trust to better care for patients and families as well as one another. We have nearly 200 staff in IPP, including doctors, nurses, HCAs, pathway assistants, administrators,

housekeepers, interpreters, play specialists, interpreters and play specialists, to name but a few. We work together to assist each other within our roles and every member has their own important part to play.

## Support Staff Experience

**Rita Marks,**  
Health Care Assistant, Butterfly Ward

I have worked as a Health Care Assistant on Butterfly Ward for nine years. When I first started I was worried that I would not be able to complete the tasks and duties expected of me, but the supernumerary period at the beginning enabled me to have protected time to learn the skills required to care for patients.

I decided to work on Butterfly Ward because it really interested me and I wanted to gain experience working with international patients and learn about their different backgrounds and cultures. I love working and communicating with patients and their families and my proudest moments are when children we have treated visit us again. When they return to the ward and remember me it really warms my heart.



Rita

I really love my role. Health Care Assistants support the nurses with the day-to-day care of patients as well as provide direct patient care at the bedside. We are always on hand to make sure the ward is running as smoothly and efficiently as possible and to help in any way that is required. The team are always there for each other regardless of role or seniority and they make working here a real joy. Everyone is friendly and every individual brings their own flair and expertise to the ward. I have learnt a lot from working on this ward because of the different ways that people around me work and the new ideas they bring. I've also found that when I have had any concerns the ward managers have always been there to listen to me and support me.



## Interpreting Team

The majority of IPP patients are from the Middle East. This means that the primary language spoken by most of our patients is Arabic. In order to help you and other IPP staff communicate with patients and their families we have a dedicated IPP interpreting service. Ward-based staff provide dedicated interpreting service for clinical and non-clinical teams, and support children and their families throughout the treatment.

### A note from our Interpreting Team

As interpreters our role is to interpret for consultants, ward doctors, nurses and any other clinical and non-clinical staff. We liaise

between the patients, their families and their health care provider to make sure that they understand what is happening. We are primarily there to support families and medical teams at GOSH.

We want to use our language skills to help vulnerable children and their families during their time at GOSH. Working within a team of professionals and working in an interesting, challenging environment is fulfilling.

It's our aim as a team to deliver an excellent interpreting service to IPP and to be as helpful as possible. Our team is committed to doing our job to the best of our knowledge and experience.

## Improvement Project

### Situational Awareness with Safety Huddles

Within IPP, we endeavour to involve all our staff, irrespective of role or grade, in service improvements. We strive hard to listen and ensure that service improvements are collaborative and everyone, staff and patients alike, have a voice and a part to play.

A significant project undertaken by IPP was to improve outcomes for the acutely unwell child. We aimed to decrease adverse events in patients resulting from unexpected deterioration. This was achieved by introducing 'safety huddles,' a situational awareness tool into the IPP inpatient ward as well as improving accuracy related to Early Warning Scores (EWS).

A safety huddle is a meeting, which presently convenes twice daily, by the patient board, for around 5-8 minutes. The multidisciplinary team, together flag and escalate specific patient risk factors and identify the sickest patient on the ward. This results in timely actions which mitigate risk, such as repeating observations, escalation to the clinical site practitioners or a review by one of the medics.

The safety huddle:

- improves communication between healthcare professionals
- improves collaborative working in the recognition and management of the deteriorating patient
- empowers individuals to speak up about patient care, enabling patients and families to become partners in care
- improves safety culture (knowledge, awareness and teamwork)

Within IPP the safety huddle has directly influenced how the inpatient clinical team work together and, importantly, maintains an accurate picture of the clinical status of each patient, particularly if the patient's status changes through the day.



## Living and working in London

Whilst moving to London may seem a daunting prospect, it's also an exciting opportunity and we will do all we can to help you find your feet and start to enjoy the city. Great Ormond Street Hospital is located in Bloomsbury next to Queen Square – a garden square surrounded by shops and cafes. The British Museum is within walking distance and the hospital is also close to Covent Garden and the West End. The hospital's sports and social committee organises regular events and helps to secure special staff offers including reduced price tickets to cinemas and theatres. We will also introduce you to other members of staff who are new to London and support will be available from your new team who recognise that everyone needs time to settle in to a new location.

### Accommodation

One of the main concerns for new staff is finding affordable accommodation close to the hospital. The Trust has invested in a variety of local accommodation which is available to new starters for a 12-month period. You may also be aware of a key worker accommodation scheme which applies to NHS staff. There is a staff hotel so people who live too far to commute each day can use this as a temporary base on a regular or ad-hoc basis. For instance, some of our staff work a few day shifts in London and then return to their home for the rest of the week until they're next on duty. There is more information about all these options, including contact details for the accommodation team at [www.gosh.com.kw/work-here/living-in-london/](http://www.gosh.com.kw/work-here/living-in-london/)

### Transport

There are excellent Underground, Overground and bus links to the hospital. Our website has an interactive map, which shows you all the potential routes and ways to the hospital, which you can view at [www.gosh.com.kw/parents-and-visitors/coming-to-hospital/directions,-maps-and-parking/](http://www.gosh.com.kw/parents-and-visitors/coming-to-hospital/directions,-maps-and-parking/)

Staff who commute to work can take advantage of our interest-free season ticket loans to help spread the cost of travel. You could also choose to cycle and take advantage of the special Cycle to Work Scheme which offers savings on your bike and safety equipment.

### Supporting staff with dependents

If you have childcare responsibilities, we subsidise a holiday play-scheme and offer an on-site nursery. We also offer childcare vouchers and employ a Childcare Services Manager to help you find the right childcare solutions for your needs. We try to be as supportive as possible to staff who have particular needs at different stages in their careers. We recognise the needs of staff who have elderly, disabled or other dependents and offer them understanding, flexibility and support. We also offer excellent arrangements for staff wanting to take maternity, paternity or adoption leave.

### Additional benefits

We want to make sure that we look after our staff and have a range of services you can use. This includes a free on-site staff physiotherapist, subsidised massage service and free staff counselling service. Our staff also enjoys a range of discounts from local and national businesses including local gyms, restaurants and shops.

# Contact us

If you would like more information or to arrange an informal visit, please do not hesitate to contact us.

Tel: +44 (0)20 7813 8505

Email: [IPP.Recruitment@gosh.nhs.uk](mailto:IPP.Recruitment@gosh.nhs.uk)

If you are looking for advertised posts please visit [www.gosh.com.kw/work-here](http://www.gosh.com.kw/work-here)

## **Great Ormond Street Hospital for Children International and Private Patients Service**

The Harris International Patients Centre  
The Octav Botnar Wing  
Great Ormond Street  
London, WC1N 3JN



**Great Ormond Street Hospital for Children**  
International and Private Patients Service

The Harris International Patients Centre  
The Octav Botnar Wing  
Great Ormond Street  
London, WC1N 3JN  
[www.gosh.com.kw](http://www.gosh.com.kw)