

Moorfields Magazine

A magazine for patients, carers,
members, staff and visitors

Breakthrough for dry AMD

Medical retina profiled

Accolade for A&E

Meet chief executive,
Martin Kuper



C O N T E N T S



**“This work
could bring huge
patient benefits.”**

Artificial intelligence (AI) for
dry age-related macular
degeneration (AMD)

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Please [email](#) to register for
regular updates from Moorfields

Welcome from Tessa Green, chairman



Welcome to our December magazine! This edition has a special focus on our medical retina services.

In this issue we profile our new chief executive, Martin Kuper, and outline some of his hopes and aspirations for the trust.

As our activities return towards pre-pandemic levels, we feature a look behind the scenes through a Croydon consultant's eyes.

We have previously explained the potential benefits of advances in artificial intelligence (AI) for wet age-related macular degeneration (AMD), and our main research feature covers an in-house team's breakthrough in AI for dry AMD, to help assess and monitor the condition.

The interviews with Dhanes Thomas and Vineet Bhalla help personalise Oriel and the role of a non-executive director, and the warmth shines through in the stories of Amal Nur and June Webb, showing you're never too young, or too old, to volunteer at Moorfields.

Perhaps the greatest source of pride for me, though, is that you, our patients, have voted our A&E the best in the country in our regulator the Care Quality Commission's survey.

Tessa Green CBE,
Chairman



A patient is examined as part of our medical retina service



Martin Kuper

Interview with our new chief executive, Martin Kuper

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Having joined us in September as chief executive from London North West University Healthcare NHS Trust, Martin explains more about why he came to Moorfields, what he's learned so far and what his hopes and aspirations are for the future.

“Coming to Moorfields has been an amazing opportunity and a privilege for me. Its fabulous reputation for clinical and research excellence makes it one of the most esteemed health institutions in the world. In fact, Moorfields is the UK's only number one-rated clinical-academic

partnership for physical health in the world.

“I have already seen a fantastic commitment to innovation and determination to make things better. After all the hard work during the pandemic, there's been a willingness to push forward with new ways of working to help

MARTIN KUPER



see more patients. This is true across all staff, specialties and sites, which is a testament to the strength in depth of our staff. We have lots of very high calibre clinicians and managers across our network, all looking to do things better.

“I moved away from direct care provision myself, to concentrate on how we organise care, because it became obvious to me that this has as much impact on patients’ outcomes and experience as the direct care they receive.

“My passion is seeking to combine clinical and operational excellence, to achieve the ‘triple aim’ of excellent clinical outcomes, equity of access, and value for money. I am also passionate about engaging all our staff and giving them the tools and

permissions to improve both their working environment and their care.

“We need to make the most of our brilliant ideas so patients see excellence every day across every service and all our sites. So, for example, our internal Wi-Fi and infrastructure performance needs to match our digital breakthroughs in artificial intelligence, home vision monitoring and video consultations.

“I also want to embed excellence, equity and kindness in our culture. Any changes have to be in accordance with our values, and this applies to the way we work with each other as much as it does to patient care. Our partnership with UCL should go beyond combining our academic and research leadership.

“

My passion is seeking to combine clinical and operational excellence, to achieve the ‘triple aim’ of excellent clinical outcomes, equity of access, and value for money.

”

And our video and digital services should not feel remote or distant.

“I hope I can help Moorfields adopt a systematic approach to improvement, which will help make us both more efficient and quicker in developing and adopting innovation, to make the most of the fantastic opportunity that Oriel brings to the whole of our network.”



National accolades for A&E

Moorfields' A&E won two major accolades

In a national survey of over 48,000 patients by the Care Quality Commission, Moorfields was voted the best in

the country. Meanwhile, our video A&E service was awarded the prestigious Health Service Journal Patient Safety Award for Best Use of Technology.



Junior doctors rate our training

In this year's UK-wide General Medical Council (GMC) survey, Moorfields was rated second for training out of 223 trusts. Senior residents Achini Makuloluwa, Liam Price, Graeme Loh and Dakshi Muhundhakumar said "During the pandemic, as well as providing a supportive learning environment, Moorfields helped us expand our research and service development skills. We are glad to see this has been reflected in the latest GMC trainee survey."

Northern Line Bank branch closure

Trains will not run between Kennington and Moorgate between 15 January and mid-May 2022, affecting many journeys from south, east and west London to Moorfields.



Please visit the [TfL website](#) for details and alternative routes.



Nurses at Moorfields have been recognised for delivering exceptional care to patients and colleagues

Nominated by patients and fellow colleagues, six nurses received either a DAISY Award or a Moorfields special recognition award, to honour and celebrate the leadership and compassionate care they provide every day.

Registered nurses Rose Sebwato, Jenny Elliot and Carmen Nixon were worthy winners, alongside ophthalmic technicians Leanne Archer and Elizabeth Ojeyinka, and healthcare assistant Victoria Pecson. Presenting the awards,

Tracy Lockett, director of nursing and allied health care professions, said: “As director of nursing, I am truly honoured to lead and work alongside these colleagues who, despite the challenges of the past 18 months,

continue to deliver the best care to our patients and to each other. Congratulations to all of our winners, who’ve been deservedly nominated for their continued commitment to care at Moorfields.”

“

As director of nursing, I am truly honoured to lead and work alongside these colleagues who, despite the challenges of the past 18 months, continue to deliver the best care to our patients and to each other.

”

Triathlete thanks Moorfields team ahead of World Championships

As a boy, Oliver Gunning made several trips from Northern Ireland for a series of complex operations to save his sight.

He has never forgotten his time with us, as these images show. Thanks to the team headed by Professor Sir Peng Tee Khaw (director of research and development), Oliver has become a

paratriathlete, taking part in the recent European and World triathlon para championships, and hoping to be selected for next year's Commonwealth Games.



Professor Sir Peng Khaw honoured by Royal College of Ophthalmologists

Professor Sir Peng Tee Khaw was awarded an Honorary Fellowship of the Royal College of Ophthalmologists – the highest honour the College can bestow – in recognition of a lifelong contribution to ophthalmology.

“I was very humbled to receive this award,” said Professor Sir Peng Khaw. “I would like to thank Frank Larkin, for nominating me and for his kind words. The award also reflects the many wonderful colleagues I have had the privilege of working with now and in the past; the patients, who inspire us to continue to try to

find better treatments; and the research that has made these improvements possible.”



Professor Sir Peng Khaw



Adam training a nurse in intravitreal injections

Nurse consultant awarded MBE

Moorfields Eye Hospital nurse consultant Adam Mapani has been awarded the Member of the Order of the British Empire medal (MBE), in recognition of his tireless work on the rollout and delivery of intravitreal injections by non-medical staff.

Adam was one of the first nurses to carry out these injections, and he has since trained and mentored over

1,200 nurses and allied healthcare professionals, around two thirds of all those who currently administer injections in the UK.

He commented:

“**I am humbled to receive this honour. It is a privilege to make a difference to the lives of patients and healthcare professionals.**”



New diagnostic hub opens at Brent Cross

Our latest diagnostic hub is at Brent Cross, in a unique collaboration with UCL. Like the hubs at City Road, Hoxton and Purley (featured in the last issue), it will assess and monitor eye conditions through a series of rapid tests, all completed within a 45 minute visit.

“As well as providing an innovative new way to assess and monitor patients’ eyes, we hope the research work at Brent Cross will allow us to see even more patients”, says Louisa Wickham, medical director. “As diagnostic hubs are adopted more widely across the NHS, this has the potential to help the NHS to reduce waiting lists.

The hub is researching configurations of equipment and patient

flows through the diagnostic process to make it even more efficient. This will use UCL-designed moveable smart walls and floating electrical ‘umbilical cords’. Research into advanced digital technologies at the Brent Cross hub is supported by the National Institute of Health Research (NIHR) Biomedical Research Centre at Moorfields Eye Hospital NHS Foundation Trust and UCL Institute of Ophthalmology.



Louisa Wickham



Sajid Javid visits Moorfields

Secretary of State for Health and Social Care, the Rt Hon Sajid Javid visited Moorfields.

The minister and his colleagues were led up to Sedgwick ward, and he was particularly interested to hear how Moorfields has championed innovations including cataract drives

and diagnostic lanes.

He got to hear in person from some of our patients, who were full of praise for our staff and the care they had received. He finished his visit with a roundtable discussion with some of our staff.



Sajid Javid meeting patients and staff at Moorfields

Moorfields' first sponsored overseas-qualified nurse achieves her NMC registration

Zenaida de Guzman has become the first Moorfields nurse to achieve Nursing and Midwifery Council (NMC) registration through the Capital Nurse pathway.

Zenaida was unsure whether she could meet the stringent requirements with her qualifications from the Philippines, but she successfully passed her assessment in July 2021.

“I’m looking forward to

delivering high standards of care to our patients as a professionally-recognised nurse,” said Zenaida.

“

I couldn't have done any of this without the incredible encouragement and support of Moorfields.

”



Zenaida de Guzman

New appointments

Professor Michèle Russell was appointed UCL Institute of Ophthalmology (IoO) and Moorfields Eye Hospital joint director of education. She brings over 18 years senior strategic leadership experience, and joined Moorfields and IoO from the senior civil service, where she had been part of the national Covid-19 task force.

Professor Sobha Sivaprasad was appointed Moorfields clinical research facility director. Her appointment comes after her achievements leading

the Ornate India project, a research-based UK-India collaboration focused on increasing eye research to tackle blindness in India.

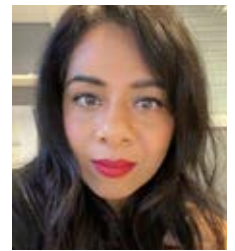
Naheed Phul joined Moorfields as chief pharmacist from Barts Health NHS Trust. During the first wave of the pandemic she led on implementing pharmacy operations at Nightingale Hospital. Naheed is keen to co-create efficient, highly digitalised pharmacy services fit for the future.



Professor Michèle Russell



Professor Sobha Sivaprasad



Naheed Phul

Optometrist awarded research excellence award

Dr Reena Chopra, research optometrist, has been awarded the George Giles Postgraduate Research Prize by the College of Optometrists for the development of artificial intelligence (AI) in optometry and ophthalmology, and its application to AMD.

She won the prize for her PhD, which she undertook at University College London and Moorfields Eye Hospital and completed in 2021.

“I am delighted that my research has been recognised for such a prestigious award,” said Reena. “I hope that we can utilise the full possibilities of

AI in clinical diagnostics in the near future.”



Reena Chopra

Moorfields and St George's, University of London to lead on AI diabetic eye screening research project

Moorfields Eye Hospital and St George's, University of London are leading a research project on the use of artificial intelligence (AI) in diabetic eye screening, funded by NHSX and the Health Foundation and enabled by the National Institute for Health Research.

The project will develop systems to ensure the performance of AI does not vary across population sub-groups such as gender or ethnicity. It will also provide evidence to support the roll-out of AI within the NHS.

“This project will develop the monitoring systems to check the performance of AI after deployment to ensure trustworthy AI for the benefit of all patients,” said Professor Adnan Tufail, consultant ophthalmologist.

Professor
Adnan Tufail



Medical retina and low vision

Moorfields' [medical retina](#) service focuses on conditions in the back of the eye, which can be treated through medication, eye drops, injections or lasers. These conditions include age-related macular degeneration (AMD), retinitis pigmentosa, diabetic retinopathy, retinal vein occlusion and uveitis.

Mona Jalali



Dry AMD progresses over months and years, while wet AMD can progress rapidly over weeks, and can be treated with injections. As dry AMD cannot be treated at present, many dry AMD patients attend Moorfields' [low vision clinic](#).

“It’s about trying to identify what patients are struggling with on a day-to-day basis and how we can help them to stay independent,” said Mona Jalali, optometrist. “We can incorporate more magnification into glasses, or give hand or stand magnifiers or telescopes – all depending on what they would like to be

able to do. Better lighting and higher contrast are particularly helpful for AMD patients, who are a large proportion of the people we see.

“We also discuss smartphone apps which can make a huge difference to quality of life, and we work with eye clinic liaison officers, nurse counsellors and local services to provide holistic care.

“Patients often find a consultation here really helpful. It’s lovely to listen to them and help them overcome difficulties.”



Mona helps a patient visiting the low vision assessment (LVA) clinic

Breakthrough in artificial intelligence for dry AMD



ARTIFICIAL INTELLIGENCE

A Moorfields team led by Dr Konstantinos Balaskas has developed a fully automated, deep-learning model (algorithm) that can detect and quantify geographic atrophy (GA) using standard eye scans.



“Moorfields has since developed world-leading in-house expertise in AI systems for healthcare, this project being the first fruits. This work could bring huge patient benefits, both within the UK and globally.”



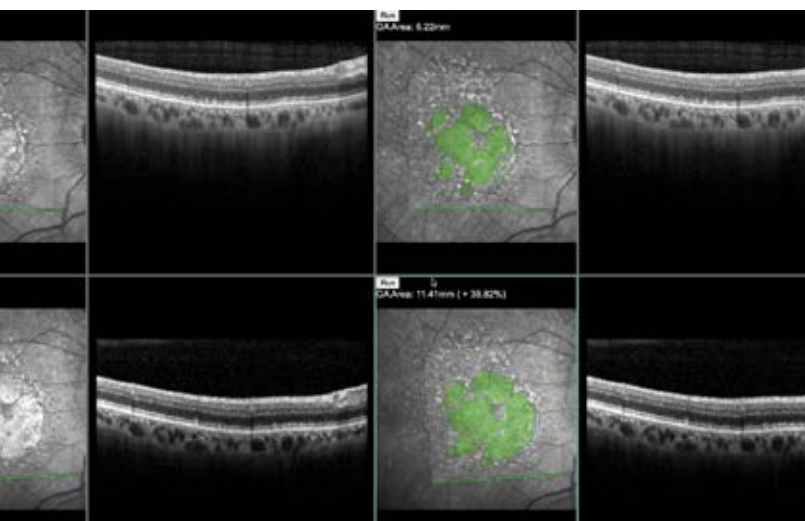
GA is a severe, irreversible form of age-related macular degeneration (AMD) affecting over 5 million people globally, including 22% of people aged over 90. Although difficult to detect in its early stages, it can eventually lead to severe vision loss and blindness.

Currently, examining the many segments of a scan to determine the precise nature of the GA is time-consuming (up to an hour per eye) and prone to human error and variability.

“Our team at the Moorfields Ophthalmic Reading Centre team set out to train an algorithm using carefully graded scans to recognise the

early signs, precise location and progression of GA automatically”, explained Konstantinos, the director of the Moorfields clinical artificial intelligence (AI) hub.

“They then tested it using a completely different set of eye scans from Moorfields’ patients. The new AI system is able to match, and even outperform, predictions made by specialist scan interpreters, all in a fraction of a second, allowing us to spend more time helping patients with more complex needs. We hope further research will yield an AI that can predict the development of GA in otherwise healthy patients, to identify it even earlier.”



The algorithm can highlight and accurately measure geographic atrophy within seconds



Konstantinos Balaskas

ARTIFICIAL INTELLIGENCE

Konstantinos and his team



Pearse Keane, consultant ophthalmologist at Moorfields and AI lead at the Reading Centre, added, “Our 2016 collaboration with DeepMind, led to the development of a ground-breaking AI system for the evaluation of sight-threatening macular disease. Moorfields has since developed world-leading in-house expertise in AI systems for healthcare, this project being the first yielded fruit.

This work could bring huge patient benefits, both within the UK and globally.”

While there is currently no effective treatment for dry AMD, research is showing great promise, and this AI breakthrough will make it easier for teams to assess and monitor GA and its response to future treatments.

The study has been published in the [Lancet Digital Health](#) and was featured on [Channel 4](#) and [BBC In Touch](#).

Josef Huemer



A day in the life – Croydon’s Josef Huemer

Medical retina and cataract consultant ophthalmologist Josef Huemer originally trained in Austria. He describes a typical day at Moorfields Eye Centre at Croydon Hospital, where he has been working as a consultant since August 2021.



“My role as a consultant includes running the local service at Croydon together with a multidisciplinary team, leading the clinics, teaching and training and ensuring clinical governance.

“Every morning at Moorfields, we have 45-60 minutes of teaching prior to starting the clinics.

I really enjoy teaching, it’s a great opportunity to learn from the very best, it always includes a great discussion, and helps me become a better clinician.

“I prepare clinics in advance, going through the patients, and ordering scans. As I see patients, I make referrals, directing them to further treatment, such as laser or intravitreal

A DAY IN THE LIFE

injections.

“Sometimes we have to refer patients to City Road for a specific diagnostic test or for specialty clinics. It works really well – my experience is that everyone has been very welcoming. Moorfields is a very international place and there’s a huge sense that everyone’s part of the Moorfields team, and proud of it.

“In virtual clinics, I don’t see patients face to face. They go through a diagnostic hub, usually at Purley, where technicians lead their testing. I review them and make a decision whether the patient needs to be seen virtually or in person, or I can call them directly to discuss treatment.

“Finally, there’s the cataract side. I see patients prior to putting together my theatre list,

go through consent and answer any questions to reassure them. I’ll then go to theatre with the surgical fellows and the theatre nurses to operate.

“When I first started medicine, my main intention was to play a crucial role in the quality of life for my patients. That a patient could come in with no vision, and after cataract surgery, notice a huge improvement in quality of life, was fascinating to me.

“I really want to thank the team, from the HR people to the other consultants – it has been a very warm welcome in these difficult times. Establishing a connection with the team here is what I’m most proud of. They are brilliant, very engaged and friendly, they care about every patient and don’t believe in cutting corners.”

“

I really enjoy teaching, it’s a great opportunity to learn from the very best, it always includes a great discussion, and helps me become a better clinician.

”



First joint NIHR Moorfields Eye Charity Advanced Fellowship awarded

Patrick Yu Wai Man

In partnership with the National Institute for Health Research (NIHR), Dr Patrick Yu Wai Man will be funded to improve the way inherited diseases that damage the optic nerve are managed and therapies evaluated.

Dr Yu Wai Man and colleagues have already successfully used a gene therapy product to replace the defective gene that causes LHON in patients carrying a specific



mutation. Results so far show that those who were treated within one year of being affected experienced

significant improvement in their vision. These results were published in [Science Translational Medicine](#).

You can support the future of eye care by walking Eye to Eye 2022



You can make a difference by joining Moorfields Eye Charity's annual fundraising walk, [Eye to Eye](#), on 20 March 2022.

Get together with friends and family and make a day of it. You can choose to take on five or 15 miles and, in 2022, there are new East End exploration routes that start and end at Moorfields Eye Hospital.

And, if you can't make it

to London, you can still do a virtual My Eye to Eye.

Your fundraising will support world leading eye care, ground-breaking research and educate future eye specialists.



Help save children's sight



This winter, Moorfields Eye Charity is fundraising for a retinal camera (RetCam) to help paediatric patients at Moorfields.

We treat a range of conditions that limit children's eyesight and could result in complete sight loss – such as glaucoma, retinal detachment or retinoblastoma. These conditions occur at the back of the eye, so surgeons need an advanced, specialist imaging system to get a good look.

Tatiana's son Khamani was referred to Moorfields Eye Hospital a few months ago. After the consultant, Robert Henderson, checked his eyes with a retinal camera, he diagnosed him with familial exudative vitreoretinopathy (FEVR) – a condition that can cause blindness. A week later, he operated on Khamani's eye to help him keep what was left of his vision.

There are more children like Khamani being referred to Moorfields, and Moorfields Eye Charity's winter appeal is for a

Tatiana and Khamani



new RetCam so they can be treated as quickly as Khamani.

Find out more about the RetCam and [support the appeal this Christmas.](#)



Elaine's daring wing walk

Medical retina patient Elaine Manna raised over £1,500 for Moorfields Eye Charity with a daring wing walk in August 2021, a month before her 75th birthday.

Elaine has been a patient at Moorfields since 2013, having lost sight in her left eye 20 years ago, and planned the challenge to

show gratitude for her expert care.

"If it wasn't for the care and leadership of the retinal unit, I would be blind," said Elaine. "The charity raises funds to prevent sight loss and fight for sight. The work it does is so valuable, so inspirational, that I'm honoured to be a part of it."



Elaine Manna

Spotlight on Moorfields at Bedford



**Regina Tavenga,
matron**

“

Patients really appreciate Moorfields in Bedford – they can access all the services they need.

“I’ve been here for 11 years. Before, I’d never stayed in a workplace for more than three years, but Moorfields is eager to develop staff; I’ve completed a Master’s in Advanced Nursing Practice. I encourage nurses to lead some services, and we’re very lucky that our doctors and clinicians are supportive.

“We’re not that far out of London. We are so proud to be part of Moorfields. I can count on my staff to represent Moorfields, and they will always do well.

”



**Aires Lobo,
consultant ophthalmologist**

“

Moorfields Eye Centre at Bedford Hospital opened in 2007. Our principle is to bring eye care closer to people’s homes but, when needed, we work hand in hand with Moorfields City Road to refer patients.

“Fortunately, we offer most services in Bedford and we must have around 40,000 patients every year.

“We’re proud to promote staff development, nurturing our people. It doesn’t just help them progress as individuals, it means they can contribute more to the care of patients.

”



**Rudolph Reid,
patient at Bedford**

Rudolph used to be an engineer in the theatre, doing sound and lighting for amateur dramatics, and photography. He suffers from macular oedema and glaucoma and has received regular treatment over the years at Moorfields in Bedford. Today he takes part in patient support groups.

“

I moved out to Bedford towards the end of 2012, so I've been a patient here since. Moorfields have always been wonderful, both the team at the north wing who do the injections and those at south wing who do the operations. When I first got there, the consultant told me he was going to look after me, and I felt so reassured. They were under a lot of pressure, even before the pandemic, but they've always really understood me.

“My sight's not coming back, these aren't cures. But they've been helping maintain what vision I do have in my right eye.

”



**Preeta Varghese,
assistant divisional manager**

“

I have been providing support in Bedford for four months. I ensure delivery of operational performance such as our waiting list and bring stability to functions such as HR and finance.

“It's a great site to work at due to the diverse patient population, and I have a lot of scope to bring changes and improvements to the site.

”



Friends of Moorfields

Friends of Moorfields support patients and staff at Moorfields Eye Hospital to ensure everyone who comes to Moorfields has the best possible experience.

June Webb is 90 years old and has been volunteering for Moorfields for over 25 years. In 2009, she won the Attend charity's Volunteer of the Year award.

"I'm at the Friends of Moorfields shop one morning a week, working behind the counter, arranging new stock, that sort of thing."

"I've always loved working at Moorfields, it's such a friendly hospital. I've also been a patient, so it's been nice to help patients who come in, who might not know the way, and show them to clinics. Now I'm a widow and I'm living alone, it's very nice to have these

interactions.

"The Friends of Moorfields is a brilliant team – the office staff are very supportive and we have some marvellous volunteers. I would encourage anyone like mad to [volunteer!](#) You will never be happier than helping at Moorfields. There's so many different things that you can do – you can always find something that suits you."

“
I've always loved working at Moorfields, it's such a friendly hospital.
”



June Webb

FRIENDS OF MOORFIELDS

Amal Nur has been volunteering since the start of 2020. She was nominated for the Helpforce Volunteer of the Year award in October 2021.

“When I started, I was helping out in A&E – but the pandemic changed that! I moved to the front door, greeting visitors, helping with social distancing, supporting the doctors and clerks.

“I like being able to take extra care with a patient who comes in, getting them signed in, seeing if they need a drink, directing them, and sitting down and communicating with them.

“I originally wanted to do a degree in criminology, I’m now studying adult nursing, and volunteering here has definitely contributed to that.

“The Friends of Moorfields are really supportive, they go above and beyond with every single one of us. Even if you’re not sure about volunteering, I’d say just [go for it!](#) It’s not just you helping the hospital, the hospital helps you. It can bring out skills you didn’t realise you had - you can find out so much about yourself through helping the community.”

“

The Friends of Moorfields are really supportive, they go above and beyond with every single one of us.

”

Amal Nur (below)



**Friends of
Moorfields**
Eye Hospital





Examining the Oriel model

Oriel: Dhanes Thomas’ new role

Consultant ophthalmologist Dhanes Thomas was appointed as clinical director for Oriel, the joint initiative between Moorfields, UCL Institute of Ophthalmology and Moorfields Eye Charity that would see services move from the current premises near Old Street, Islington to a new, integrated centre on the St Pancras Hospital site in Camden.

“I have worked at Moorfields for a decade, and still see adult and paediatric patients every week. Working directly with Oriel gives me a chance to represent these people in key recommendations and decisions.

“Recently, we have seen Camden Council unanimously pass a resolution to grant planning permission for Oriel, and we are working hard to submit our full business case for Treasury approval in the spring – as well as selecting a contractor to build it.

“The energy level on Oriel has increased as we refine the details of where each of the services are situated within the building. We are determined to make this as simple and logical as possible, by using patient feedback – for example, having more pharmacists available close to each clinic to make it easier for patients to discuss their prescriptions. And more efficient, too – with easier access, improved wayfinding including volunteers, better flows of patients through the building and reduced waiting times. People like



Oriel
Creating the centre for
advancing eye health

Emily Brothers, chair of the Moorfields advisory group for patients, join us in workshops to plan these.

“King’s Cross St Pancras is one of the best connected stations in London, for underground, rail, and bus services. Many patients are anxious about the [‘last half mile’](#) to the new centre, and we are doing everything we can to make this as easily accessible as possible.

“I also get to sit with a multitude of senior clinical colleagues as well as finance and project team colleagues representing the practicalities of building Oriel, and the IT and human resources teams. This ensures maximum representation of the vast wealth of knowledge and experience from within the organisation and my role involves a bringing together of all these voices to make the new centre the best it can be for patient care, education and research. It would be very easy for us to just make strong, rational decisions; I want to make sure that the soul of patients and staff will be embedded in Oriel.”



Dhanes Thomas

Get involved in Oriel by:

- Completing feedback cards at your appointments
- Visiting our website, <https://oriel-london.org.uk>
- [Watching the video](#) walkthrough of the new site
- Sending comments or questions to moorfields.oriel@nhs.net

Philanthropy is vital to us realising this global centre for advancing eye health. Thank you to donors who have committed their support to date, we’re immensely grateful.

To find out more, please contact Rachel Jones, director of development at Moorfields Eye Charity on 020 7521 4610 or email rachel.jones310@nhs.net

Vineet Bhalla, non-executive director: “I have a tech background, but it’s all about people”

Vineet Bhalla has served on Moorfields’ board as a non-executive director for around 18 months.

He has two teenage boys, is passionate about cricket, running his local club in west London, and also mentors for the charity Migrant Leaders. He explains how his experience at a senior level in IT is making a difference to Moorfields.

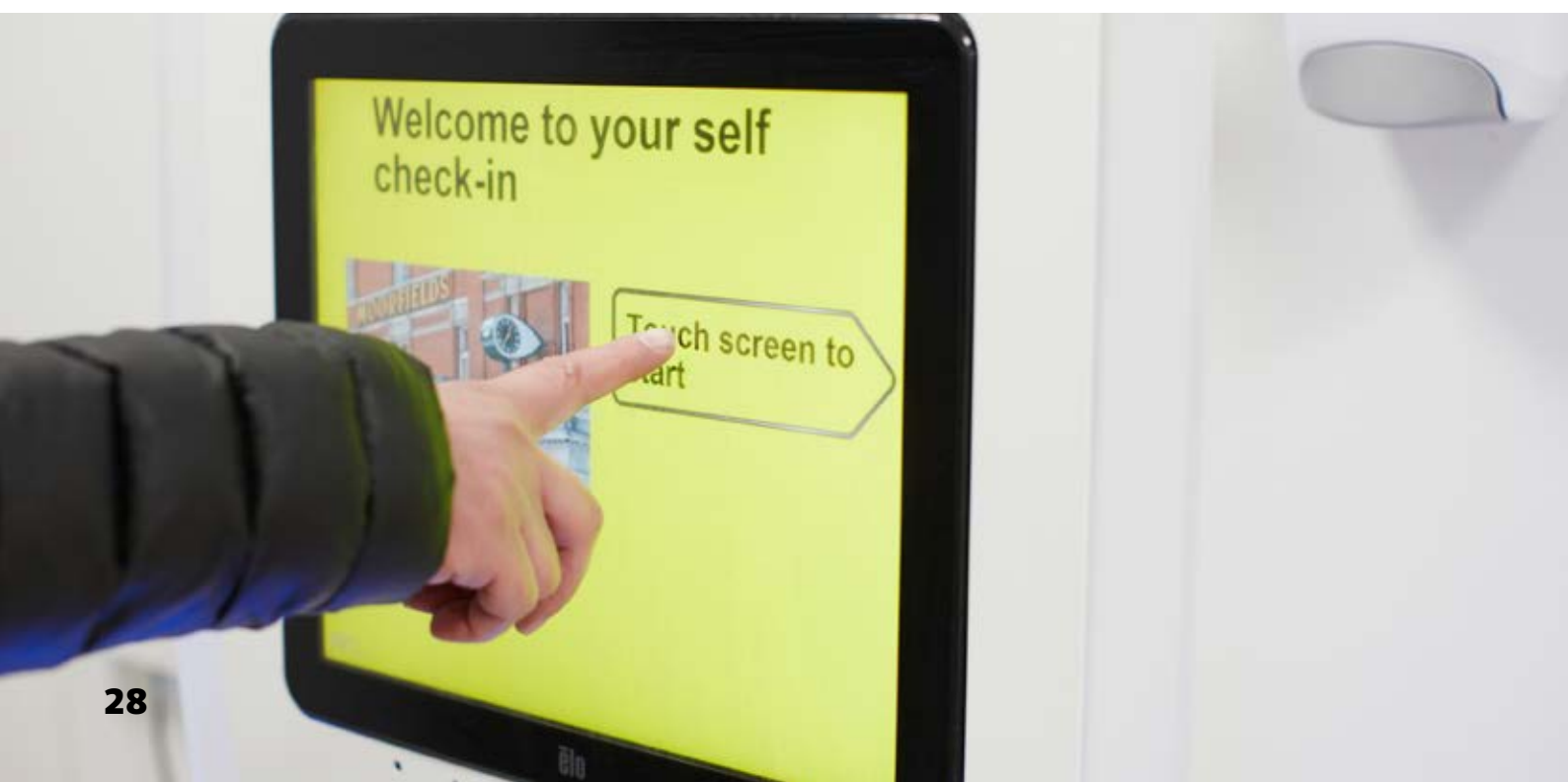
“My background is in

transformation, which means using IT to drive change. At Unilever, I helped their scientists discover plant-based ingredients for household cleaning products much faster by using advanced data analysis rather than lab-based testing. Now I can use these skills to advise on how to use social media, sensors and mobile devices to improve care and save visits to hospital for patients. I’m



particularly excited about the potential of the new department of digital medicine.

“Time and again, though, I’ve found my work is all about people. Whether it’s the tools to support staff wellbeing, instilling a customer service culture or making sure we maintain a mindset of continual improvement, technology is the enabler, not the whole solution.”





Moorfields Private launches Rapid Access and Urgent Care Clinic

Moorfields Private offers a wide range of eye care, including laser and cosmetic treatments.

They have just launched a new Rapid Access and Urgent Care Clinic for non-emergency care, open Monday to Friday, 2-6pm, for diagnosis

and treatment of urgent eye problems or eye discomfort.

Andrew Robertson, director of private care, commented: 'This new clinic is a fantastic addition to our patient facilities at Moorfields Private, providing our patients



with greater choice and same day access to world-leading ophthalmologists'.

Moorfields Private's financial surplus is re-invested back into the hospital to support NHS services.

Vivienne enjoying life without glasses

Vivienne booked laser eye surgery with Moorfields Private in early 2021, and has found it boosted her quality of life immeasurably.

"I can finally see objects in mid-distance, which was a problem my glasses could not solve," said Vivienne. "I

can see a leaf far out of my window and tiny writing on things like medication. And, more importantly, I can get on with my photography, taking lots of shots and seeing what I've captured immediately, without fumbling with the glasses.

"I am looking forward to

swimming underwater for the first time in my life, as I've always been scared that my contact lenses would come out. Now I will be free to jump into the swimming pool with my family and have fun together."



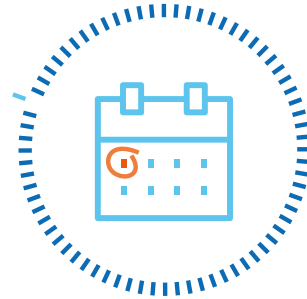
Dates for your diary 2022

Board of directors (9.30am)

27 January
24 February
24 March
28 April
26 May

Membership council (10am)

1 February
3 May



Please email moorfields.foundation@nhs.net to attend (via Microsoft Teams).

Become a governor



We are always looking for people interested in nominating themselves as patient or public governor candidates, and our next elections are in February 2022. You do not need any specific qualifications, and all new governors receive

training and support to carry out their role.

We hold online Microsoft Teams events for prospective governors so that you can find out more about what is involved in being a governor:

Become a member

6 January 2022

2-3pm

10 January 2022

4-5pm

To register for these events, please contact moorfields.foundation@nhs.net or ring 020 7566 2490.

To find out more, please visit

<https://www.moorfields.nhs.uk/content/membership-council>.



Become a member

Joining Moorfields gives you the opportunity to support us and get involved in our work.

Membership is free and all members can have a say in how the trust develops, giving the community and our patients the

opportunity to shape the future of the services we provide.

To become a member, contact moorfields.foundation@nhs.net.

Help us improve our services

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We are looking for patients, carers or family of someone who currently attends Moorfields, to join the Moorfields' Patient and Carer Forum. We want your thoughts and ideas to improve services for our patients across all Moorfields' sites. Examples include

our new appointments management system; Oriel; our website design; and services such as catering and transport. You can also become involved with other activities, including site visits, committee membership and reviewing policies.

This relatively informal group, where people share their honest views, meets quarterly and is chaired by a patient governor.

To find out more, please email moorfields.patient.experience@nhs.net.

C O N T A C T U S

Moorfields Eye Hospital NHS Foundation Trust

162 City Road, London EC1V 2PD

Tel 020 7253 3411

Web moorfields.nhs.uk

Follow us on

 @MoorfieldsEyeHospital

 @Moorfields

Moorfields Private Outpatient Centre

9-11 Bath Street, London EC1V 9LF

Moorfields Private Admissions and Refractive Suite

Fourth Floor, Moorfields Eye Hospital

162 City Road, London EC1V 2PD

Tel 020 7566 2803

Email enquiries@moorfieldsprivate.co.uk

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 @MoorfieldsPrivate

 @Moorfields_pvt

Moorfields Eye Charity

162 City Road, London EC1V 2PD

Tel 020 7566 2565

Email moorfields.eyecharity@nhs.net

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Friends of Moorfields

162 City Road, London EC1V 2PD

Tel 020 7251 1240

Email friends@moorfields.nhs.uk

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