

# Summer 2024 Issue 17



**Stoma Support Group Working with St Mark's the National Bowel Hospital, CMH.**  
Incorporated with St Mark's Hospital Foundation Charity Registration No: 1140930

## *Dear Friends,*

When I woke up this morning and went through my morning ritual of disentangling myself from my urostomy night bag and making sure I had no leaks from my colostomy bag, I could then remove myself from my bed, trying not to disturb my wife. Today was the day for removing both my stoma bags and putting new ones in their place. It got me thinking, that if I did not have these stomas I would not be here today and have a quality of life, and a working life to boot, as one of them, my colostomy, has been with me since I was 3 months old, in fact at the same time as the NHS came into fruition they gave me my colostomy.

I put everything in order; as I wear a two-piece system it means putting bags and base plates out to cut to the size of my stomas. I take the old ones off and pop into the shower. After I have dried myself, and because I had prepared everything previously, my ritual was easy. The urostomy first, as that is the most likely to be active, and then my colostomy, that has been with me all my life. After I have put on my support belt, I get myself dressed for the day.

I am very pleased to announce that our website [www.iossg.org.uk](http://www.iossg.org.uk) is now up and running, but is still a work in progress as I am, at the moment, getting help from Marty and Gareth. We are slowly making headway to having it fully uploaded for all to use. Most of the pages are live and just waiting for a few glitches to be ironed out and for the data to be loaded to each page.

I am also happy to announce that we are now one stage nearer to putting out the questionnaire on rectal stumps and rectal discharge; we can then send it out to all bowel stoma patients.

Diane, Petya and I had a meeting with Convatec the other day at Central Middlesex Hospital. They wanted to know from a patient's point of view about what they might be doing wrong and were surprised that support groups were worth their weight in gold. This we have always said, information is the most important thing and hearing from patients, that have already experienced living with a stoma, has more bearing on how we achieve a quality of life.

Kind Regards

*Bob*



## **SECURE START TELEPHONY SERVICE:**

- We will call you for up to 10 days after discharge from hospital – we will tailor this to your needs and preferences.
- We will ask high level questions aimed at identifying any issues at an early stage.
- We have strict protocols to flag up any possible issues to your stoma nurse which aids the early management of complications.
- We can deal with basic enquiries and provide reassurance.
- You can call into us Monday to Friday from 8.30am until 5.00pm at any time if you have any worries – we remain available to you for as long as you have a stoma.
- We have a Weekend On Call Nurse Line from 9.00am to 1.30pm each Saturday and Sunday (and Bank holidays) where a stoma nurse is available to deal with any concerns you may have.
- For additional information there is the [securestart.co.uk](https://securestart.co.uk) website which includes the ability to ask a Dietician or Physiotherapist a question.
- Once the daily calls are complete, we will call again at 2, 4 and 6 months post-surgery.
- We can also support more establish ostomates who would like the comfort of knowing that there is help available if needed.

## **Secure Start My Ostomy Journey Companion App:**

I have also included below some information about the Secure Start My Ostomy Journey Companion App, a link to the log in, and also, a short video about the App. The links work when I send them to myself, but, just in case this doesn't work, I have also attached the pdfs of the three fliers I shared with you all last week, where all you need to do is to scan the QR code, load your profile and then download the App from the App store or Google Play.

Welcome to Secure StartSM services! We are here to provide you with free stoma care support for as long as you need us after your ostomy surgery, regardless of the brand of products you use.

For your convenience, and to have access to the full range of our services, we encourage you to download our Ostomy Journey Companion App that your nurse may have spoken to you about.

### **Within the app you can:**

- Receive notifications with relevant tips and information for where you are in your journey
- Add a caregiver to help support you along the way
- Access educational videos, articles, FAQs and more at any time
- Maintain important stoma care and product information
- Set product order reminders
- Keep a diary of your progress

- Message the Secure StartSM team
- Feel more connected to others in the community

There is no charge to you for downloading or using this app. Please click below to get started today.

Sincerely,

## The Secure StartSM Team

# Secure Start Support Service



**Secure Start**

- Appointed Advisor makes daily call for first 7 -10 days after the patient has been discharged
- Weekend On Call Nurse Line Sat/Sun and Bank Holidays 9.00am to 1.30pm

- Follow up calls at 2,4 and 6 months to assess progress and feedback any issues to stoma nurse
- The patient can call into Secure Start at any time between 8.30am – 5.00pm Mon to Fri



Traffic light early warning system enables timely feedback to the hospital SCN for early intervention where clinical support required

- Dietary, product advice, travelling and caring for your stoma at [www.securestart.co.uk](http://www.securestart.co.uk)
- Ask a dietician
- Ask a physiotherapist

- My Ostomy Journey Companion App available for information
- Stoma specific information and with ability to message Secure Start





## REGISTRATION FORM

Full Name: Mr /Mrs/ Ms.....  
Address: .....  
Post Code .....  
Home telephone: .....  
E/Mail:..... Mobile: .....

Date of Birth:.....

Please tick all that is relevant to you:

- Yes, please enrol me with immediate effect. My cheque of £5 (payable to St Marks Foundation (Ac /101)
- I am considering surgery.
- I had surgery in (year).....
- I have a friend /relative with a stoma and would like to introduce them.
- I am a stoma nurse / other professional interest.

My medical condition is/was:

- Ulcerative colitis
- Crohn's Disease (CD)
- Cancer
- Polyposis
- Other please state .....

Type of stoma:

- Colostomy
- Ileostomy
- Jejunostomy
- Urostomy
- Mitrofanoff
- Internal Pouch

My surgeon was/is.....

My surgery was at:.....

- Planned
- Emergency

Declaration: I am happy for these details to be recorded on the Inside Out data base and to talk to other members about my experiences in the hope it will help them.

SIGNED: ..... DATE:.....

Send to [secretary@iossg.org.uk](mailto:secretary@iossg.org.uk)

## OUR TEAM OF NURSES:



**Zarah Perry-Woodford**  
(RGN, MSc, Non-Medical Prescriber)

Zarah has been a nurse for over 25 years with 22 years in the field of colorectal surgery and stoma care. Her first nursing role was as a military nurse serving in the Royal Air Force. In 2002, she joined St Mark's Hospital in London, working as a Senior Staff Nurse on the colorectal ward before joining the stoma team as a Specialist Nurse, managing patients with stomas, ileoanal pouches, enterocutaneous fistulae and those requiring intestinal rehabilitation. She spent 12 years developing and expanding the current ileoanal pouch service running nurse-led clinics and an email and telephone advice line. In 2014, she was promoted to Lead in the stoma care team at St Mark's Hospital where she continued to develop the service. In 2018, she became a Consultant Nurse, where she remains dedicated to contributing to pre and post graduate nurse education by supporting current research/protocol development, publishing in a variety of medical and nursing journals and presenting at national and international conferences. In 2018, Zarah spent time on secondment with Collaborative Procurement Partnership and NHS Supply Chain working on the 'Ostomate Project' which aimed to better understand the needs of patients and those providing services to people with a stoma. Zarah was awarded the British Journal of Nursing 'Nurse of the Year' award in 2023 for her work in stoma care and during the pandemic.



**Petya Marinova**  
(RGN, BA, BSc, MSc, Non-Medical Prescriber)

Petya joined St Mark's Hospital working on the colorectal ward in 2019. Later that year she joined the Stoma and Internal Pouch Care department team where she has been looking after internal pouch, stoma and enterocutaneous fistulae patients on both acute wards and in nurse-led stoma care and joint consultant clinics, as well as participating in research, service development, publishing and presenting on national and international level, working collaboratively on local and national stoma, internal pouch and fistulae education projects. She holds a Master's degree in Stoma Care & Incontinence Rehabilitation and a Bachelor's Degree in Nursing, as well as Public Relations, and completed her nurse prescriber degree in 2022. She was appointed as the Lead Nurse of the Pouch & Stoma Care Department in 2022. She won New Talent Management & Leadership Healthcare Honours Award in 2023 for co-authoring a patient stoma book, raising awareness for stoma and pouch care through educational programmes, service development projects aimed to improve patient care and outcomes, innovative ways of working, including flexible and remote working and digitalisation of services, as well as support, mentoring and coaching of her team. She is a ASCN UK representative for London Area, and a Red Lion Group Committee member.

**Azam Shamsi**  
(RGN, BSc, DipHE, Non-Medical Prescriber)

Azam joined St Mark's hospital, working in colorectal wards since 2002. She has been a stoma care nurse specialist since 2016,

responsible for the assessment and treatment of patients with stoma and fistula in nurse-led clinics, outpatients and those accessing the service via the stoma care advice lines.



### **Rali Marinova**

(RGN, BA, BSc, MSc, Non-Medical Prescriber)

Rali is a nurse practitioner in Ileoanal Pouch & Stoma Care at St Mark's Hospital, London where she joined in 2019 and provides care for both pouch and stoma patients in face-to-face, virtual and telephone Nurse-led clinics, joint Consultant clinics, as well as telephone and email advice line. She participates in research and service development of protocols, pathways and guidelines, audits, etc. She also works on local and national stoma, fistulae and ileoanal pouch care education projects. She is involved in patient support groups and education for both patients and other healthcare professionals. She has national and international publications and presents to patients and other healthcare professionals on national and international level. She is a co-author of a stoma book - 'Stoma Care - a Guide for Patients' published August 2021. She has a special interest in digital technologies and their implementation in healthcare. She has a Master's degree in Stoma care & Incontinence Rehabilitation, as well as bachelor degrees in Nursing, as well as Public Relations. She was nominated for BSG trainer award, as well as Student Nursing Times Awards, for her continuous contribution to mentoring, coaching, training and education of our own stoma and internal pouch team. She is a ASCN UK representative for Oxfordshire, Berkshire, Bucks & Herts – Middlesex Area, and a Red Lion Group Committee member.



### **Bipana Lama**

(RGN, BSc, MSc)

Bipana joined St. Mark's Hospital in 2018. She started her journey as a stoma nurse specialist in 2021. Since then, she has learnt and gained more knowledge and skills to assist the patient with stoma care. Stoma care has been a great platform to understand about stoma, fistula and internal pouch. She is always fascinated to work with the team here to assist patient to enhance their quality of life. She is patient liaison for the InsideOut Patient Group, and she is certain that this role will give us the opportunity to learn even more and assist people with stoma care. Bipana holds a Master's Degree in Public Health.

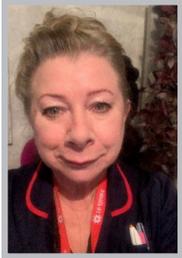


### **Ellie Bradshaw**

(RGN, BSc, MSc)

Ellie was part of the St Mark's Stoma & Pouch Care Department in 2005. She then left the department in 2007 and became a Colorectal and Biofeedback nurse specialist, looking after St Mark's patients with bowel problems. She remained there until 2019 when she joined the Royal Free Hospital as a Gastroenterology nurse specialist. And in 2021 she joined HCA Healthcare as a Colorectal and Biofeedback Specialist.

And lastly, she returned to the St Mark's Stoma & Pouch Care Department in 2024, supporting stoma, pouch and fistula care patients. Ellie holds a Master's Degree in Gastrointestinal Nursing.



### **Debbie Johnson**

Debbie has been a stoma specialist since September 1991. Originally, she worked at the Hammersmith Hospital and Queen Charlottes. She then left the Hammersmith to become a company nurse with Dansac in January 2007, then supporting St George’s and their community. At the time she also had an honorary contract at The Hammersmith and Queen Charlottes. She officially started supporting St Marks in about 2017, supporting the community of Brent Ealing and Harrow plus Ealing Hospital for the Trust. Her clinic there is on a Thursday morning until around 1pm – appointment only. She works part-time now normally Wednesday, Thursday and Friday.



### **Athira Chandran** (RGN, BSc)

Athira has been a stoma nurse at St Mark’s Hospital since 2022. She’s always been passionate about colorectal nursing and stoma care, which has always driven her to enhance her clinical skill. She supports patients with stoma, enterocutaneous fistula and internal pouches. She always strives to provide high quality patient care and ensure to optimise their independence and maximise their quality of life. She is patient liaison for the InsideOut Patient Group.



### **Divya D’Souza** (RGN, BSc)

Divya joined the St Marks stoma and pouch care team in 2023, as a stoma nurse specialist. She previously worked in a colorectal ward for 4 years as a registered nurse, which motivated her to pursue a specialist role in stoma care. She provides support, advice, teaching, and counselling to patients with stoma before and after their surgery. She also

supports patients with enterocutaneous fistula and internal pouches. She feels her role in supporting patients through their journey is very rewarding.



### **Joyal Jose** (RGN, BSc)

Joyal joined the St Marks stoma and pouch care team in 2024, as a stoma nurse specialist. He previously worked as a company stoma nurse for 9 years in India. He then moved to the UK in 2021 working in Chiswick Nursing Centre, looking after patients with learning disabilities, paralysis, and neurological disorders. Since joining St Mark’s Hospital, he has been providing support to patients with stoma before and after their surgery.



### **Krishna Bista** (Assistance Practitioner)

Krishna joined the St Mark’s Stoma & Pouch Care Department in June 2023, working as an Assistant Colorectal Practitioner. She supports stoma and internal pouch patients and ensures our housekeeping and stock in the department and wards is taken care of, and supports our coordinator with administrative responsibilities. She is always looking forward to learning more day by day and implementing this in her practice supporting patients.



### **Luke Taylor** (Patient Pathway Coordinator - Stoma & Pouch Care)

Luke joined the Stoma and Pouch Care team in 2020 as a Patient Pathway Coordinator. Since then, he has managed our clinics and advicelines, offering support to patients throughout their journey as an ostomate or pouch patient.

# SUPPORTX<sup>TM</sup>

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Centered on individual care, we start by understanding your **unique needs**, ensuring **adaptability** as your requirements and preferences change.

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### What happens next?

- 1 Scan the QR code or call on 0800 917 9854 to book your **free fitting**
- 2 After receiving your contact information, a Suportx Fitter will contact you to schedule a convenient home fitting appointment
- 3 In your fitting appointment, the Suportx Fitter will assess your current lifestyle and requirements prior to measuring you in order to determine the best device for you
- 4 The Suportx Fitter will then recommend an appropriate product for you and allow you to get a feel of the product
- 5 Afterwards, the Suportx Fitter will complete the necessary documentation and advise you on the proceeding steps

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**ST. MARK'S HOSPITAL FOUNDATION (INSIDE OUT)**

**CHARITY NUMBER 1140930**

Direct Debit Form

To: (Name and address of your own bank) .....

.....

.....

.....

Account number: .....

Sort Code: .....

Account name:.....

Signature.....Date .....

Please make a payment of £5.00 on the 5<sup>th</sup> day of January  
each year until I notify of any changes.

CAFCASH Ltd, Kings Hill, West Malling, Kent ME19 4TA.

Account name: St Marks Hospital Foundation

Account number 00085102                      Sort code 40 - 52 - 40

NB: When completed this form should be returned to:

St Mark's Hospital Foundation,  
Room ENT-25, St Mark's Hospital,  
Central Middlesex,  
Acton Lane, London  
NW10 7NS

# Insurance claims!

I left for work this morning at 7am as usual when I collided straight into a bus. The bus was 5 minutes early.



I left my Austin Seven outside and when I came out later to my amazement there was an Austin Twelve.

I left my car unattended for a minute, and whether by accident or design it ran away.



I misjudged a lady crossing the street.

I pulled away from the side of the road, glanced at my mother-in-law and headed over the embankment.

I pulled into a lay-by with smoke coming from under the hood. I realized the car was on fire so took my dog and smothered it with a blanket.

I remember nothing after missing the Crown Hotel until I came to and saw PC Brown.



A bull was standing near and a fly must have tickled him because he gored my car.

I saw her look at me twice. She appeared to be making slow progress when we met on impact.

I started to slow down but the traffic was more stationary than I thought.

I thought the side window was down but it was up, as I found when I put my head through it.



I told the other idiot what he was and went on.

I told the police that I was not injured, but on removing my hat I found I had a fractured skull.



# COFFEE MORNINGS 2024



## COFFEE MORNINGS 2024

DATE	VENUE	COMPANY	SPEAKER
May 29 <sup>th</sup>	Masonic Hall	Oakmed	Andrea Thomas
June 12 <sup>th</sup>	Masonic Hall	B Braun	Tony Clare
June 26 <sup>th</sup>	Masonic Hall	Convatec	Jack Pike
July 10 <sup>th</sup>	Masonic Hall	CUI wear	Lisa Tate
July 24 <sup>th</sup>	Masonic Hall	Ostique	Stephanie Monty
	<b>Summer</b>	<b>Holidays</b>	
September 4 <sup>th</sup>	Masonic Hall	Salts	Shelly Rust/ Janice
September 18 <sup>th</sup>	Masonic Hall	B Braun	Tony Clare
October 2 <sup>nd</sup>	Masonic Hall	Dansac	Jules Plumb
October 16 <sup>th</sup>	Masonic Hall	Clinimed	Paul Fox
October 30 <sup>th</sup>	Masonic Hall	Oakmed	Andrea Thomas
November 13 <sup>th</sup>	Masonic Hall	Hollister	Laura Savage
November 27 <sup>th</sup>	Masonic Hall	Suportx	Maria Manousi
December 11 <sup>th</sup>	Masonic Hall	Christmas Party	AGM

<https://us02web.zoom.us/j/89101142277> This is the link to Zoom meeting for those of you are unable to be with us in our coffee morning in person. Once you have established contact it will ask you for a meeting ID Number email: [chair@iossg.org.uk](mailto:chair@iossg.org.uk) and it will be forward on to you, to establish full contact and join in.

Everyone is welcome to come along to our meetings which are on every other Wednesday at the **Masonic Hall, Northwick Circle, Harrow HA3 0EL. 10:00am till mid-day**

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[www.pep4print.co.uk](http://www.pep4print.co.uk)

## Useful Contacts:

Stoma Care (answer phone)	02084532196
Stoma Care (generic Email)	<a href="mailto:LNWH-tr.stomacare@nhs.net">LNWH-tr.stomacare@nhs.net</a>
Pouch Care (answer phone)	02084532099
Gladstone Ward CMH	02084532027

Chair: Barry Caplan	<a href="mailto:barcap23@outlook.com">barcap23@outlook.com</a>
Vice Chair/Secretary: Diane Owen	<a href="mailto:diane_owen@hotmail.co.uk">diane_owen@hotmail.co.uk</a>
Editor:	<a href="mailto:info@iossg.org.uk">info@iossg.org.uk</a>
President/Co-Founder: Bob Azevedo E Gilbert	<a href="mailto:bob@iossg.org.uk">bob@iossg.org.uk</a> 07777667367

Community Stoma Care Nurses for Brent Ealing & Harrow

Freephone telephone service to the weekends and creating an online information hub.

Mon to Fri 08:30am to 17:00pm **0800 3761 310** and at the weekend On-Call Nurse Line Sat – Sun & Bank Holidays 09:00am to 13:30pm **0800 592 202**. You can enrol at any time either by using those numbers or [www.securestart.co.uk](http://www.securestart.co.uk)