

“I’m here to say Thank You!” Paul Hackwood

At the Hertfordshire Provincial Meeting in June 2023, the Provincial Prior launched an appeal to raise £100,000 for the SJEHG Group over the next 10 years.

A little before, back in February 2023, London Support accompanied the Hertfordshire Provincial Prior to Jerusalem and introduced him to the CEO and staff at the Hospital. During a visit to the Muristan Clinic, Rt.E.Kt. Alistair White, the Provincial Prior, met Paul Hackwood who is the Chair of the Fundraising Committee for the Eye Hospital. Alistair explained the appeal he was putting together, and it wasn't long before Paul was delighted to accept an invitation to come along to the Hertfordshire Provincial Meeting in June and say a few words to the Knights on behalf of the Eye Hospital.

Alistair White (Provincial Prior - Left), Paul Hackwood (Trustee of SJEHG - Centre) and Ahmad Awadallah CSTJ (Facilities Manager - Right) in discussion at Muristan



The Very High and Right Eminent Great Seneschal Andrew Christopher Rainbow (centre) was also in attendance.

Paul spoke at the Provincial Festive Board and the key points of his speech are on the following pages. He has kindly given permission for them to be published as they may help to provide a few ideas to others with regard to a different way of putting some key points across and some interesting notes on the background under which the hospital operates. A few additional notes have been added to help if you are producing card notes.

Thank you

for having me and thank you for the commitment you have shown to the hospital over the years.

Origins

- Antiquity - merchants from Amalfi and Sienna established a hospital that was staffed by Benedictines. Most historical sources say around 1023.
- The modern order and hospital was established in 1882 by Royal Charter under Queen Victoria.
- From the beginning **Virtue** was key – integrity, honesty, generosity, courage. *[This is covered again a little later in the talk].*

Difficult context of Unlimited Need

- The hospital is open to everyone but these days it is Palestinians that knock on the door most frequently. *[The Hospital will look after Palestinians, Israelis, Immigrants, Muslims, Christians and Jews. However, the Jewish community already has a very well-established health care system].*
- **1/3** Palestinians live below the poverty line, less than \$3 per day.
- **50%** are unemployed and have problems accessing enough food to live.
- This has a knock on to their health: **20%** have diabetes and so are prone to Diabetic Retinopathy which ultimately leads to blindness.
- There are **10x** the levels of blindness in UK.
- Disproportionately they are women and children, so **70% of blind people in the Palestinian Territories are women.**

Background to the Security Situation

It is a great tragedy.

- Violence is close to the surface; this gives rise to **Fear**
- Tensions exist between communities, and this makes travel very restricted.
- Patients need to apply for a pass. **25% are refused AND YOU HAVE TO TRAVEL ALONE.**
- Lock downs in response to security issues are relatively common so you can sometimes get in **but not out**.
- **This has created four main enclaves.**
- The St John Eye hospital has responded to this by going out to these enclaves rather than waiting for people to come to the hospital. Though outreach vans we are **visiting 200 villages** in the West Bank and Gaza. We have also set up hospitals with operating theatres so that people can continue to access full eyecare. So...
- **Gaza in the SW** – where we have a hospital and Hertfordshire Province will be supporting one of the nurses at this hospital. *[39,000 patients treated and 2,900 major operations in 2022]*
- **Hebron** in the South Part of the West Bank *[14,000 patients treated and 550 major operations in 2022].*
- Around **Jerusalem - Ramallah** where people can get to the main hospital in Jerusalem. *[55,000 patients treated and 3,300 major operations in 2022].*
- **Nablus** where we have a small clinic nearby but no hospital. We have plans to open a hospital and we have most of the funds available for the capital purchase. *[This has been subsequently opened].*
- *[A total of 142, 876 patients treated, and 6,900 major operations performed across all centres in 2022]*

Virtue: Pro fide, Pro Utilitate Hominum

For the faith and for the service of humanity

The hospital continues its humanitarian work in the very centre of all of this and it does so in three dimensions: Aristotle: **Logos**; **Pathos** and **Ethos**.

Logos

- Absolutely first class eye care. World class hospitals
JCI Gold Standard accreditation – and everything that would be available at a western hospital.
Treated over 140,000 patients with nearly 7,000 major eye operations.

Pathos

- Very caring hospital where patients get the very best levels of attention and personal care. Deep empathy with patients and their needs.

Ethos

- But there is something much deeper and it's the very human nature of the hospital the very high levels of emotional intelligence and dare I say the moral character of the staff.
- **You have an open invitation to come and visit!**

Sanna

- Sanna lives in Gaza and is three years old she has a genetic form of Glaucoma and if it had not been spotted by the hospital staff, including your nurse, she would have gone blind by the time she was 10.
- She had a neonatal retinal scan when she was a baby which spotted the condition and she was operated on by one of the Doctors which has meant a complete cure. Excellent medical intervention. **Logos**

- She was very well cared for on the paediatrics ward and her mother was herself impressed by the quality of the care. **Pathos**
- When I was there in February with my wife we met Sanna on the ward, she is the most delightful child. She had an eye patch which was clearly irritating her.
- The nurse tried to distract her by giving her his white board pen and encouraging her to draw on the white board. But she can see that this is not the white board that the nurses are writing on, so this nurse moves her onto the white board at the nurses station with the list of daily operations that the surgeons and nurses listed what they were doing. They simply wiped it clean and worked off sheets so she could draw on the proper board. That managed to distract her. It was a very high level of simple patient centred care. **Ethos**



Sanna on the ward