

Get involved

Bake a smile in 2017!

We need your support for activities in 2017 particularly **Bake A Smile**, our annual baking event that returns this spring **20th-27th March 2017!** Get together with friends, family, colleagues and neighbours to host a tea party or have a bake sale. Visit www.operationssmile.org.uk/events for more information and your free **Bake a Smile Fundraising Pack**.



Recent events

Since our last newsletter, we have had several successful fundraising activities including the **Silverstone Time Trial Challenge** which was held in October at the iconic Silverstone Race Circuit. It was an amazing day with backing from key supporters such as Team Sky and Ben Ainslie's America's Cup Team. There were over 850 riders who took part in the challenge!

In December, we held our annual **Carols by Candlelight** Christmas

event in London and it was attended by over 290 people, a fantastic way to kick off the festive season!

The Bannatyne Group held their second **Smile Week** in November across all the health clubs – customers and staff took part in spinathons, bake sales, sponsored runs and over £31,000 was raised in just 7 days, a phenomenal effort! Jane Madden, PA to the Managing Director and organiser

of the week said 'We had a great week raising money for Operation Smile – customers and staff alike really got into the fundraising spirit and we are extremely proud of the amount that we have raised for Operation Smile!'

There's lots you can get involved in to support Operation Smile. With events ranging from British 10K to Ride London, there's something to suit everyone!

Visit www.operationssmile.org.uk/events or call us on 020 3475 5126 for more info!

Nicaragua

Piloting a new project in Nicaragua



There is mounting global evidence for the value of locally-delivered surgical care in reducing the burden and human cost of a wide range of diseases. Sadly, governments in low and middle income countries find it difficult to risk precious resources on surgical care as there is so much pressure for healthcare provision overall.

Operation Smile has a 34-year track record of successfully implementing safe, high-quality cleft surgical programmes in challenging settings. We are taking this expertise to the Las Minas region of Nicaragua's North Caribbean Coast area to demonstrate that improved **primary** hospital care can positively change the opportunities and outcomes of surgical care, particularly for children.

Based in an under-served rural area, the 18 month pilot started in December 2016 in two hospitals, in Siuna and Bonanza, which serve 30% of the population and are more than four hours away from the national referral hospitals in the capital, Managua. The hospitals in this region suffer from limited infrastructure, monitoring equipment and supplies and trained staff.

Thanks to a significant individual donation and support from UBS Optimus Foundation, Operation Smile expects this pilot to be valuable in showing that the case for improved surgery at the primary hospital level can be applied to other areas within Nicaragua and other countries. With the development of this healthcare model, we hope to improve and increase the availability of surgical care for children throughout the country.

Planned Mission Schedule for 2017

1 February	Jordan	Amman
3–11 February	Morocco	Laayoune
16–25 February	Honduras	Tegucigalpa
24 February–4 March	Philippines	Various
1 March	Bolivia	Santa Cruz
1–10 March	Mexico	Guadalajara
9–19 March	Paraguay	Asunción
1 April	Honduras	Comayagua
1 April	Malawi	Zomba
1–3 April	Madagascar	Antsirabe
1 April	Nicaragua	Managua
12–19 April	China	Yuxi, Yunnan
27 April–6 May	Mexico	Chiapas, San Cristobal de las Casas
1 May	Peru	Lima
10–17 May	China	Zhenxiang, Yunnan
17–27 May	Philippines	Various
1 June	DRC	Kinshasa
1 June	Honduras	Tegucigalpa
1 June	India	TBD
14–21 June	China	Wenshan, Yunnan
21–30 June	Mexico	Monterrey
23 June–2 July	Morocco	Tetouan

Operation Smile

Issue 11

SMILE NEWS

Enok – a life transformed at the age of 25!



Enok, a baker from rural Rwanda, had an unrepaired cleft all his life.

Enok remembers being jeered, mocked, chased by packs of children and having people recoil in disgust at his cleft lip. While this echoes the stories of thousands of Operation Smile patients – mostly young children – Enok had already endured a **lifetime** of torment when he received surgery at 25 years old.

Suffering from a severe bilateral cleft lip, Enok finally agreed to seek help during an Operation Smile medical mission to Rwanda in 2013. Even then, Enok was reluctant but was persuaded by Operation Smile volunteers who came to his village. It's been three years since Enok's life was irrevocably changed by Operation Smile.

Though his surgical scars are almost invisible, his emotional scars continue to heal as this soft-spoken man recalled his struggles.

"I walk to work from my home and before the surgery, I would take all

sorts of detours and creep through people's gardens and farms so that I could avoid being seen," Enok explained as he walked home from the bakery at which he works. "Children would run away if they saw me or run behind shouting horrible things."

It's now hard to believe that Enok's walks of shame ever occurred, as he stops to greet yet another friend or pass along the latest news and gossip with a neighbour. People called his nickname, 'Bibi', throughout the walk; and you could easily detect the notes of affection and pride in the tone.

"Before (the surgery), everyone was scared of me. I couldn't stand and talk to a girl, but now if I meet a girl on the roadside I can stand for a while and talk to her," Enok explained as he grinned.

"Nowadays I am a normal person. I meet people and they talk to me like they would to someone who has been there the whole time." For Enok this meant the opposite

of being cruelly ostracized and made to feel as if he didn't exist before the surgery. At home, his mother hovered in the background, ever-protective of her seventh child. "Whenever I was going somewhere with Enok, young kids would run away because they thought he would bite them," she said. "I kept hoping and praying that God would help him. When it happened, I praised God for it because it was an answer to my dreams. It was done perfectly and he is really new as he says".

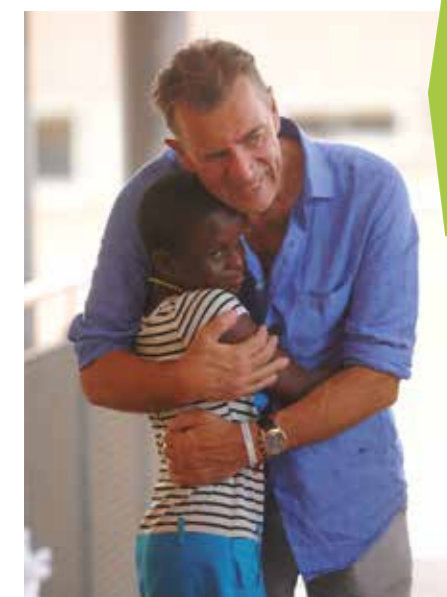
Since receiving surgery, Enok now enjoys working at the bakery, giving him an income and contact with his community. "I have regained the respect of my boss and colleagues, because before I was in a way isolated from the rest," Enok explained. There is a confidence around the baker, now an advocate for Operation Smile's work in Rwanda.

He and his mother have tracked down a neighbour and friend, Veronica, who has a cleft lip and encouraged her to seek surgery. "She is afraid, but we are trying to convince her," Enok said.

"As for the good things that have happened to me and changed me to a new person, if I meet someone with the same problem, I would advise him or her to go to see the doctor and find out if there is any opportunity for surgery."

STOP PRESS

Thanks to your generous support our Christmas Matched Appeal has raised enough to pay for 1752 life-transforming operations



Duncan Bannatyne spent a week in Tamale, Ghana with his fiancée, Nigora Whitethorn and her daughter joining the Operation Smile international

Tamale, Ghana: Duncan Bannatyne sponsors a mission

team of surgeons, anaesthetists, nurses, nutritionists, speech therapists and bio medical engineers.

His generous donation towards funding this mission enabled us to screen 235 patients and to operate on 138 children and young adults with cleft. Two patient cases were too complex to manage in Tamale and again, with Duncan's further kind support, they were transported to the capital Accra for the surgery they needed. This is Duncan's



third mission with Operation Smile whom he personally supports and encourages the Bannatyne Group to support also.

Operation Smile

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Charity Reg No. 1091316

Focus on Morocco



Since 1988, Operation Smile has been working across Morocco providing surgical and dental treatment to over 13,000 patients in 36 different cities.

Operation Smile is supported by over 250 Moroccan medical volunteers who donate time to care for patients in their native country, where life-changing work is carried out at our permanent cleft care facilities in Casablanca and El Jadida. A third centre is



under construction in Oujda, a city in eastern Morocco to increase our breadth and impact across the country.

There is an estimated backlog of some 2,000 people living with an unrepaired cleft in Morocco. Add this to new children being born with a cleft and it becomes clear how much work there is to be done.

Operation Smile runs both local and international missions in different parts of Morocco and provides year-round care at the two centres which each perform over 250 procedures a week. The permanent centres offer dentistry, orthodontia, and periodontal treatments, speech therapy as well as surgical training.

The centres provide thousands of families with care which they wouldn't otherwise be able to get, and also play a key role in the long-term strategy and sustainability of Operation Smile. Hundreds of Moroccan medical professionals pass through where they benefit from first class training opportunities. This ensures that local doctors, dentists, surgeons and nurses are able to better care for their communities in years to come.

As with the other centres, the Oujda centre will serve these

MOROCCO

Country Facts

Population: 33,800,000
Capital: Rabat
Largest City: Casablanca
Languages: Arabic, French
GDP per Capita (2015 estimate): \$3,077
Unemployment: 9.4%
Life Expectancy: 77.7 years
Physicians per 1,000 population: 0.62

Operation Smile in Morocco

During the last year, Operation Smile has conducted:

- Three cleft missions
- Eight dental missions
- One orthognathic mission

purposes and host local and international missions. The Oujda centre has been designed by leading UK architects, Article 25, a charity which designs, builds and manages projects to provide buildings for some of the world's most vulnerable communities. The partnership between Operation Smile Morocco and Article 25 has also been strengthened by Sto, a market-leading building products manufacturer providing many of the building materials as a gift to Operation Smile. The centre, designed to be child friendly with outside play areas and activities, is sustainable utilising natural light and ventilation techniques and will encourage local employment as well as boosting local access to care.

These centres represent long term investment in cleft and dental care and give our patients access to care 365 days a year, receiving treatment that just decades ago they could never have dreamed of.

. In the next six months there will be two International Missions to Morocco – see our mission schedule in this issue.

Jackie Matthews RN & Clinical Nurse Specialist, Operation Smile Volunteer and UK Medical Subcommittee Member



An Operation Smile volunteer since 2011 Jackie Matthews works as a Clinical Nurse Specialist for South Thames Cleft Service at Guy's and St Thomas' Hospital, based at Queen Victoria Hospital at East Grinstead. Jackie specialises in the care of infants and young children born with cleft conditions.

A local journalist describes a recent meeting with Jackie in her home in Tunbridge Wells.

Jackie had laid out photos of her last mission to Ghana and as she relates the stories of the people in them, her passion for her work shines through. She showed me a picture of a girl who has had a cleft lip operation. One of twins, her family had to take her on a bus for 15 hours to get her to Tamale, to meet the international mission. Twice she had been too ill on arrival to be treated.

Her family had a tragic choice – they could not feed her properly due to her condition and the long journey for the operation seemed impossible so they believed she would die. Fortunately, due to the local groups that worked alongside Operation Smile the family did bring their daughter for a third time.

The visiting international team includes surgeons, nurses, anaesthetists, speech therapists and dentists. Local doctors and nurses join the mission. "It's a proper team effort," Jackie says, as

Volunteers

she praises the volunteers who bring together different skills to transform lives. When the team arrives in a new country for their 10 day mission they take much of their own equipment to follow as closely as they can the theatre environment and standards they enjoy at home- even then on the last mission to Ghana they had to contend with heat, electrical storms and power failures!

"We have to adapt to the new theatres and hospital environment and its very grounding work, with a team you've never met before. We hit the ground running, and have to be confident in our job so that we can meet any emergency and know what to do and who to go to."

Jackie's work for Operation Smile means a lot to her. She funds the costs of going through her own fundraising, and uses annual leave from her job. It's become a part of her and her family's lives. 'It's

just so rewarding to make such a difference to people who otherwise have nothing – I feel like I'm giving back. We're so lucky to have the NHS.'

On the last mission in Ghana, 250 children came for pre-assessment, but they had to choose only the cases where they'd make the most impact. Even so they did a staggering 144 procedures in almost five long days of surgery. Jackie has been on missions to Mexico and twice to the Dominican Republic, before her trip to Ghana, so she's an experienced team member. She's passionate about the great work done by Operation Smile and regularly gives talks for local groups and schools.

If any readers have organisations they would like Jackie or another volunteer to give a talk to they can be put in touch through the Operation Smile office tel: 020 3475 5126.

Ethiopia: Nazifa's story

Nobody in Nazifa's village in Ethiopia had seen anything like her cleft lip before. Rumour was that it was the work of an evil spirit and was contagious. The stigma kept Nazifa indoors for most of her life, all alone while her siblings played outside.

So when Nazifa's parents heard about Operation Smile's work, they immediately prepared to travel to capital city, Addis Ababa, borrowing money from friends and relatives to get there. After surgery, Nazifa's father wept with joy, and ran around the hospital shaking all the team members' hands.

But while the Operation Smile team was preparing to leave, they got a message: Nazifa had fallen, tearing the stitches on her lip. The team helped get Nazifa first aid care but the wound in her lip couldn't be repaired. They had to clean the wound, let it heal and repair



it during a future trip. Six months later, Operation Smile returned to Ethiopia to heal Nazifa's smile for good. Finally, Nazifa has friends and goes to school like other children her age. She's now learning to read and write for the first time. Our patients' parents do everything they can to make sure their child has a chance at treatment.

It's our responsibility to make sure we have the staff, resources, and equipment to treat each and every one of them – and this is only possible with the help of supporters such as you. Thank you.

How you can help

Legacies

Last year 2015/16 legacy income represented 9% of our total income! That's equivalent to 1415 new smiles.

For more information or to chat informally please contact our legacy manager Pippa Fawcett on 0203 4755126 or email pippa.fawcett@operationsmile.org

We want to hear from our supporters. If you have any comments or suggestions for us, please email info@operationsmile.org.uk

Experience the joy of a child's transformation by watching our YouTube videos. Get real-time updates on our Twitter feed: @opsmileuk – then share the smiles and spread the word on Facebook.

This newsletter costs just 10p to print. Please share with friends and family, or leave it at your doctor's surgery for others to read.

Feedback

Hi, I'm Hana and I'm usually the person you speak to at Operation Smile! Last year I had just returned from a trip to Ghana and shared my amazing experience with you in Issue 9.

I am constantly reminded of the dedication and generosity of supporters of Operation Smile. I love hearing your stories and comments over the phone and reading the lovely letters I receive. I heard the other day how one



supporter had received one of the earliest pioneering National Health cleft palate surgeries and now follows developments with great interest and appreciation. We'd love to hear why it is you support us and what you like to hear about.

This will help us better plan our features and identify what information we could share.

Please also send any questions or comments you have about our work. Write to me, call on 020 3475 5126 or email me at info@operationsmileorg.uk



YES! I'll make a regular donation to help change a child's life

I would like to make a regular monthly donation of:

£3 £5 £12.50 My choice £

A monthly gift of this amount would add up over one year to pay for one operation to correct a cleft palate

Title First Name

Surname

Address

Postcode

Email

Please give your email if you are happy to hear about our work in this way. You will be free to unsubscribe at any time.

Please send me information about leaving a legacy to Operation Smile in my Will.

If you no longer wish to hear from us, please call 020 3475 5126 or email: info@operationsmile.org.uk

Make your donation worth 25% more at no extra cost to you.

Yes, I am a UK tax payer. I would like Operation Smile to treat all donations that I have made over the past four years and all donations that I make now and in the future as Gift Aid donations unless I notify you otherwise.

I confirm that I have paid or will pay an amount of Income Tax and/or Capital Gains Tax for each tax year (6 April to 5 April) that is at least equal to the amount of tax that all the charities and CASC that I donate to will reclaim on my gifts for that tax year. I understand that other taxes such as VAT and Council Tax do not qualify. I understand the charity will reclaim 25p of tax on every £1 that I give.

Instruction to your Bank or Building Society to pay by Direct Debit.



Originator's ID Number

Name and full postal address of your Bank or Building Society branch

To the manager of the bank or building society

Name(s) of Account Holder(s)

Bank Address

Postcode

Branch Sort Code

Bank or Building Society Account Number

Instruction to your Bank or Building Society:

Please pay Operation Smile UK Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Operation Smile UK and, if so, details will be passed electronically to my Bank/Building Society.

On what day of the month would you like to pay your monthly Direct Debit?

1st 15th (please tick preference)

Signature Today's date

Banks and Building Societies may not accept Direct Debit instructions from some types of accounts.

Please complete and send this form to: Operation Smile UK, 10 The Broadway, London SW19 1RF