‘Inspirational’ Stuart wins Chief Executive’s Award

An inspirational Heartlands nurse described as the ‘future of this Trust’ was a popular winner at this year’s Building Healthier Lives Awards recognising outstanding care and achievements by our staff and volunteers.

Stuart Beddard was presented with the Chief Executive’s Award by the Trust’s Interim Chief Executive Dame Julie Moore at the special ceremony for his excellent leadership of the outpatient’s team at Heartlands.

Karen Kirby, matron for outpatients, explained why she nominated Stuart for the award.

She said: “Stuart is an integral member of the hospital team. He has brought together outpatients – we are all one team and Stuart is always there for everybody.

“Outpatient staff have often felt that they are not recognised as being integral to the smooth workings of the Trust and quite often pushed into the background. Stuart by his leadership and compassion for patients and the department he leads has enabled us to be a department that is recognised throughout.

“A prime example of how well and how effective Stuart works was seen when we had the floods earlier this year at Heartlands in the AMU department. Stuart turned outpatients around in a very short period so that it could be a fully functional AMU department. It was a great effort.”

Stuart has recently been named as deputy head nurse for Division 3 and outpatients’ manager Lesley Eastwood said he will missed from her team.

She said: “Stuart is a very level-headed, forward-thinking and quite innovative in the way that he approaches things. He always gives another angle – things are never just ever cut and dry.

“I consider Stuart to be quite a gifted man. He is honest and he is fair and has the ability to bring a team together, even in the most difficult of circumstances.

“He has recently been appointed to the post of deputy head nurse for Division 3 and we applaud him for that. Outpatients’ loss is Division 3’s gain and I do think Stuart is the future of this Trust.”

For full coverage of the awards ceremony see pages 7-10.
BHBN launches a real page-turner

The UK's leading hospital radio broadcaster turned over a new leaf in November at the launch of their new free biannual magazine for patients at the region's six largest hospitals.

Aiming to attract many wards-full of new listeners, the magazine outlines the huge variety of shows available all day, every day at the bedside of patients.

The first edition of the magazine outlines the vast team of dedicated presenters with shows playing a diverse mix of soul, pop, rock and roll, bhangra, reggae, Bollywood in addition to the traditional chat shows, dedications and requests sent in by patients across the West Midlands.

BHBN Hospital Radio has helped to soothe millions of listening patients since it first started broadcasting in 1952. And with over 60 years of filling the airwaves behind them, the radio's magazine will be made available on all wards at the Trust to allow them to continue to be a beacon for patients for many years to come.

Patients at Heartlands, Good Hope and Solihull can get in touch by pressing the blue button for free on their bedside unit. They can also tune-in free of charge to BHBN by choosing channel 5 on the bedside media unit.

For all requests, call BHBN on 0121 471 4774.

New stock management tool has multiple benefits

Genesis – a new stock management system – is being rolled out across the Trust and is transforming how products and materials are ordered and used by clinical teams.

The system lists all items available to order, manages the ordering process for staff making it simpler than before and records consumption data via desktops and handheld computers.

This enables the Trust to closely monitor the management of its stock for the very first time, bringing a host of benefits to patients and staff, as well as supporting the financial sustainability of the Trust moving forward.

Genesis was first piloted in February 2016 with 56 users and 860 low value items such as swabs and syringes available to order from the Trust's local stock storage facility at Yardley Green stores. This proved successful with more than 25,860 products now on the system and available to order for its 80 users.

It was then introduced in Twin Theatres at Heartlands, and is currently being planned for the Trauma and Orthopaedics Theatres in December 2016. Early next year the system will be rolled out at theatres at Good Hope and Solihull before expanding to other departments across the Trust over the next 18 months.

By using bar codes and track and trace technology, Genesis has the ability to identify and trace back products used on patients to help teams improve patient outcomes and minimise risk.

In terms of cost efficiency and improvement, having all products listed on one stock system means improved visibility and monitoring to tackle issues such as over/under/incorrect ordering of goods. Auto-replenishment can also be set up so teams can be confident they always have the correct item in the right place at the right time.

The Department of Health endorsed system also gives the Trust a greater ability to negotiate better deals when purchasing from suppliers as it means buying items through one central system in higher numbers.

Supply chain specialist, Sam Nicholson, said:

"We have been impressed by the appetite for change within the Trust when launching the system – teams have been quick to see the benefits of the system and, of course, prefer to have less admin and paper work. Genesis is one system that covers all different routes of supply and has everything in one place. It is delivering quality and patient safety improvements as well as financial savings and it enables us to standardise how we procure."

To find out more about the Genesis system, contact genesis.support@heartofengland.nhs.uk.
Trust nurses awarded prestigious research scholarships

Katrina Creedon and Rhoda Flynn

Two nurses at the Trust are to embark on potentially influential research after being awarded prestigious scholarships by the Florence Nightingale Foundation.

The Foundation awards scholarships every year to advance the study of nursing and to promote excellence in practice and this year, corporate nurse Katrina Creedon and midwife Rhoda Flynn from the Trust are among those to be successful.

The pair had to go through a stringent interview process and will now go on to study a masters in research at Birmingham University – Katrina will be looking into pressure ulcer prevention documentation in maternity settings, while Rhoda will be looking at the women's experience through storytelling and poems.

Katrina told news@: “We are both absolutely delighted to be awarded the scholarships. It was a tough interview process and we feel privileged to have been chosen.

“Leading Change Adding Value places greater emphasis on clinical research in practice so it is great to be a part of that and it is good personally and reputationally for the Trust.

“To be awarded the scholarship means that there is limited evidence and the topics we have chosen will possible influence practice in the future.

You can find out more about Florence Nightingale Foundation scholarships at www.florence-nightingale-foundation.org.uk

£3 million investment to provide best in patient care

Patients are set to benefit following the opening of a new state-of-the-art digital x-ray room at Good Hope.

Refurbishment of the x-ray room started in the summer and was completed in October following the arrival of the new equipment. The new x-ray room, based in the Emergency Department (ED), not only gives patients access to the best care and experience, it supports the team and the site to better manage the increasingly heavy demand on its emergency services.

Good Hope has already benefitted from the arrival of a new ultrasound machine in the main imaging department and there are further plans in place to replace the CT Scanner later this year.

The imaging equipment replacement is part of a larger project across all sites, which has seen an investment of over £3m, to upgrade and modernise the imaging facilities ahead of the planned developments with the planned Ambulatory Care and Diagnostics (ACAD) development.

Work will be carried out over the coming months and is set to be completed by the summer of 2017. These will include a replacement interventional radiology room at Heartlands along with the relocation and replacement of the general x-ray room, replacement of the ED x-ray room, digital x-ray mobile, an image intensifier, MRI and CT scanner. Solihull will also be receiving new equipment in the coming months, to which plans are currently being finalised.

The teams are now working with NHS Supply Chain in the design of a rolling equipment replacement programme and have started exploring possible options for the next financial year and beyond. Further information and the details will be circulated to patients and staff once the timelines have been agreed as, in order to complete the work, some disruption to service may occur.

Once complete, the radiology imaging equipment upgrade will make a huge difference to not only the service but to all our hospital sites, patients and staff’s care and experience.

For more information contact Thomas Lowbridge, group manager & lead radiographer – imaging, on 0121 42 42000.

Pregnant patients - get your flu and whooping cough vaccination

If you are pregnant and attending antenatal appointments at one of the Trust hospitals, you can now have your flu and whooping cough vaccination (Pertussis) when you are here.

Flu can be more serious for pregnant women, sometimes leading to a stay in hospital, and there are risks to your baby too.

Whooping cough is a highly infectious disease that can be very serious for babies aged under one. Having your Pertussis vaccination will protect your unborn baby against whooping cough, until they can get their vaccine at eight weeks old.

Both jabs are safe to be given together at the same time, so please speak to one of our staff about getting yours when you are next in clinic.

If you would like to book your vaccinations before you come in, please contact Antenatal Clinic Reception on 0121 424 268

GET IN TOUCH

Welcome to the December edition of news@, we hope you enjoy reading about some of the great things going on across the Heart of England NHS Foundation Trust. This month we have a four-page feature on the Building Healthier Lives Awards 2016 which celebrated some of the great work put in by our staff and volunteers over the last 12 months (pages 7-10).

If you have a story or an event coming up which you think could be suitable to feature in news@ please do get in touch with the communications team on 0121 42 (41809) or email james.brindle@heartofengland.nhs.uk

Thanks for reading!
Heart of England NHS Foundation Trust Charity news

Early Christmas present for children’s department

A children’s ward at Heartlands has received an early Christmas present thanks to a regular fundraiser for the department.

Every year Paul Chambers raises money for Ward 16 Children’s Ward at Heartlands after having personal experience of the great work that the team do and this year is no different as he ensures a Merry Christmas is had once again.

Paul raised the donation through his South Birmingham Dominos League, which is the first Dominos league to raise money for the charity. Paul also took on the challenge of going 12 months without a drop of alcohol and in total he raised a fantastic £960.

Paul continues to raise money for Ward 16 after his child was taken to the ward. While there he came in to contact with play specialist Chris Morrell and he could see their need for on-going support through funds or purchasing toys for the children to play with.

With Paul’s donation the Ward were able to buy a range of toys, as well as an Xbox, 14 games, two portable DVDs, 16 television box sets and much more.

Paul, who works at Jeffries Hardware store in Acocks Green, also donated Christmas decorations such as trees and lights to make the ward look a bit special this festive season making the environment that much more pleasant for the young patients.

Paul said: “I love to raise money for Ward 16 as I can see the difference it makes to the children who have to spend time there which makes it all worthwhile.”

Chris Morrell thanked Paul for his generous donation which she said will have a really positive impact on the ward.

She said: “Christmas is obviously a particularly hard time for children to have to be in hospital and it is wonderful that people like Paul can help make it that little bit easier by enabling us to create a nice, festive atmosphere. To be able to provide the children with these toys and games as well is fantastic and we can’t thank Paul enough.”

If you would like to support the children’s department this Christmas please contact Chris on 0121 424 2216 or contact the Charity team on the details below.

Daredevil Terry completes wing walk

One of our more daring fundraisers has been in to Heartlands to present £2,000 to our lifesaving cancer unit.

Terry Jeffries completed a wing walk back in June to raise money for Ward 19 at Heartlands. Terry raised the £2,000 from the wing walk through Just Giving after battling with Non-Hodgkin’s Lymphoma. He was diagnosed in 2009 and underwent six months of chemotherapy at Good Hope.

Unfortunately within the year the condition returned and he was referred to Ward 19 at Heartlands where he received a Stemcell Transplant and had to spend several weeks in isolation.

Terry said: “I will be eternally grateful to the doctors and nurses that cared for me during those dark days. My gratitude is underlined by the fact that I am one of the lucky ones whose condition, so far, remains in remission.”

Contact us

If you would like to donate to the Heart of England Charity or find out more about the work it does you can visit www.heartofenglandcharity.org.uk, call the team on 0121 42 40973 or email fundraising@heartofengland.nhs.uk. You can also get in touch and keep up-to-date with the charity’s work on Facebook at www.facebook.com/HeartofEnglandCharity.
Spotlight on....Occupational Therapy

To mark Occupational Therapy Week in November we spoke to Solihull student Naomi Oldfield who is hoping to embark on a career in occupational therapy after having personal experience with the Trust’s team.

The theme of this year’s Occupational Therapy Week was promoting the profession as a career. Occupational therapy provides practical support to facilitate recovery and enable people to overcome any barriers that prevent them from doing the activities (occupations) that matter to them.

Occupational therapists work with adults and children of all ages with a wide range of conditions; most commonly those who have difficulties due to a mental health illness, physical or learning disability.

The 16-year-old first came into contact with the paediatric occupational therapy team, part of Solihull Community Services, back in 2010 after having difficulties with her school work and in her development.

After meeting with Dr Sally Payne, paediatric occupational therapist, Naomi was diagnosed with dyspraxia in 2010. Dyspraxia is a form of developmental co-ordination disorder (DCD) and affects movement, co-ordination and speech in children and adults.

Naomi said: “I never had very good co-ordination or balance. That meant things like riding bikes or throwing and catching were always difficult for me. I also find it hard to process information that was always hard. I was falling behind with my school work and having difficulties and no one knew why. Seeing Sally and being diagnosed with dyspraxia meant I was able to get the help and support I needed. “Sally gave me great advice that really helped me in my work and being able to have more time in exams because of my condition meant I was able to do really well in my GCSEs.”

Utilising her own personal experiences with occupational therapy, Naomi has decided the profession is where she sees her future.

The teenager is now studying for a Health & Social Care diploma at Solihull Sixth Form College and aims to train to be an occupational therapist after completing her course.

She added: “I want to help other people to reach their potential instead of them feeling like they are not good enough. My studies are going well so far and I’m excited about my future.” Sally Payne, who is also a trustee of the Dyspraxia Foundation, spoke about what she enjoys about being an occupational therapist and her delight that Naomi has chosen to pursue it as a career.

She said: “Occupational therapy is a great career that really makes a difference to people’s lives. I get great satisfaction from helping people to overcome the physical, sensory, organisational or emotional difficulties that make it hard for them in their daily lives.

“I enjoy the challenge of finding different ways they can do things, suggesting an alternative piece of equipment or helping to develop the underlying skills a person need to carry out activities that are important to them.

“Knowing that we’ve inspired Naomi to pursue a career in occupational therapy makes me very proud and her personal experience will be a real asset in the role. She has made an excellent career choice and I wish her good luck for the future.”

If you want to find out more about careers in occupational therapy you can visit the College of Occupational Therapists website at www.cot.co.uk

Meanwhile, Sally has recently had an article on dyspraxia in the workplace published by the Huffington Post and you can see it here at http://www.huffingtonpost.com/dr-sally-payne/dyspraxia-in-the-workplace_b_12686418.html

OCCUPATIONAL THERAPY AWARENESS WEEK

To mark November’s Occupational Therapy (OT) Week the Trust’s OT team were out in force at Heartlands to raise their profile to staff and visitors.

There were a number of activities on offer for people visiting the team’s stalls in the main entrance, as well as the chance for the team to shout about OT as a profession and what they offer to professions.

Chantelle Lediard, senior occupational therapist, said: “We have been doing meaningful activities including arts and crafts, Christmas decorations, card making, colour therapy, giving equipment demonstrations and showcasing our reminiscence work. We have also promoted nutrition and hydration and the Eat, Drink, Move project.

“We have also been explaining to people about the history of OT in the acute setting and the differences we can make to the lives of people with physical disabilities and cognitive impairment.

“A lot of our team are ‘dementia friends’ and we have been giving advice about how staff can do sensory work with patients.”

With the national awareness week aiming to promote occupational therapy as a career, Chantelle said she couldn’t recommend it enough.

She added: “It is a very rewarding career. From something simple to something quite complex it can be life-changing. And you can work in a variety of settings.”

ICO visit to Trust

The Information Commissioner’s Office (ICO) is the regulator for data protection and works with NHS Trusts to help ensure that the confidentiality of patient identifiable data is respected in line with legal requirements and NHS standards.

The Trust and ICO have agreed to work together to raise awareness of the importance of this issue and to look at the measures in place to secure patient identifiable information. Lead auditors from the ICO Good Practice Department will be visiting the Trust and interviewing staff on Tuesday 13 to Thursday 15 December to produce a report that will highlight areas of good practice and also identify where there is room for improvement.

The loss or disclosure of personal information should be an important consideration for all staff on a day-to-day basis as it can seriously damage the reputation of the hospital, undermine patient trust and can lead to fines of up to £50,000. We are all accountable for making sure that the information we handle directly and that is used by others in the areas we work in is secured.

As part of the ICO audit of Heart of England NHS Foundation Trust, an Information Governance (IG) Staff Survey will run from now until December 9 and all staff are encouraged to complete it. The survey takes about 20 minutes to do and supports us in collecting very valuable information needed to help us improve. The analysis from the survey will form part of the ICO’s overall view of IG compliance throughout the Trust, support the direction of their audit as well as be reflected in their audit report and final recommendations. If you have any queries on the above, or the audit in general, please contact Information Governance at information.gov@heartofengland.nhs.uk

The survey is available at https://www.snapsurveys.com/1w/s.asp7k=147800344835

Name change for physio service

The Heart of England Women’s Health Physiotherapy service, part of the Trust, has had a name change to be known as The Pelvic Health Physiotherapy Service.

This new title reflects the service that it now provides. It is a specialised, experienced team of physiotherapists based at Heartlands, Solihull and Good Hope. The team provides physiotherapeutic care to patients with obstetric and gynaecological conditions as well as bladder and bowel problems.

It assesses and manages both male and female patients.

The Pelvic Health Physiotherapy Service accepts referrals from consultants, GPs, clinical nurse specialists and midwives.

For further information contact Annette Woodward on 0121 42 42000.
Clinical navigator to help ease pressures in EDs

Past model

New model

With demand on our emergency departments (EDs) having increased by nine percent this year and the expected spike over the winter period, it is important that we manage this demand.

Walk-in patients with a mixture of conditions and injuries will come to our EDs, many of which could be treated by an alternative service which can result in longer waiting times to be seen and treated.

Trust ED consultants have been working with Birmingham CrossCity CCG to revise the way patients are dealt with when they come in to ED. As part of a nine-month pilot, from Monday 21 November, an experienced primary care nurse, called a clinical navigator, now assesses all walk-in patients at Minors reception at Heartlands and then directs patients to the appropriate area for their needs before they are registered. The aim is that patients have access to the right teams at the right time to be appropriately treated.

Potential routes include:

- Patients who present at ED with a GP letter are navigated to assessment units (AEC, SAU, GAU)
- All other patients are directed to the appropriate area for registration – majors or minors – according to clinical risk
  - Majors – patients are assessed through Rapid Assessment & Treatment (RAT)
  - Minors – patients are triaged or enter the GP in ED stream

Based in minors, the GP in ED gives patients access to rapid assessment and initial investigations such as taking urine samples. Then if they need to be, patients are referred to speciality teams for assessments in the same manner as they would from their community GP. All children are registered at the children’s ED entrance.

Patients coming in via ambulance are assessed through Rapid Assessment & Treatment (RAT) in majors as before. Patients should be reassured that those who require treatment in ED will be transferred without delay; in fact patients with a urgent condition will receive care faster as hospital consultant colleagues can concentrate on those with more complex conditions.

For further information please contact Paul Williams, Dr Govindan Raghuraman or Dr David Raven from the Trust’s emergency care division on 0121 42 43931.

How well do you know Antibiotics?

Antibiotics are important medicines used to treat infections caused by bacteria. Bacteria can adapt and find ways to survive the effects of an antibiotic.

They become “antibiotic resistant” so that the antibiotic no longer works. The more often we use an antibiotic, the more likely it is that bacteria will become resistant to it. Some bacteria that cause infections in hospitals, such as MRSA, are resistant to several antibiotics.

By using antibiotics less often we can slow down the development of resistance. It is not possible to stop it completely, but slowing it down stops resistance spreading and buys some time to develop new types of antibiotics.

To slow down the development of antibiotic resistance, it is important to use antibiotics in the right way. We know that most coughs and colds get better just as quickly without antibiotics. When they are prescribed, the complete course should be taken in order to get rid of the bacteria completely. If the course is not completed, some bacteria may be left to develop resistance.

As nearly all colds, most coughs and sore throats are caused by viruses, antibiotics will not work against these types of viral illnesses/infections. Viral infections are much more common and the best way to treat most colds, coughs or sore throats is to drink plenty of fluids and to rest. Colds can last about two weeks and may end with a cough. There are many over the counter remedies to ease the symptoms – paracetamol, for example. Ask your community pharmacist for advice.

Your doctor will only prescribe antibiotics when you need them, for example for a kidney infection or pneumonia. By not using them unnecessarily, they are more likely to work when we need them. Further information can be found on the following website: www.nhs.uk/antibiotics
Celebrating the Building Healthier Lives Awards

Ceremony recognises inspiring staff

The fantastic commitment and exceptional care shown by the Trust's staff and volunteers has been recognised on a special night of celebration.

The Trust's Building Healthier Lives Awards acknowledged those individuals and teams who have constantly gone that extra mile in caring for our patients or improving their experience at our hospitals and community services over the past 12 months.

The ceremony, held at Tally Ho Conference Centre, was hosted by radio presenter Dave Clark and saw a range of awards presented to deserving staff who had been nominated through their role at Heartlands, Good Hope and Solihull hospitals, as well as Birmingham Chest Clinic and the Trust's Community Services.

The final award of the night, presented by the Trust's Interim Chief Executive Dame Julie Moore, was the Outstanding Achievement Award. It was given to the Trust's Emergency Departments for their sterling efforts in keeping Heartlands running, and our patients safe, following torrential downpours in June which caused flooding in the Accident & Emergency Department.

Dame Julie said: “The response from the teams in our Emergency Departments to this major incident, which saw Heartlands A&E forced to close for a short period while work was carried out to clear the water, was absolutely tremendous.

“Staff worked tirelessly and in good humour to keep our patients safe and ensure we could get back up and running as soon as possible with only minor disruption. They deserve this award for all their hard work and for going beyond the call of duty during difficult circumstances.”

Members of the ED team were in attendance to collect the award but in a special surprise there was a live video link to Heartlands Emergency Department where those who couldn’t attend on the night were able to share in the moment.

Dame Julie added: “I was delighted and honoured to present this year’s Building Healthier Lives Awards and it was an entertaining, fun and humbling evening. These awards recognise NHS staff, members and volunteers who make a real difference to the care provided at the Heart of England NHS Foundation Trust.”

There were many other highlights during what was a really inspiring and often moving night. The first award of the night went to Donna Peters, Ward 19 manager at Solihull, who was presented with the Chief Nurse’s Award by deputy chief nurse Julie Tunney.

Heartlands Endoscopy Team was then presented with the Chair’s Award by Trust Interim Chair, the Rt. Hon Jacqui Smith, for its outstanding service offered to patients over the last 12 months. The Heart of England Charity Award went to Nigel Oxman and the Hardwick Arms pub in Streetly in recognition of them raising an incredible £25,000 for Good Hope maternity services.

Katherine Roberts, staff nurse at Solihull, was a popular winner of the Patient Care Award after being nominated by the family of a patient, before Dr Irshad Zaki, clinical director for dermatology at Solihull, scooped the Clinical Excellence Award following an incredible turnaround on the unit under his leadership.

The Team of the Year Award went to the Interventional Radiology Team at Heartlands for their great achievements through all kinds of adversity and the Non-Clinical Excellence Award was won by Mary Ring and the Discharge Team, at all sites, for their significant contributions in reducing patient delays.

Ward 23 at Good Hope was named winner of the Paul & Phyllis Winter: Essence of Care Award which was announced on the night and Ward 19 at Solihull was recognised as Most Improved.

Dame Julie Moore presented her Chief Executive's Award to Stuart Beddard for his outstanding leadership and compassion, Volunteer of the Year was Marion Jones, the Patient Safety Award was taken home by Gareth Shaw from Good Hope's elderly care team and the Education – IMPACT Award was given to Mark Simkin.

One of the most emotional moments of the night was reserved for the Governors’ Going Above and Beyond Award which was won by Pat Blythe, renal unit manager at Solihull, who was given the award after looking after a terminally ill cancer patient and their family. The husband of the patient, who has sadly died, was on hand to present Pat with the award.
Building Healthier Lives Awards 2016 winners

Chair’s Award
Endoscopy Team, Heartlands Hospital

A small team who provide outstanding service to all who attend for diagnostic or therapeutic endoscopy procedures. The whole team go beyond what is expected on a daily basis.

Chief Executive’s Award
Stuart Beddard, Heartlands Hospital

Stuart’s leadership and compassion for patients and the department is outstanding, he supported ED during the flood in June to open Outpatients’ as a functioning AEC.

Chief Nurse’s Award
Donna Peters, Solihull Hospital

Donna has improved standards on Ward 19, Solihull; results of metrics have improved, friends and family patient satisfaction scores showing great results.

Governors’ Going Above and Beyond Award
Pat Blythe, Solihull Hospital

Pat recently looked after a terminally ill young cancer patient. She supported the whole family including the husband and children before and after the death of this patient with sensitivity, compassion and care.

Heart of England Community Charity Award
Nigel Oseman and the Hardwick Arms, Good Hope Hospital

Nigel and his team have raised £25,000 for Good Hope maternity services which has improved the bereavement and counselling services within the unit.

Volunteer of the Year
Marion Jones, Good Hope Hospital

Mark is a positive role model to all; having increased the Trust’s compliance with mandatory training and introducing easy learning.

Paul & Phyllis Winter of Essence Care Award

Most Improved Ward
Ward 19, Solihull

Most Improved Ward
Ward 19, Solihull

The team have worked exceptionally hard during extremely trying situations to ensure the very best for their patients, continuing to work to high standards under pressure and maintaining patient safety.

Marion went away with this award for her outstanding contribution towards the smooth running of the anticoagulant clinic at Good Hope.
Education Impact Award
Mark Simkin, Heartlands Hospital

Mark is a positive role model to all of the staff that he works with, having increased the Trust’s compliance with mandatory training and introducing easy learning.

Marion went away with this award for her outstanding contribution towards the smooth running of the anticoagulant clinic at Good Hope.

Clinical Excellence Award
Dr Irshad Zaki, Solihull Hospital

What a difference 18 months have made under Dr Zaki. Demand is up by a further 20%, however the team are now achieving 97% RTT (Referral To Treatment) and two-week cancer waits.

Non-Clinical Excellence Award
Mary Ring and the Discharge Team, all Sites

This win recognised significant contributions in reducing patient delays and inpatient length of stay primarily at Good Hope but now increasingly at Heartlands, and Solihull where delays have reached an all-time low.

Chief Nurse’s Award
Donna Peters, Solihull Hospital

Donna has improved standards on Ward 19 at Good Hope; with friends and family patient results.

Clinical Excellence Award
Dr Irshad Zaki, Solihull Hospital

What a difference 18 months have made under Dr Zaki. Demand is up by a further 20%, however the team are now achieving 97% RTT (Referral To Treatment) and two-week cancer waits.

Patient Carer Award
Katherine Roberts, Solihull Hospital

Nurse Katherine has helped to give my parents back a quality of life. I would like to wholeheartedly nominate her for an award.

Volunteer of the Year
Marion Jones, Good Hope Hospital

Volunteer of the Year
Marion Jones, Good Hope Hospital

What a difference 18 months have made under Dr Zaki. Demand is up by a further 20%, however the team are now achieving 97% RTT (Referral To Treatment) and two-week cancer waits.

Patient Carer Award
Katherine Roberts, Solihull Hospital

Nurse Katherine has helped to give my parents back a quality of life. I would like to wholeheartedly nominate her for an award.

Patient Safety Award
Gareth Shaw, Good Hope Hospital

Gareth and his team have implemented the ‘calm care’ initiative on their elderly ward. This relaxed and calm approach has seen a reduction in falls and has increased the safety measures for these higher risk patients.

Ward of the Year
Good Hope Hospital

Ward of the Year
Good Hope Hospital

Donna has improved standards on Ward 19 at Good Hope; results of metrics have improved, with friends and family patient satisfaction scores showing great results.

What a difference 18 months have made under Dr Zaki. Demand is up by a further 20%, however the team are now achieving 97% RTT (Referral To Treatment) and two-week cancer waits.

This win recognised significant contributions in reducing patient delays and inpatient length of stay primarily at Good Hope but now increasingly at Heartlands, and Solihull where delays have reached an all-time low.

This was given to the Emergency Departments for their fantastic efforts under pressure following floods back in June.

Outstanding Achievement Award
Emergency Departments, All Sites

Outstanding Achievement Award
Emergency Departments, All Sites

Visit www.buildinghealthierlivesawards.co.uk for more pictures and to make a nomination for the 2017 awards.
Building Healthier Lives Awards 2016

Donna Woodings @Woodingsjane Nov 3 @heartofengland fab night staff award ceremony. Great to be reminded of the fantastic things we do as an organisation.

Simone Hudlin @simone_hudlin Nov 3 Loved seeing all the achievements that are going on within @heartofengland. Proud to be part of such a hard working trust.

Donna Woodings @Woodingsjane Nov 3 @heartofengland fab night staff award ceremony. Great to be reminded of the fantastic things we do as an organisation.

Jacqui Smith @Jacqui_Smith1 Nov 3 Pleasure to recognise @Hughes16Richard service as Lead Governor @heartofengland

Simone Hudlin @simone_hudlin Nov 3 Loved seeing all the achievements that are going on within @heartofengland. Proud to be part of such a hard working trust.
Step into Christmas with us

School choirs, sparkling Christmas trees, special carol services, brass bands and a chocolate charity hamper appeal for patients and staff on each of our wards to enjoy are just some of the plans in place for those working, staying or visiting our hospitals during the festive season. We hope that for whatever reason you are here with us, you get the opportunity to enjoy a touch of the magic we are trying to create.

Christmas Jumper Day to raise funds

Why not flaunt your favourite Christmas jumper or a pair of jolly socks to help bring festive cheer to patients and staff at our hospitals this year.

The Heart of England NHS Foundation Trust Charity Jumper Day on Friday 16 December is a great opportunity for non-clinical staff, visitors and even patients to join in the fun and donate £1 to a good cause.

All donations will help the Trust Charity to provide chocolate hampers for patients and staff to share as well as free car parking on Christmas Day across our Heartlands, Solihull, and Good Hope sites.

Over the festive period approximately 100,000 patients will visit our hospitals. From elderly patients with few or no family members, to children receiving gruelling chemotherapy treatments to emergency admissions and people in need of life-saving transplants, the ‘season to be jolly’ will be business as usual at all of our hospitals. Help us to help them raise a smile.

If your company is looking to give to a local charity this Christmas, then why not consider supporting patients at Heartlands, Solihull, Good Hope and Birmingham Chest Clinic by holding your own Charity Christmas Jumper Day to help raise a smile for all those who need our services during the festive period? If you are thinking of getting involved email jenny.chatham@heartofengland.nhs.uk

To find out more or to make a donation to the HEFT Charity Festive Jumper Campaign please visit http://www.justgiving.com/FestiveJumperDay or email fundraising@heartofengland.nhs.uk

Masses and services for Advent & Christmas

To help prepare for and celebrate Christmas this year, the following services, masses and events have been planned by the Chaplaincy Team - all staff, patients and relatives are welcome to attend.

Heartlands

Monday 19th 6.30pm – Carols around the wards with the City of Birmingham Brass Band (starting from Main Entrance/Café 1)

Wednesday 21st 1pm – Carol Service in the Chapel; 2pm - Ecumenical Service of Holy Communion (all Christian denominations welcome)

Thursday 22nd 1pm – Advent Mass (RC) in the Chapel

Sunday 25th Christmas Day - Holy Communion will be brought on to the wards for RC patients by appropriate clergy/ministers

Good Hope

Monday 12th 12.45pm – Carol Service in the Chapel

Tuesday 13th 6pm – Carols around the wards

Sunday 25th Christmas Day - Holy Communion will be brought on to the wards for RC and Church of England/Free Church patients by the appropriate clergy/ministers

Solihull

Monday 19th 2pm – Carol Service in the Main Entrance

Wednesday 21st 6pm – Carols around the wards (starting from Main Entrance)

Friday 23rd 4.00pm – Advent Mass (RC) in the Chapel

Sunday 25th Christmas Day AM – Holy Communion will be brought on to the wards for RC patients by appropriate clergy/ministers

Local children to spread Christmas joy

Children from two local schools are set to bring a touch of Christmas cheer to both Heartlands and Solihull Hospitals this December with a rousing performance of carols and festive songs at both.

Youngsters from Alston Primary School in Birmingham will deliver their performance at Heartlands Hospital on Tuesday 6 December and Wednesday 7 December. They will sing on the first floor of the main hospital atrium, starting at 4pm.

Pupils from Eversfield Primary School in Solihull have also confirmed their visit to cheer patients and staff at Solihull Hospital. A group of around 20 youngsters will perform in the main reception area on Monday 5 December, starting at 10am.

Meanwhile, Sutton Cluster Choirs will be raising money for Friends of Good Hope Hospital by performing carols on Saturday 17 December from 3pm at Halls Garden Centre in New Oscott, Sutton Coldfield.

Dame Julie Moore, Interim Chief Executive at the Trust, said: “Having local school children singing in our hospitals is a real treat for both patients and visitors. Both Alston Primary School and Eversfield School regularly volunteer to come and cheer everybody up and I would like to thank the staff and children for providing us with a touch of sparkle and Christmas magic at this time of year.”

Other local school choirs are also planning special visits to Heartlands, Solihull and Good Hope Hospitals and we will keep you up-to-date via the Charity Facebook and website as soon as we hear any more news.
Retiring Brenda bows out

A long-serving and much-loved member of staff was given a special surprise send-off by her colleagues as she embarks on a well-deserved retirement.

Brenda Ballard, 73, office manager for general surgery, urology, vascular, plastics and at one time, gastroenterology, has spent over two decades working with the Trust and was thrown a surprise leaving party by colleagues old and new at Heartlands to say farewell.

She said: “It was a huge surprise I knew nothing about it. Even secretaries who have retired came in to see me off which was really lovely.

“I started here in 1989 but then had a four-year break at South Birmingham but I have been back here at Heartlands since 1994 in pretty much the same role. When I first started I managed about 15 staff members on this site but the role has kept growing and at one point I managed 48 staff.

“It has had its ups and downs but I have loved every minute of it – I’ve had such a great time. I think the time is right now even though it will be difficult to say goodbye.”

Brenda said she will use her retirement to spend more time with her family and work on her and her husband’s new bungalow.

Apprenticeships – ‘get in go far’ with us

Do you know someone aged 16 or over who wants a career in healthcare? Did you know by doing an apprenticeship they can work and get a qualification at the same time?

Heart of England NHS Foundation Trust is one of the largest acute hospital trusts in the country, serving a diverse population of 1.2 million and we are looking to expand apprenticeship opportunities throughout the Trust.

Our apprenticeships combine practical training in a job working alongside our experienced staff, having time to study towards a qualification and getting paid a wage. We have had many successes at helping people achieve their potential.

Apprenticeships can take one to four years to complete depending on their level and at this Trust they are in many different areas of work such as estates, pharmacy, finance and medical engineering to name a few.

To apply and for more information about apprenticeships please visit the NHS jobs website at www.jobs.nhs.uk

Case study: Ajay Chear - Ward Clerk Solihull Hospital 20a

My work was varied ranging from answering queries and developing the non-medical prescribing intranet site. I wanted to apply for this role I had the experience and the confidence I needed.

“I had been applying for jobs but most of them asked for one to two years’ experience. The minimum I found asked for six months experience. It was difficult if no one will give you a job without experience, how do you get through the ‘experience barrier’? I found out about apprenticeships through NHS jobs. I turned to the NHS as I know it is a good organisation and doing an apprenticeship was a way of getting into the NHS.

“During the apprenticeship I gained a wide range of experience and I was working across all three sites and with different teams. I was involved in interesting projects for The Carer’s Forum and The Non Medical Prescribing (NMP) team. I was learning on the job and doing the job at the same time. I also had a day a week to complete my studies. My work was varied ranging from organising meetings, working on reports, answering queries and developing the non-medical prescribing intranet site.

Because of the apprenticeship when I wanted to apply for this role I had the experience and the confidence I needed.”

Free support training is offered to anyone who is unemployed, not in education aged 15 to 29 years old living in the Birmingham or Solihull area through our Apprenticeship Pre-Employment Training Programme with open days running throughout the year. The programme will cover how to complete NHS job applications, job searching, CV building and interview skills. See our website for more information at www.heftfaculty.co.uk/content/pre-employment-register-interest-form
Remembrance Day is marked by special events on elderly care wards

Elderly care wards across our three hospitals marked Remembrance Day with special events to give patients a chance to reminisce as well as to get them eating, drinking and moving.

At Heartlands the Medical Day Hospital was transformed for the day with union jack flags and bunting, with patients able to enjoy afternoon tea on gingham tablecloths, have a sing-song and enjoy some fantastic entertainment.

With staff dressed for the occasion in costumes ranging from army officers to land girl, patients were treated to ballroom dancing from duo Roy and Sheila Busby, poetry from former patient and forces veteran Ray Pearce and wonderful singing from team member Hayley Bryer who was accompanied on piano by her husband Richard.

The event forms part of the on-going Eat, Drink, Move project across the Elderly Care directorate, which encourages patients to eat and drink more during their hospital stay and move from their beds to aid their rehabilitation.

A great deal of work has been put in by team members Ann Penson and Bernie Goodburn to hold the events which were born out of an idea from Bernie to hold a tea dance last year and they have gone from strength to strength.

Suzanne Nicholl, clinical director for therapies, attended the Remembrance event and said evidence showed such events really worked.

She said: “There is a great deal of evidence behind the Eat, Drink, Move project as we have audited it and during the events patients are eating and drinking much more and it is helping to get patients home quicker. It is a real team effort and is making a really positive difference to our patients.”

The local business community is also supporting the project with Tesco Hodge Hill donating £50 gift cards which paid for much of the food and drink and store manager James Edwards and community champion Gina Howell came along to the event.

James said: “It is great to help and be a part of it. We are fortunate within our store to have Gina and be able to give back to the local community and it is a real privilege to come today and see such a good turnout.”

The team also received donations from Morrisons in Small Heath, the Co-op Yardley, Prince of Wales (in-house catering) donated four trays of sandwiches and a couple of tickets were donated by Aston Villa as a raffle prize.

Leading up to the event raffle tickets were sold and a fantastic £882 raised to be split between the Royal British Legion and Elderly Wards. That was also boosted thanks to another team member Kay Linehan who crocheted around 100 wonderful poppies which proved a big hit across the hospital and were sold to raise well over £200.

Meanwhile, Eat, Drink, Move was also being supported on Remembrance Day at Good Hope and Solihull.

Wards 11 and 12 at Good Hope had a coffee morning in their day rooms with a wide selection of cakes (some decorated with poppies). Patients and staff took part in the two minute silence to commemorate the moment the guns fell silent for peace at the end of World War One, on 11 November 1918.

Gareth Shaw, a senior charge nurse on Ward 11, said: “Our elderly patients enjoy getting away from the ward area when they are in hospital and we were really pleased that so many of them were able to join us for tea and cake.”

And at Solihull an afternoon tea was held on Ward 20a with patients able to enjoy a cup of tea and cake and reminisce with wartime music, recipe cards and magazines which aid memory to prevent conditions such as delirium.
Winter is here and with that comes the inevitable plunging temperatures and adverse weather conditions which can put all of us, but particularly the more vulnerable members of our community, at risk.

So with the help of NHS England and the Trust's own Health and Safety team we have compiled some useful hints and tips to both keep well and keep safe this winter.

**Keep well this winter**

With winter underway, follow these top tips to help you stay warm and well and to help you beat the winter bugs, seasonal flu and sickness viruses:

- Have regular hot drinks and eat at least one hot meal a day if possible. Eating regularly helps keep energy levels up during winter.
- If you have reduced mobility, are 65 or over, or have a health condition such as heart or lung disease, you should keep your home well heated. Use a thermometer to check rooms are at least 18°C and make sure gas heaters and boilers are serviced.
- If you get a cold or even flu, you can prevent germs spreading by using a tissue when you sneeze. Once used, put the tissue in the bin and wash your hands to remove germs.
- The cold weather becomes a breeding ground for cold and flu and can make people very sick. If you are 65 or over, pregnant or suffer from a chronic disease you can protect yourself from the flu virus by having a vaccination, available from your GP or local pharmacy/supermarket. If you have a long-term respiratory condition, shortness of breath can get worse in the winter, so you need to have the jab.
- Your local pharmacy can also give you advice and over the counter remedies for diarrhoea, minor infections, headaches, coughs, colds and flu.
- Regularly washing your hands with soap and water, will help avoid bugs, sickness and diarrhoea. Washing fruit and veg before eating or cooking will also help wash any germs away, as well as providing your five a day.
- If you need to travel, remember that pavements and roads can be slippery in the winter weather. Take extra care if you go out, and wear footwear with good grip on their soles. If you are travelling by car, you should wait until the roads have been gritted.
- Check on your neighbours to make sure they are warm, well and safe. If you are worried about your health or that of someone you know ask your GP or pharmacist or call NHS 111.

**Keep safe this winter**

During adverse weather it is important that a common sense approach is adopted:

- Take an interest in the weather bulletins on the TV and radio, so you can plan your day and journey and what clothing you may need.
- Wear sturdy footwear, with a good grip – you can always change into other footwear once you have reached your destination.
- Take it slowly and allow extra time to get from A to B.
- Layer clothing so as to maintain an adequate body temperature whatever the weather.
- Do not take short cuts, ensure you stick to designated footpaths as these are the ones most likely to have to be gritted.
- Staff should report unsafe conditions such as lighting defects (internal and external), pot holes, ungritted pathways that are on main routes.
- Staff should maintain good housekeeping, clean up pools of water or advise the appropriate department so that they can arrange for this to be done. Put a warning cone out, until it is dry.
- Be extra vigilant around entrances and exits to buildings as this is where excess water may accumulate. Wipe your feet well when entering buildings, this will avoid water treading onto corridor floors. Vinyl floor easily become slippery when wet.
- Staff should familiarise yourself with the Trust and local Winter Weather Procedures.

**Jan says her goodbyes after 42 years**

Jan says her goodbyes after 42 years and sickness viruses: help you beat the winter bugs, seasonal flu tips to help you stay warm and well and to

• Your local pharmacy can also give you advice and over the counter remedies for diarrhoea, minor infections, headaches, coughs, colds and flu.
• Regularly washing your hands with soap and water, will help avoid bugs, sickness and diarrhoea. Washing fruit and veg before eating or cooking will also help wash any germs away, as well as providing your five a day.
• If you need to travel, remember that pavements and roads can be slippery in the winter weather. Take extra care if you go out, and wear footwear with good grip on their soles. If you are travelling by car, you should wait until the roads have been gritted.
• Check on your neighbours to make sure they are warm, well and safe. If you are worried about your health or that of someone you know ask your GP or pharmacist or call NHS 111.

**Information Governance training**

New and improved mandatory training sessions are now available for our staff each month at Good Hope, Heartlands and Solihull Hospital sites.

The training includes an introduction to the Data Protection Act, a look at the consequences of unauthorised access to records, and details of the Freedom of Information Act. Information Governance training is mandatory for all staff. Places can be booked onto these sessions via Easy Learning. Online training is also available through Easy Learning.

Alternatively, the Information Governance team can visit departments to deliver this training. Please contact information.governance@heartofengalnd.nhs.uk.
QUIZ CHALLENGE:
1 Galileo; 2 A backbone; 3 The Alps; 4 Edward VIII; 5 The Solent; 6 Ireland; 7 Angola; 8 Meat Loaf; 9 Antiques

MAGIC SQUARE:

NICE PILOT ON PLANE

USING all 16 letters of the phrase above, form four words each of four letters which will fit in the main grid and control grid. Check off the alphabetical list of letters as you identify them.

SUDOKU

EACH row and each column must contain the numbers 1 to 9 and so must each 3 x 3 box.

CRYPTIC CROSSWORD

ACROSS
1. Excused duty (6)
2. Cavalryman (6)
3. Potter’s clay (7)
4. Animal, if here, must be excused duty (6)
5. Back end (4)
6. Family (3)
7. Borderline on the forehead (6)
8. Percussion instrument (5)
9. Arthritis disorder (6)
10. Burden (4)
11. Back end (4)
12. Cereal grain (4)
13. Pothar’s clay (7)
14. Speed contest (4)
15. Measure of gold (5)
16. Large oven (4)
17. Venemous snake’s bite (7)
18. Corporate symbol (4)
19. Oxford Dictionary (Tenth Edition) is used only once. At least one in each circle so that the total of each across and down line is the same. Perform the first calculation in each circle and work out which letters belong to which crossword.

DOWN
1. Susan turned up with a genuine smell of lather (7)
2. Animal the landlady held (5)
3. One who is learning to be brave (7)
4. Speed contest (4)
5. Pretty good passage of time (7)
6. It’s a bit grim initially in Italian (5)
7. Train station, before addition and subtraction (6)
8. Betray by voting twice? (6-5)
9. Elusive red dog perhaps? (6)
10. Corporate symbol (4)
11. Highway to the countryside (6)
12. An air of finality (5)
13. A veil (5)
14. Produces results (7)
15. Our leader, before first formal revolution at the training centre (4)
16. Evolve reductio or any number (3-3-2-3)
17. Borderline on the forehead (6)
18. Out of form when away (3)
19. Completes the acrostic (4)
20. An air of finality (5)
21. Very loud sonar distortion (5)
22. About the second last (3)
23. A wall (5)
24. Stick publicity in this place (6)
25. Olympic sports (9)
26. An air of finality (5)
27. Favourite (5)
28. Skating (5)
29. Corporate symbol (4)
30. Practice (6)
31. Lea (5)
32. Herd (5)
33. Thailand.

Each number in our Cross Code grid represents a different letter of the alphabet. You have three letters in the control grid to start you off. Enter them in the appropriate squares in the main grid; then use your knowledge of words to work out which letters should go in the missing squares. As you get the letters, fill in other squares with the same number in the main grid and control grid. Check off the alphabetical list of letters as you identify them.

WORD PYRAMID

SPELL out a 15-letter word or phrase by moving from one chamber to another within the pyramid. You may only enter each of the chambers once and may only proceed through openings in the walls. The first letter may appear in any chamber.

NONAGRAM: Each word can be read both horizontally and vertically. four words each of four letters which will fit in the main grid and control grid. Check off the alphabetical list of letters as you identify them.

FIVE ALIVE:

Here are two miniature five-live crosswords using the same grid – but the letters have been mixed up. You have to work out which letters belong to which crossword.

EQUALISER:

Place the four signs (add, subtract, multiply, divide) one in each circle so that the total of each across and down line is the same. Perform the first calculation in each circle and work out which letters belong to which crossword.
Birmingham Chest Clinic
151 Great Charles Street,
Queensway,
Birmingham,
B3 3HX

Phone: 0121 424 1950

Nearest train station: Birmingham Snow Hill

Nearest car parks: Great Charles Street and Ludgate Hill, however good access from all city centre car parks