

news @

Solihull Hospital and Community Services

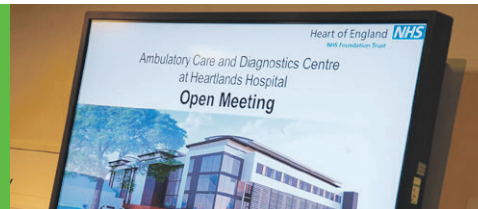
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And the finalists are...



Vivek Wadhwa (3rd from left) and theatre team members

Working together to support you home

In Solihull we are improving the way we support people leaving hospital. Some people stay in hospital longer than they need and it isn't good for them. We want to ensure that people can return home safely with the right support in place for them, their families and carers. Health and social care teams in the community and in the hospitals are working together in Solihull to make this happen. This new approach is called SupportUHome.

Jenny Wood, director of adult care and support at Solihull Council and Jonathan Brotherton, director of operations at the Trust are leading SupportUHome. They explain why this new approach is needed and how it will make a difference.

"SupportUHome is about people returning to independence after a crisis or hospital stay. We know that staying in hospital longer than needed is not good for people. The risk of infection increases and it's hard to stay active and independent, especially if you are older. We also want to make sure that people are discharged without delay. It's better for them and means that the beds are available for other people who need to come into hospital.

"To improve our services we needed to start bringing everyone's ideas together. SupportUHome is our way of doing that, as part of the Solihull Together programme.

"We're really excited about the improvements this approach has already delivered, particularly around delayed discharges from hospital. By September, delayed discharges in Solihull were less than 25 percent of those in April or May. It's one of the most impressive levels of improvement in the country.

"There's more to do to get it right every time. But we are getting it right much more of the time compared to the start of the year. This is system change at its best and it is improving lives and outcomes for Solihull people."

The full article which is available on the Solihull Together website (www.solihulltogether.co.uk)

Prostate patients set to benefit from 'life changing' new procedure

Hundreds of patients are set to benefit from a new life-changing minimally invasive prostate procedure that will successfully treat enlarged prostate problems and make inconvenient urinary symptoms a problem of the past.

The non-invasive 'Urolift' procedure is now being carried out at Solihull Hospital and is usually treated as a day case without the need for an overnight stay.

Vivek Wadhwa, consultant urological surgeon, said: "Men in their fifties can find themselves needing the toilet more frequently.

"This often leads to a change of lifestyle as they have to stop to use a toilet at

every opportunity during the day and start experiencing disturbed sleep patterns during the night.

"The problem is usually due to an enlarged prostate which places pressure on the bladder and the urethra, leading to the need to pee more often. The 'Urolift' procedure involves placing tiny implants to hold the prostate lobes apart and relieve compression on the urethra, allowing urine to flow normally again. Patients have reported that they experience symptom relief as early as two weeks after leaving hospital."

Mr Wadhwa added: "Current surgical options do give good results but require inpatient stay and the use of a urethral

catheter which can cause side effects. Urolift can be done as a day case procedure, with the patient going home that day, without the need for a catheter to be inserted following the operation and no sexual side effects associated with other surgical techniques. Urolift can also be done in certain cases under sedation without the need for an anaesthetic.

"The good news is that this condition can be successfully treated in the majority of cases but men must stop ignoring the symptoms and take the first step by talking to their doctors."

The procedure is also offered at both Good Hope and Heartlands Hospitals.

GET IN TOUCH

Hello and welcome to the November edition of news@. We hope you enjoy reading about some of the great things going on across the Heart of England NHS Foundation Trust.

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 424 1809 or email communications@heartofengland.nhs.uk

Thanks for reading!

Praise for Education facilities from visiting delegates

The Birmingham Review Course has recently taken place at Heartlands Hospital Education Centre.

This is a renowned four-day course for higher surgical trainees in cardiothoracic surgery, welcoming guest speakers and delegates from across the world. It offers an opportunity to review contemporary cardiothoracic surgical practice, including contentious and developing topics, within the specialty and a wet lab.

Mr Maninder Kalkat, consultant thoracic surgeon, was delighted with the course facilities they were able to offer their visiting colleagues, and said: "Once again, the Education Centre at Birmingham Heartlands Hospital surpassed itself with its hospitality for this course. During the four days, the staff were very accommodating with the long hours, helpful and professional throughout.

"The centre has a comprehensive set up of specialised wet lab sessions, and more than enough space for our seminars and lectures. The catering was of the highest standard and varied."

Tweet of the month

Nick Love @NickLovesYork
A huge thanks to the expertise & kindness of all at the @heartofengland #goodhopehospital Day Case Unit - you're a credit to @NHSEngland

NICE hosts national conference at the Trust

There were attendees from across the country at The National Institute for Health and Care Excellence (NICE) conference hosted at Heartlands Hospital this September. NICE is an executive non-departmental public body of the Department of Health in the United Kingdom. It serves both the English NHS and the Welsh NHS. NICE Chair, Professor David Haslam and CEO, Sir Andrew Dillon presented, explaining why we need NICE and the range of areas the organisation produces guidance and services on from new drugs to approaches to surgical techniques. They encouraged people to help develop guidance by applying to be a member of a NICE advisory committee.

The presentation was followed by a Q&A session with questions ranging from guidelines relating to use of new drugs to how to go about working more closely with health services such as social care services.



First annual ophthalmology symposium success for eye team at Heartlands

The first Trust ophthalmology symposium was recently held at the Heartlands Hospital, attended by 79 delegates from the region and across the country. Delegates included doctors, ophthalmic nurses, nurse practitioners, optometrists and allied health professionals.

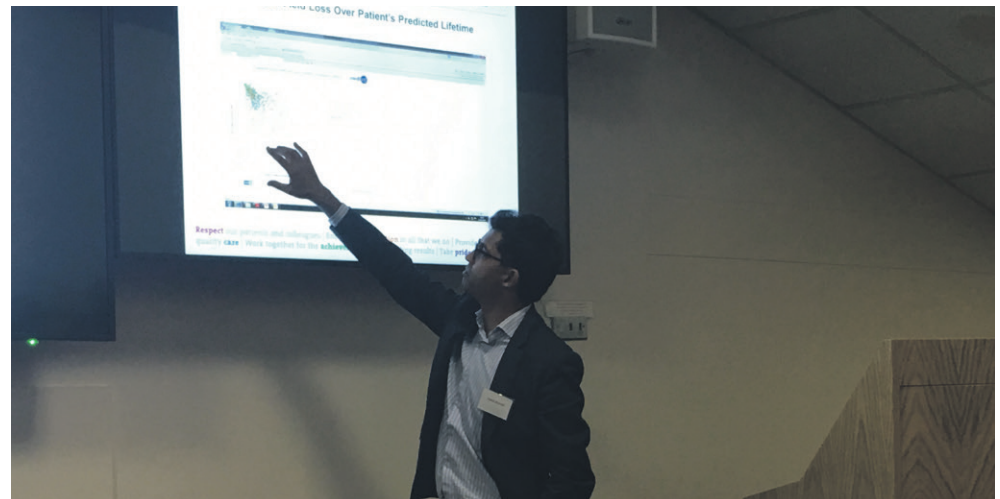
The meeting was chaired by Mr Anil Negi, consultant ophthalmologist and clinical director for ophthalmology, who wanted to create an educational event catering to a wide range of delegates and improve the general and subspecialist diagnostic and management skills for the rapidly expanding workforce delivering ophthalmic services.

Stephanie Hartley presented her views and experience of allied health professionals' role in delivering services and how their role had helped transform Buckinghamshire NHS Trust ophthalmology service delivery. Anna Bhan spoke about managing patients with combined cataract and glaucoma and Mr Masood discussed glaucoma treatment, looking comprehensively at the pros and cons of various drugs and their safety.

Mr Faisal Ahmed from the Western Eye Hospital spoke about the service development and strategies to manage large volume glaucoma clinics.

Mr Velota Sung from Sandwell Hospital discussed the management of angle closure glaucoma, giving some excellent tips on angle examination techniques.

The morning session was concluded by Professor Anthony King from the University Hospital Nottingham talking about managing patients who present with



advanced glaucoma at the initial diagnosis. He is leading the multicentre UK trial for patients on the medical versus surgical treatment as part of the TAGS (Treatment of Advanced Glaucoma Study) and the Trust is one of the investigation sites for this study.

Claire Bailey from the Bristol Royal Infirmary updated on the management of diabetic retinopathy, talking about the Clarity trial which may be the next development in the treatment of proliferative diabetic retinopathy. Professor Phil Murray's talk on the bluffers guide to uveitis was a comprehensive round up of signs and symptoms of the disease and its investigation and management.

Mr Negi discussed the algorithm for the management of pressure elevation following intravitreal injections of steroids and the day closed with Professor Yit Yang

from Wolverhampton, speaking about retinal telangiectasia.

Mr Negi said: "I'd like to thank all the delegates for attending the day and contributing to our first symposium. I'd also like to say a special thanks to the organising committee, including a special thanks to Vikki Marsden and Thersha Maharaj for their incredible contribution to making the program a success."

The next membership seminar at Good Hope Hospital on Tuesday 14 November 5-7pm, is being presented by Mr Ramesh Sivaraj, consultant ophthalmologist, on macular degeneration and diabetic retinopathy. Please call Sandra White on 0121 424 1218 for more details.

Tributes paid to respected microbiologist

Dr Devadas Ganesh "Das" Pillay sadly passed away on 24 September 2017. He was on a 5km fun run walk in Walsall when he collapsed and died. Das was a consultant medical microbiologist in Birmingham from 2004 and had worked at Good Hope and Heartlands Hospitals and for Public Health England.

He was passionate about medical microbiology, and was widely acknowledged as an expert, particularly in the field of antibiotics and antibiotic resistance. He was an excellent teacher; borne out by the regard in which he is held by undergraduate students, and the success in national examinations of registrars in training in microbiology. He will be remembered both in South Africa and in the UK for his sterling work. He showed a deep commitment to the care of patients, the improvement of the healthcare system and improving the lives of people.

Das was born in Verulam, a small town 27 kilometres north of Durban in KwaZulu-Natal, South Africa in 1966 and went on to study Medicine at the University of Natal in Durban, obtaining an MBChB in 1990. He was a champion for junior doctors and led changes in the early 1990s for safer working hours in South Africa. He undertook further specialist training in medical microbiology and virology at King Edward VIII Hospital Medical Microbiology Laboratory and obtained his specialist qualification in Medical Microbiology in



1997. He furthered his specialist interests by coming to the UK, spending time as a Wellcome Trust Fellow in Oxford prior to taking up a Consultant post at Good Hope Hospital in 2004.

Das worked with colleagues to reinvigorate the microbiology laboratory and in particular infection control and developed a sophisticated patient tracking system, called PAWS, to identify patients with infections, as well as, track their movements. This was a significant innovation in 2005. He was a great motivator and always brought people along with him on his journey of patient improvement. He made lasting contributions within the department and

the hospital. One of his colleagues notes that although he grew up in South Africa he was very British in his love of golf and Jaguar cars. He was much loved and admired by the microbiology department at Good Hope Hospital and widely respected in the hospital. After the merger of two hospitals in 2008, Das moved to Heartlands Hospital in 2009.

He was chairman of the Clinical Governance Committee for the Laboratory Medicine Directorate, and his attention to detail allowed the departments to flourish under his leadership. His main interest was the careful and prudent use of antibiotics for all patients. He was the Chair of the Trust Antibiotic Committee and was instrumental in several innovations including the antibiotic warden, which feeds back real-time data about the prescribing of broad spectrum antibiotics. Das was also keen to offer support and guidance to prescribers in primary care, and in 2014 set up the Birmingham Antibiotic Advisory Group (BAAG), which harmonised patient pathways across the regions for common infections. Earlier this year, Das' commitment to innovation was recognised with a national Antibiotic Guardian Award for his team's work on antibiotic stop dates.

Das will be dearly missed by all who knew him. He will be sorely missed by family, friends and colleagues and leaves behind his wife Tilly and two sons Keshan and Yahvin.

Guardians of our antibiotics

Antibiotics have a variety of uses including treating and preventing infections and reducing the risk of potentially life threatening complications in surgery, chemotherapy and transplantation.

Reducing infections in the NHS is a national priority, and the Government has outlined its desire to halve both healthcare associated Gram-negative bloodstream infections and inappropriate antibiotic prescribing in England by 2020.

Although antimicrobial resistance cannot be eliminated, we can work together to limit its risk and minimise its impact.

A key way to do this is by supporting antimicrobial stewardship and good infection, prevention and control practices.

For our staff, please be reminded of the importance of:

1. **Obtaining specimens for cultures and susceptibility.** Take appropriate and early cultures before initiating empirical therapy.
2. **Start prompt effective antimicrobial treatment.**
3. **Review the patient at 48 hours and document a clinical decision**
 - a. Stop antibiotic if no evidence of infection
 - b. Switch from IV to ORAL
 - c. Change antibiotic based on culture on patient improvement/deterioration
 - d. Continue antibiotics and review at 72 hours
 - e. Refer patient to outpatient parenteral antimicrobial therapy team (OPAT) where appropriate.

It is vital that prescribers have the right knowledge and skills, to ensure that prescribing interventions are safe and that they deliver the best outcomes for their patients.

Throughout November, we will be supporting 'European Antibiotic Awareness Day' (EAAD) to share key messages with our staff in how they can join us to be antibiotic guardians. We will also be sharing key messages with the public and our patients to let them know how they can be involved in this important work.

Our antibiotic team have already been working hard to champion this work, winning an award earlier this year for their antibiotic dashboard project and for achieving the targets set for the antimicrobial resistance and improvement work set out in the 2016/17 Commissioning for Quality and Innovation (CQUIN).

You can get involved this year and pledge to make a difference – simply visit: <http://antibioticguardian.com/> to find out more.

Patient Information – is yours PAID?

An awareness campaign is being launched across the Trust, as part of a service review, to explain what patient information (PI) is and the process that needs to be used to ensure all PI has been properly developed and authorised before being issued to patients.

PI and its appropriateness, accuracy and timely distribution to patients, is an important and required element of the consent to treatment process undertaken by clinicians and nurses. Before patients can come to a decision about treatment, they need comprehensible information about their condition and about possible treatments/ investigations and their risks and benefits (including the risks/benefits of not undertaking the treatment/ investigation).

Here at the Trust,

an automated electronic documentation patient information system (PAID) is used to issue patient information, which is linked to the electronic patient records systems, iCare and Concerto. PAID prints personalised literature, at the point of need, with the patient in front of them and an audit trail of this activity is captured in their notes.

The service is underpinned by the NHSE Information Standard. The Information Standard is committed to improving the quality of health and care information that is available to the public, patients and healthcare professionals.

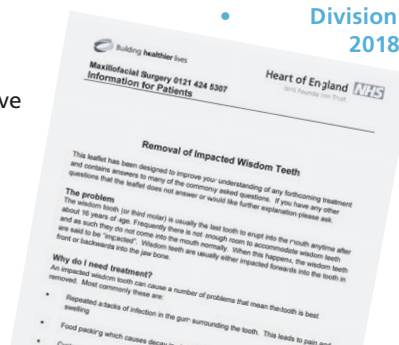
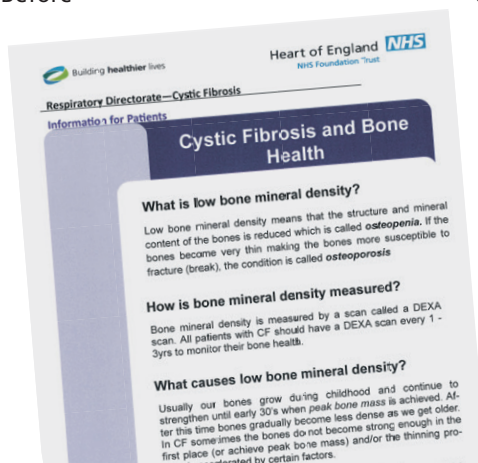
If you are a clinician or nurse and have developed, produced, printed and distributed any form of patient

information to patients locally without being logged, reviewed or going through the agreed governance process, you will need to contact the PI team who will support you through the governance process.

If you are a member of staff and are aware of, or have used any leaflets that you believe to be PI to inform patients and have not been processed via the PAID system, please send them to patientinformationrevisions@heartofengland.nhs.uk according to the schedule below:

- Division 1 and 2 by 1 December
- Division 3 and 4 by 8 January 2018
- Division 5 by 5 February 2018

Further information and criteria can be found under on P on the Intranet A-Z.





Diary dates

Travel Club Worcester Victorian Christmas Fayre

30 November 2017

The hospital charity has partnered with Hollywood Travel to offer you this festive trip to the Worcester Victorian Christmas Fayre. Take advantage of this excellent opportunity to get your Christmas shopping done early, all without the hassle of working out your travel arrangements! All profits from this trip will be directed to the hospital charity.

For more information please contact Cathryn.worth@uhb.nhs.uk or to book your ticket for this event please head to heft.org.uk/events

Christmas Memory Walk

9 December, 11:30am
Cannon Hill Park, Edgbaston



Help to raise funds for the Elderly Care appeal at Heartlands Hospital, Solihull Hospital and Good Hope Hospital by taking part in a walk down memory lane. This 5K walk will take place in the beautiful surroundings of Cannon Hill Park and will help to raise money to provide added extras for elderly patients at your local hospital.

Fancy dress is optional but recommended, dress up in outfits that sum up your favourite era as well as some festive accessories. For a bigger challenge, take on the 10km route!

To book your place go to heft.org.uk/events or for more information contact charities@uhb.nhs.uk

Birmingham Hospitals Christmas Carol Service

14 December, 7pm
St Philip's Cathedral, Birmingham

Warm up your singing voice and come along to the annual Birmingham Hospitals Carol Service and watch performances from local school choirs, community choirs and a brass band. All of the proceeds from the service will go to the hospital charity which provides support to patients in hospital over the festive period.

To book your tickets please visit heft.org.uk/events

Birmingham man enters ring to fight for hospital

Some 35 years after fighting for his own life, Jimmy Bates from Birmingham took to the ring to fight for the lives of others. Jimmy was born nine weeks prematurely and spent time being cared for at the Special Care Baby Unit at Good Hope Hospital. Jimmy decided to put his boxing talents to good use by raising money for Good Hope Hospital Charity.

Sales manager by day and amateur boxer by night, Jimmy competed in a novice boxing tournament on behalf of the Sports Combat Centre (Strictly Business Boxing VIII) at Moseley Rugby Club, to raise money for Good Hope Hospital Charity.

Jimmy has worked for ten years at Access Hardware Ltd, a Solihull-based manufacturer and importer of architectural hardware. The firm has kindly sponsored Jimmy's boxing efforts and has inspired its customers around the country to donate money to Good Hope Hospital Charity. Jimmy has managed to raise well over £2,000 for Good Hope Hospital Charity through his boxing exploits.

Speaking of the challenge that training and the boxing matched proved, Jimmy said: "The last eight weeks have been the



toughest but the most exhilarating of my life and I loved fight night. It was a huge thrill to take part in Strictly Business Boxing VIII.

"I won the fight which was great but I'm delighted. I'm delighted to have raised money for a charity that is so close to my heart, I'm incredibly thankful to all those who have offered their donations and support."

Fundraising manager at Good Hope Hospital Charity, Laura Power said: "I'm delighted that 35 years after he was looked after at the hospital, Jimmy has decided to raise money for the Special Care Baby Unit.

"The money he's raised will support the Charity in continuing to provide added extras for patients and staff on the unit over and above that which the NHS can provide."

Fundraising family donate £3,333 to Children's High Dependency Unit at Heartlands

Rhys Chauhan, aged just 19 months, and his parents Jessica and Nilesch, have raised a fantastic £10,000 to be split between Heartlands Hospital Children's High Dependency Unit (HDU), Birmingham Children's Hospital and Royal Stoke Hospital.

Jessica and Nilesch wanted to raise money to say thank you to the hospital for the treatment their son received.

Rhys was treated on HDU at Heartlands Hospital in January 2017 after being in and out of hospital since October 2016. Rhys received a diagnosis of auto-immune neutropenia, a condition most common in young children where the body identifies the white blood cells as enemies and makes antibodies to attack them, reducing Rhys's immune system significantly.

The fundraising family and friends known as 'Rhys's Helping Hand' raised the money by having an Easter fun day with a raffle, auction, bouncy castles and fire engines! The money raised will go towards a sensory trolley to keep children entertained and



relaxed during their time in HDU.

Sian Averill, fundraising manager at Heartlands Hospital said: "Huge thanks go to Rhys and his parents Jessica and Nilesch for raising such an incredible amount of money to go towards the High Dependency Unit here at Heartlands Hospital. The Charity works to provide added extras for children on the ward to make their stay at hospital a little easier. It is so important that children

on the ward are as relaxed as possible and the new sensory trolley will help to provide entertainment and distraction for children on the ward. The efforts of the Chauhan family will make a big difference to some of the youngest patients at Heartlands Hospital."

To find out more about the charity and how to get involved please visit www.heft.org.uk

Proposals for new multi-million hospital building are shared with local community

The latest building designs for Heartlands Hospital's proposed new Ambulatory Care and Diagnostics Centre (ACAD) were shared with an audience consisting of local residents, staff, councillors, MPs, Trust Governors and others at an open meeting on Wednesday 4 October 2017. Along with the chance to view the proposed plans, there was also opportunity to hear a presentation and speak to the team working on the project to develop the build.

The plan is for the multi-million four-storey building to offer world-class facilities and house a wide range of health services, including outpatients, endoscopy and diagnostic services, which will care for hundreds of thousands of patients each year and help deal with the increasing demand on health services.

The Trust is working closely with the Council's Planning Authority as the ACAD Centre progresses through its planning application process. The intention is to



progress through the planning application stage this autumn, to begin construction in 2018, with the building open and operational from spring 2020.

The open meeting was held at Heartlands Hospital's Education Centre with patients, staff, local residents and anyone else with an interest in the new build encouraged to come along to view the latest plans and ask any questions about the build. The feedback given by attendees will be used to further

shape our plans to improve the experiences of patients, visitors and staff.

Details about future public events to share plans for the development will be announced in future issues of news@ along with regular updates on the Trust website.

For more information about ACAD, go to <http://www.heartofengland.nhs.uk/acad/>, contact ACAD@heartofengland.nhs.uk or call the communications team on 0121 424 3337.

Choose the right NHS service for you this winter

Did you know you can get the fastest and most appropriate treatment by choosing the right NHS service for you?

Selecting the service that can best treat your symptoms also helps us by reducing pressure on areas like the Emergency Department. This means our staff can concentrate on helping those patients most in need. We see over 9000 patients in the department every month.

This winter, if you are considering visiting the Emergency Department, please think about whether this is the right place for you. Only urgent and emergency health problems such as severe chest pain, severe bleeding, trouble breathing or a suspected broken bone should be seen in the Emergency Department.

What to do when you are not feeling well

Care for yourself at home if you have a common health issue, like a cough, cold, sore throat or headache. Make sure you get plenty of rest and take your usual painkillers or medicines, if you need them (always read the label).

Visit a walk-in centre, minor injuries unit or urgent care centre if you have an illness or injury, and it can't wait until your GP surgery is open. Find your nearest one at www.nhs.uk

Ask your local pharmacist for advice about lots of common health issues such as diarrhoea, migraines and skin problems.

Make an appointment with your GP if you are feeling unwell and it's not an emergency. All GPs will offer an emergency out-of-hours service. Did you know that even if you are out of town, you can join

any GP practice as a temporary patient? The NHS Choices website has a handy search facility to see which practices cover your local area.

Only urgent situations, such as loss of consciousness, severe chest pain, severe bleeding, trouble breathing or a suspected broken bone, should you visit an Emergency Department. Heartlands and Good Hope have very busy Emergency Departments and on average we see over 5,743 patients a month who arrive by emergency ambulance, on top of those who self-present. To help our staff care for these very poorly patients, please consider whether your symptoms could be better treated by another NHS service.

Illness? Injury?
Ask yourself is it a real emergency?



Self care

Many illnesses and injuries can be treated at home. Ensure you are well stocked with paracetamol, Anti-diarrhoeal medicine, Rehydration mixture, Indigestion remedy, Plasters and Thermometer

Pharmacist

For confidential medical help and advice
To find your local pharmacy visit www.askyourself.org.uk

GP Surgery

For non life threatening minor illnesses and injuries
To find your local GP surgery visit: www.askyourself.org.uk

Call 111

For non life threatening minor illnesses and injuries
To find your local GP surgery visit: www.askyourself.org.uk

For confidential health service advice and information call 111 available 24 hours a day. They will direct you to the best place to get treatment, including:

- GP Out of Hours
- Minor Injury Service /Urgent Care Centre
- Minor Emergencies

A&E for life threatening emergencies only call 999

Fighting flu this winter



This year's flu campaign started on Monday 1 October and will run until the end of December. This means that the flu jab is now available to all staff.

You will have seen the Flu Crew and our vaccinating link workers walking the wards this week so please make sure you stop and get your jab. Drop-in clinics are running daily from Monday-Friday in the Occupational Health Department at Heartlands and Good Hope. This year's vaccine also provides protection from the Brisbane strain linked to the Australian flu.

Last year we vaccinated over 6,300 frontline staff and we plan to do the same this year. For anyone wishing to join as a link worker, simply complete the flu module on Moodle. Being a link worker will also provide you with revalidation evidence.

The Divisional leads will receive a list of all our link workers so that they can be contacted to support the wards and departments throughout the campaign. Thank you to all the vaccinators for their hard work which has already seen us achieve over 3,000 vaccines! Figures will be updated and shared each week in the Weekly Round-up so all staff can track our progress.

Please remember that flu vaccines prevent staff sickness which will help to keep your wards staffed. They also protect patients by preventing transmission.

There has been a great response on Twitter this week with the flu jab selfies. Please keep sharing and encourage others to get theirs too. Tweet your flu jab pictures to @heartofengland using #flufighter.

For any staff receiving a vaccine elsewhere, don't forget to let us know as you will still be counted on our final figures! You can fill out and return a vaccine consent form or email your name and where you had the vaccine to: flucampaign@heartofengland.nhs.uk

Bidding a fond farewell to popular consultant

Dr Raghuraman has left the Trust after 15 years to take up his new role as deputy medical director at Northampton Hospital.

Raghu started his career as an anaesthetic registrar at Heartlands before progressing to a Consultant Anaesthetist and intensivist, followed by his next move to Clinical Director for the Critical Care Department. While in that role, he introduced several ground-breaking changes which included setting up one of the first Advanced Critical Care Practitioner teams in the country, along with managing the merger with Good Hope ITU. He set up the system that led to a department that functioned cross-site for both nursing staff and doctors which resulted in flexible and safe intensive care provision for both hospitals. He introduced electronic patient records for critical care.

He went on to be Clinical Director for both Intensive Care and Anaesthesia, and later, Associate Medical Director for Division 3 which led Acute Care. In this post, he worked tirelessly to set up ambulatory care, re-designed medical rotas, led many projects, activities and initiatives that have seen him bring about change regardless of the difficulties involved.

Lucie Linhartova, Consultant Intensivist/Anaesthetist and Clinical Director of Intensive Care Medicine, said: "Raghu is a true inspiration to many. We congratulate him on his new appointment as he prepares to take his piano and infectious personality to Northampton. We will miss him very much."



ACP conference hailed a success

Advanced clinical practitioners (ACP), nurses, consultants and others with an interest in emergency medicine and the ACP role got together to discuss the future of Advanced Clinical Practice in emergency medicine last month.

Advanced clinical practitioners come from a range of professional backgrounds such as nursing, pharmacy, paramedics and occupational therapy. They are healthcare professionals educated to Masters level in Advanced Clinical Practice and have developed the skills and knowledge to allow them to take on expanded roles and scope of practice caring for patients.

People from as far as Wales and Sussex travelled to the conference at Birmingham City Football Club, organised by the Trust's Emergency Department ACPs. The packed conference room was full of energy and enthusiasm as the ACPs provoked discussion and debate on a series of topics including credentialing, use of social media, elderly care in ED, ED paediatrics and common pitfalls of working in ED along with a live twitter feed displayed throughout the day.



With the ACP role changing and evolving over the last ten years, the event provided an opportunity for those working in this role to share knowledge in different aspects of emergency medicine and to inspire those who might be considering a career as an ACP.

The conference was organised by Aimee

Wright, who is an ED ACP at Heartlands Hospital. To view the presentations from the day go to: <https://hefteducation.co.uk/content/acp-conference-2017>

For more information about the ACP role at the Trust, contact Shiela Pantrini, Accident and Emergency ACP educator at shiela.pantrini@heartofengland.nhs.uk

Rim spices up retirement with new business

A quiet retirement is the furthest thing from the mind of Rim Patel who leaves the Trust this month after more than 26 years' service.

Launching an online spice business, opening a sewing studio and spending more time with her husband, children and two beautiful grandchildren are just a few of the plans that the senior complaints manager plans to pursue.

Based at Heartlands Hospital, Rim was responsible for all complaints for Division 1 and 4, and also, for a short time, Division 3, with a small team.

Rim has enjoyed many roles during the last two decades. She began her Trust life as a PA to a general manager at the former East Birmingham Hospital and subsequently working with a number of Directors, including the then Chairman and Chief Executive and was involved in many projects within the Trust. This included the no smoking policy, office accommodation, car parking and co-ordination of VIP visits to the Trust.

Rim moved to the Emergency Care Department in general management and took up the role of project support manager which evolved to performance and business manager for medicine. This role was working with senior and middle management and Rim designed and developed various performance reports for medicine, including the redesign of the bed management protocols and the A-Z of winter pressures.

Rim then moved to a ten-year stint in A&E as Business and Performance Manager before moving to her current role. Responsibilities in A&E included overseeing reception across all three sites;



Rim Patel (middle left) and her team

Heartlands, Solihull and Good Hope, all the administration team, managing the medical rota team, the clinical audit team, stores team and all Heartlands and Solihull Hospital complaints along with other ad hoc duties.

Talking about her pending retirement she said: "I have loved my time working at the Trust and am going to miss the people and the camaraderie that I have been privileged to know.

"For those that do know me, my retirement plans will come as no surprise. I have always enjoyed a keen interest in fashion, where I have been commissioned to make wedding dresses, bridesmaid dresses, tailoring suits etc. It has been a hobby that I love but work has been so busy I didn't have enough time to enjoy it to its full potential.

"I also absolutely love teaching/developing people and watching them progress and it has been my pleasure to develop the many staff and volunteers who progressed into permanent roles at HEFT and the wider NHS. Launching a sewing studio enables me to combine my love of sewing and teaching!

"The spice business has been another passion. I have my grandmother's 100-year-old recipes for a number of spice mixes such as Garam Masala and Tea Masala; you cannot buy these genuine products in the supermarkets! There is definitely a growing demand for more authentic tastes so my husband and I are going to give it a go!"

On behalf of the Heart of England Foundation Trust – thank you Rim, and good luck with your new ventures!

A big welcome to Sandra Orton



We have recently welcomed Sandra Orton to the Trust as our new head of midwifery. Sandra has worked in the NHS since she was 16, when she joined as a catering assistant before qualifying in both nursing and midwifery.

She comes to us from Burton Hospitals NHS Foundation Trust, where she spent the last five years as Director of Operations for the Surgical Division.

Sandra is very clear about her priorities and is keen to be a visible presence in maternity and women's health services.

She says: "I want our teams to have a consistent approach in how we care for women across all three sites. Better births, advocates, choice and continuity for women while wrapping services around them and their family, this is the ethos I will be delivering with all of midwifery and support staff."

Sandra has taken the opportunity since beginning in July, to get out and meet as many staff face-to-face as she can.

She added: "We have some great staff here and I am looking forward to working with them."

In her free time Sandra likes to spend time with Hamish, her labradoodle, and her daughter and granddaughter.

November Governor Focus

Thomas Webster was an RAF Aircrew Navigator in World War II who went on to work in Birmingham as a production director for a subsidiary of a firm which produced metals. Thomas has contributed to the wellbeing of people around him all of his life. Thomas has been elected to stand as Trust Governor for Erdington constituency three times and in this role attends the Trust's patient and staff experience group meetings along with other groups and committees.

Thomas has a keen interest in fundraising as one of the Friends of Good Hope Hospital through hosting tombola's and spinning wheel games for the public to take part in. He is also a great appreciator of the outdoors.



Norovirus awareness

The winter diarrhoea and vomiting bug, known as norovirus, is on the rise in the local community. Norovirus is airborne and highly contagious and, although you may feel fine after suffering from the vomiting bug, you are still highly infectious and passing on germs to others for 48 hours after your last symptom. Keeping your hands clean will help prevent the spread of the virus as the bug can be caught through direct contact and travels through the air.

To avoid norovirus, wash hands with soap and water, keep surfaces, objects and fabrics clean, and do not eat raw or unwashed food. To minimise the risk to our patients and to prevent the spread of infection, visitors and the public are being reminded to steer clear of the hospital and stay at home if they have recently suffered symptoms. For more information and advice on how best to relieve the symptoms, visit: www.nhsdirect.nhs.uk

Places up for grabs on our patient panels

Do you want to help us to provide the best possible services to our patients? Then please pick up the phone and let's have a chat.

We are searching for members to join our patient panel at Heartlands Hospital. The patient panel is just one route that helps us to gain a better understanding of the priorities and concerns of those who use our services by involving them in our work, including policy and planning.

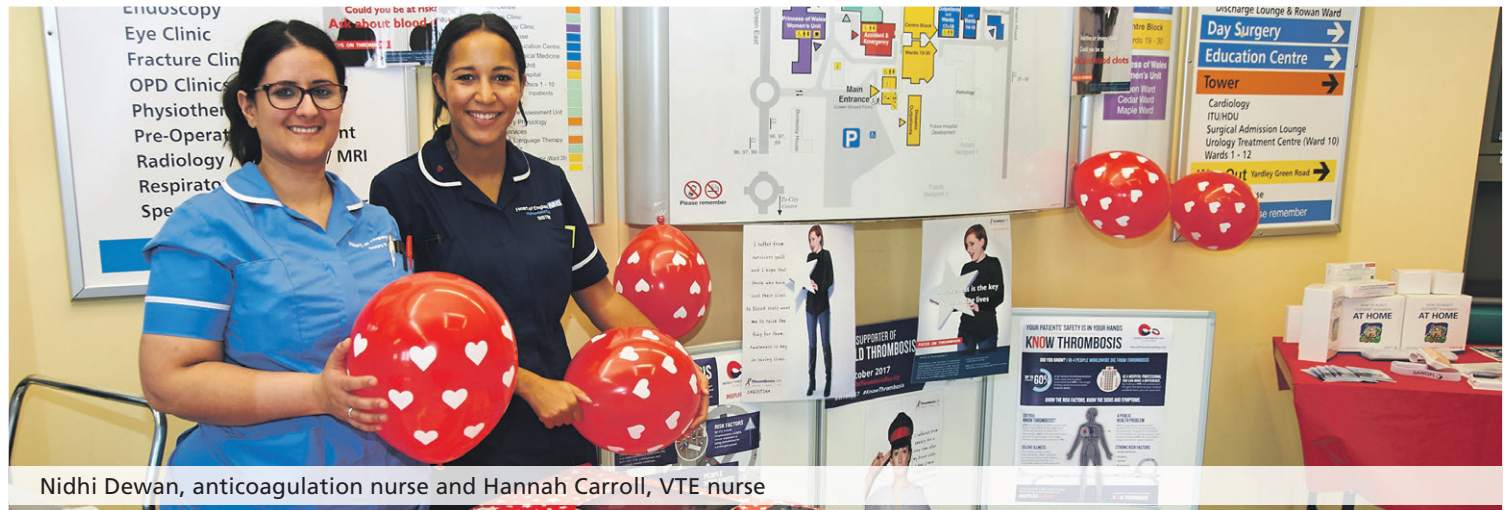
The panel meets every eight weeks. The meetings are varied in their content, ranging from listening to guest speakers talk about points of interest relating to the hospital to visiting wards and departments to talk to patients and staff about their experiences. Panel members are also involved at the planning stage of developments, or proposed changes in the services we offer.

Dawn Chaplin, head nurse patient experience at the Trust, said: "We want to ensure that we get input from anybody who uses our hospitals. This includes past and present patients and their family and friends as well as other interested people who live within the Heartlands vicinity and feel that they want to help us to make a difference.

"If people are interested but not sure what to expect then I would invite them to attend one of our meetings to find out what happens. This allows them the opportunity to speak to other panel members before they make their final decision."

If you would like to join or find out more, please contact Catherine Williams on catherine.williams@heartofengland.nhs.uk or 0121 424 2892.

Staff on show for World Thrombosis Day 2017



Nidhi Dewan, anticoagulation nurse and Hannah Carroll, VTE nurse

The Trust's Anticoagulation Team put World Thrombosis Day firmly in the spotlight this month by hosting an interactive stand at Heartlands Hospital to help raise awareness of the risks surrounding thrombosis to staff, patients and visitors.

Venous Thromboembolism (VTE) is a leading cause of death and disability worldwide. VTE refers collectively to deep vein thrombosis (DVT), a blood clot which forms in deep veins usually in the legs and pulmonary embolism (PE) which is a blood clot that forms, breaks loose and travels to the lungs.

On Friday 13 October, the Anticoagulation Team welcomed dozens of visitors to its stand which featured informative infographics and other literature to help get the messages across. The team also had specially programmed iPads to enable

patients and the public to carry out an interactive risk assessment on the spot.

The libraries across each of our Heartlands, Solihull and Good Hope sites also played their role by promoting VTE as their subject of the month, to try and better communicate the messages that they wanted to get across.

Hannah Carroll, VTE nurse from the Anticoagulation Team said: "Our aim is always to raise awareness of thrombosis and support patients and staff in being able to spot the signs. Whilst in hospital patients should try to stay mobile and active, keep hydrated and wear compression stockings if applicable and prescribed, and staff can assist in encouraging them to do this. I would urge anybody who wants to learn more to contact us for advice and support."

Call out for link nurses

The Anticoagulation Team is developing a new educational programme and is looking for link nurse workers from each department to reinforce and improve care surrounding VTE Assessments and Prevention. If you would like more information please contact the anticoagulation team on: ext 41343, bleep no 2803 or email: anticoagulantdepartmentbhh@heartofengland.nhs.uk

Hand hygiene – clean hands help

All visitors to the hospital are reminded of the importance of good hand hygiene to prevent the spread of germs and infections. You should always wash your hands when entering and leaving a ward area and also before and after any contact with the friend or relative you are visiting. Hand gels are provided for your use at the entrance of each ward along with at the end of each patient bed. We encourage you to use it freely. Handwashing sinks are also provided on all ward areas should you choose to use soap and water. Remember that wetting your hands before applying soap will prevent your hands from getting dry. The soap on our dispensers has special antibacterial ingredients that help us keep hospital related infections to a minimum. Our staff have a strict hand hygiene regime along with remaining bare below the elbow to ensure they wash away any germs thoroughly before and after caring for each patient.

Starting/progressing a career in Theatres?

Here at the Trust, we see and treat more than 1.2 million people every year, along with seeing over 250,000 patients in our Emergency Departments. The Trust is also host to several regional specialities, including Thoracic, Vascular and Oncology. We have 28 theatres, including the newly-refurbished Interventional Radiology Suite at Heartlands.

We are looking to recruit to our current Theatre vacancies through NHS jobs and also to encourage our staff of the future to come in and learn about the roles available and how they could start their career here in theatres. If you would be interested in meeting the team and learning more about the opportunities we have available, book a place on our Open Day which will be running at Heartlands Hospital on Saturday 11 November from 9am – 2pm. You will be given a tour of our upper GI and Hybrid Theatres, along with Obstetrics and the interventional radiology suite. The tour will run every hour, on the hour, and you can book your place by contacting susan.parchment@heartofengland.nhs.uk



The finalists are...

News@ is delighted to announce the finalists for the Trust's refreshed annual staff awards, the Building Healthier Lives Awards, which celebrates the contribution staff, members and volunteers make towards delivering care.

All shortlisted nominees below will be

invited to the Awards and the winners of 2017 Building Healthier Lives Awards will be announced at the Awards Ceremony on Thursday 2 November at the Tally Ho, Pershore Road, Birmingham.

A special feature with the list of winners will be published in the December issue.



Behind the Scenes Award: Rob Sayers, Heartlands

Rob has helped us clean out our office, sourced boxes for us to use and pointed us in the right direction when we're lost. Rob has gone above and beyond his job to help us.

Sian Averill

Behind the Scenes Award: Paul Bagshaw, Heartlands

Paul is an excellent and reliable member of our team who we depend on for a smooth running of our service throughout the week.

Theresa Clarke

Behind the Scenes Award: Teresa McNicholas, Heartlands

Marty goes above and beyond on every shift to ensure that the patients have a great experience during their stay. She takes great pride in her work and goes out of her way to ensure their needs are met and is culturally sensitive.

Jonelle Garriques

Chair's Award: Jane O'Connor, Heartlands

Jane does exceptional work to improve the lives of our patients and staff with disabilities. Jane herself has a disability and tirelessly campaigns for improvements to be made to the care we provide, including a Changing Places Facility toilet.

Sally Lawson

Chair's Award: Community Respiratory nurses, Community

The community respiratory team has streamlined its pathways and processes to ensure all aspects of care are patient centric and meet the health needs of the local community, seeing a 40% increase in nurse led clinics and 50% more pulmonary rehabilitation classes.

Elizabeth Torrance

Chair's Award: Michelle Davies, all sites

Michelle has implemented the new national ReSPECT process (only the second in the UK). This will revolutionise the involvement of patients and their families in emergency care and resuscitation decision making, making emergency decisions more relevant and respectful of the patient's wishes.

Paul Slater

Chief Executive's Award: Diabetes Specialist Nursing team, Heartlands and Good Hope

The team support the management and care of inpatients with diabetes, provide education for ward staff as well as saving the Trust money on capillary strips and insulin safety syringes and pen needles.

Jackie Webb

Chief Executive's Award: Rheumatology team, Solihull

We decided to run a pilot of setting up a new patient clinic delivered by specialist physiotherapists under consultant supervision. The quality improvement pilot results were encouraging following which we set up the same clinic across all three sites.

Dr Arvind Sinha

Chief Executive's Award: Research and Development team

R&D is a large multi-disciplinary team who work together ensuring the Trust patients have the opportunity to participate in research of novel drugs therapies and technologies or new combinations of existing treatments to improve their health and that of future generations.

Sarah Pountain

Chief Nurse's Award: Tracey Nash, Heartlands

Tracey is an inspirational leader, focused and driven and she installs these qualities in her colleagues. She works in a way to get the best from her colleagues being positive, encouraging, approachable and open.

Donna Prestage

Chief Nurse's Award: Richard Rushforth and Heidi Lane, Heartlands

When staff morale is low they implemented the IR2 which is a positive feedback reporting and started doing mindful meditation with staff and often help to make beds on the wards to support the nurses.

Cardiology leadership nursing team

Chief Nurse's Award: Phillip Hall, Solihull

Phil has never ceased to amaze me within the last two years during his presentation for the Nurse Induction programme. I have enjoyed every moment of his presentations. He has made understanding dementia humorous but at the same time bringing to the forefront the serious issues related to patients with dementia.

Julie Roberts

Compassion Award: Jan Biggs, Solihull

Jan is an exceptional nurse with compassion for patients, relatives and staff. She has high level skills for symptom control and psychological support but will always extend her working day by giving a patient at risk a helping hand to the toilet and back.

Chantal Meystre

Compassion Award: Leanne Poole, Heartlands

Leanne has made the ward so much better to work on by showing how much she cares for the staff and patients. She is a great team leader and listener, very approachable and inspires the staff to work to the best of their ability.

Lily Dunkley

Compassion Award: Abi Hayes and Liz Somerville

Without their kindness and understanding I would have been unable to complete my MRI scan. Liz offered to stay in the room with me to keep me calm which worked wonders and allowed me to continue with my scan.

Suzanne Ranford

Governor's Going Above and Beyond Award: Rebecca Pinner, Good Hope

Becky has been working for over two years on making the x-ray department in A&E, more child-friendly. Becky has been raising funds through a local choir arranged to have artwork carried out in the new x-ray room at to make it feel like less of a scary environment for children.

Phillipa Willis

Governor's Going Above and Beyond Award: David Kinshuck, Heartlands, Good Hope, Solihull

David has single-handedly researched and written up a business case for recruitment of the region's first nurse injector. He has changed several patients lives by motivating them to give up smoking and take up regular exercise.

Ramesh Sivaraj

Governor's Going Above and Beyond Award: Amanda Reading, Heartlands

Mandy is an extremely dedicated member of the vascular team and has addressed data held within the national database for the department through working extra hours, working from home and at weekends, all to ensure that the department is up to date.

Kimberly Kavanagh

BHBN's LATEST RADIO SCHEDULE

BHBN Hospital Radio broadcasts patient requests, music, news, live sport and a range of speciality programmes to NHS hospitals across Birmingham. The station, founded in 1952, is based in new studios in the Heritage Building (original Queen Elizabeth Hospital), they are on air 24 hours a day. They can also be heard via their website www.bhbn.net and the TuneInRadio app.

MONDAY

4pm	Music from Stage and Screen – Miranda Burns
5pm	Good Vibrations – Donna Joseph
7pm	Hospital Request – Samantha Johnston
8pm	The Evening Show – Dale Hobson

TUESDAY

4pm	Playing it Cool – Pete Bayliss
6pm	Easy Listening – Kelly Howell
7pm	Queen Elizabeth Hospital Requests – Nick Whitehouse
8pm	The Evening Show – Paul Millington

WEDNESDAY

4pm	The Rock Years – James Chew
6pm	Words & Music – Brian Henderson
7pm	Good Hope Hospital Requests
8pm	The Evening Show – David Elliot

THURSDAY

5pm	Thursday Tea Time Show – Bill Waldron
7pm	Solihull Hospital Requests – Geoff O'Brien
8pm	The Evening Show – Chris Friday

FRIDAY

4pm	Let's Get Quizzical – Emma Boydell
6pm	Pick & Mix – Brendan Delaney
8pm	The Evening Show – Rhi Sprague
10pm	BHBN Country – Dave Horton
CBSO Concerts when broadcast are on Fridays from 7pm	

SATURDAY

7am	Weekend Breakfast – Dave Horton
9am	BHBN Gold – Colin Monnaf
11am	The Frock Show – Sarah Morris
1pm	Queen Elizabeth Hospital Requests – Anita Shah, Michelle Woodhouse (Military Ward) (Alternate Weeks)
2pm	Living up the weekend
5pm	Saturday Disco – Marky B
8pm	Soul Train – Peter Bayliss
9pm	The Reggae Selection

SUNDAY

8am	Laid Back Sunday – Bill Waldron
10am	Kitch & Kool – Brendan Delaney
Noon	Mystery DJ / Music Selection
1pm	The Sunday Bash – Graham Allen sponsored by Psychotron Records
4pm	Hospital Requests and Duets From The Decades – Shaz Hill
6pm	Asian Mix – Raveeta Banger
8pm	The Evening Show – Doug Jackson
10pm	BHBN Classical Collection

ALL OTHER TIMES – THE BHBN MUSIC SELECTION – including the light lunch weekdays at 1pm and three hours of late night love songs from 11pm.

Available on channel 9 on the premier bedside units and in all parts of the hospital by logging onto the qe charity-guest wifi and following the listen live links on bhbn.net



National Staff Survey



The survey went live on Monday 9th October and lots of our colleagues have already responded. The survey will remain open until Friday 1st December, and we encourage everyone to take 15 minutes and have their say.

The survey is run externally by Picker Europe, and all feedback is completely anonymous. This means that no one at the Trust will be able to link responses with an individual.

The results will be published by NHS England in March 2018. The feedback our colleagues give will help to shape our plans to improve staff experience.

For further information, please contact the Workforce Engagement & Diversity team on ext: 40845.

National HIV Testing Week

Did you know there are approximately 18,100 people in the UK living with HIV who do not know that they have it?

National HIV Testing Week starts on Saturday 18 November which increases the opportunities for people to get tested for HIV and learn more about the virus. The week is co-ordinated by HIV Prevention England (HPE) and raises awareness of the importance of HIV testing, as well as increasing opportunities to test – be it in clinical settings, in primary care, through community-based rapid testing or via postal testing. To find out more about the postal testing kits, or for your nearest sexual health clinic, visit: umbrellahealth.co.uk

Confidential advice and support is also available from Swanswell who deliver the support service for people living with HIV and TB, who are either resident in Birmingham, or receiving their medical treatment in Birmingham.

You can find out more about the team, their work and upcoming events and campaigns happening across Midlands by visiting www.swanswell.org following @swanswell on Twitter or Facebook www.facebook.com/swanswelluk.

Outstanding Clinical Care Award: Sam Wakeling, Good Hope

During the labour and the very difficult hours post-delivery Sam showed care and compassion. She reassured, comforted, kept us informed and was confident and efficient in her care delivery. She transformed our feelings of vulnerability into feeling safe in her care.

Kate Douglas

Outstanding Clinical Care Award: Geriatric Optimisation Assessment and Liaison Before Surgery Service (G.O.A.L.S), Solihull

A G.O.A.L.S multi-disciplinary team clinic has achieved success in patient safety after being established as a pilot to diminish the risk of adverse events for our elderly frail patients with a history of co-morbidities.

Julie Hunter

Outstanding Clinical Care Award: Dr Manos Nikolousis, Heartlands

Dr Nikolousis has been an outstanding clinician and is immensely passionate about the patient care in haematology. He is constantly striving for innovation evidenced by the day case transplantation (first of its kind in the country) and developing electronic chemotherapy prescriptions.

Dr Vijayan Suresh

Outstanding Non-Clinical Care Award: Radiology Administration team, Heartlands

Absolutely amazing team, they work so hard under immense amounts of pressure and are so friendly and accommodating under even the worst of circumstances.

Christyanna William-Worrall

Outstanding Non-Clinical Care Award: Sally Lawson, all sites

Sally co-ordinates the three Trust Inclusion groups. Before Sally's involvement we knew what we wanted to do but didn't know how to do it! Sally has taken us on leaps and bounds and was behind the Trust's successful first inclusion on the Stonewall Index.

Lesley Eastwood

Outstanding Non-Clinical Care Award: Hayley Butler, all sites

Hayley introduced "Learning from Excellence" (Lfe) to maternity services at. In one fell swoop she has addressed patient safety learning lessons from incidents and staff morale. We learn from positive experiences and consider how we can replicate this all the time.

Joselle Wright

Patient Carer Award: Kate Sheppard, Good Hope

Kate was approachable and reassuring and immediately recognised that our baby son was showing early signs of Septic shock. Her actions in highlighting her concerns to the doctors meant that treatment was implemented prior to our son crashing and needing life supporting treatment.

Jessica Wilson

Patient Carer Award: Christine Morrell, Heartlands

Chris is always putting others needs before her own. She has organised so many fundraising events for the children and the paediatric unit and put so much time and effort into making it a safe, friendly and warm environment for everyone.

Elizabeth Whitaker

Patient Carer Award: Paulette Morris, Heartlands

A dementia patient absconded from the ward and Paulette took it upon herself to stay with the patient, accompanying her back to her home address safely miles away in the rain. She showed courage, care and compassion.

Helen Seymour

Team of the Year Award: AEC, Heartlands

They are a close-knit hardworking team supporting each other through adversity. They're not just work colleagues but friends who support each other, which improves patient care and patient turnaround.

Christyanna William-Worrall

Team of the Year Award: Ward 28, Heartlands

I have seen such a transformation with staff morale. Everyone's mood has lifted and this has bought back so much happiness to the ward. W28 are a hard working team.

Tina Douglas

Team of the Year Award: Central/Rural Community Nurses, Community

This busy team covers a huge geographical area carrying out around 1,000 visits every week to the patients of Solihull GP practices enabling these house bound patients to be treated in their own home, including end of life care and tissue viability.

Jackie O'Sullivan

Team of the Year Award: Runcorn Road Dialysis Unit, Community/Heartlands

The unit recently had an outstanding rating on the Trust CQC published report. Infection Control was praised for being "systematic, thorough and embedded". The staff also "displayed an overwhelming enthusiasm in providing the best possible care and support for each other and every one of our patients".

Anna Tonoletto



Training, Education and Wellbeing Award: Jane Chadwick, Heartlands

Jane and her team provided a new bespoke training programme for our General Support Managers, who perform a pivotal role in helping us hit safety, care and financial targets. More than 30 members of staff have been through the programme and are now ready to support the Trust.

Andrew Clement

Training, Education and Wellbeing Award: Sarita Jacob, Heartlands and Solihull

Miss Jacob was an enthusiastic and accommodating teacher and was a truly excellent role model for all her students within the MBChB programme. She cares a great deal about all her students and went out of her way to give us extra teaching sessions.

Student

Training, Education and Wellbeing Award: Dr Ellen Jones, Heartlands

Ellen was instrumental in creating the first WM School of Emergency Medicine, leading the regional training committee ensuring robust training and teaching of junior doctors. She supported the first ACP ever to become accredited in Adult/Paediatric Emergency Medicine.

Katie Wright

Volunteer of the Year Award: Anna Williamson, Solihull

Anna is a befriending volunteer. After she witnessed a patient fall, she was called as a witness to the inquest of the patient and was very nervous about attending. Despite this, Anna attended all the preliminary inquest meetings with the clinical staff and gave clear evidence to the Coroner.

Emma Hale

Volunteer of the Year Award: Carole Davies and Valerie Haynes, Solihull

Carole and Valerie I have shared warmth and kindness with the patients that have needed it most, patients with dementia who often distressed, scared and lonely. Without fail they have been a friendly face and a source of comfort.

Phil Hall

Volunteer of the Year Award: Rose Smith, Heartlands










Despite being in her 80's, Rose volunteers on ward 10 every day, arriving before 7am in the morning to help out with breakfasts and staying until lunchtime. Whenever anyone tries to thank Rose for her dedication she always responds 'I don't do it for the thanks I do it for the patients'.

Emma Hale

Department	Level	Department	Level
Acute Medical Unit	G	Outpatients	G
Urgent and Booked	G	Paediatrics	G
Primary Care	G	PALS	G
Bereavement Services	G	Pharmacy	G
Birthing Unit	G	Phlebotomy	G
Café (Main Entrance)	G	Physiotherapy	G
Cardiology	1	Pre Operation Assessment	1
CPU	G	Radiology	G
Dermatology	1	Renal Unit	1
Education Centre	1	Seasons Restaurant	1
Estates	1	Ward 8	G
Facilities	1	Ward 9	G
Fracture Clinic	G	Ward 10	G
Goods In/Out	1	Ward 12	1
Linen Services	1	Ward 14	1
Main Entrance	1	Ward 15	1
Medical Engineers	1	Ward 16	1
Medical Records	G	Ward 17	1
Minor Injuries Unit	G	Ward 18	1
Occupational Health	G	Ward 19	1
Ophthalmic Theatre	G	Ward 20a	1
Ophthalmology	G	Ward 20b	1
Orthopaedic Clinic	G	Ward 21	1



Key to symbols

-  Bus Stop
-  Travel information screen
-  Information/Reception
-  Car park
-  Disabled car park
-  Car park info hut
-  Car park pay machine
-  Cycle shelter
-  Coffee shop/Restaurant

Community Sites/clinics

Balsall Common, 1 Ashley Drive, CV7 7RW, 01676 536850
 Bishop Wilson, Chelmsley Wood, B37 7TR, 0121 770 3228
 Chelmsley Wood Primary Care Centre, Crabtree Drive, B37 5BU, 0121 329 0100
 Freshfields, Downing Close, B93 0QA, 01564 732841
 Friars Gate, 1011 Stratford Road, Shirley, B90 4BN, 0121 745 9108 (Staff base only)

Grove Road, 51 Grove Road, B91 2AQ, 0121 705 3814
 Hurst Lane, Hurst Lane North, B36 0EY, 0121 747 2977
 Kingshurst, Marston Drive, B37 6BD, 0121 329 1920
 Land Lane, Marston Green, B37 7DQ, 0121 779 3833
 Meadow Centre, 36 Faulkner Road, Solihull, B92 8SY, 0121 722 8010
 Northbrook, 93 Northbrook Road, B90 3LX, 0121 745 8366
 Shirley, 276 Stratford Road, B90 3AD, 0121 744 2516
 You Plus shop, 1 Coppice Way, Chelmsley Wood Shopping Centre, B37 5TX, 0800 015 3265