

Heart & Soul

NHS

HEART of ENGLAND
NHS Foundation Trust

www.heartofengland.nhs.uk

Autumn 2011

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A note from the membership team...

Welcome to the autumn edition of the Heart of England NHS Foundation Trust (HEFT) membership magazine. We hope you enjoy reading about the latest news and developments taking place within our Hospitals and our community services. If you would like to see something

in a future edition or would like to feedback on this edition, we would love to hear from you.

Simply call the membership team on 0121 424 1218 or email Sandra White, membership manager, at sandra.white@heartofengland.nhs.uk

Health secretary's special visit to A&E

Secretary of state for health, Andrew Lansley CBE MP visited Heartlands Hospital recently, taking a tour of the A&E department.

He praised the Trust for the work it is doing to meet national accident and emergency targets.

Andrew Lansley CBE

MP said: "Today we launched the national accident and emergency figures. I particularly enjoyed visiting the A&E at Heartlands Hospital, where I was shown how this is starting to be successfully implemented in practice."



Budding artists' splash of colour



Young artists from Sutton Coldfield have paid a visit to Good Hope to add a splash of colour to the wards.

Ward 10 and its stroke patients are enjoying the results of a painting competition and the art work created by children at Newhall Primary and Children's Centre.

The students painted seaside pictures to help bring a feel of the summer holidays to the Hospital for its patients over the summer.

Those involved in the competition came into the Hospital to see their art work displayed and to meet the patients, doctors and nurses who get to enjoy their art.

Moving forward after cancer

Good Hope Hospital has teamed up with Breast Cancer Care to provide a new support programme for locals who are moving forward after treatment for breast cancer.

Launched during September, the free, four week course has been designed to help patients adjust to life after treatment and regain their confidence.

The group sessions are led by expert speakers and aim to provide information, support and professional guidance on how to cope with life and move on after treatment.

If you would like to find out more information about the programme, please contact Breast Cancer Care on 029 2023 4070, or email cym@breastcancercare.org.uk. There is also a Moving Forward resource pack available to download at www.breastcancercare.org.uk/movingforward

Poorly youngsters cheered by the beat



Local musicians have been bringing cheer to young patients and their families spending time on the children's unit at Heartlands Hospital.

Children and young people on the ward had the opportunity to take their minds off their stay in hospital by learning to play an instrument or take part in arts and crafts activities, such as making puppets and glow in the dark planets. Musicians including a violinist, guitar player and singer and

theatre artists from local organisations Bridge Arts and Music and Dramask all helped bring a creative and fun environment to the ward.

Children's unit ward manager, Bhavna Gokani, said: "The nursing team were delighted to welcome the music programme onto the paediatric wards. We strongly feel that music is therapeutic and helps relieve the anxieties of children and families whilst in hospital. All of which aids in a speedy recovery."

Century celebrations for Florence

Many happy returns to birthday girl Florence Mandefield who recently celebrated her 100th birthday on ward 9 at Heartlands Hospital.



SAVING LIVES



Wolves pitch in for HIV awareness

Wolves manager, Mick McCarthy, and a team of his top players from Wolverhampton Wanderers have joined the National HIV Saving Lives Trust, leading the way for its football campaign.

Saving Lives is aimed at raising public awareness of the importance of early HIV testing and treatment in order to save lives and reduce HIV transmission.

Mick McCarthy, said: "Working with Saving Lives has made me much more aware of the fact that HIV is still out there. It's a very different situation now compared to back in the 80s, and I now understand that the people who die from HIV are those who don't get tested,

diagnosed and treated. This may be either because they are scared or they don't think they are at risk."

Dr Steve Taylor, lead HIV consultant at Birmingham's Heartlands Hospital, helped launch Saving Lives as a way of encouraging the public to access HIV testing.

He said: "In the UK alone, as many as 86,000 people are infected with HIV, with over 22,000 of those unaware they are infected – that is one in four people. The cooperation of clubs such as Wolves is crucial in reaching people who might not usually be exposed to these vital messages."

www.savinglivesuk.com

Your Trust Membership...

We want to give members, patients and the local population access to our hospitals and the services we provide. Here's how the Heart of England membership works:

A level 1 member has a high involvement receiving information every month, a quarterly magazine and a personal invite to attend topical events.

A level 2 member has medium involvement receiving information six times a year, a quarterly magazine and a personal invite to selected topical events.

If you are currently a level 3 member who only receives the quarterly newsletter and would like more frequent information, you can upgrade your membership to a level 1 or 2 free of charge.

If you would like to attend a forthcoming health event or to change your membership status, please contact the membership team on 0121 424 1218 or email sandra.white@heartofengland.nhs.uk

Forthcoming health seminars

Trust members and the public are invited to attend the following talks:

Infectious Diseases

11 October 2011, 5pm
Dr Ellis
Solihull Hospital,
Education Centre

Meet our Chief Executive and Chairman

17 November 2011, 3pm
Heartlands Hospital,
Education Centre

Council of Governors

The Council of Governors, formerly known as the Governors' Consultative Council, meets on a regular basis and Trust members and the public are also invited to attend.

The next dates for the meeting are:

- Monday 21 November 2011
- Monday 16 January 2012

Please check the membership website: membership.heartofengland.nhs.uk or call 0121 424 1218 to check venues or find out more information.



Medic-Care

The Trust has teamed up with discounts company Medic-Care to offer discounts at a range of local businesses from cafes, pubs and restaurants

to beauty salons and hairdressers to Heart of England staff and members of the Trust.

Discounts are available through the Medic-Care gold card which can be obtained from the membership team.

Clean pavements to push safer sex message

Solihull sexual health service's latest campaign, Get Connected, has hit the streets asking 'Are you ready? Every time?'

'Clean advertising' is being used to leave a long-lasting impression of the message on pavements by blasting dirt from a stencil image which will direct people to the service's website: www.j4usolihull.co.uk

The campaign, aimed at the under 25s, promotes different ways to 'get connected' with confidential and easily accessible contraception and sexual health services.

Working with Solihull Council's youth and community service, the campaign aims to target areas such as parks and bus stops where young people meet.



'Keep the love, lose the bug,' – that's the message for young people in a billboard campaign run by Birmingham and Solihull's 'BeSure' chlamydia screening programme.

Programme manager, Jas Sangha, explains:

"Most people who have chlamydia have no symptoms or signs. It can easily be treated with antibiotics, but if left untreated it can lead to infertility and other complications."

A Quick Response (QR) code on the billboards, as well as on t-shirts and every piece of screening information or kit produced by the team directly links to

the Besure website when scanned by a smart phone.

Did you know?

Over 50% of young people aged 16-24 with chlamydia don't know they have it!

If left untreated it can lead to complications...even infertility.

**Text
BESURE to 80010**
for a **FREE** confidential testing kit, include your name, DOB, gender and address or visit:
www.besure.org.uk
for more information

www.besure.org.uk

Feeling arty? We want to hear from you!

Following the success of the current arts and crafts workshops being held at Heartlands, the arts department is looking for more volunteers to expand the service across the Trust.

The arts and crafts sessions take place on the wards and departments at the Hospitals, and are a chance for patients to spend some enjoyable time with a friendly face.

Arts coordinator, Sarah McGrory, said: "Patients love to get involved in something creative and it really does brighten up their day whilst in hospital. The increased communication and activity also benefits their rehabilitation and helps the patients on their way to recovery."

If anyone has a free afternoon a week and would either like to get involved or hear more about the workshops, please contact Sarah on 0121 424 0113.



Alternative to A&E

Did you know, instead of sitting and waiting in the A&E department, you can pop into your local NHS walk-in centre for treatment and advice?

Walk-in centres have a whole host of GPs and nurses ready and waiting to see you, with less than half the waiting time of your local A&E department.

You can be seen, treated, prescribed and home within a few hours, especially during the colder months when hospital emergency departments are busier than usual.

If you are suffering from a minor injury or ailments such as cold and flu-like symptoms, you are advised to call your GP or NHS Direct for advice, or to attend a local walk-in centre before heading to A&E.

Local walk-in centres include:

Urgent Care Centre Kingstanding

Warren Farm Health Centre, Warren Farm Road,
Kingstanding
B44 0PU
Tel: 0121 465 5600

George Bryan Centre

Plantation Lane, Mile Oak, Tamworth
B78 3NG
Tel: 01827 285 598

Washwood Heath Health Centre,

Clodeshall Road, off Alum Rock Road, Saltley
B8 3SN
Tel: 0121 465 5165

Birmingham NHS Walk-In Centre

Lower Ground Floor, Boots The Chemists Ltd, 66 High Street
B4 7TA
Tel: 0121 255 4500

Summerfield Urgent Care Centre

134 Heath Street, Winson Green
B18 7AL
Tel: 0345 245 0769



Age

...is just a number for
Bellingham

Actress, Loose Women panellist and former Oxomum Lynda Bellingham talks about finally finding happiness in her third marriage and coping with Alzheimer's in the family.

Lynda Bellingham is certainly a woman who can multitask - she's simultaneously making a cup of tea, taking phone calls, unpacking shopping and managing in between to talk engagingly about life, love and the joys of ageing.

If it appears a little frenetic, that's because the actress, who at 63 is the oldest member on ITV1's Loose Women panel and who's also starring nude on stage in Calendar Girls, is so busy these days that she feels she can't waste a minute.

"I'm a doer who loves being on the go all the time. I'm one of those people who can't wait to see what's round the next corner of life," she says as she chats away at her London home.

"At one stage I did think, 'Ooh, what will happen when I get older? Will I just end up sitting around because everything's tailed off?'

"Showbusiness can be tricky for women but I feel lucky to be enjoying a lot of success at

the moment.”

On Loose Women her compassionate, down-to-earth views have made her a hit, and as well as taking her kit off on stage in Calendar Girls, she's also strutting her stuff as a model for isme, a new range of clothes tailored specifically for 40-plus women.

Bellingham, who made her name on shows such as All Creatures Great And Small, Faith In The Future, and most famously as the Oxo 'mum' in the 16-year ad campaign, is passionate in her belief that women can shine whatever their age.

She says: “The perception of ageing is completely different nowadays. I remember at 45 my own mother was considered old - nowadays that's definitely not so.

“We're all working longer, some of us might be on our own through being widowed or divorced and looking for another partner, and we certainly don't want to look fuddy-duddy.”

It's not just her professional success and polished appearance that she's relishing - it's also the personal happiness that she's found.

She had a roller-coaster ride through two marriages, her first was unconsummated, and in her second, she reportedly suffered mental and physical abuse.

But three years ago, on her sixtieth birthday, she married property developer Michael Pattimore, whom she met in Spain and is eight years her junior.

“When happiness comes later in your life you don't take it for granted, you really appreciate it,” says Bellingham, who has two sons from her second marriage,

Michael, 28, and Robbie, 23.

She credits him with helping turn her life around, as together they both gave up drinking.

“I was never an alcoholic but my drinking was a problem. It had a depressant effect and a negative impact on my life.”

That alcohol problem may, she believes, be rooted in self-esteem issues linked to the fact that she was adopted as a four-month-old baby, which she revealed in her autobiography, Lost And Found.

“My parents were fantastic and brought me up with a huge belief in people, but

The perception of ageing is completely different nowadays.

secretly I had a lack of self-worth. I think it has a lot to do with being adopted and a sense of abandonment.

“I know it sounds a bit 'psycho babble' but there's no doubt I wanted to please more than most, and was driven to be successful to prove to my parents that they were right to adopt me.”

Poignantly, over the last few years, she's had to learn about Alzheimer's.

Five years ago her adoptive mother died after a battle with the disease, and a year

later she discovered her birth mother, aged 88, also has the condition.

Since then she's worked to raise awareness of the illness and to highlight the plight of Britain's 600,000 dementia carers.

Despite the family history she's never had any tests for a genetic link which might predict her chances of suffering from it.

“I'm not that kind of person - I just want to get on with life. I take HRT (hormone replacement therapy) to help with the menopause, don't smoke anymore and I exercise.

“I have to use my brain every day in my profession and I'm also planning to write a novel. So hopefully I'm keeping the wheels turning.”

Bellingham would rather not dwell on 'what ifs' and instead likes to focus on enjoying the present.

“It's brilliant meeting so many women through my work” she says.

“I want to show them that there's no need to feel you've got to wind down in your fifties or sixties.

“Life's pretty good and if you embrace it, you can have a fantastic time. I certainly am.”



Apprentice scheme – you're excellent!



Congratulations to the Trust's human resources staff for the recent accolades heaped upon them.

The healthcare development unit's scheme to help people start careers in the NHS has won the national HR Excellence Award 2011 for the best workplace diversity strategy.

With over 400 apprentices, the unit has delivered the largest apprentice programme of any single health service organisation in the West Midlands.

National honours were also garnered at the Healthcare People Management Association's annual awards ceremony.

Second in the overall excellence in organisational development category were deputy dean, Karen Camm, and appraisal adviser, Prabhjot Kaur.

The human resources team also just missed out on the award for HR team of the year and came home with the runners up place.

Children's charity challenge

A team of Trust staff and patients have taken on the Ackers Activity Challenge to raise thousands for charity.

More than £3,000 was raised, with every penny going towards the Trust's children and family centred care appeal.

The appeal hopes to raise £85,000 towards refurbishing the children's unit, including upgrading the parent accommodation and adding colourful art work.



For more information about the appeal, contact Nicola Beaumont, fundraising manager on 0121 4240530 or email nicola.beaumont@heartofengland.nhs.uk

Breast is best



Saturday shoppers were surprised to see around 20 mothers descend in a flash mob to help raise awareness of the benefits of breastfeeding.

The mothers grouped together to spend time breastfeeding their children in Chelmsley Wood shopping centre.

Infant feeding coordinator, Carmen Baskerville explains: "We wanted to raise awareness of the benefits of breast feeding in an innovative way to catch people's attention. Breast feeding is not only immediately beneficial for newborns, it also contributes to a lifetime of good health."

For more information on breastfeeding, please contact carmen.baskerville@heartofengland.nhs.uk or 0121 713 8924.

Solihull nurse recognised for excellent patient care

A nurse at Solihull Hospital who goes beyond the call of duty to help patients has been officially recognised at the Trust's annual Staff Recognition Awards.

Karen Hodgson won the award for her exceptional work with donor and transplant patients. Karen was recognised for the particular care taken to support and reassure patients considering becoming a donor.

She was nominated by the Hope family, who were supported and cared for by nurse Hodgson when they were told their daughter would need a transplant.

Michael Hope, who nominated Karen, said: "When we were told our daughter would need a transplant, we needed information and reassurance everything we were experiencing was normal.

"Karen did just that and was by our side throughout the journey, she could not do enough for us. She was like our guardian angel. We will never be able to repay her enough."

Dr Mark Newbold, chief executive, said: "These awards are a way of recognising the achievements of staff. It is the people that work at the Trust



that make the experience for patients bearable and it is a great honour to recognise the achievements of staff that go above and beyond the call of duty through these awards." The annual awards, presented by the BBC's Michael Collie, recognise the outstanding work of the staff and volunteers at the Trust.

For more information about the Trust's Staff Recognition Awards, please visit the website: www.staffrecognitionawards.co.uk

HEART
ENGLAND
NHS Foundation
Chairman's Partnership
Multi-Disciplinary Award
Winner
Suzanne Saunders-Blair

Stars join lifeline appeal for Birmingham's sickest babies

Television presenter Nick Owen and internationally acclaimed comedian Felix Dexter have officially launched Baby Lifeline's appeal to raise £250,000 for life-saving treatments for some of the sickest babies in the region.

The Midlands-based national mother and baby charity, Baby Lifeline, is helping to raise money to improve services for mums and newborns at Heartlands, Good Hope and Solihull Hospitals.

Joy Payne, the Trust's head of midwifery, explains: "It is wonderful that Baby Lifeline has chosen us to benefit from their anniversary appeal. It will mean we can buy life-saving equipment for some of our



sickest babies and improve the experience of women on our maternity wards."

Judy Ledger, founder of Baby Lifeline, said: "I am so pleased that the appeal will benefit Heart of England NHS Foundation Trust's maternity services. I know many of the health professionals there, who are not only dedicated and enthusiastic about the care they give to mothers-to-be and their babies, but also very willing to go that extra mile."

One new mum, Ann White, whose daughter Olivia was born prematurely two days before the appeal's launch, said: "I had problems when I was 20 weeks pregnant and without the treatment I had



then at Heartlands, I would have miscarried. Without everybody here many of these babies in the neonatal unit would not survive. Everyone is so helpful and encouraging."

BBC Midlands Today television presenter, Nick Owen, said: "I am very proud to be associated with Baby Lifeline and to work towards achieving this challenging target."

For more information about Baby Lifeline or to make a donation, please call 08476 422135 or visit www.babylifeline.org.uk



Your feet in our hands



Foot surgery without having to go into hospital – that's what one of the community teams is now offering in Solihull.

The department of podiatric surgery is based at Chelmsley Wood Primary Care Centre and also runs a clinic at Grove Road near Solihull town centre. Bunions, toe deformities, in-growing toe nails, heel pain and arthritis are just some of the conditions treated as day cases.

Patients can choose when and where they are treated, via a referral from their GP.

Consultant podiatric surgeon Stuart Metcalfe, who is internationally renowned for his research into childhood flat foot deformity, leads the service.

For more information, contact business manager, Brigid Davies on 0121 329 0055.

Laboratory medicine investment



The Trust is pleased to announce the proposed extension to laboratory medicine at Heartlands Hospital was authorised to go ahead by the Trust Board on Tuesday 6 September.

with both national and local pathology strategy. The move will also increase the laboratory's capacity in line with demand, allowing the Trust to compete in direct access and specialist markets from a much wider area.



What are the proposed changes to laboratory services?

The plan is to build a two storey extension onto the current pathology building on the Heartlands site. This will accommodate a 'cold laboratory' which meets

What are the timescales?

With demolition work expected to begin on site at the beginning of November, the construction process is planned to commence by December. The estimated date of completion for the extended laboratory is expected to be early 2013.

For more information about this project, please contact Steve Waller, general manager for laboratory services on 0121 424 0199.

Free community health fair

Saturday 2 November 2011
10am to 4pm
Millennium Point, Birmingham

The Trust's community health fair event promotes health and wellbeing and will be informative, educational and entertaining with lots of interactive participation and a fun day for the whole family.

There will be a range of short health seminars during the day presented by the Trust's own consultants, as well as lots of health stands offering free health information, health checks and lots of freebies.

Stands include find your career in the NHS, Saving Lives (HIV awareness), a bio-chemistry and pathology interactive participation

stand, St John's Ambulance resus team and lots more.

A children's corner will be packed with fun activities including face painting and henna painting for the younger family members.

The event, in association with Midlands Co-operative society members, will also offer the first 70 visitors a free ticket for entrance to the Think Tank and Science Museum.

For more information about this free event, visit www.membership.heartofengland.nhs.uk or contact the membership office on 0121 424 1218

Flu vaccine now available

This year's winter flu vaccine is available now for:

- All those aged 65 years and over
- All pregnant women
- Anyone aged six months or over if:
 - They have a long term health problem
 - Their immune system (or someone they live with) is lowered due to disease or treatment.

To get your flu jab, contact your GP today.



Remember to visit the Trust communications website at www.heartofengland-communications.nhs.uk to find out the latest Trust news and announcements going out to press. Alternately follow us on twitter...



If you would like any information in large print, Braille, on an audio tape or in another language please call 0121 424 1218

Calling all members!

You can contact Sandra White, membership manager, if someone you know wants to become a member, if your contact details have changed or if you no longer wish to be a member.

T: 0121 424 1218

W: membership.heartofengland.nhs.uk

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Birthday celebrations for Solihull birth unit



Solihull birth unit celebrated its first birthday this summer.

Staff watched as 321 pink and blue balloons were released to represent each baby born at the midwifery-led unit during the year.

A large cake in the shape of a number one was also cut by Abie Odusote, one of the first mums to have her child in the suite and whose son also celebrated his first birthday on 4 August.

Did you know?

Heart of England NHS Foundation Trust's board meetings are now open to the public to attend as observers.

The next open board meeting will take place on **Tuesday 8 November 2011 at 10am in the Education Centre at Solihull Hospital.**

Star Letter

Nurses are the best in the business

"I have recently had to attend Good Hope Hospital again and may I take this opportunity to say thank you to all the staff on ward two. They were brilliant.

"This, following my visit to ward 15 two years ago, goes to show that the nurses at this hospital are the best I have encountered so far. So many times you hear bad things about nurses, but may I say that if I had to be treated again at hospital, Good Hope would be my first choice. Once again a huge thank you to all staff at this hospital."

Linda Price
Warwick