

Heart & Soul

NHS

HEART of ENGLAND
NHS Foundation Trust

www.heartofengland.nhs.uk

Autumn 2014

**Surgery proposals -
how to have
your say**

**Baby joy after
13 miscarriages**

**Trust appoints new
Medical Director**

June Whitfield

on her absolutely fabulous fitness regime



**Celebs
promote sepsis
awareness
p7**



**Arm yourself
against flu
p14**



**Butterfly
Awards
p14**



**Emergency
Treatment
p15**

A few words from Trust chief executive, Dr Mark Newbold



Welcome to the autumn issue of the magazine for Heart of England NHS Foundation Trust's members. With the colder months come the colds and bugs which spread amongst local communities. We've seen a surge in demand for our services and will be preparing for further demand during the next few months. This issue has some tips on what services are available if you need urgent treatment. With a wide range of facilities that offer out-of-hours support and treatment across the region, A&E doesn't have to be the place to go for treatment.

Investment in adapting our services for the changing needs of our patients continues to be a driver for us, and efforts to ensure more patients receive care away from the acute setting is one area we continue to work on. It's important we

bring staff, patients and the local community with us to make sure the solutions are the right ones.

We want to provide opportunities to contribute to discussion to generate ideas on how we can improve our services. Please take time to read the article in this issue of Heart & Soul to see how you can have your say on proposals for re-designing our surgical services.

Hearing what patients think of our services is valuable as feedback helps us find out what works and what improvements can be made in our Hospitals. Please take a look at the different ways to get in touch and you can also contact me directly on twitter on @drmarknewbold. See my latest diary updates at: www.marknewbold.com/ceo-diary.

Get in touch

We welcome your feedback on all of our HEFT services. Contact:



0121 424 0808
(Mon-Fri 9am-5pm)



patientservices@heartofengland.nhs.uk



www.twitter.com/heartofengland



www.heartofengland.nhs.uk



Patient services department
Main entrance
Heartlands Hospital
Bordesley Green East
Birmingham
B9 5SS

Re-designing our surgical services

We need your help

To ensure that every patient gets the best treatment and has the best possible outcome from their care, we are required to change our services, as is the case for many NHS providers across the country.



This is in line with national guidance from senior doctors and professional organisations such as the Royal College of Surgeons and the Royal College of Physicians.

And so a project team that includes hospital staff and local people has been asked to work together on new ideas that will help us meet the changing needs of our communities.

What we hope to achieve:

The project team are working together to consult with all stakeholders, staff and members of the public to gather everyone's views and consider all the options to make sure that we can:

Improve quality – every NHS organisation must improve how patients feel about their care and strive for the best possible results from their treatment.

Provide more care – more and more people are coming to live in our area, and living longer – we must be able to give everyone the care they need to stay well, or to get well.

Deliver services that put people at the heart of what we do – we need to re-organise what we do to make sure patients are always put first.

By changing how and where we deliver some of our services, we can make sure that all of our existing surgery services can be offered safely and to the highest standards in our hospitals. This work will provide the grounding to continue to develop and improve these services in the future. We are committed to working in partnership with local people to design patient-centred solutions.

Resulting benefits

- *Reduced waiting times for emergency surgery*
- *Reduced waiting times for non-urgent, planned surgery and number of cancelled appointments*
- *Improved experiences and health outcomes for patients*
- *'Centres of excellence' created (specialist centres), bringing specialist doctors and the latest equipment together to provide the very best care*
- *The best, safest surgical care in all specialities*
- *Keep all the usual services, including A&E, maternity and diagnostic testing the same*

What we are currently proposing

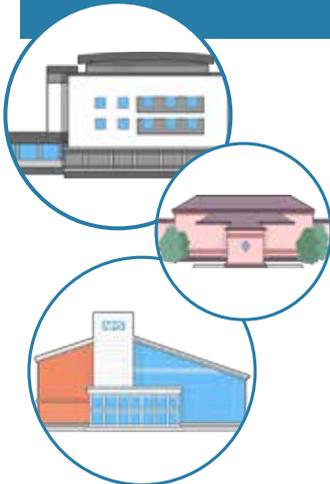
We are looking to make changes to a minimal number of surgical specialities so most patients would not see any change to their care, but still enjoy using some of the fresher, more modern treatment and public areas that would be developed as a result.

Our vision is to make each of our hospitals a centre of excellence in its own right, and give it the staff, equipment and facilities it needs to specialise more in the things it is already known for. At the same time, each hospital would continue to provide all the key local care

services for its own local people.

We propose to invest in each of our three local hospitals to make sure this happens. Each hospital would still function as a local facility and provide acute care, A&E (at Good Hope and Heartlands) and urgent care (at Solihull), maternity services, some planned surgery and outpatient appointments. In addition, each site would take the lead in providing surgery for its own range of specialities. Please see the chart below detailing the proposed specialities for each of the hospitals:

<i>Heartlands</i>	<i>Good Hope</i>	<i>Solihull</i>
Most emergency surgery including orthopaedic trauma Planned surgery: <ul style="list-style-type: none"> • Obstetrics and gynaecology • Thoracic • Vascular • Colorectal • Paediatric • Plus some general surgery 	Surgical emergency assessment Urology emergency surgery Upper gastrointestinal emergency surgery Planned surgery: <ul style="list-style-type: none"> • Obstetrics and gynaecology • Urology • Upper gastrointestinal (UGI) • Bariatrics (weight loss) • Plus some general surgery 	Planned surgery: <ul style="list-style-type: none"> • Orthopaedics • Ophthalmology • Plus some general surgery
ENT (Ear, Nose and Throat) to be confirmed		



Next steps

Because we want to put patients first in everything we do, we need active participation from as many local people as possible. Please tell us what you think. You can visit our website at: www.heartofengland.nhs.uk to submit your thoughts. A series of public events has also been organised for those who want to share their views in person. The event dates are:

Date	Venue	Time
13 th October	Ramada Hotel, Solihull	10am – 1 pm
15 th October	Trinity Centre, Sutton Coldfield	1.30pm – 4.30pm 6pm – 9pm
16 th October	St Paul's Conference Centre Bordesley Green	2pm – 5pm 6pm – 9pm
17 th October	Chelmsley Wood Shopping Centre	9am – 5pm
18 th October	Touchwood Shopping Centre, Solihull	9am – 5pm
20 th October	St John's Hotel, Solihull	6pm – 9pm
22 nd October	Gracechurch Shopping Centre	9am – 6pm
28 th October	Ramada Sutton Coldfield	2pm – 8.30pm
20 th November	Gracechurch Shopping Centre	9am – 6pm
26 th November	Sutton Coldfield Town Hall	9am – 2pm

Please keep an eye out for additional dates as they are confirmed at: www.heartofengland.nhs.uk/surgery-reconfiguration

Reconfiguring surgical services – questions answered

So, we have been working with staff, patients and members of the wider community to look at our options and how we can provide most surgical services locally whilst continuing to operate three busy hospitals, each providing a range of high quality surgical services. Creating surgical centres of excellence will improve clinical outcomes and patient experience whilst enabling most treatments to continue to take place at a local Hospital, but what does that mean for you? Here are some frequently asked questions and answers based on how these proposals would work in practice:

- Do these planned changes mean any of the three local hospitals (Heartlands, Good Hope and Solihull) will close?**

No. All three would stay open, offering all the main services of a local hospital and some very specialised ones too. We would invest in all three hospitals.
- Are these the only plans you have thought about?**

No. Hospital staff have been working with local people for over a year, thinking about all sorts of ways to improve patient care. These plans have developed gradually, and we believe they are the best way to improve our services.
- Why should we have surgical centres of excellence, how does that benefit me?**

There is now plenty of evidence that concentrating specialist resources into one place brings real benefits for patients. It means, for example, that:

- *Specialist staff are always on hand when there's an emergency and to provide on-going care.*
- *Buildings can be purpose-designed with all the equipment available for your specialist needs*
- *Better ways of working are developed and adopted quickly*
- *You have a better experience in hospital*
- *Your recovery is better and faster*

4. **What should I do if I don't understand, or I want more details? What if I think the plans are wrong or I have new ideas for you to think about?**

Please tell us! We want to work with as many people as possible from our local community – patients, carers, doctors (GPs), councillors and anyone else with an interest in caring for local people – to work out the best possible plan.

5. **Will I have to travel further?**

It's true that, under these proposed changes, there might be the need on some occasions to travel to a different hospital, but only for a surgical procedure. All other appointments would take place in a local hospital and specialists would travel to these appointments. We are asking patient groups to think about how we could provide transport to take patients and their visitors between sites where this is needed. We are doing that now and we'll report back as soon as possible. We've been told by patient and public groups helping us to plan these changes that local people are concerned about having to travel further for treatment. We have studied this and for patients in the proposed plan, 70% of journeys would be no more than 30 minutes, compared with 20 minutes now for those travelling by car.

6. **What do these proposed plans mean for staff?**

The number of doctors, nurses and other hospital staff will remain the same; we are not proposing to reduce this.

If you are unable to get to one of the public meetings or events there are plenty of other ways to get involved in the consultation. You can visit www.heartofengland.nhs.uk/surgery-reconfiguration, email surgeryreconfiguration@heartofengland.nhs.uk, call 0121 424 3838 (note - this number will not be active until October 13) or give us your views on social media:

LinkedIn - Heart of England NHS Foundation Trust

Facebook - Heart of England NHS

Twitter - @heartofengland

Medic drums up support for sepsis awareness

A Good Hope critical care consultant got on his bike this September to raise awareness of blood poisoning, otherwise known as Sepsis. Dr Ron Daniels was joined by sepsis survivors and hospital staff who pedalled from Good Hope Hospital to the Houses of Parliament in Westminster where they met with government officials in a bid to share their experiences of the condition.

Killing over 37,000 people in the UK alone each year, sepsis is a life-threatening condition that occurs when the body's response to an infection injures its own tissues and organs.

It can lead to shock, multiple organ failure and death, especially if not recognised early and treated promptly.

Glitz and glamour were the call of the day during another awareness raising event – the UK Sepsis Trust's first inaugural ball. The charity, which Dr Daniels is chief executive of, pulled in celebrities galore, including Gary Lineker, Piers Morgan and Fay Ripley from 'Cold Feet' fame.

Approximately £30,000 was raised at the auction at the prestigious event at the iconic Waldorf Hilton Hotel in London.

Visit sepsistrust.org/ or follow @Sepsisuk on twitter.



At 88, actress June Whitfield is as healthy as ever. Gabrielle Fagan discovers it's all down to a fit, young personal trainer

To put paid to any notion that the age of 88 might be an appropriate time to settle back and simply reflect nostalgically on more than half a century of show business memories, June Whitfield has, once again, been starring in a new show and being put through her paces by a personal trainer.

"For me, work is fun. So as long as it's offered, I'll grab it," says the irrepressible comedy legend with a beaming smile, as she enthuses about her role in BBC One's *Boomers*, a comedy drama about three newly-retired couples in Norfolk, in which she plays Jean, Stephanie Beacham's cantankerous, wheelchair-bound, elderly mother.

To safeguard her own mobility Whitfield, famous for roles in *Terry & June*, *The Last Of The Summer Wine*, and for playing Jennifer Saunders' character's sweetly dotty mother, in *Absolutely Fabulous*, now has a weekly workout.

"A couple of months ago I took on a personal trainer just to keep me moving. I don't walk about an awful lot because my feet hurt, so I thought it was a good idea," she says briskly.

"He makes me run up and down stairs and touch my toes, those sorts of things, and I

feel better for it, definitely. I'm meant to do exercises in between seeing him, but I always find excuses! He's a lovely young chap and also gives me a massage to iron out the creases."

Her own career, by contrast, has been a seamless series of triumphs working with comedy's greats including Arthur Askey, Frankie Howerd, Dick Emery, Peter Sellers, Tony Hancock, Jimmy Edwards, Julian



Clary and Roy Hudd.

With her characteristic modesty, this elegant, charming woman says: "I look back and think I've been very lucky that work has always turned up over the years. Like a lot of actors, I always wonder if every job is my last."

While she may reminisce fondly on past experiences, she's equally determined to stay abreast of today and has embraced technology. "I have an iPad, I'm on email and have a mobile phone - the only thing I've never done is tweet. But I like the thought of trying to keep up. As older

people, I think it's important we know how to be online, because it won't be many years before that will be the only way of communicating, and it's also very satisfying when you discover how to do something."

She reluctantly concedes one penalty of age: "My memory is appalling - apart from learning lines," but won't countenance retiring.

"I would advise everybody not just to sit down and grow old, but to start doing something they enjoy. I know I'm incredibly privileged to do something I love and to meet wonderful people. Acting keeps you moving and gives you a reason to get out of bed. It certainly stops you sitting down and feeling sorry for yourself."

"I would advise everybody not just to sit down and grow old, but to start doing something they enjoy."

Despite that, she cheerfully dismisses the idea that working keeps her feeling young.

"Goodness me, no - I feel older every day! I just go along with it," she says. "The best thing about old age is learning to

accept what you've got, who you are and what other people are, and not to be too critical.

"That's something that comes with age and not worrying about wanting people to like you and give approval."

Whitfield, who was widowed after 45 years of marriage in 2001, says having her daughter, an actress Suzy, is her proudest achievement.

"I absolutely adore her, she lives near me, and as she married someone with children, I'm a step-grandmother, which is lovely.

"My family has always taken precedence over my career and have always been very supportive. I've been delighted at the way things have turned out in my life. In the end, it's all down to luck and I've had that."



June Whitfield

discusses why it's never too late to get fit

Baby joy after 13 miscarriages

After 13 heart-breaking miscarriages, Mrs. Zaman never thought she would become a mum and hold a baby of her own in her arms.

Although she had no problem with conceiving, scans would show the baby to have no heartbeat or the 33-year old would lose blood, leading her to miscarry.

Despite the knock-backs, Mrs Zaman persevered, and was referred by her GP to Heartlands Hospital's Recurrent Miscarriage Clinic. With the help of an intensive treatment plan, including steroid treatment and regular scans, Mrs. Zaman finally gave birth to a healthy boy, Awais Haider, weighing six pounds by C-section on 10 July 2014. Mrs. Zaman said: "After 18 years of waiting, my dream has finally come true. It's been suggested by doctors that it might be due to sticky blood cells that meant my blood clotted easily.

This caused me to miscarry. Treatment helped to support blood flow around the womb and strengthen it to carry a child full term.

"I was devastated to miscarry and each time was emotionally and psychologically hard. My family and friends had lost hope. It was also putting a strain on my body and my womb was more fragile. I took a two year rest gap out and then finally plucked up the courage for the fourteenth time. I felt it was my last chance and my last hope. It was one of the hardest nine months of my life. However, words can't explain how I felt when I had the baby. I would say to anyone in similar circumstances to never give up hope and that dreams can come true."



Alzheimer's information café offers support



A new information café has opened its doors at Heartlands Hospital for anyone who wants to find

out about Alzheimer's disease.

The new service provides patients, carers and visitors with an additional point of contact to seek advice and information in an informal environment and away from the clinical setting.

The café, run by the Alzheimer's Society, is open every first and third Friday of the month between 10am and 12pm.

Situated in the Boots seminar room as well as the main concourse upstairs at the Hospital, it is free to attend and open to anyone.

For further details about the information café, contact Gary Stanley on: 0121 700 7379 or gary.stanley@alzheimers.org.uk

Happy fifth birthday to You+

The You+ Lifestyle Shop has celebrated its fifth anniversary with a fun-filled celebration at Chelmsley Wood Shopping Centre.

Visitors were able to enjoy birthday cake, dancing and face painting with members of the You+ team, which acts as a one-stop shop for those requiring advice and support to help lead a healthy lifestyle.

Thenain Coulibaly, service manager at You+, said: "The event was a real success with the local community able to experience first-hand our commitment to improve the health and well-being of the people of Chelmsley Wood and its surrounding areas."

The services available at the You+ Lifestyle Shop cover a wide range of lifestyle topics, including healthy eating, infant



feeding, sexual health, and stop smoking support.

For further information about the You+ Lifestyle Shop call 0800 015 3265, email youplus@heartofengland.nhs.uk or follow You+ on Twitter @youplushealth

Leading the way in vascular trials

Professor of vascular surgery, Andrew Bradbury and his research team are running two new National Institute for Health Research (NIHR) Health Technology Assessment (HTA) funded, multi-centred trials aimed at finding out which is the best treatment for patients with circulatory problems in their legs.

The Bypass versus Angioplasty in Severe Ischaemia of the Leg (BASIL)-2 trial (£2m NIHR HTA grant) will determine whether vein bypass surgery or angioplasty/stenting is the best way of preventing amputation and death in patients, most of whom have vascular problems due to diabetes, with severe narrowing and blockages of their legs arteries, especially those below the knee. Over the next three years suitable patients will be entered into the trial in 40-50 hospitals across the UK.

The Early Venous Reflux Ablation (EVRA) trial (£1.5m NIHR HTA grant) will determine whether various treatments of varicose veins speed up the healing of venous leg ulcers. Up to 80 percent of leg ulcers are due to vein problems. Over the next two years suitable patients will be entered into the EVRA trial from 10-15 Hospitals in the UK.

For further information about the Trust's research studies, visit: www.midru.com/

Youths get to the heart of the matter



Some of the younger members of the local community have been engaging with the Trust through youth forums. Recent activity includes members of the Solihull Youth Forum taking part in educational workshops on the Children's wards at Heartlands Hospitals. They were shown the process for admitting patients and met with nursing staff. The arts and music teams explained how important educational messages can be portrayed through their projects whilst bringing comfort during a stay at Hospital.

There are also plans to host the second healthy self youth conference with Young Governor Elections taking place and consultations for younger people that wish to express their views.

For further details contact Sandra White on 0121 424 1218.

Trust appoints associate medical director



The associate medical director for Heartlands Hospital, Dr Govindran Raghuraman will be a permanent fixture having been appointed permanently after filling the post in a temporary capacity since the beginning of the year.

Dr Raghuraman has worked for the Trust since 2002 as a consultant specialising in intensive care and anaesthesia. His management career has also seen him serve as a clinical director for critical care and anaesthesia.

He said: "I am extremely proud to be leading an organisation that I came into as a registrar. I feel the same positive way about the hospital as I did all those years ago

when I chose to work here. "The role comes with challenges, the biggest of which is ensuring synergised working aligning to patient needs in a seamless way. It is not all about what we are delivering but how we are delivering it.

"But I am excited about the future for Heartlands. We are going places...watch this space!"

Annual Report is out



The Trust's annual report for 2013/14 has been published. Go to: www.heartofengland.nhs.uk/annual-reports/

This report provides a review of progress and developments made, the service that is delivered and the challenges faced over the year at the Trust whilst also recording the year's financial accounts.

Best hospital service award

The bereavement services team have been nominated in the category of 'Best Hospital bereavement service' for the second year in a row at the 2014 Butterfly Awards.

On top of this, bereavement support midwife Clare Beesley has been individually nominated for

the 'Bereavement Worker' award.

The Butterfly Awards celebrate and recognise the achievements of families overcoming the loss of a baby and the healthcare professionals that support them during this difficult time.



Arm yourself against flu this winter

Seasonal flu is a highly infectious disease which is caused by a virus which travels easily from person to person as well as in the air.

If you are pregnant, aged over 65, suffer from a heart condition, diabetes, liver disease or breathing problems, you are at higher risk of more serious illnesses such as bronchitis and pneumonia. If you fall into any of the categories mentioned, you are eligible to have the flu vaccine free of charge from your GP. Supermarkets and pharmacies also offer these for a small fee, so

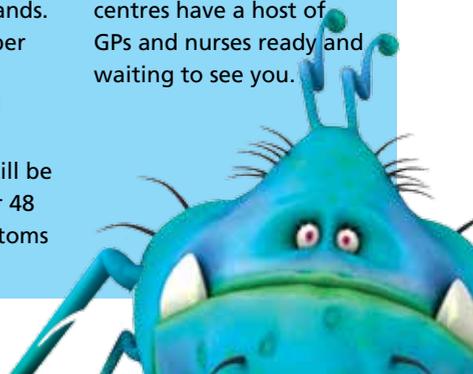
if you are not entitled to have one for free, you can still go along and have your vaccine.

To prevent the spread of flu germs, try to use a tissue when you sneeze then put the tissue in the bin and wash your hands.

Please also remember that if you or family member has suffered from sickness and/or diarrhoea, you will still be highly contagious for 48 hours after the symptoms

disappear. Until this time, contact with others and any Hospital visits should be avoided.

Choose well this winter - before you visit your local emergency department, remember that walk-in centres have a host of GPs and nurses ready and waiting to see you.



Need a medic? Know your options

For many of us when we need immediate treatment, going to our local Hospital's A&E can be the first port of call.



As the dark nights draw in and the weather gets chillier, our emergency departments will become busier than usual adding additional pressures on this service. So we ask that you consider your options wisely before heading to A&E. This will not only ease the pressure on A&E staff but may also result in quicker treatment.

Minor injuries or ailments such as cold and flu-like symptoms can be treated at home with help from your pharmacist or local GP.

Your local pharmacist can advise you about minor medical problems

and all GP surgeries offer an emergency out-of-hours service. Check for your nearest service online at www.nhs.uk

Generally, people should treat the situation as an emergency if, for example:

- Someone has stopped breathing or their heart has stopped.
- The person is experiencing severe chest pain or is having trouble breathing.
- There is severe bleeding from any part of the body.
- The person is, or has been, unconscious.
- There is a suspected broken bone or

dislocation.

Cuts, bruises or sprains are not normally considered emergencies. They can usually be treated at home, by a GP or in an NHS walk-in centre or a minor injuries unit. If it's not an emergency, please don't go to A&E or ring 999.

So think twice before heading to A&E and consider alternative services such as a pharmacist, GP, walk-in centre, or the advice available online at www.nhs.uk

If you would like any information in large print please call 0121 424 1218



You can contact Sandra White, membership and community engagement 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

E: sandra.white@heartofengland.nhs.uk

Please also note our address:

Stratford House
Heartlands Hospital
Bordesley Green East
Birmingham
B9 5SS

Editor: Nikki Boileau, communications

Design: Heidi Twaites

Photography: Hannah Causer, Imke Daugs, Adrian Wressell

Star Letter



"I stayed in Good Hope Hospital all night and everyone in A&E and physiotherapy was kind, hard-working and pleasant.

"The wards were very clean. I saw furniture and beds thoroughly cleaned. The atmosphere was very pleasant. Well done Good Hope and thank you."

Dates for your diary...

Trust members and the public are also invited to attend health talks at the Trust:

Orthopaedics, Hips and Knees

Mr Brian Banerjee
16 October, 5pm – 7pm
Education Centre, Good Hope Hospital

Brittle Asthma

Dr Adel Mansur
18 November, 5pm – 7pm
Education Centre, Heartlands Hospital

If you would like to attend a seminar please contact Sandra White on 0121 424 1218.

Healthcare Staff Benefits



The Trust has teamed up with discounts company Healthcare Staff Benefits 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 Healthcare Staff Benefits card which can be obtained from the membership team.

Council of Governors meeting - members are welcome to attend.

24 November, 4pm
Education Centre
Birmingham Heartlands Hospital

follow us

@heartofengland

