

Heart & Soul

NHS

HEART of ENGLAND
NHS Foundation Trust

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Spring 2013

Investing £1.4m in nursing leadership

Celebrating 80 years of Birmingham Chest Clinic

Washing away MRSA

Lulu
on staying young



Call for cervical screening
p4



Better blood tests for kids
p7



Award winning A&E
p10



Boost for maternity services
p12

A few words from Trust chief executive, Dr Mark Newbold



Welcome to the spring 2013 edition of our members' and patients' magazine.

I would like to take this opportunity to encourage you to visit our new Trust website at www.heartofengland.nhs.uk - please do let us know what you think.

Your feedback on all aspects of our organisation and hospitals is very important to us – from details around the care you received, through to what you thought of the food, car parking and the information booklets we provided.

Our new website aims to give you several different ways of getting in touch with us. Did you know you can also follow the Trust on twitter? Find us @heartofengland to keep abreast of the latest news and updates. You can also contact me personally on twitter @drmarknewbold.



Nominations now open!

Following the success of last year's event, nominations are now open for the Staff Recognition Awards 2013. This year's event will be held at The Crescent Theatre in Birmingham city centre. The awards celebrate those members of staff who have made an outstanding contribution to service delivery and patient care.

The evening will see staff and volunteers from across the sites and community share the limelight, under the expert compering of local television personality, Michael Collie.

If you know an individual or team at the Trust who deserves to be recognised in 2013, visit www.staffrecognitionawards.co.uk to find a list of categories you can nominate them for. There is no limit to the number of nominations teams and individuals can receive, and the eventual winners will be chosen from an expert panel of Trust representatives.



Trust invests £1.4 million in nursing leadership



The Trust has announced it will be investing £1.4 million to enable the introduction of supervisory ward sisters/charge nurses across the wards of its three main hospital sites, Heartlands, Good Hope and Solihull Hospitals.

The importance of the supervisory role of the ward sister has been given national emphasis in the recent publication of the Francis Report into failings at Mid Staffordshire Hospitals NHS Foundation Trust.

Investment in nursing across base wards within the Trust will enable more time to be given to managing and developing the ward team performance, thus enhancing patient experience.

The Trust believes that the ward sister is essential in facilitating safe and timely discharge of patients, reducing nurse sickness levels, and in setting and monitoring

standards of excellent nursing care.

Mandie Sunderland, chief nurse, said: "This is excellent news and demonstrates how much the Trust Board recognises and values the role of its senior nurses. I look forward to working with the ward sisters/charge nurses across the summer to make this initiative a reality.

"We have a lot of work to do, particularly in relation to recruiting so many additional nurses. However I am sure we will be successful and see the return of the ward sister/charge nurse as the pivotal leader within their clinical area."

Eliminating pressure ulcers through Harmfree Care



Through the Harmfree Care project launched earlier this year, staff are prompted to ask themselves: "Are our patients receiving the safest nursing care possible?", "are our processes planning the best care for our patients?" and "are we learning when harm occurs?"

The aims of the project are to use ward level information to understand how wards could reduce harm to patients by reducing falls and avoidable pressure ulcers on all of the wards and tracking staff and patient feedback.

As part of the project, staff have been busy piloting tools such as the SSKIN bundle, re-positioning clocks to help better manage time and promoting safety awareness. The project is starting to have some great results.

Medic urges women to act in the approach to Jade Goody anniversary

Trust gynaecologist, Mr Raj Saha, has sent out a plea for women to attend their cervical screening appointments, in recognition of the fourth anniversary of Jade Goody's untimely death from cervical cancer.

When the 27 year old reality star died in 2009, the NHS experienced a dramatic surge in the numbers of women having screenings, known as the 'Jade Goody effect', but this increase in testing has not been maintained more recently.

The NHS cervical screening programme saves around 5,000 lives every year, but latest figures have shown one in five women in Birmingham still do not attend, with figures even

worse for those under 35 with one in three not taking up their invitation.

Mr Saha said: "Cervical screening is available to all women aged between 25 and



64. It is a simple and painless procedure and with early detection and treatment, it is estimated to prevent up to 75 percent of cervical cancers.

"We understand that some

women might find it an embarrassing or uncomfortable experience, but I would urge those women who, as a result of Jade Goody's high profile struggle with the disease went for a screening, to make sure they attend their future appointments. It could mean preventing surgery, living longer or being around to see children and grandchildren growing up.

"Women who are eligible for cervical screening should book an appointment with their GP as soon as they receive their reminder or contact their GP if they think their screening is due."

Feeding back on HEFT services

We welcome patient feedback and complaints to help us find out what works and what changes need to be made to improve our level of service to patients.

There are different ways for patients to get in touch, this can be through:

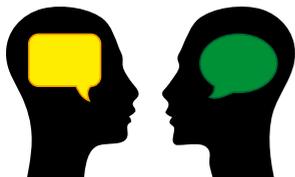
@ Email: patientservices@heartofengland.nhs.uk

☎ Phone: 0121 424 0808 (Mon – Fri from 9am-5pm)

✉ Post:

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

www The Trust website:
www.heartofengland.nhs.uk



Your views will help us shape your service for the future

Washing away MRSA



The Trust was one of the first NHS organisations in the country to introduce a new bug busting hair and body wash for patients this spring.

In an innovative step to help tackle superbugs, all adult inpatient shower and bath rooms will now be stocked with octenisan. This is a gentle, anti-microbial unperfumed wash lotion that prevents hospital acquired infections and reduces the carriage of MRSA on the skin.

Our Hospitals launched its 'washing away MRSA' promotional campaign to encourage all adult patients to leave their regular products at home and to use the wash provided while staying in the Hospital instead.

Gill Abbott, infection prevention and control nurse said: "We are always looking at new ways to help tackle hospital acquired infections. From the end of April, the new

wash will be in all our adult shower and bath rooms and we will be encouraging patients to give it a try by leaving their own regular shower gel and shampoo at home. The product has been approved for use by our consultant dermatologists.

"We've designed a range of information leaflets for our patients when they come in so we can explain it in more detail and let them take the information away to read. It is a simple, anti-microbial product, it has no scent and simply cleans the skin and hair thoroughly enough to help prevent hospital acquired infections and wash the bugs away."

The product will also be available for bed bathing and bedside washing.

Chest Clinic celebrates 80 years of service

Fondly known for helping many patients across the region breathe easy and for its place in history, the Birmingham Chest Clinic celebrated its 80th birthday this spring.

The clinic, which is based in the city centre, sees and treats around 12,000 patients in the region each year.

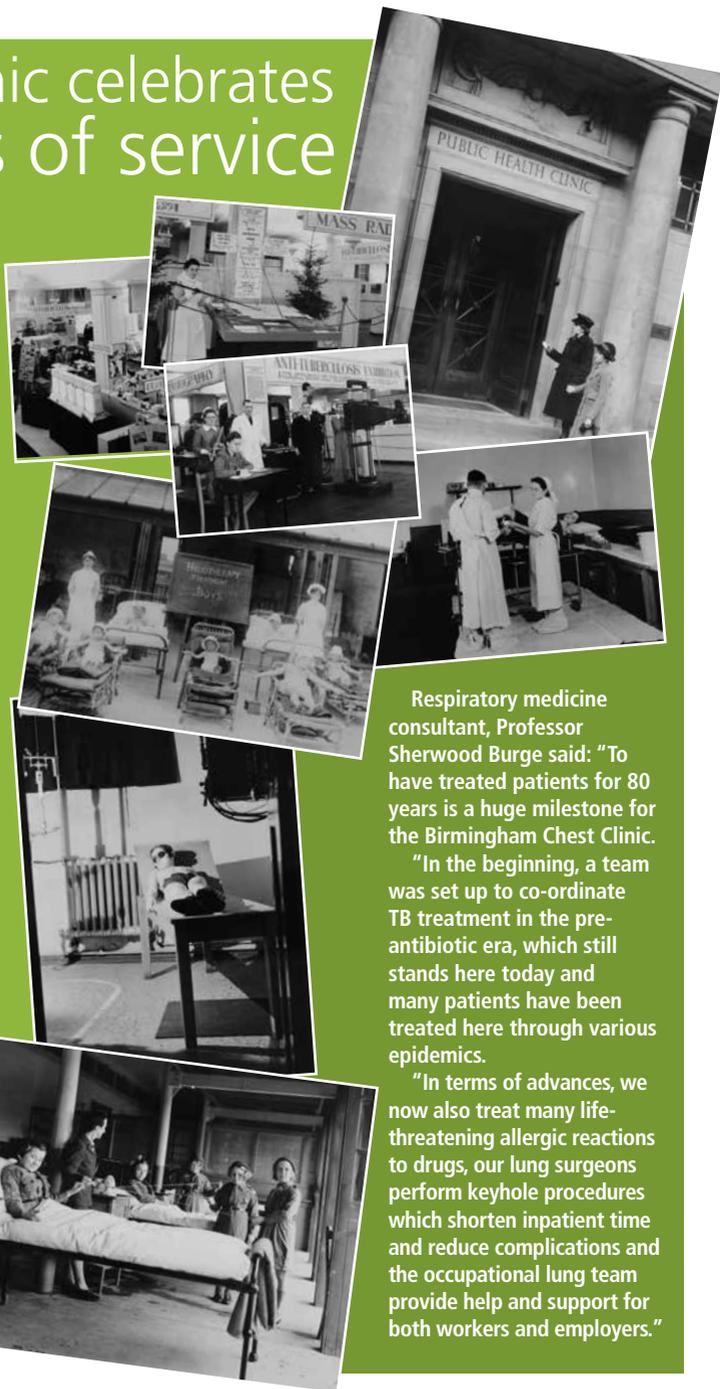
The service's specialists look after everything from allergies and asthma developed in childhood and adulthood, all strains of Tuberculosis (TB) through to conditions caused by workplace exposures and pollutants.

During the open day, there was a unique opportunity to witness the important work that goes on within this Birmingham institution.

Respiratory medicine consultant, Professor Sherwood Burge said: "To have treated patients for 80 years is a huge milestone for the Birmingham Chest Clinic.

"In the beginning, a team was set up to co-ordinate TB treatment in the pre-antibiotic era, which still stands here today and many patients have been treated here through various epidemics.

"In terms of advances, we now also treat many life-threatening allergic reactions to drugs, our lung surgeons perform keyhole procedures which shorten inpatient time and reduce complications and the occupational lung team provide help and support for both workers and employers."



Making blood tests better for local children



A new first of its kind service which will make having a blood test less traumatic for babies and children has been officially opened at Heartlands Hospital.

The walk in service means under 16s needing to have a blood sample taken no longer have to visit the Hospital's outpatients department. They also have improved access to a paediatric-trained phlebotomist to take their

blood samples.

Babies can also be seen at the unit for blood tests where previously they would have needed to go to Birmingham Children's Hospital.

The unit, which has seen more than 7,000 babies and children through its doors since it first commenced service just under 12 months ago, has proved a big hit with Hospital clinicians and GPs alike.

Your invitation to make a difference to clinical research

The future of healthcare relies on the NHS constantly seeking new ways to care and look after our patients, as well as keeping patients healthy.

If you, someone you know, or someone you have cared for, have ever experienced any of the following:

- Anaesthesia
- Intensive care
- Resuscitation
- Pain before, after, or during treatment
- Surgery

then please come along to our open evening on Wednesday 24 April from 5.30pm to 7.30pm at the MIDRU building, Birmingham Heartlands Hospital and share with us your experiences.

The event is also suitable for anyone with a general interest in clinical research.

To attend this free event or for more information, please contact Dawn Hill on 0121 424 2966 or email dawn.hill@heartofengland.nhs.uk. The session will include refreshments, a light buffet and complementary parking. Spaces are limited.

Governor thanks Trust staff

Dear all, on behalf of my constituents in Birmingham East I have been asked by many of them to convey their deepest appreciation and thanks for the care and devotion administered by yourselves during their stays with you all. I would

also like to compliment you on the cleanliness and efficiency of the wards. Congratulations and keep up the good work, best wishes from all at Birmingham East.

Marck Kibilski
Governor Birmingham East

Lulu's been belting out hits for five decades and freely admits she's "reinvented" herself over the years to ensure she stays in the spotlight.

Her first single Shout! reached the top 10 in the UK in 1964 when she was 16 years old, and she's continued to enjoy success as a solo artist and through collaborations with Take That and Boyzone's Ronan Keating. But there's one person who can stop the singer in her tracks - her three-year-old granddaughter, Isabella.



"She's the only person who can tell me not to sing," she says.

"She says, 'Nana, Nana, you're not to sing. I'm singing, listen to me'.

"It's so sweet, she's extremely bossy, rather like me, and I absolutely adore her. Being a grandmother is like a great gift, a wonderful bonus in life."

She's far from the stereotype of a granny. At

64, she looks at least 10 years younger. "Ageing is tough, though," she says.

"In my head, I think I'm 30, so it shocks me when there's an ache or a pain. I'm incredibly agile, but I can't run any more. I did my knees in over the years.

"But I'm 100 percent healthy and I look after myself now. I haven't had surgery, I just make sure I care for my skin. I do pilates and dance classes so I keep moving, that's so important."

She's certainly kept moving throughout her life. The hugely successful entertainer has had 16 top-40 hits, received an OBE in 2000, and launched her own beauty and jewellery range. Her personal life's been more turbulent. Her two marriages - to Bee Gee Maurice Gibb and then to hairdresser John Frieda - ended in divorce. She had one son with Frieda, Jordan, now 35, who has two children, Isabella and Teddy, eight months.

"I was too young on both occasions when I got married, I wasn't ready for marriage," she says. Her dedication to her demanding career, she admits, may not have helped.

"Maybe I gave too much to my work," she says.

"I was never going to be a typical housewife. If I had my time again, I would know that you can get off the treadmill occasionally. For the first 25 years, I worked pretty much seven days a week, 52 weeks a year. One of her regrets is that she didn't have

any more children.

"I didn't realise time was running out for me to have children and the marriage also ran out of time as well," she explains.

"It was a huge sadness and I was very, very sad about that for a long time and I could hardly even discuss it at one stage. But I'm not consumed by it, that was my fate and I realise I'm so lucky to have one child and my gorgeous grandchildren. I'm also lucky that my daughter-in-law and son love having me in their life and let me enjoy the children. And at the end of a long day, I'm like any granny - happy to hand them back!"

"I haven't had surgery, I just make sure I care for my skin."

She's currently single and is open-minded about the possibility of another relationship.

"If I was really looking for someone, I think I'd find them. Of course, sometimes I feel lonely, but who doesn't? I certainly don't live in a state of fear that I'm going to die lonely.

"In fact, I'm pretty philosophical about life and I'm happy in my own company, especially if I'm feeling grumpy. I can be a bit grumpy sometimes."

Retirement is not an

option, she declares, and she's continually reinventing herself to appeal to new audiences."To me, retire is a dirty word. Music really makes me happy, it's who I am, and I don't know what I'd do if I didn't do it.

"Of course, when I'm 95 I might have to be dignified and go, 'Oh, stop, this is ridiculous', but for now I'm keeping going."

She splits her time between her homes in London and New York and believes life in the two cities helps her keep up with trends in music and fashion.

"At the moment, I'm in a good place in my life. I just want to keep performing and enjoy my life."



Lulu

Singer Lulu never wants to retire, but off stage she delights in being a grandmother and living the single life. Gabrielle Fagan finds the 64-year-old still has a lot to shout about.

New theatres first in West Midlands



Two new laparoscopic theatres are due to open for business this April.

At an investment of £5m, the theatres will see and treat around 2,400 patients each year at Good Hope and are the only bespoke laparoscopic theatres in the West Midlands catchment area.

Theatre 7 will be a dedicated gynaecology theatre, being serviced from a dedicated single sex ward. This will mean the theatre is used for endoscopic as well as laparoscopic surgery and can be described as multi-functional.

Theatre 8 will be dedicated to gastro-intestinal surgery allowing this service to further advance and develop.

Award winning A&E department



The newly refurbished A&E department at Good Hope has been awarded for the focus given to crime prevention at the design, layout and construction stages of the build.

This national award is the official UK Police flagship initiative supporting the principles of 'designing out

crime'. The Hospital worked in conjunction with West Midlands Police and ACPO to ensure the layout of the building, along with the hardware such as doors, windows and locks, have conformed to standards that have undergone rigorous testing in terms of crime prevention and security.

Appeal for volunteers



Solihull Hospital has adopted an innovative new approach to help elderly patients who have dementia and recently opened a dedicated ward for those with the condition.

The ward is now taking another step forward by looking for volunteers to help out in a variety of different ways to help further boost care

for its patients.

Phillip Hall, ward manager, said: "We are looking to recruit and develop a team of dementia volunteers who are able to befriend and support patients with dementia on the ward, as well as arts volunteers who will provide activities on the ward. It's a great opportunity for enthusiastic individuals and one which will prove to be very rewarding.

If you know someone interested in becoming a volunteer, please contact Joan Pryce on 0121 424 4640 for further information.


 A portrait of Sir Ian Kennedy, a middle-aged man with grey hair, wearing a dark suit, light blue shirt, and a patterned tie. He is looking slightly to the right of the camera with a neutral expression.

Independent review of breast care services at Solihull Hospital

Leading law expert Sir Ian Kennedy is heading an independent review into the management of breast care services at Solihull Hospital, at the request of Heart of England NHS Foundation Trust.

For more information on the review, and details of how to contact Sir Ian Kennedy directly and in confidence, please visit www.breastcarereview.co.uk

Sir Ian Kennedy started work in January of this year, looking at how the Trust responded to concerns raised by staff, patients and the public about the breast care services provided by surgeon Mr Ian Paterson, and considering whether the actions taken in response were appropriate, and timely.

Since then, he has examined documents and met privately with patients and hospital staff to gather information and explore their experiences.

He will make recommendations to the Trust's Board in a report that will be published in full and made publicly available. This is currently expected to be ready in September, though it may take longer if Sir Ian needs more time. The Trust is committed to working with Sir Ian for as long as it takes him to be satisfied he has completed a thorough review.

When he started work in January, Sir Ian said: "The purpose of the review is to allow the Trust to learn lessons. I need a full and complete picture of what has happened, and when, so I encourage anyone who may be able to help me to get in touch."

Sir Ian Kennedy is an eminent academic lawyer and an expert in the law and ethics of health. He chaired the Bristol Royal Infirmary Inquiry, and is currently chairman of the Independent Parliamentary Standards Authority (IPSA), which independently monitors and controls MPs' expenses, pay and pensions.

Boost for maternity services with £232k investment

“We are thrilled to have been one of the selected Hospital Trusts to receive the maternity services funding.”



Plans have been announced for a series of maternity unit improvements following a successful bid to the Department of Health for additional funds.

The maternity units at Heartlands and Good Hope are sharing a total of £232,000 between them after being awarded a share of a £25m Department of Health fund set up in November last year to improve and upgrade maternity units.

The investment works, to be completed this spring include a new birthing pool for the Heartlands Hospital delivery suite, a total refurbishment of Good Hope Hospital's

bereavement suite and the upgrading of en-suite facilities on the maternity wards at Heartlands.

Applications for funding were only approved where there was evidence that local mums and dads were engaged with the changes and the bids were judged by a panel that included representatives from the Royal College of Midwives and Royal College of Obstetricians and Gynaecologists.

Trish Ryan, deputy head of

midwifery, said: “We are thrilled to have been one of the selected Hospital Trusts to receive the maternity services funding.

“The planned developments will provide a real boost to the high quality care we provide for all of our patients. The birthing environment in our maternity units must be appropriate, so that both mothers and fathers, and the staff who work in the units can benefit from being in a pleasant, relaxed place at an important and challenging time.”

NHS CHANGE DAY 13.03.13

Do something better together

NHS Change Day involved more than 65,000 members of healthcare staff from across the country pledging to improve quality of care this spring.

The day was the single largest improvement event in the NHS to date, engaging patients, carers, families and schools in the 'movement' of people who want to make a difference. National and local activities ran in the lead-up to the day itself, with the key initiative being a pledge wall.

Our Trust made the following pledges for Change Day as an organisation:

- To reduce hospital acquired infections by introducing a new anti-microbial wash for patients in bath and shower rooms.
- To commit to reducing avoidable harm associated with medication errors, with a programme of activity running from 2013 – 2015.
- To develop a performance management framework, measuring against our main priority, to be safe and caring.

Excellent care rewarded



An elderly care team at Good Hope has been recognised for its efforts in improving patient care.

The Hospital's annual 'Excellent Care Award' was given to staff on ward 9 for having gone the extra mile to introducing a dayroom to provide a space for those that wish to use it.

The award was judged by looking at how nursing teams

have performed during the past 12 months, with particular focus given to patient experience results, how teams work together and the quality of nursing care given.

The family of Jean Robinson, a Good Hope patient who sadly passed away in 2009, helped establish the award at the Hospital and play a key role in choosing which team should be awarded.

Do you have a lingering cough?

With nearly 500 active cases of Tuberculosis (TB) in Birmingham in the last year, specialists at the Trust are keen to raise awareness of the importance of getting coughs lasting longer than three weeks and other potential symptoms checked out.

The number of TB cases has stabilised in the region in recent years, partly thanks to the medics promoting awareness through school visits and talks in the community. In particular, cases in African and Asian communities, where there are more likely to be large

numbers of people living together in close proximity are more common.

Dr Martin Dedicoat, infectious diseases consultant, said: "It may only seem minor to have a cough, but if it's been around for more than three weeks, it's worth getting it checked out by a GP. A lingering cough along with having a fever, night sweats, loss of appetite and weight loss could potentially be symptoms of TB. With treatment, a TB infection can usually be cured."

Leading internationally with laser treatment



A Trust consultant has won international recognition for leading a new treatment study - thought to be the largest prospective study reported anywhere in the world - for patients with superficial bladder cancer.

By using a piece of equipment known as a holmium YAG laser, Mr Haider Syed, consultant urological surgeon, and his team have been able to perform a new surgical procedure which is less invasive on those suffering from recurrent bladder cancer.

As a result, patients have a walk-in procedure rather than having to stay in overnight and make a quicker recovery. The surgery is undertaken with

local anaesthetic rather than general and patients experience minimal complications.

The patient data collected from patients over the past six years of the study also shows significantly improved results in patient experience when compared with the conventional treatment given under general anaesthetic.

Mr Syed says: "The study has been overwhelmingly positive and has huge implications for the future treatment of superficial bladder cancer. We looked at all aspects of the treatment techniques - everything from patient satisfaction, local re-occurrence and pain score to cost savings

for the Hospital and there are break through improvements in all areas. By specialising in and studying these treatment techniques for such a significant period of time, the Trust is now setting the standards nationally in this area. My hope is that the study can set the trend for the rest of the NHS and the world to follow to the great benefit of our patients."

Mr Syed's bladder cancer work has won recognition in Europe at the European Annual Urology Meeting in Vienna, from the British Association of Urological Surgeons, and more recently, at an international level at the World Congress EndoUrology 2012.

A&E alternatives

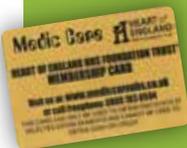


With spring upon us, the A&E departments at Heartlands and Good Hope remain under pressure and doctors are still urging people to consider treatment alternatives if their case is not urgent.

Local walk-in centres available include:

- Warren Farm Urgent Care Centre Walk in Service, Warren Farm Road, Kingstanding, Birmingham, West Midlands, B44 0PU;
- Washwood Heath Urgent Care Centre, Washwood Heath Health Centre, Clodeshall Road, Saltley, B8 3SN;
- Solihull Walk in Centre, Lode Lane, Solihull, West Midlands, England, B91 2AE.

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.

Big thanks to our Friends



The Friends of Solihull Hospital (FOSH) topped off an amazing 2012 with a whopping £87,000 donation for a laparoscopic camera, which will be used in hundreds of operations every year.

New milestone for R@H



The recovery at home (R@H) service, launched at Good Hope in September 2012, recently reached the milestone of accepting its 200th patient onto the service.

R@H is run in partnership with Healthcare at Home Limited and has provided a new model of care whereby some patients benefit from leaving hospital as soon as

they are clinically stable. This means patients who choose to go onto the service are able to complete the remainder of their acute pathway in the comfort of their own home.

The initial patient feedback survey undertaken has shown the service is proving to be a hit with both patients and their families.

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

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Star Letter



My Mum was taken into ward 11 (elderly care) of Good Hope late on the 29 January 2013 where she remained until her death on the 22 February.

I was very impressed by the care given to my mum at all times by the doctors, nurses and auxiliaries. What was particularly comforting was that the same staff were often on duty, in contrast with my previous experience of other wards where I rarely saw the same person twice.

Whoever I spoke to on ward 11 knew who my mum was and how she was doing.

There was a calm friendly atmosphere and mum was always clean and well groomed, even at the end of her life when the respect and kindness given to her was always impeccable.

I thanked the staff and left a card but wanted to make sure that my comments were suitably recorded, hence this letter.

Dates for your diary...

- Birmingham City Council Opportunities Fair, Edgbaston Cricket Ground, 23 April, 11am to 5pm
- HEFT and Ashram Health and Social Care Road Show, 1 May, Aston

Trust Board meetings are open to the public, so why not come along to find out more at our next meeting on:

- 7 May, 9.30am
St Johns Hotel, Solihull
- 2 July, 9.30am
Thomas Guy Lecture Theatre
Good Hope Hospital

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

Retinal Eye Screening

Dr Margaret Clarke & colleagues
30 April, 5pm – 7pm
Education Centre, Heartlands Hospital

The Heart & CPR

Dr Beth Freestone & Robin Davies
2 May, 5pm – 7pm
Education Centre, Good Hope Hospital

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

Council of Governors meeting

- members are welcome to attend.

22 May, 4pm
St Johns Hotel, Warwick Road,
Solihull

Help us to keep printing costs to a minimum. To read this magazine online or by email instead, just let Sandra know.