

# Heart & Soul

NHS

HEART of ENGLAND  
NHS Foundation Trust

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Spring 2014

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# Chief Inspector of Hospitals publishes HEFT findings

England's Chief Inspector of Hospitals published his first report on the quality of care provided by the Trust at the start of the year. The Trust was inspected under radical changes introduced by the Care Quality Commission (CQC), which provide a much more detailed picture of care in hospitals than ever before.

As well as good care, during its inspection the CQC uncovered a number of areas for improvement, including patient flow in the emergency departments, and was rated as

'requiring improvement'.

Following the inspection in November 2013, the Trust has put measures in place to address the issues raised in the improvement notice.

Following a re-inspection at the beginning of March 2014, the CQC have verbally confirmed that substantial improvements have been made and these will be subject to further inspection by the CQC team within the next few months.

The full reports are available at: [www.cqc.org.uk/directory/lrr1](http://www.cqc.org.uk/directory/lrr1)

# Hospital lights up with new energy

**Solihull Hospital is benefitting from a number of new energy installations, helping to create a more sustainable future for the site.**

Improvements include two new 1250kVA generators and the installation of solar panels rated at 250kVA as part of the UK Carbon Reduction Framework which demonstrates the Trust's commitment to ensuring green energy is used wherever possible. This helps reduce carbon

emissions while also powering services at the site in an environmentally-friendly way.

Jim Fitzgerald, estates manager, said: "Both the new generator and solar panels will help deliver significant energy efficiencies to the Hospital. The new generator's fuel oil supply means it would be able to run the Hospital for up to eight days, enabling us to deliver essential care to patients with minimal interruption should a power cut occur."

# We want to hear from you

The Trust welcomes your feedback on all of its services.



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



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www.twitter.com/  
heartofengland



www.heartofengland.nhs.uk



Patient services department  
Main entrance  
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Birmingham  
B9 5SS

## Boost for patients with ward-based medicines management trial



Patients on wards 6, 12, 22 and 24 at Heartlands Hospital are benefitting from a new ward-based medicines management pilot.

Through this programme, which is delivered in partnership with Pfizer, Trust pharmacists and technicians consult directly with patients to provide guidance and counselling on their prescribed medicines.

This means the discharge process with discharge prescriptions are completed at ward level and the discharge process is made easier and more efficient. It is also helping reduce the risk of medicine incidents and potential hospital re-admissions.

Following the success of the Heartlands trial, the Trust is now looking to introduce the service to further wards at Heartlands, Solihull and Good Hope Hospitals in the near future.

# Solihull urgent care update



The business case for the redesign of urgent care services at Solihull Hospital, which included a name change from A&E to Urgent Care Centre, was supported at a Healthier Communities Scrutiny Board meeting on 9 January 2014.

It recommends:

- All urgent care services are brought under one roof, with one front door and one reception where all services are joined together to work around the needs of the

individual.

- Ensuring urgent care services which are currently available on the site continue.
- Maintaining a walk in service for urgent primary care.

A 12-week public consultation commenced on 15 January.

For more information and regular updates on the urgent care review at Solihull Hospital, visit [www.solihullccg.nhs.uk](http://www.solihullccg.nhs.uk)

# Simply saying 'Hello my name is'

More than 400 members of Trust staff have actively signed up to the national 'Hello My Name Is' campaign, which simply reminds NHS staff what a difference introducing yourself makes to patients.

It's something staff at the Hospital do all the time, but the aim is to raise awareness of how important that confident introduction is to taking the first step to providing compassionate care and is often all it takes to put patients at ease during their visit to Hospital.

The Trust campaign, led by Good Hope head nurse, Ann-Marie Riley, was originally launched by Dr Kate Granger, an elderly medicine registrar from Yorkshire with terminal cancer. She became frustrated with the number of staff who failed to introduce themselves to her when she was an inpatient with post-operative sepsis earlier on this year.

Kate made it her mission to remind staff how the smallest actions can make a significant difference to patients.

To find about more about the #hellomynameis campaign please visit Dr Granger's blog at: <http://drkategranger.wordpress.com/>



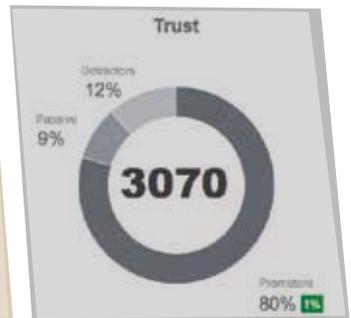
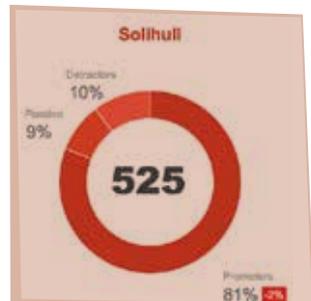
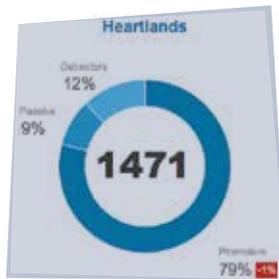
Good Hope head nurse, Ann-Marie Riley

## Friends and family views are tested

The friends and family test survey was introduced in April 2013 and aims to improve patient care by enabling patients to provide feedback on their experience of a department or ward within our hospitals.

One of the CQUIN requirements of the friends and family test is a 15 percent baseline response rate increasing to 20 percent by the end of the financial year. The charts show the Trust's overall scores for February 2014.

Monthly results for the Trust are available at [www.heartofengland.nhs.uk/statistics/friends-and-family/](http://www.heartofengland.nhs.uk/statistics/friends-and-family/)



# Food, glorious food as patients encouraged to 'eat, drink, move'



**'Eat, drink, move' was the theme of this year's Nutrition and Hydration Week at the Trust.**

Therapy, nursing and catering staff joined together to promote good nutrition and hydration for patients, while also adding a focus on increased mobility. These are all fundamental to increasing recovery and

promoting harm free care.

A new patient menu was also launched during the week with a series of 'come dine with me' events. These offered an opportunity for staff and visitors to sample dishes from the new patient menu so they could see and taste the high quality food provided.

## No bad blood following school trip



The children's blood testing department at Heartlands Hospital helped soothe the fears and concerns of some of its youngest patients recently, when it opened its doors to kids from Alston Primary School in Birmingham.

The aim of the trip was to highlight that hospitals are not a scary place to visit, as many children find the idea of having a blood test to be an upsetting experience.

The three and four-year-olds watched a live and simulated clinic of other children and adults having simple finger-prick blood samples taken and the phlebotomy team and answered any questions.

Other nurseries or primary schools interested in arranging a similar visit should contact community engagement project manager, Mona Campbell, on 0121 424 9125 or email [mona.campbell@heartofenglands.nhs.uk](mailto:mona.campbell@heartofenglands.nhs.uk)

## New managing director for Good Hope



A new managing director has been welcomed at Good Hope this spring.

Richard Parker has joined the Trust for a year on an interim basis and is an experienced board-level operations director.

Richard joins Good Hope with nearly 20 years' experience in the NHS, including a previous role managing and implementing the emergency care recovery programme at University Hospitals Coventry and Warwickshire NHS Trust.

If you would like to get in touch with Richard, contact him at: *richard.parker@heartofengland.nhs.uk*

## New service hits the right nerve



A new service offered at Solihull and Good Hope Hospitals will offer patients quicker diagnosis and better treatment of nerve disorders such as carpal tunnel syndrome.

Patients now have access to nerve conduction tests at the Hospitals to determine if they have any nerve damage, with test results gained within 10 to 15 minutes thanks to the use of a new piece of equipment called the neurometrix unit.

Mr Kuntrapaka Srinivas, consultant orthopaedic

surgeon, said: "Through this new service we are able to use the latest technology to offer patients accurate testing.

It is a simple and pain free procedure which offers no discomfort for the patient. With test results available so swiftly, a treatment plan can also be put in place extremely quickly."

To find out more about the service, contact Mr Srinivas at: *kuntrapaka.srinivas@heartofengland.nhs.uk*

# Sir Ian Kennedy's Review into breast care services



**Sir Ian Kennedy's Review, commissioned by the Trust on behalf of patients, was published on 19 December 2013.**

The Review describes the failings by the Trust's previous management team in the handling of the issues that arose from the surgical and behavioural practices of Mr Ian Paterson, a surgeon who operated in the breast care unit at Solihull Hospital.

It makes a series of recommendations that include changing the culture, practices and processes within the Trust so that it is fully aligned with the aims of the Francis Report and ensures that patients are at the heart of every decision taken by Trust employees.

As a result, a task force chaired by Trust chairman, Lord Hunt, has

been set up with representatives from the organisation, the publically-elected governing body and the chair of the patient group formed as a result of Mr. Paterson's practices. This group will oversee the actions being taken to address the recommendations in Sir Ian's Review and it will publish progress on implementing the recommendations within six months.

For more information visit:  
[www.heartofengland.nhs.uk/sir-ian-kennedy-publishes-findings-of-solihull-hospital-breast-care-review/](http://www.heartofengland.nhs.uk/sir-ian-kennedy-publishes-findings-of-solihull-hospital-breast-care-review/)

## Creating and maintaining excellence in surgery

As part of the overall Trust strategy, a plan has been underway for the past 18 months which defines our future clinical strategy. This is called Reshaping HEFT.

As part of Reshaping HEFT, a surgery project is in progress looking at the ways to best configure surgical provision across the three hospitals to further improve quality of care for patients, create a secure and sustainable future for individual services and to deliver the most efficient surgery services possible.

The project team, which is made up of clinicians and other NHS professionals, has so far looked at a number of theoretical options which might best meet these three objectives and meet Royal College best standards of practice.

A stakeholder reference group has also been formed with members of the public and GPs. Regular meetings are in progress to ensure all key groups are fully engaged at every stage of the process.

For more information around surgery reconfiguration at the Trust, contact Ruth Paulin, project lead, on 0121 424 2125.

**Matt Dawson has just become a father for the second time and is glowing with that 'new dad' pride.**

**"Family is the core of my life," the former rugby player grins, cuddling new-born Sam, and keeping an eye on blond-haired toddler, Alex, 20 months, dashing about nearby.**

During his sporting career, Dawson, 41, notched up considerable achievements - winning the Rugby World Cup, captaining his country, touring with the British Lions and becoming England's most capped scrum-half.

But he freely admits that fatherhood has been perhaps the most life-changing journey.

"Fatherhood's been such a great experience - it's been a long time coming as I'm a slightly older dad, but it's absolutely great," he says.

Married to German-born former model, Carolin Hauskeller, 40, the couple's sons were both born at home, which was "fantastic as I could be really involved."

"Being a dad has given me a different perspective and drives me on to work harder. No matter what happens in life or how tired or stressed you can get at times, it's always wonderful to come home."

One of the first lessons he'll be teaching the brothers is the importance of a healthy diet. The winner of Celebrity Masterchef in 2006 and a self-confessed 'foodie', Dawson is fervent in his belief that it's never too early to teach children the importance of

having "the right fuel" inside us.

"You need to teach youngsters from the beginning what that is, so they get good food habits. From the recent research it appears the less sugar, salt and fat you have the less your body craves it, and I'd agree with that," says Dawson.

"I do a lot of the cooking at home, and encourage Alex to help me, and I'm definitely going to try to keep my sons away from any junk food."

His views couldn't be more timely, with a new report by Public Health England revealing that overall 63.8 percent of adults in England are overweight or obese.

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*"Being a dad has made me more aware of the need to take care of myself"*

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Dawson says he believes this problem of obesity is largely unnecessary. "People say it's too time-consuming or expensive to eat properly but if you stock the fridge with good ingredients, go to markets for fruit and vegetables instead of the supermarket, and make food in bulk and freeze it you can reduce costs and make it easy to eat well.

"A good breakfast early in the day gives you a solid boost of energy and stops you spending money on caffeine, sweets or

chocolate."

His healthy-eating philosophy is rooted in his own childhood and, of course, from following a performance-orientated diet as a sportsman - but it's something that became even more vital because of his family history of bowel cancer. His grandfather died of bowel cancer when Dawson was a teenager and his mother Lois, 64, was diagnosed with the disease in 2007.

"Fortunately, my mother is well and recovered following that very frightening experience. Because of that strong history - having two 'first degree' relatives diagnosed - it does mean I'm more at risk than others.

"Being a dad has made me even more aware of the need to take care of myself for their sake. I take the view that it's always better to know if something is wrong and so I have regular screenings. This year I'll have a full body MOT which gives me peace of mind. Those check-ups should improve the chance of finding out sooner rather than later if there is a problem - bowel cancer is very treatable if caught in the early stages."

He believes another way to reduce his risk of developing the cancer - on top of his already healthy diet (little red meat and five-a-day fruit and vegetable-based smoothies) - is staying in shape.

"I don't want to flog myself in the gym anymore, because I did that throughout my playing career and it'd eat into the time I want to spend with my family and friends.

"So I cycle, play golf and walk as much as I can. Getting active

can be achieved by even small changes to a routine, such as getting off a train or bus a few stops early and going on foot.”

Walking into a new career after rugby seemed equally easy for Dawson.

His passion for food has since led to roles presenting food-based shows, and he currently presents the Good Food Channel's, Monster Munchies series.

“I don't miss playing rugby because I'm so busy,” says Dawson.

Luckily, it seems the only thing that could cloud this fun is if Dawson gets hungry...

“I rarely suffer from low mood, and if I do it's food related. My wife describes me as 'hangry' rather than hungry. It can happen if I'm rushing around and not organising my meals properly.

“But that pace is just part of my personality. My parents, who were so supportive throughout my rugby career, used to send me a card before every big match saying 'carpe diem' - seize the day - and I've always lived by that advice. There's so much I want to do, and it's the only way.”

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*“Getting active  
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Thanks to Gabrielle Fagan, Press Association



## Matt Dawson in touch with family life

# Maternity Focus

## More water babies to be born at Heartlands

A new generation of water babies are to be born at Heartlands Hospital thanks to a new birthing pool in the delivery suite. This has been funded as part of the £232,000 awarded to Heartlands and Good Hope maternity units from the £25m Department of Health fund set up to improve and upgrade maternity services.

The new birthing pool will be available in addition to the Willow birthing unit pool at the Hospital. With a monitor to check baby's progress during labour, this means that those who would not usually be recommended to have a water birth will have this option on the delivery suite.

Delivery Suite matron, Carla

Jones-Charles said: "Lighting and design of the room has been considered to create a relaxing atmosphere for the ladies giving birth using the new birthing pool. An adjoining en-suite shower and toilet is also available for comfort and ease of use of the facilities.

"Using water eases contractions during labour and helps women feel more relaxed. It is exciting to be able to offer women who might not have had the choice before the option of having a water birth."

Over 100 babies will now potentially be delivered by water birth at Heartlands each year.

**FYI: The Good Hope and Solihull sites also both have two birthing pools.**



Keeley Bramley is the second person to give birth in the new pool, to seven pounds, seven ounces, Mayce Willow Bramley on 6 March 2014. "I found the pool very relaxing, it just felt right for me to give birth this way," she said.

# Governor update



In the last newsletter we reported on the new and re-elected public and staff governors following the summer elections. Now settled in their roles on both the Council of Governors and its various committees, the governors have been busy dealing with the recruitment and selection process for Lord Hunt's successor as Chair of the Trust, when he steps down at the end of May.

Keep an eye out in future issues of Heart & Soul for further news on this.

The current public and staff governors are:

- Sue Hutchings and Andrew Lydon for Hall Green
- Barry Clewer MBE for Perry Barr
- Richard Hughes for Tamworth
- Elaine Coulthard and Ron Handsaker for Sutton Coldfield
- Phillip Johnson and Barry Orriss for Lichfield
- Anne McGeever, Mark Pearson, Liz Steventon and Joy Townsend for Solihull
- Arshad Begum and Attiq Khan for Hodge Hill
- David O'Leary and David Treadwell for Yardley
- Olivia Craig and Albert Fletcher for Erdington
- Kath Bell and Michael Kelly for the rest of England and Wales
- Heidi Lane and Margaret Meixner for nursing and midwifery
- Matthew Trotter for medical and dental
- Michael Hutchby for clinical support
- Emma Hale for non-clinical support

# Reviewing the Trust's year



**Every year, the Trust is required to publish an annual report reviewing progress and developments made, the service that is delivered and the challenges faced, whilst also recording the year's financial accounts.**

The annual report for 2013/14 will be published on the Trust website this summer.

To see last year's report and the latest report when published go to: [www.heartofengland.nhs.uk/annual-reports/](http://www.heartofengland.nhs.uk/annual-reports/)

# Health focus: Ovarian Cancer

It could be said that with celebrities such as Jade Goody and more recently, daughter of Richard and Judy, Chloe Madeley raising the profile of cervical cancer, that most people will have heard of and know about it.

But there's another gynaecological cancer that is far less well known, and is the biggest gynaecological killer of UK women, with survival rates amongst the lowest in Europe. Three quarters of women are diagnosed once the cancer has already spread, making treatment more difficult.

## What does our expert say?

Consultant gynaecologist and lead for gynaecology cancer services, Mr Raj Saha, says: "Ovarian cancer does not have its own screening programme for women, so it is vitally important that women themselves are aware of the symptoms of this cancer, know what changes to look for and when to go and checked by their GP."

### Why does the UK have such low ovarian cancer survival rates?

The truth is that for many women, they are diagnosed once the cancer is already at a later stage, which makes treatment more challenging. If diagnosed in the earliest stage of ovarian cancer, women have a good chance of survival, with five year survival rates of above 90 percent.

With only three percent of women being confident about recognising a symptom of

ovarian cancer, many women often delay seeking advice from a GP.

### What are the symptoms?

The symptoms of ovarian cancer – bloating, abdominal pain and needing to wee more urgently or often - are often similar to those of other less serious but more common conditions, such as irritable bowel syndrome. The increased frequency and persistency of the symptoms helps to distinguish between cancer and other conditions.

## Ovarian cancer – the facts

- Contrary to popular belief, smear tests do not detect ovarian cancer and the number of sexual partners or the age at which women become sexually active is not linked to an increased risk of developing ovarian cancer.
- If UK survival rates matched the best survival rates in Europe, 500 women's lives would be saved each year.

### What's my risk of developing ovarian cancer?

Having relatives who have had ovarian or breast cancer will affect your risk of developing ovarian cancer as will being overweight and smoking. Ovarian cancer is also more common in women over the age of 50 years.

For more information about ovarian cancer, call Vanessa Brookes, gynaecology/oncology Macmillan nurse, on 0121 424 7788.

# Launching the new Cedarwood service



**The unique Cedarwood rehabilitation service at Good Hope Hospital was officially opened by TV presenter, Esther Rantzen CBE earlier this year.**

By working with local provider, Midland Heart, the exciting new service is available to patients who are ready to be discharged but not ready to return home.

Based on ward 26 of the sheldon unit, the service consists of 29 private, modern and comfortable bedrooms, a garden, communal area and restaurant bringing together independent living with support services.

Focusing on a person-

led care plan, it enables older patients to re-familiarise themselves with essential personal skills required to help them live independently, reducing the chances of readmission to hospital once discharged.

Esther Rantzen CBE, said: "Older people can sometimes feel that it's not safe to go back home, not feel able to go home or not want to be home alone. Here, we have a rehabilitation facility which has worked thanks to

a collaboration by practical people who know how to make an idea become reality."

Referrals to the short-term accommodation facility will be delivered through a dedicated assessment team working with Healthcare at Home's Care Bureau.

To find out more contact: Liz Hamilton at [liz.m.hamilton@heartofengland.nhs.uk](mailto:liz.m.hamilton@heartofengland.nhs.uk)

# Hospital parking fees

After extensive consultation with publically-elected Trust governors, visitor car parking charges across the HEFT hospital sites were increased this year following six years of fixed pricing.

Whilst the first 15 minutes of parking remains free of charge, visitor charges are now £2.75 for up to an hour, £3.75 for two hours, £4.74 for four hours and £5.75 for up to 24 hours.

There are numerous concessions for car parking, including free parking for all those individuals in receipt of income-related state benefits and there are also discounted multiple day tickets available.

A 3 day ticket costs £10, a

7 day ticket is £17, a 14 day ticket is £23, a 28 day ticket is £35 and a 20 exit carnet is £30.

The Trust does not take any form of profit from car parking charges as all of the funds are used to fund capital charges which have to be paid to central government and the costs of maintenance, upkeep and essential technology such as CCTV cameras and safety barriers.

The Trust also plans to move forward with £15m worth of investment plans to create 1,318 additional parking spaces across its three hospitals in the next three years to help ease congestion during peak times.

Get your walking boots ready, it's the Trust Sponsored Walk 2014!



The walk will take place on Sunday 8 June and is a six mile scenic jaunt from Heartlands Hospital, along the canal, to Solihull Hospital.

The last walk saw over 100 people, including friends, family, doctors, nurses and volunteers raise over £5,000 for the Charity. The money was raised for a wide variety of areas at our hospitals including premature babies, children, stroke care and accident and emergency.

Help us make a difference to the lives of staff, patients and families at our hospitals and sign up today!

Contact fundraising for a registration form: [fundraising@heartofengland.nhs.uk](mailto:fundraising@heartofengland.nhs.uk) or visit [www.heartofenglandcharity.org.uk](http://www.heartofenglandcharity.org.uk)

# Norovirus update

As norovirus can affect any ward at our Hospitals at any time, anyone planning to visit is asked to stay at home if they have recently suffered any sickness and diarrhoea symptoms. This also includes being in contact with friends or relatives who have suffered with any symptoms in the last 48 hours.

Visitors to the hospital are also reminded of the importance of hand cleaning on entering and leaving wards and departments to help combat the spread of germs and infections.

To find out more information about norovirus, visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.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](mailto:sandra.white@heartofengland.nhs.uk)

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## 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 HSB discount card which can be obtained from the membership team.

## Talkin' bout my generation



The Trust's membership team in partnership with Solihull Youth and Community Services and Solihull Schools and Colleges, are working together on a project to engage with young people to ensure they are actively involved in the design and delivery of health services for young people. A youth conference was held to start the project off with a bang. The conference forms part of a wider agenda to engage with young people and from this project a Youth Forum has been set up.

The findings of this project will be reported by young people to the Trust Board and a young governor will be elected by the members of the forum.

For more information contact Sandra White, membership and community engagement manager on: 0121 424 1218.

## Dates for your diary...

The Trust's Board meetings are open to the public, so why not come along to hear the discussion on:

- 6 May, 9.30am  
St John's Hotel, Warwick Rd  
Solihull B91 2AT.

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

### Bereavement

Dawn Chaplin  
17 April, 5pm – 7pm  
Education Centre, Heartlands  
Hospital

### Patient Advice & Liaison Service (PALS)

Margaret Mitchell  
22 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.**

21 May 2014, 4pm  
Harry Hollier Lecture Theatre,  
Good Hope Hospital