

Heart&Soul

www.heartofengland.nhs.uk

Winter 2011

Your award winning
members' magazine

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A note from the membership team...

Welcome to the winter edition of the Heart of England NHS Foundation Trust (HEFT) membership magazine. We hope you had a wonderful festive break and a happy new year.

Our first magazine for 2012 features the latest

news and developments taking place within our Hospitals and our community services, as well as a host of different health-related stories.

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 the Trust membership and community engagement manager at sandra.white@heartofengland.nhs.uk

Community health fair success



With locals attending in their droves, a free family fun day held at Millennium Point in Birmingham was deemed an overwhelming success.

The fair, organised by the Trust's membership team, was held in aid of making the region healthier and had medics from the Trust on hand to give free health checks and important advice on topics ranging from diabetes to heart and kidney disease.

Face painting, juggling

workshops, musical entertainment and various interactive health sessions were also on offer.

Community health fair organiser, Sandra White, said: "We want to be able to support our communities in any way we can and that's why we decided to hold a fun day so that families and locals of all ages have the opportunity to learn more about staying fighting fit and healthy. It was a great day out."

Drumming up interest in music



Heartlands is hitting the right notes with local youngsters through a new music project launched after receiving a grant from the leading UK children's charity, Youth Music.

Hundreds of underprivileged children and young people living close to the Hospital will now have the opportunity to develop skills to deliver music sessions to young patients and work towards an arts award.

The project started with 12 sessions of African drumming and also involved children from a local school taking part in a workshop to develop their local and international community links.

Your alternative to A&E this winter



Your local walk-in centres 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,
B91 2AE

Bored of waiting?

Did you know you can also be seen by a nurse or doctor in an NHS walk-in centre? You can also book in to see your GP or call NHS Direct, available 24 hours a day on 0845 46 47.

Solihull is baby friendly – official!



Solihull community services' efforts to make the borough a place where babies are given the best start in life have earned national recognition.

UNICEF has awarded the Solihull community breastfeeding service the prestigious stage two accreditation as part

of the Baby Friendly Initiative, which promotes breastfeeding.

The team have been working in collaboration with midwives, health visitors, nursery nurses, peer supporters and children's centre staff across the borough, to raise awareness of the benefits of breastfeeding and to ensure there is help and support available for mums.

A Solihull breastfeeding directory was developed for women giving information on the many local cafes and shops where mums are welcome to breastfeed their

babies. The service runs regular group sessions where mums and mums-to-be can offer each other support and also get professional help and advice.

Carmen Baskerville, infant feeding co-ordinator, said: "It is really good we have been recognised for providing a high quality service. Breastfeeding gives babies a healthy start – breastfed babies are less likely to suffer with diarrhoea and vomiting, or chest or ear infections."

Anyone wanting help or advice can call the breastfeeding team on 07970 811026.

The future is GREEN

The Trust's environmentally friendly hospitals have reduced their carbon footprint by 25 per cent, two years ahead of target.

In 2008 we joined the Carbon Trust supported by the NHS Carbon Management Programme and committed to reducing our carbon emissions by 25 per cent within five years and by a further 20 per cent within the following five years. This first target was exceeded two years ahead of schedule, reducing costs as well as emissions.

Energy-saving measures include replacement of ageing coal-fired boilers with combined heat and power plants, automatic personal computer shutdown, the use of more efficient high frequency fluorescent lighting and computer-controlled heating.

The Trust takes being environmentally friendly seriously and is committed to keeping printing costs down. We try hard to only print magazines for those who request them. If you would prefer to view Heart and Soul online, simply visit www.heartofengland-communications.co.uk

Going for gold with staff sports



The Trust has been given the national gold stamp of approval for its staff sport and physical activity initiative.

The Gold Accreditation was awarded in recognition of the Trust's success in meeting the NHS Challenge - a Department of Health Initiative inspired by the London 2012 Games. The NHS Challenge encourages NHS staff to take up a sport to get fitter, healthier and become better role models for patients.

Richa Gautam, sport and physical activity programme project manager, said:

"The Hospital's staff sports initiative has doubled in size since its launch in 2008.

"In 2011, around 400 staff from the Hospital Trust took part in a range of sporting tournaments including touch rugby and tennis. The Hospital's tennis competition was shown to have helped motivate 89 per cent of staff taking part to keep fit.

"We feel proud to be making a contribution to the Government's aim to get two million people more active by 2012."

Don't bring your germs in!

Norovirus, the sickness and diarrhoea bug, is currently circulating in the community. Please do not come into the hospital or visit the wards if you have suffered from sickness, diarrhoea or cold and flu like symptoms in the last 48 hours - you are still highly contagious and can pass your germs on to poorly

**Top tip:
Beat the bugs
this winter with
regular hand
washing**

Your award winning members' magazine!



The HEFT communications team enjoyed triple award winning success at the CIPR PRide Awards 2011 during December.

The awards recognise excellence in PR and communications across the UK.

Membership magazine, Heart and Soul, won Gold in the external newspaper or magazine category; the Trust's staff magazine,

Heartbeat, won the Gold award in the internal newspaper or magazine category; and a silver award was gained in the internal communications category for the *Working together: A discharge in time saves another patient waiting in line* campaign.

The team, along with members of the medical illustration graphics team, were presented with their

awards by former Olympic sprinter, Kriss Akabusi.

The team were also finalists in the outstanding in-house public relations team category and internal communications and governance officer, Louise Berklay, was a finalist in the outstanding young communicator category.

Multi-million facelift for Good Hope's emergency services

Emergency services at Good Hope are to benefit from a multi-million pound investment to improve facilities for patients, with the planned works commencing in December.

The emergency department, which sees more than 80,000 patients every year, is to be completely refurbished to provide state-of-the-art facilities to improve the flow of patients through the department during its busiest times.

The newly designed department features increased cubicle capacity with a new dedicated paediatric area and links to the clinical decisions unit allowing patients to benefit

from rapid investigation, diagnosis and treatment.

As part of the works, there will also be two new theatres, replacing two older theatres, with a new day case unit and surgical admissions lounge area for the use of patients awaiting operations.

Dr Aidan Macnamara, emergency services consultant and clinical director, said: "The new emergency department will bring a host of benefits to our patients and staff, particularly when we are at our busiest during the winter months.

"We have had an opportunity to design an emergency department that reflects how we work now and how we want to in the future. The new department will help us to streamline our service once patients arrive, delivering faster, safer and more effective care for patients under our care. Children and parents will benefit from a dedicated children's area."



Dr Aidan Macnamara



Ethiopian eye care given a helping hand

A team from Heartlands travelled to Ethiopia in November to provide Black Lions Hospital with training on diagnosing diabetic eye disease using digital healthcare software. They also provided much needed screening cameras, pascal lasers and laptops which are to be distributed to the four corners of Ethiopia.



Professor Paul Dodson and eye screeners Paul Galsworthy, Hayley Chambers and Karen Whitehouse worked with many trainees including doctors, technicians, and nurses.

The trip was so rewarding the team plan on making a follow up trip to Ethiopia early next spring.

New treatment for high blood pressure



Patients with high blood pressure at Good Hope are the first in the region to benefit from a groundbreaking new treatment. The procedure, called renal denervation (RDN), is a minimally invasive technique which aims to reduce blood pressure in patients for whom all blood pressure medication has failed. The procedure has been successfully undertaken on the first three patients at the Hospital, with more expected to follow suit.

Paula Field, 40, from Lichfield was the first patient to undergo the renal denervation procedure.

She said: "I have taken many different types of medication to help bring my

blood pressure down and nothing has helped. I jumped at the chance to have the new procedure and this has brought my blood pressure down to a much safer level."

The procedure is performed under local anaesthesia by guiding a device into the arteries of the kidneys using x-ray guidance. Once in place, the device produces high frequency radio waves. This permanently interrupts abnormal nerve signals from the kidney to the heart, brain and blood vessels, responsible for high blood pressure.

To find out more about the renal denervation procedure, visit:
www.heft-radiology.co.uk

Investigative reporter Donal MacIntyre talks about facing up to the dangers his work brings, his wife's brain tumour and the third baby they feared they'd never have.

Donal MacIntyre is a renowned investigative journalist who's reported from war zones, gone undercover infiltrating criminal gangs and sex slave traffickers, and endured death threats, kidnapping attempts and assaults, but this is no match for the tenacity of youngest daughter, four-year-old Tiger.

She's loudly voicing her desire for an ice-cream, and one for her nine-year-old sister, Allegra, and he finally laughs as he gives in, hands them over and beats a hasty retreat to talk in the quiet of his study at home.

"Kids!" says Dublin-born MacIntyre. "They're a real force to be reckoned with. They're so upfront about what they want and sometimes the noise levels in our house can be a bit punishing. I have a feeling Tiger and Allegra have sussed out that Dad's a bit of a softie."

It's a vulnerable off-screen side to his character that he carefully conceals when working on often demanding and dangerous projects.

During 10 years of undercover work from 1993 to 2003 for the BBC, ITV, Sky and Channel Five, he sealed his reputation as a reporter who was unafraid to venture

where few dared to tread.

But today, MacIntyre, 45, acknowledges the personal price that he – and most shockingly his 35-year-old wife Ameera – have paid for his award-winning activities.

He's moved home 50 times in the last decade, seven times since he married five years ago, to avoid reprisals from those he's exposed, but it was an attack on both him and his wife two years ago in Surrey which rocked him to the core.

*"I have a
feeling Tiger and
Allegra have
sussed out that
Dad's a bit of a
softie!"*

"It was an awful time which was shocking for me but devastating for Ameera," he says quietly, recalling the assault which was linked to his work 10 years ago on exposing Chelsea football hooligans for his BBC One series, MacIntyre Undercover.

"I've been assaulted before and even though it's never justified because I'm lawfully doing my work, I've had to cope with those slings and arrows as hazards of my job. But it crosses a line when my wife gets caught in the crossfire."

Last November one man was jailed for two-and-a-half years for the revenge attack which left the couple severely shaken and with cuts and bruises.

Worse, the assault happened when he and Ameera, who has a brain tumour, were out for the evening prior to her having a scan the following day.

"She's had a pituitary tumour for several years which is small, non-malignant and dormant. It's stabilised with medication, but she has to be monitored regularly and has regular scans to make sure it isn't growing," he explains.

"That's always a tense, uncertain, worrying time for her naturally, but she copes with her condition very bravely."

The pituitary gland sits in the centre of the brain and is vital for producing hormones for the body. If tumours occur there they are mostly benign but can grow and exert damaging pressure on the brain and the optic nerves.

While he's humbled by his wife's bravery in coping with such a potentially life-threatening condition, he's also inspired by the courage of his mother, Peggy, 74, who as a single parent, brought up five children while struggling with chronic eye problems.

"Mum's an amazing woman who worked all the hours God sent bringing up us kids, despite nearly going blind twice. I've been so

shaped by her determination to cope with whatever life's thrown at her," he says.

Being aware of these health concerns also means he's conscious that general fitness is essential for his demanding lifestyle. A dedicated sportsman, representing Ireland as a canoeist at World Championship level in his youth, he surprisingly says he achieved his greatest fitness levels while competing in 2009 in ITV1's Dancing On Ice, where he achieved second place.

And now MacIntyre and the family have a more recent cause for celebration.

Ameera's tumour interferes with hormone levels and at the beginning of the year, doctors warned she was only a few months away from becoming infertile, but against all odds she became pregnant.

"It's a boy and we're even more thrilled because it's a bit of a miracle. We'd tried unsuccessfully for more than two years for a baby and were on the brink of attempting IVF when we found she was expecting," he says.

"I feel so lucky for everything I have. I've been fortunate to have the career I do, and very lucky to have survived the more dangerous scenarios."

"Being a dad is amazing and I appreciate those joys of fatherhood with a little more poignancy perhaps than those who had their fathers

around all the time in their childhoods.

"My own mum gave us kids a licence to be ourselves and I'm realising, as my experience of fatherhood grows and I enjoy it more and more, how great and amazing she was. I hope I can be as good with my own kids."



Investigating Donal MacIntyre

Joint effort for quicker recovery



A new joint school at Solihull is preparing knee and hip replacement patients for quicker recovery. It follows on from the resounding success of the Trust's first joint school launched at Good Hope.

The patients and the person they have chosen to be their 'coach' attend a weekly session where they are taught exercises and how best to fit the stockings they need to wear after their operations.

Three enhanced recovery practitioners have been appointed to run the sessions and are also on hand to support patients before, during and after their treatment.

Practitioner Debbie Ferriday said: "The joint school helps us with our aim of patients being ready to go home within four days of their operation.

"During the sessions, patients are encouraged

to ensure they are in the best possible health before surgery and are given elbow crutches to practice with at home. Physiotherapists and occupational therapists show the patients how to walk with crutches and how to do exercises to aid recovery and medics are on hand to talk through any concerns they may have."

Clive Simmonds, a joint school patient graduate, explains: "It was my first hospital experience since I was 10 and I couldn't believe how good it was. Everybody could not do enough in passing on skill and kindness and addressing our concerns. The joint school prepared me well for the operation and having to walk on crutches afterwards. I can now get back to enjoying retirement again."

Hospice at Home

A new service is enabling people close to the end of their life to stay at home to die rather than have to go into hospital – if that is their choice.

Solihull's new Single Point of Access Hospice at Home (SPA H@H) team gives additional support to patients nearing the end of their life to help them either stay at home or leave hospital if they have already been admitted.

It works closely with GPs, district and community nurses, Macmillan nurses, community matrons and Marie Curie Hospice to deliver the best possible care for patients.

Helen Meehan, Solihull community services' lead nurse for palliative care, says: "When someone has said they would prefer to die at home we want to be able to do everything we can to enable that to happen. SPA H@H can provide hands-on nursing care to patients in their own home in the last weeks of life."

Five extra district nurses have also been recruited to boost community services teams across Solihull and give further support to patients with end of life care needs.

Solihull's end of life care provision is already well regarded nationally.

Pathology investment update



Development work is continuing to take place on the pathology building, located near to the Yardley Green Road entrance at Heartlands.

This involves a two storey extension to the pathology building and will accommodate a new centralised core laboratory. The extension will increase the laboratory's capacity in line with demand, whilst modernising and improving the service the Trust provides for its patients.

General manager for pathology, Steve Waller, tells us more...

"This exciting project is all about modernising the services we provide to our patients.



There are around 400 staff working in laboratory medicine at the Trust and we turn around more than 2.6 million requests each year, helping patients get their test results quickly and effectively.

"These works will enable us to use the most up to date automation technology in the way we process lab samples. The investment all ties in with the national strategy for pathology, providing a cost effective service with increased capacity."

If you have any questions regarding laboratory medicine at HEFT, email steve.waller@heartofengland.nhs.uk

Hospital 'huggy' charity launch success



Patients, locals and staff were invited to attend the official launch of the Trust's charity during December and to see the grand unveiling of its official mascot, Huggy.

The Heart of England NHS Foundation Trust Charity, which encompasses Heartlands, Good Hope, Solihull Hospital and community services and Birmingham Chest Clinic, works to ensure every penny made through fundraising at the Trust directly benefits the needs of its patients.

Emma Hale, head of fundraising, said: "The Trust looks after more than 85,000 inpatients in the West Midlands every year.

"With four sites and over 400 funds to choose from, you can be sure that your donation will be used in the area of healthcare you feel most affiliated with."

To get in touch with the Trust fundraising team, telephone 0121 424 3838.



Event marks World AIDS Day

So why the need to test for HIV?

Since the first diagnosis of HIV was made 30 years ago, there have been 115,000 infections diagnosed in the UK alone.

Of these, 27,000 cases progressed to AIDS and 20,000 people have died. National figures show that UK acquired HIV has doubled in the last 10 years, going from 1,950 cases in 2000 to 3,780 cases in 2009.

Following the implementation of new guidelines in February this year, the Trust now encourages HIV testing in all its clinical areas. Being aware, spotting the signs early and running a test is of great benefit for our patients as any possible positive diagnosis will require immediate treatment.

An early diagnosis makes treatment more effective, preventing further health complications and reducing the risks of transmission.

Brummies enjoyed a series of music, dance, poetry and fashion events hosted across the city to mark this year's World AIDS Day on 1 December.

With 400 new cases diagnosed in the West Midlands in the last year, the free programme of events, which incorporated three themes – reflection, education and celebration, were held to highlight the importance of HIV testing in a positive way.

Events included a

lantern parade, as well as a musical and fashion extravaganza at Cannon Hill Park and the Midlands Arts Centre. A tribute to Dame Elizabeth Taylor featured gowns designed by South Birmingham College and music by Bournville Musical Theatre Company and Birmingham Midlands Operatic Society.

For further information about the World AIDS Day 2011, log on to www.worldaidsdaybirmingham.org.uk

One year of new attitudes to sexual health



A sexual health clinic for young people in the region has celebrated a successful first year of providing advice and treatment.

More than 8,000 people have benefited from visiting the clinic since it first opened on Erdington High street back in November 2010.

Open six days a week on a drop-in basis, the service provides a full range of sexual health care – from contraception, free condoms, pregnancy testing and emergency contraception,

through to STI testing and treatment.

Based on the second floor of Erdington Health and Wellbeing Walk-in Centre, the team are situated right on the high street, but upstairs and away from prying eyes.

Open Monday to Friday 9am until 7pm, or Saturday 11am to 3pm, free, confidential advice is available and no appointment is necessary.

For more information, call 0121 686 8030 or visit www.newattitudes.co.uk



Dr Shahrad Taheri. The Trust has become the first health organisation in the UK to offer expert advice and support through social media.

In the first of what is hoped will be many 'heart to heart' sessions on Twitter, the Trust reached out to patients and the public concerned about diabetes from 1 November until 14 November which was World Diabetes Day.

Dr Shahrad Taheri, a leading expert in the field of diabetes, addressed the most pressing issues concerning the disease as he answered more than 200 tweets.

There are now plans to follow this success with a range of other health problems discussed on Twitter in future 'heart to hearts'.

To follow the Trust's Twitter account, visit www.twitter.com and find us at #heartofengland

HEY YOU!

Want to stand out from the crowd but don't want to pay design agency prices?!

Want intelligent creativity, bold communication and exciting concepts with reassuring professionalism? With competitive prices where your money goes into the NHS? Medical Illustration is a well established design service based in Heartlands Hospital.

Our award winning design team have a wealth of talent with outstanding resources at their fingertips, producing innovative graphics for all needs, including branding, posters, exhibitions, annual reports, brochures, marketing literature, and any other form of visual communication.

Our family of talent not only includes graphic designers, but photographers, multimedia designers and web developers. But don't take our word for it, the proof is in the pudding so give us a call today on 0121 424 3435 or email studio@graphicshub.co.uk for a quote or just a simple chat on what requirements you may have and we will be happy to help you.



Results of lung cancer initiative unveiled



Lung cancer patients and their specialists at Heartlands came together during October to unveil the results of a national first-of-its-kind treatment initiative.

Since the rehabilitation for operated lung cancer (ROC) programme was launched just over 12 months ago, the team has recorded a 30 per cent reduction in cancer surgery-related lung complications and halving of patient re-admissions to hospital after initial discharge. Medics now plan to spread the ROC programme nationally to benefit lung cancer patients across the country.

The ROC programme is designed with the specific aim of preparing and supporting patients throughout the treatment process, ensuring patients are in the best of health before and after their surgery.

Water way to celebrate opening!



The maternity unit at Good Hope has undergone an impressive facelift and who better to officially open the new facilities than the first water baby born at the Hospital 16 years ago.

Samantha Tooze, from Erdington, who has dreams of becoming a midwife herself, was accompanied by her mother, Michelle, who gave birth to two more children in the Good Hope water pool, and retired midwife Lyn Brown, who pioneered water birth at the Hospital. Lyn also delivered her grandchildren in the pool.

More than £150,000 has been invested in the maternity unit, with a new water birth room and a second low risk birth room added and the existing water birth room upgraded.

The official opening was followed by a celebratory open day including tours of the unit, workshops on active birth, hand and neck massage by the midwifery aromatherapist and displays on all aspects of maternity care.

Health profile...

Mr Srikanth Bellary, Heartlands diabetes consultant, discusses the symptoms and treatment of diabetes.



Diabetes now affects 2.8 million people in the UK, and around 90 per cent of all adults in the UK with diabetes have type 2 diabetes.

Approximately 11 per cent of over 16s have diabetes in the West Midlands, which is the highest rate in the UK.

"It is a long-term condition caused by too much glucose, a type of sugar in the blood, that can have serious health consequences including heart disease, stroke, amputation, kidney failure and blindness. However, early diagnosis reduces the risk of developing these serious complications.

"Many people have type 2 diabetes for years without knowing it because early symptoms can be general.

Symptoms to look out for include feeling very thirsty, going to the toilet a lot, extreme tiredness and weight loss. If you think you have signs of diabetes it is important to get medical advice.

"The exact cause of type 2 diabetes is not fully understood, although there are many factors that make developing the condition more likely.

"You are more likely to develop type 2 diabetes if:

- You have a close relative with type 2 diabetes.
- You are of South Asian, African-Caribbean or Middle Eastern descent.
- You are overweight.
- You are over 40.

"We cannot change our genetic make-up, but there are several risk factors like being overweight or not getting enough regular

Some of the ways you can help yourself to reduce those risks are:

- Lose weight if you are overweight.
- Adults should do at least 150 minutes of moderate-intensity aerobic activity such as cycling or fast walking every week.
- Don't smoke.
- Keep your blood pressure and cholesterol levels under control.
- Only drink alcohol in moderation.

exercise that can be controlled to reduce your chances of developing diabetes.

"This advice can help anyone reduce their risk of developing type 2 diabetes, but is particularly important for those who have an increased risk of developing it.

"Type 2 diabetes is diagnosed with simple urine and blood tests. For those that do develop the condition, lifestyle changes to adopt regular exercise and a healthy diet may be enough to control glucose levels. If diet and exercise is not enough, medication can be taken to control symptoms and prevent health problems developing later in life."

For more information:
www.nhs.uk/Conditions/Diabetes-type2



Did you know?

The Trust chief executive, Dr Mark Newbold, is now on twitter at #drmarknewbold

And don't forget!

Follow all that is going on at your Hospital by visiting www.facebook.com/heftmembership and twitter on #heftmembership

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 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

W: membership.heartofengland.nhs.uk
E: sandra.white@heartofengland.nhs.uk

Please also note our address:

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Star Patient Letter

I am writing regarding the amazing experience I had whilst having our baby at the Solihull birthing unit on 27 September 2011. Both the staff and the facilities were outstanding and made our time with the team memorable for all the right reasons. I could almost say we look forward to visiting the unit again - although not just yet!!!

Also I have also found the community midwives and health visitors at Arden Medical Centre to be excellent too.

Congratulations and thank you all!!!

Marie, Oliver and
baby Freya Mustin



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.

Dates for your diary...

The Council of Governors meeting dates are:

- Monday 16 January 2012
- Tuesday 13 March 2012
- Wednesday 23 May 2012
- Monday 16 July 2012

Trust Board meetings are now open to the public, so why not come along to find out more?

- Tuesday 3 January, Good Hope Hospital
- Tuesday 6 March, Heartlands Hospital

To find out more and to check venues, please contact Malcolm Pye, company secretary, on 0121 424 2334.

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

Eczema & Psoriasis

26 January 2012, 5pm

Dr Bhat & Dr Kaur
Good Hope Hospital,
Education Centre

Irritable Bowel Syndrome

21 February 2012, 5pm

Dr Rex Polson
Solihull Hospital, Education Centre