

Heart & Soul

NHS

HEART of ENGLAND
NHS Foundation Trust

www.heartofengland.nhs.uk

Spring 2011

Heartlands ice babies

Introducing Lord Hunt, new
Trust chairman

Elderly care team receive
excellent care award

Transforming community
services

Elections results

Football and
television star
**Gary
Lineker**
on family and
well-being



Staff
recognition
awards
p3



Hats off to
new ward
block
p4



Free
hospital
parking trial
p11



Health
profile...pain
management
p14

Introducing Lord Hunt, new Trust chairman



Lord Philip Hunt has been appointed the new Heart of England chairman, after the Trust governors unanimously agreed the appointment following a formal Governors' Consultative Council meeting.

Lord Hunt will take up his new post on 1 April 2011 and brings with him a wealth of experience in healthcare at national and local level.

He has been working with the Trust since October 2010 as a non executive director and is also the current president of the Royal Society of Public Health and chairman of the All Party Parliamentary Group on Primary Care and Public Health.

A former chief executive of the NHS Confederation, Lord Hunt has also had two spells as a health minister

in the last Government and chaired the National Patient Safety Agency between 2004 and 2005.

Roy Shields, lead governor and chairman of the Governors' Appointment Committee said: "Lord Hunt will prove to be a great asset to the organisation. His vast healthcare experience and passion for local engagement will ensure that each of our hospitals remain strong within the communities it serves."

Lord Hunt, from Kings Heath, Birmingham, said: "I am delighted to have been asked to chair the Trust. Clive Wilkinson has done excellent work and will be a very hard act to follow. My entire focus will be on ensuring a high quality of patient care and enhancing the contribution of our dedicated staff."

Ice babies at Heartlands

Heartlands Hospital is now home to an innovative new treatment that could prevent brain damage for newborn babies.

Therapeutic hypothermia or 'cooling babies' is a treatment where babies who are at risk of brain damage due to oxygen deficiency and reduced blood supply during birth, are cooled from a normal body temp of 37 degrees down to 33.5 degrees.

The process of cooling reduces the risk of long-term neurodevelopment disabilities including blindness, deafness and cerebral palsy, which is often undiscovered until later on in the child's life.

Heartlands is proud to be the official cooling centre for the Southern West Midlands Newborn Network and has been using this treatment since May 2010.

Free hospital parking trial



A free parking trial is now in operation at Good Hope. This will apply to all the main visitor areas between the hours of 6pm and 9pm, Monday to Friday.

The aim of the scheme is to provide visitors with

a free of charge parking option. It will also help determine to what extent free parking in the evening will help ease car park congestion during the day, when the car parks are at their busiest.

The trial will initially last for a three month period, ending 13 May 2011.

For more information about the trial, contact the Good Hope car parking office on 0121 424 7877.

Garden is a stroke of genius for patients

Stroke patients at Solihull Hospital will benefit from therapeutic surroundings as the Hospital sets to build a garden to help aid recovery.

The garden designed by local designer, Linda South from Blythebrook Designs, comes following an idea conceived by ward manager, Rachael Morris, from the stroke unit at Solihull Hospital, who wanted to turn the disused ground into a rehabilitation area for patients to enjoy.

Senior sister, Rachael Morris, said: "The power of plants and flowers has been found to be therapeutic in stroke recovery. Gardens tend to be an area for socializing and companionship while

providing solace for those looking for some quiet time. It was this thinking that first gave me the idea to raise funds for such a garden."

Following months of fundraising, Rachael and the team have raised £30,000 and hopes to continue raising funds towards the maintenance and up keep of the garden.

Dave White, commercial director at Earlswood said: "We have a great and generous team with an eye for detail from design, through construction to completion and the end result will be an enduring legacy for the benefit of stroke patients for many decades to come."

Beating the bugs



Anyone who has displayed symptoms of sickness or diarrhoea in the last 48 hours, or has been in contact with anyone who has had the illness, is always asked to stay away from our Hospitals to help prevent the spread of norovirus.

Symptoms include:

- Nausea and vomiting
- Diarrhoea
- Fever
- Headaches
- Stomach cramps
- Aching limbs

There is also a wide range of information and out-of-hours support and treatment that is available across Birmingham and the West Midlands, aside from the A&E. This includes NHS Direct and local Walk-in Centres for minor ailments.

NHS Direct is also available all day every day on (0845) 46 47 or by visiting www.nhsdirect.nhs.uk

Staff recognition awards 2011



The Trust's annual staff recognition awards are fast approaching and we need your help to ensure the people making a real difference for our patients in our hospitals are recognised for their hard work.

The awards are a chance to celebrate excellence and innovation in the workplace and safe, top quality care given by staff in the last 12 months.

The patient carer award is open to the public who are encouraged to nominate a member of staff who has made an outstanding contribution

to their experience as a patient.

If you would like to nominate a member of staff, simply visit the staff recognition awards website at www.staffrecognitionawards.co.uk or speak to Emma Hale on 0121 424 0941.

Winners will be announced by Dr Mark Newbold, chief executive, at a special ceremony at the Crescent Theatre in Birmingham on 24 August 2011. As well as an award presentation, there will also be cash prizes given to the winners and runners up.

Help us raise funds for the children's unit

The Children and Family Centred Care appeal aims to raise £85,000 to complete the refurbishment of the children's ward at Heartlands, including completely refurbishing the high dependency unit, improving the parent accommodation facilities and decorating the ward with professional artwork.

Work first began with the refurbishment of paediatric assessment unit in 2010. This unit now comprises of a reception/play area, an assessment area with six trolleys, two assessment cubicles and a four bedded observation bay. There is also a fully equipped resuscitation room for paediatric emergencies, an open nursing work station and doctor's work room.

The team now hope to bring the rest of the ward up to this excellent standard for young patients and are asking for support in helping raise these much needed funds.

If you are able to show your support, contact Nicola Beaumont on 0121 424 3838 or email fundraising@heartofengland.nhs.uk.

Elderly care team receive excellent care award



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

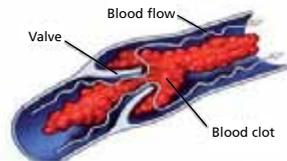
An excellent care award was given to the short stay elderly care team, who not only demonstrated having gone the extra mile to benefit their patients, but also their patients' families and carers as well.

The award was judged by looking at how elderly care teams performed, with particular focus on patient experience and the quality of nursing care given. The family of Jean Robinson, a patient who sadly passed away in 2009, were involved in choosing which team should be awarded; having worked closely

with matron, Donna Woodings in recent months to help find new ways of working with patients and their families.

Di Collins, the daughter of Jean Robinson, presented the award to Gail Allport, senior sister for short stay elderly care. Di said: "I chose this ward to receive the prize money and award because when I visited the ward, I was so impressed to see such a personalised and friendly service for the patients. All the nursing staff, patients and families were on first name terms and this means a lot to relatives who want to feel fully involved in what is happening with their loved one."

VTE risk assessments make patient care safer



ADAM

Venous thromboembolism (VTE) is a condition in which a blood clot (thrombus) forms in a vein. An embolism occurs if all, or a part, of the clot breaks off from the site where it was formed and travels through the venous system. If the clot lodges in the lung, a potentially serious and sometimes fatal condition called a pulmonary embolism (PE) occurs.

To prevent this happening, we now risk assess all adult inpatients for VTE on admission. By doing this, we can then update our records so that appropriate treatment can be prescribed. This reduces their risk of developing a DVT.

As a quality measure, taken as part of an indicator of our dedication to improve safety in our organisation, the Trust has achieved and is now sustaining, a 96 per cent VTE risk assessment rate of patients.

Hats off to Good Hope's new ward block building

The very first patients and staff moved into Good Hope's brand new multi-million ward block building during February. Benefitting from modern, first class facilities, the new wards also provide a light, open and inviting environment for patients to be treated. Here is a little more information about the new wards and the patient services they are providing at the Hospital:



Ward 21

DATE unit and Vera Holley CDU

The DATE unit provides multi-disciplinary specialist elderly care at Good Hope's front door, near to A&E. A multidisciplinary acute geriatric team in the unit has been established, led by a consultant geriatrician. The team supports both the rapid access clinics and the Older Persons' Assessment and Liaison service (OPAL). The Vera Holley CDU will be moving into its new area within ward 21 of the new building towards the end of 2011 after Good Hope's A&E upgrade is completed.



Ward 22

Critical care

The new ITU/HDU brings the two old units together, giving more flexibility to accommodate the variable numbers of level two and three patients admitted. The new units have increased capacity by six beds, with a total of 18. Each bed area has approximately 25 square metres of floor space and has been equipped with a movable pendant system which provides oxygen, air and suction power supply on an arm suspended from the ceiling. This improves access to the patient and equipment at the bedside, and keeps the floor clear of cables and equipment.



"A really lovely environment to work in, it makes us as staff and our patients feel really positive."

*Katie Snowden,
staff nurse*



Ward 23

CCU and cardiac ward

The coronary care unit and cardiac ward has experienced a delay in moving due to operational staffing issues, but the team hope to move as soon as possible. Cardiology comprises of a CCU with six en-suite rooms providing nurses with state-of-the-art monitoring facilities for 18 patients. There is also a new, purpose built pacing room set up in line with theatre-requirements to minimise infection risk. This development will facilitate potential future developments such as intra-aortic balloon pumping and CPAP.

Ward 24

Short stay elderly and hyper-acute stroke unit

Short stay elderly provides multidisciplinary care for frail older patients who require a short stay in hospital to resolve or manage their presenting problems and to safely transfer the care of patients into appropriate community settings within 72 hours of admission. The unit features a ward based 'gym', a dedicated space for therapy assessment and treatment. It also enables the unit to hold group sessions allowing patients to socialise and for mental and physical stimulation during their hospital stay.



The hyper-acute stroke unit features purpose built facilities enabling staff to provide a first class service for the management of patients who present acutely with strokes and high risk TIAs in line with the national stroke strategy and NICE guidelines. Patients presenting to A&E and AMU with strokes and high risk TIAs will be transferred directly into the Unit to be looked after by the stroke team. This six bedded unit has been designed to meet the privacy and dignity, as well as clinical needs of individuals affected by stroke.



"It feels fantastic to finally be in our beautiful new unit. All our staff have found it provides our patients with increased privacy in a bright and spacious environment."

*Anne Mutlow,
matron critical care*

Overview

An overview of the new building:

Third floor: ward 24, short stay elderly and Hyper Acute Stroke Unit.

Second floor: ward 23, Coronary Care Unit and cardiac ward – this is operational from move date)

First floor: ward 22, ITU/ HDU

Ground floor: ward 21, Vera Holley Clinical Decisions Unit and Day Assessment and Treatment Elderly Care Unit (DATE Unit)



Sports presenter Gary Lineker may have hit the half century but his family life and well-being are healthier than ever.

There's a school-run looming, and homework and tea to be organised but Gary Lineker's taking it all in his stride.

He's looking after his step-daughter Ella, nine, while her mother Danielle is making her acting debut in the stage production of *Calendar Girls*, which is touring the UK until April.

"Life's a little trickier than normal and I'm daddy daycare at the moment," he says with a smile, as he chats at the family home.

"But it's fine, Ella's adorable and a real sweetheart. It's all school-runs and picking her up from her friends, but I'm used to that with the boys."

Lineker, a father of four sons aged 13-19 from his first marriage, is a former England football player, who began his television career in 1994 after retiring from the sport and has presented BBC One's *Match Of The Day* since 1999. He's clearly delighted that his wife is now enjoying some of the limelight.

"It's so exciting and I'm very proud of her. She's wanted to act for so long - she's put her heart and soul into it and trained really hard," he says.

The couple married in September 2009 and Danielle, 31, made a programme about

stepfamilies last year.

Her daughter is from a previous relationship with ex-footballer Adam Willis. Gary says: "Ella sees her father - who's a great dad - every weekend and, of course, we see the boys all the time so it's good. All the kids are fit and happy - family life is great."

Something Lineker is less happy about, however, is his age after turning fifty last November.

"It's fair to say I wasn't completely overjoyed at facing up to half a century"

"It's fair to say I wasn't completely overjoyed at facing up to half a century," he says.

"Obviously I'm happy I've got this far... but still. Nowadays I'm telling myself that age is just a number - well, that's my story and I'm sticking to it," he says.

"Anyway, I'm hoping I don't look too bad for an old man! We've got a gym in the house, I have a personal trainer and workout as often as I can, which I think is essential once you're in your fifties, otherwise everything

starts going south.

"Thankfully, I haven't suffered any health problems apart from hepatitis once, years ago due to food poisoning, and a bit of wear and tear on my joints from my playing days."

Leicester-born Lineker, who joined Leicester City football club aged 16 and retired from international football with 80 caps and 48 goals, always planned a media career.

"Even as a player I knew eventually I wanted to go into broadcasting and I took time to learn the techniques and technology before I left the game," he says.

His career's included an eight-year stint as a team captain on BBC One's sports game show *They Think It's All Over*, a period presenting BBC's golf coverage, and in 2009, with Danielle, he hosted a series of BBC's *Northern Exposure*.

He's actively involved with cancer charities, an involvement which stems from his eldest son, George, 19, suffering leukaemia as a baby.

"George is absolutely fine, fit and well, which is wonderful. He goes for check-ups every couple of years but that's mainly for research purposes," he says.

He's plainly delighted that all his sons - Harry, 17, Tobias, 14, and Angus, 13 - enjoy sport and play football.

"Tobias has just got back into the game after having to have a two-year break

because unfortunately he suffered from severe knee pain. He's really missed his football and is very happy to be back playing again," he says.

"He had a condition, which can affect some youngsters, called Osgood-Schlatter disease, which is partly caused by a period of rapid growth."

While he concedes that being the parent of teenagers is often demanding he says: "They're all great individuals and fun to be with.

"The thing I've always told the boys, and tried to follow myself, is to give yourself the best chance to succeed. If you're going to do something, I believe you should give it your all.

"I'm aware how incredibly lucky I've been - I was born with a gift for scoring goals and I had the right breaks at the right time. My ultimate ambition? I'd love to be broadcasting when England win the World Cup. We all have our dreams!"

Football & television star Gary Lineker on family and well-being



Transfer of sexual health services from Heart of Birmingham PCT (HOB)

In January 2009 the Department of Health launched Transforming Community Services, a national programme aiming to modernise the provision of NHS community health services. Key to this was the separation out of the commissioning of services from actually providing the services.

In June 2010 Commissioners sent out requests for expressions of interest in Heart of Birmingham PCT Community Sexual Health Services. HEFT expressed an interest as did UHB and the decision was made to split services between both organisations with an aim of completing the transfer of staff and services by the national deadline of 1st April 2011.

The services to be transferred are a natural extension to the current portfolio of sexual health services already provided by HEFT.

The principle underpinning this transfer is a 'lift and shift' approach. The move will have no direct affect

on HEFT employees. From the 1 April 2011, services from Hob will come under the HEFT umbrella and the HoB PCT employees will therefore become HEFT employees and have HEFT name badges and e-mail addresses. For the present time though, this will be the only change, and all other aspects of each service will remain unaffected.

HEFT is to receive the following services:

- Sexual Health Promotion – to include HYPEe (Healthy Young Person's Education)
- Healthy Gay Life
- SAFE Project
- Chlamydia Screening
- Reproductive Sexual Health

Our Trust will be hosting two welcome induction events for our new members of staff during March.

New HIV testing guidelines for all clinical areas

The rate of new HIV infections has risen in the West Midlands in recent years, especially amongst heterosexuals. 37 English local authorities now have a prevalence of diagnosed HIV greater than 2 per 1,000 of the population.

As a result of this, and in line with recommendations from the UK's chief medical and nursing officers, the Trust has now implemented a new set of guidelines around HIV testing. These are in place for all clinicians to encourage HIV testing within clinical practice.

By setting out clear guidance, all doctors, nurses and midwives are now able to offer patients an HIV test as part of their routine tests, in the same way they would for any other medical investigation.

The Trust guidelines also set out HIV indicators, highlighting when testing is appropriate for a patient. This should then be included within examination to rule-out the risk of missing a diagnosis.



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.



www.graphicshub.co.uk

Patients give HEFT the thumbs up in national win



HEFT has received national recognition for its work on improving patient experience.

The Trust's 'back to the floor' programme fought off tough competition from organisations in both the public and private sectors to win the award for 'access to information'.

Simon Jarvis, head of patient engagement, said: "The back to the floor programme evaluates our patient's experiences through one to one surveys where patients are asked about their experience whilst in hospital. The results are then used to address any areas of concern, helping us to improve the overall experience of all our patients."

"This is a fantastic award which reflects the hard work and support, both clinical and non clinical teams have put into developing a real-time measure of patient satisfaction. We're now surveying 100 per cent of inpatient wards each month across all three hospital sites and the results are really helping teams monitor and improve the services they offer based on this important customer feedback."

The team were awarded by The Patient Experience Network in a national awards ceremony aimed at recognising, celebrating and sharing examples of great initiatives in patient experience.

Trust welcomes new medical director



Dr Aresh Anwar has joined Heart of England as the Trust's medical director and a key new leader for the organisation. Joining from University Hospitals Coventry and Warwickshire NHS Trust, Dr Anwar is consultant specialist in endocrinology and diabetes mellitus.

Transforming community services – Solihull

Medics get fit in time for 2012 games

Medics at the Trust have launched a sports challenge to get over 2,000 consultants, nurses and surgeons participating in physical activity by 2012.

A range of sporting tournaments including tennis, netball, touch rugby and football are being run throughout 2011 to encourage staff to keep fit.

Ian Cunliffe, consultant ophthalmologist, said: "Not only are these sport activities a chance for staff to meet new colleagues and have fun but they will also help improve their health and well being, which is our aim in the long term. Our survey of the 2010 games

overall health and fitness."

Richa Gautam, project manager and national touch rugby coordinator said: "We first launched our



touch rugby tournament back in 2008 and it was a real hit. Last year we had more than 400 players from across the hospital, from consultants to porters. This year we want to make the games bigger and better than ever and have extended our sporting activities to try and encourage even more staff to get involved."



showed that 95 per cent of players increased their motivation to get fit and 100 per cent of players felt they had improved their

The Heart of England sports challenge is part of a national NHS Challenge to get 2,012 people in each Primary Care Trust area active by 2012. For more information visit www.sportandphysicalactivity.nhs.uk/

Health profile...

pain management



Tim Priest, consultant in anaesthesia and pain management, says:

“Pain is a message from the body that communicates damage. We feel pain after cuts, bruises, inflammation and injury. We expect the pain to settle as our injuries heal. That’s usually true, but it isn’t always true. Sometimes people continue to feel pain long after their wounds have healed and sometimes, try as we might, no-one can find any trace of an injury. This is unexpected, and causes a lot of trouble: some patients have endless appointments and tests without ever finding an explanation for their pain, some doctors and nurses end up frustrated at their inability to help.

“There is a reason for this. Pain messages can be generated without injury if your body is working under

strain and off balance. This is why unaccustomed exercise hurts (if you don’t believe it, just wait for the weather to improve enough to tempt you into a little Spring gardening!).

Pain messages travel from the body to the brain and it doesn’t matter to the brain from where the messages come, they always feel the same. This means that any change in the nerves carrying these messages could cause pain, even when the body isn’t affected at all. Some pain comes from damage to the nerves, for instance, after an operation, some from infections that affect the nerves, like shingles, some from damage to the spinal cord, like with MS, and some from the brain, as can happen after a stroke.

“What can we do? We can help the body and the brain to communicate more normally. We do this by training the

body, through gentle exercise supervised by physiotherapists, and by training the brain, with psychological help. Pain management is really about rehabilitation, about making things work better. It’s easier to make these changes if some of the pain can be reduced with pain-killers, with injections, with acupuncture and other treatments, but sometimes these treatments don’t work very well.

“Pain can be frightening, annoying, depressing and frustrating, but all of these feelings can improve with help. They are all natural responses to being in pain. It isn’t so commonly known that these stressful feelings can ‘turn up the volume’ of the pain message by their effect on brain chemistry, and that, as a result, psychological help can also reduce the impact and intensity of pain.”

Interactive members' website

Don't forget to log on to the new and interactive Heart of England membership website – set up just for you to keep you up to date with membership news. Visit *membership.heartofengland.nhs.uk* to find out more...

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

Calling all members!

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



T: (0121) 424 1218

W: membership.heartofengland.nhs.uk

E: sandra.white@heartofengland.nhs.uk

Please also note our new address:
Membership Office,
Ground floor, Stratford
House, Birmingham Heartlands
Hospital, Bordesley Green
East, B9 5SS

Editor: Charlotte Calder
Design: Stuart Hudson, Medical Illustration
Photography: Hannah Causer, Imke Daugs,
Adrian Wressell

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 Sandra White, membership manager.

Forthcoming health seminars

Stroke

12th April 2011, 5.00 p.m.
Dr David Sandler –
Heartlands Hospital,
Education Centre

Ovarian Cancer

16th May 2011, 3.00 p.m.
Mr Raj Saha – Good Hope
Hospital, Education Centre

Thyroid

22nd June 2011, 5.00 p.m.
Dr Andrew Bates – Solihull
Hospital, Education Centre

We're in the news

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



Governors' Consultative Council

Trust members and the general public are invited to attend the Governors' General Consultative Council meetings on the following dates:

23 May 2011, 4:30pm,
Heartlands Education
Centre

19 September 2011,
4:30pm, Heartlands
Education Centre