

Heart & Soul

NHS

HEART of ENGLAND
NHS Foundation Trust

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Spring 2010

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Good Hope hosts MP visit

Mike O'Brien, Minister of State for Health, took a tour of Good Hope recently to see firsthand the services and facilities the Hospital provides for the community.

Staff provided the minister with a progress update and tour of the new ward block being built at the Hospital. At an investment of more than £16.5m, and the first part of a larger site strategy plan, the block will accommodate four new and modern wards near to A&E.

The tour also included

a visit to Good Hope's Simulation Centre, an innovative medical facility provided to train doctors, nurses, allied health professionals and multi-disciplinary teams across the West Midlands.

Trust Chairman, Clive Wilkinson, said: "We are proud to have Mike O'Brien visit the Hospital to give us the opportunity to show him the moves we are making to provide the highest quality patient care, and to be the local provider of choice."



Faculty of Education launches at Heartlands

A new Faculty of Education has opened at Heartlands Hospital, allowing all Trust staff to develop their knowledge and skills within the context of their working environment.

The Faculty, which focuses on patient-centred education, was officially opened by Professor Dame Carol Black, National Director for Health and Work, at a special conference attended by clinicians from across the country.

The new department will also forge links with the local community, showcasing the wide range of careers available within the NHS and offering apprenticeships.



Lunch to celebrate kidney lifesavers

The renal team at Heartlands Hospital organised a celebratory lunch recently to recognise ten donors and their families who have successfully taken part in a live donor kidney transplant.

More than 70 people attended the event to share their stories and provide reassurance to those considering the

donation process.

The lunch was arranged by Karen Hodgson, live donor transplant co-ordinator at the Hospital. Since starting the role in September 2008, Karen's work has helped to significantly raise awareness about the process, doubling the amount of live donations which take place.

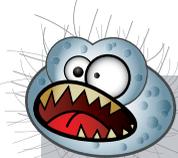
Chief executive to retire



Mark Goldman has confirmed his plans for retirement this summer, after informing the Board over a year ago that he would be retiring from his post as chief executive in his 59th year, before the end of 2010.

Clive Wilkinson said: "Mark has been an outstanding chief executive. He will be sorely missed by the Trust, but as we have come to expect, has again put the interests of the Trust before those of his own. The forthcoming general election, new priorities for the NHS and a new chair will require the Trust to continue to look to the long term future and develop its priorities and services based on a new agenda.

"Mark and I have worked together for nine years and he is highly regarded by all staff and partners who work with the Trust. The Board wishes to place on record its thanks for Mark's outstanding leadership as chief executive and for his contribution to the organisation in his seven year role as medical director and his 17 longstanding years work as a consultant surgeon. At the point of leaving, Mark will have been a member of staff at the Trust for over 26 years and have served in the NHS for 34 years. We wish him every success in whatever he does in the future. He will be a big loss to the Trust and a hard act to follow."



Do you feel we helped Beat the Bugs?

Good Hope recently had a serious norovirus outbreak and in order to tackle it as quickly and effectively as possible, we closed our Hospital to visitors. This was to make sure our patients and staff were protected from possible infection being spread through contact with visitors.

Stopping visiting throughout the Hospital has never been done before. We would welcome your feedback on how this affected you, and your thoughts on how we could handle future situations.

Please feel free to email your feedback to communications@heartofengland.nhs.uk



Your privacy and dignity is important to us during your stay in hospital.

You will be cared for in a single sex bay within a ward with access to single sex washing and toilet facilities unless your medical condition requires care within a specialist area.

Your feedback is important to us: Please ask a member of staff for details.

Your chance to celebrate staff who make a difference



Have you received great care from a member of staff at the Trust? If so, then why not recognise them in our annual Staff Recognition Awards?

The special Patient Carer Award is an award voted for by patients to provide recognition to staff working in the Trust who have made an outstanding contribution to their experience.

For a nomination form, contact Nicola Beaumont on 0121 424 0530. The closing date for entries is 30 April 2010.

Solihull breast cancer fundraiser climbs to new heights

Solihull Hospital midwife and cancer survivor, Veronica Morgan, is set to climb Sydney Harbour Bridge to raise money for local breast cancer charity, Breast Friends Solihull.

Veronica beat breast cancer four years ago, and was inspired by the support she received at the time from Breast Friends Solihull – a charity which provides both emotional and practical support to women

with breast cancer.

Veronica said: "I am petrified of heights, so hope that when people see me climb the Sydney Harbour Bridge it will inspire them to donate generously to this wonderful cause."

To donate money for Veronica's Sydney Harbour Bridge climb, visit her Just Giving page, www.justgiving.com/veronica-morgan



Emergency department awarded for excellence

The emergency department at Heartlands is the first such unit in the country to receive a Cabinet Office sponsored Customer Service Excellence Award.

Raymond Young, advanced clinical practitioner, said: "We genuinely believe that public consultation is the key to achieving patient satisfaction, so we make a great effort to engage with the community using initiatives such as coffee mornings and user surveys to undertake an open and honest dialogue.

"We're not resting on our laurels though – insight from the community we serve will continue to influence the way that emergency services are designed and delivered."

As well as achieving clinical excellence, the emergency department at Heartlands is currently undergoing a £1.3m refurbishment to improve its facilities. This new look will enhance the smooth running and efficiency of accident and emergency and will improve facilities for patients and visitors.

Local pupils experience life on the wards

Year 10 pupils from Bordesley Green Girls School spent a day at Good Hope's Hollier Simulation Centre to discover what life as a doctor or nurse is really like.

The Hollier Simulation Centre is an advanced training unit where realistic medical scenarios are simulated using high fidelity mannequins that respond to treatment. During the session, pupils were individually guided through a unique hospital scenario and worked alongside nurse Tracey Starkey-Moore to provide the appropriate care for the 'patient'.

Sara Wood, faculty access and placement unit manager, said: "All the pupils who attended are studying for a Society, Health and Development diploma; so this was a fantastic way for them to learn about the healthcare environment."



New look for Trust nurses

Nurses and healthcare assistants at Good Hope, Heartlands, Solihull and Birmingham Chest Clinic Hospitals are sporting a new look, having taken delivery of brand new uniforms.

Each uniform is embroidered with the Heart of England logo and the role of each nurse so they are more easily identifiable for patients. Ranging from

purple and navy to sky blue, the new uniforms have also been designed with the Trust nursing values of pride, passion and professionalism in mind.

Old uniforms which are clean and undamaged won't be wasted, but will instead be collected and sent to a charity which provides uniforms for nurses in Hospitals in Malawi.

Work in progress at Good Hope

Work is progressing well on the new £26m building at Good Hope that will create four new state-of-the-art wards.

The demolition works have now been completed and construction works are well underway. The steel frame of the building is in the process of being erected and is expected to be complete by the end of March, giving visitors a better idea of what the finished build will look like. The topping out

ceremony is expected to take place in May with the building fit for purpose by the end of January 2011.

The ward block is to be the first ward block at the Trust to be nationally accredited by Secure by Design, a crime prevention initiative aimed at making buildings safer. The block is being designed with clear lines of sight, good security for staff and patients and other recommendations from security.





Health profile

obstructive sleep apnoea

Dr Dev Banerjee, consultant in respiratory medicine at Heartlands Hospital, explains obstructive sleep apnoea

Obstructive sleep apnoea (OSA) is a condition which causes interruptions in breathing during sleep, caused when the breathing passageway or airway collapses.

The breath holding can be complete (apnoea – no air getting through to the lungs) or partial (hypopnoea – some air getting to the lungs) with symptoms including snoring, witnessed breath holding, interrupted sleep, choking and gasping.

The repeated interruptions to sleep that are caused by OSA can lead to the person feeling very tired during the day. Often they are unaware that they are not getting a proper night's sleep as they will usually have no memory of any episodes of breathlessness.

OSA is a relatively common condition that affects men more than women. The condition is most common in people aged 40 or over, although it can affect people of all

ages, including children.

Some cases of mild to moderate OSA can be successfully treated by making changes to your lifestyle. These include:

- losing weight, if you are obese
- avoiding alcohol during the evening
- quitting smoking
- avoiding the use of sleeping tablets and tranquilisers

Sleeping on your side, rather than on your back, may also help to relieve symptoms of OSA. If your OSA is moderate to severe or does not respond to the changes suggested above, the use of continuous positive airway pressure (CPAP) is recommended.

CPAP has a mask that is placed over your nose which delivers a continuous supply of compressed air. The compressed air prevents the airway in your throat from closing. It is used at night when you sleep.

Symptoms of OSA:

- feeling excessively sleepy during the day
- poor memory and concentration
- headaches; particularly in the morning
- irritability and short temper
- depression
- lack of interest in sex
- impotence in men



Testing in the community for lung disease sufferers

Those suffering from chronic respiratory diseases such as chronic obstructive pulmonary disease (COPD) can now receive community testing for oxygen support, thanks to a new initiative at Solihull Hospital.

The community testing service, developed alongside Solihull NHS Care Trust, will benefit patients with GPs in the Solihull area, by enabling them to have their oxygen level

tested at their nearest community clinic.

Sandy Walmsley, lead respiratory nurse specialist, said: "Many people who use oxygen support say it has given them their life back and has helped improve their quality of life by allowing them to participate in more of life's activities. Being able to receive oxygen closer to home is a positive next step."

Pioneering miscarriage expert joins Trust team

Pioneering researcher Professor Siobhan Quenby has joined the Trust as a consultant to the maternity team. Professor Quenby specialises in research into new treatments for women suffering from recurring miscarriage, preterm labour and obesity in pregnancy.

Women can be referred to Heart of England's Recurrent Miscarriage Clinic through their GP, by requesting Rachel Small, Recurrent Miscarriage Midwife, Care 4 Suite, Solihull Hospital.

Professor Quenby will also be leading a weight management clinic for pregnant women.

Rapid screening drives down superbugs

An important study using the latest DNA technology, conducted at Heartlands, is paving the way to drive down MRSA infections in the NHS.

Led by researchers at Heart of England Trust, the University of Birmingham, Health Protection Agency Birmingham Regional Laboratory and the

University of Warwick; the study was able to detect patients carrying MRSA on admission.

By finding patients carrying MRSA within hours of admission and giving them treatment to kill the MRSA, the chance of those patients passing on MRSA was reduced by 50 per cent.



TV presenter Holly Willoughby talks about the pressure to be thin on screen and why she loves her curves.

At 15, Holly Willoughby was already gracing the covers of teen magazines. With her slim, almost boyish build, she was every inch the perfect model. By 18, she had developed gorgeous 32D curves and had become the face - and figure - of Pretty Polly.

Now, at 28, she is a successful TV presenter, whose hourglass figure and revealing dresses famously turn up the heat in the hit TV show *Dancing On Ice*.

So you would expect that Holly is one young woman who has never had a moment's doubt about her own beauty.

And you might think she is the last person who should be holding herself up as a less than perfect woman, encouraging teenage girls to love their own bodies however imperfect they are.

But Holly says she has had more than her share of doubts about her looks.

"As a kid I was quite a late developer and all my friends were strides ahead of me, wearing bras ages before I did," she confesses with a laugh.

"I remember so wishing that I could have curves and I could be like them. It did happen eventually - suddenly almost overnight the curves were there - but I was very conscious of it when I was younger."

These days, Holly still finds she doesn't blend in - not in the world of television anyway.

"Since starting in this industry, I've been surprised at how intrigued people are by the fact

that I'm a size 12. I thought I was normal but apparently in the celebrity world my size is a bit of a shock.

"I was amazed when I first started doing interviews and one of the first questions I would be asked was, 'What do you think about the fact you're a curvy girl?'"

"It was then that I realised it was a really massive thing that I'm not straight up and down. It's weird to be in a world where it's odd to be normal."

Luckily, Holly is confident enough

"My size is a shock in the celebrity world."

to love her figure just as it is. She happily admits that she is not as perfect as she often looks on the cover of magazines.

"They airbrush quite a lot in those glamorous shots because we as viewers or as readers want to see this fantasy world where everything and everyone looks amazing - it's supply and demand.

"I'm guilty of it - I've been airbrushed. I did a cover for *Maxim*, they whitened my eyes and they made my teeth really white.

"It's lovely to look at, but you just have to be wise to it. Anyone could look great if they had someone running around after them airbrushing their bottom out as they walked down the road."

If Holly is less than perfect when she steps out of bed, she certainly isn't prepared to risk her health - or her happiness - to be thinner.

"I would never say, 'right, I'm not going to eat today because I have a photo shoot tomorrow'. That would never enter my head. I love food and eating with friends. Enjoying that is a big part of my life."

Similarly, she feels going to the gym all the time would take all the pleasure out of life.

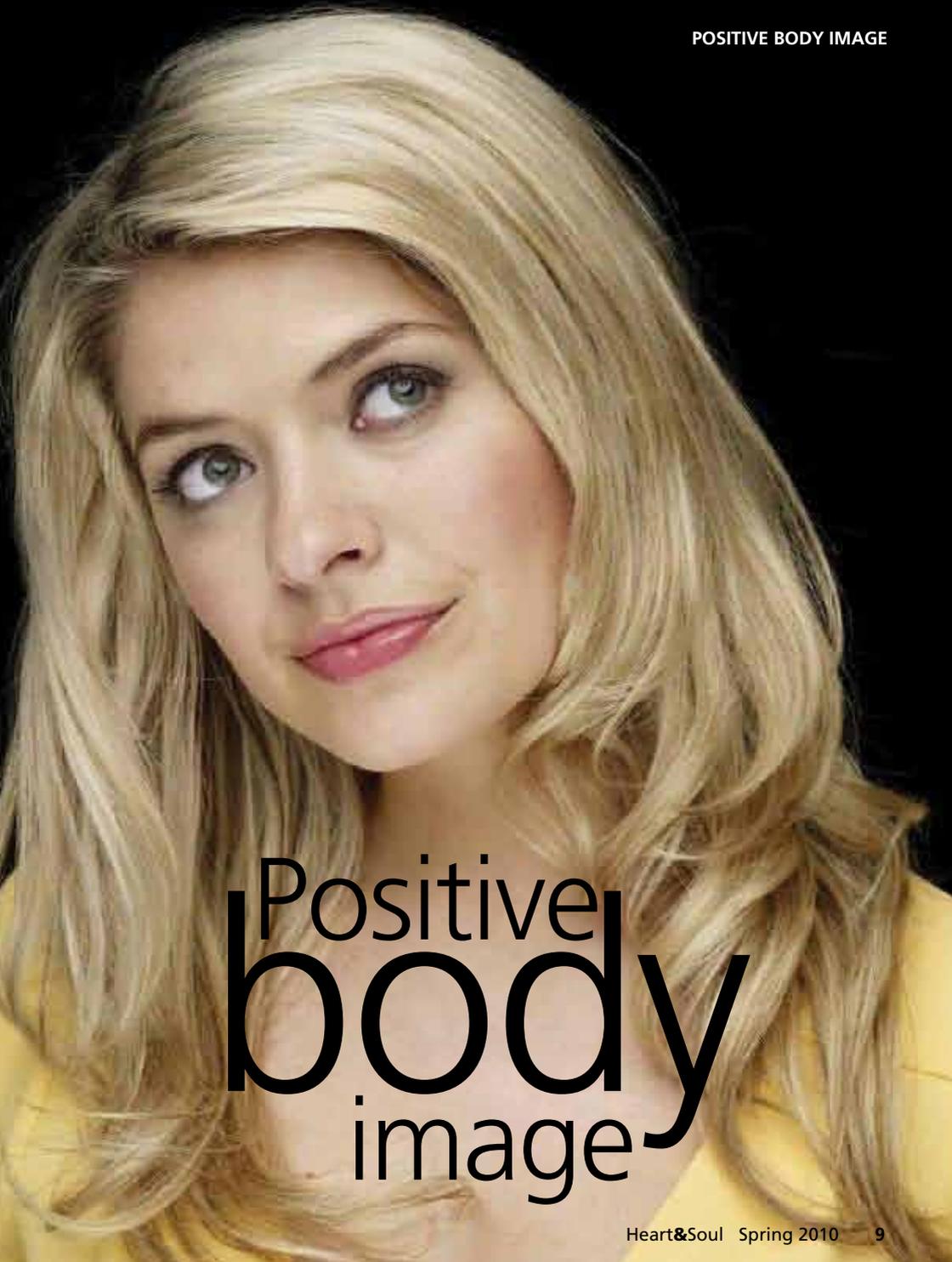
"If you're a real gym bunny and you are always there trying to stay tiny, where is your time just to go and hang out and have fun with your friends?"

"I am not saying, 'eat what you like and don't do exercise,' but it's about being healthy, regardless of what size or shape you are."

But ultimately, Holly says feeling beautiful comes down to feeling good about yourself.

"We all have hang ups, and we all have bad days, whether it's a fat day or a bad hair day, but being beautiful isn't all about how you look. It's about positive thinking, about having good self esteem, and that comes from within.

"As long as you have confidence you'll be amazed at how good you can look."



Positive
body
image

Boost for cervical cancer screening

A new initiative has been launched at the Trust which will help tackle one of the most common cancers in females in the region.



The pilot programme, which runs until May 2010, aims to ensure all women receive the results of their cervical screening test within 14 days, meaning patients will receive their test results much sooner and begin treatment earlier if needed.

Karen Tomlinson, cervical screening coordinator, said: "This pilot is important because being screened regularly means that any abnormal changes in the cervix can be identified early on and, if necessary, treated to stop cancer developing. It is estimated that early detection and treatment can prevent up to 75 per cent of cervical cancers from developing."

Cooke responds to DoH call

Professor Matthew Cooke, an emergency medicine consultant at the Trust, has been appointed as the new national clinical director for urgent and emergency care at the Department of Health.

Professor Cooke will use his expertise to help improve the quality and safety of emergency care nationwide. He has worked as a consultant at the Trust for six years, and alongside his clinical role is the professor of emergency medicine at the University of Warwick.



New hearing service launched at Good Hope



Good Hope chose Tinnitus Awareness Week to announce news of a new hearing service to open at the Hospital.

The hearing therapy service focuses on providing rehabilitation for patients who have hearing loss or any associated problems. With an estimated one in ten adults in the UK currently affected by tinnitus, the sensation of hearing a noise in the absence of an external sound; the service will help patients get treatment and support closer to home.

Those attending the clinic are seen by an audiologist for further tests on their hearing and are given a better understanding of the tinnitus they are experiencing. In discussion with the hearing therapist, patients are offered individual treatment plans to help manage their condition.

To find out more regarding Good Hope's new Hearing Therapy service, visit www.heartlandshearingcentre.co.uk

Changes to Solihull Hospital maternity services



The current service

Solihull Maternity Unit is unusual in that it provides an obstetric service without onsite children's services. Consultants work closely with a team of experienced midwives to deliver care to women who have been assessed as low risk pregnancies. Urgent paediatric care is provided by specially-trained midwives, specialist nurses and paediatricians from other hospitals.

In 2008 the total number of births per year had increased to more than 2,700 and this number is growing. The Trust has worked hard to maintain safe services for those few babies who need urgent help at birth, but these are no longer sustainable.

Why change?

The national standards for resuscitation of newborns have risen over the years. There are two important current standards where Solihull Hospital's current resuscitation service does not meet national safety guidance:

- Access to advanced paediatric resuscitation within 10 minutes
- Paediatric medical consultation available to baby within 30 minutes

These standards are required for a level one maternity unit. The Trust must provide the safest services that it can. As the mix of arrangements for urgent newborn care is no longer sustainable, the Trust must make some temporary changes. Preparations are already being made by the PCTs for a full consultation with the community on the longer term model for maternity services in Solihull.

When will this happen?

The Trust cannot sustain the present arrangements supporting new born resuscitation beyond April. To introduce the new birthing unit safely, staff need to have to time to make the necessary changes to the wards and to working practices. No deliveries at Solihull will therefore be possible for a

period of about 12 weeks from April 26th. There will be no changes to any of the other antenatal and screening services. When the building works are complete and the midwives are confident services are ready to accept admissions, women who might otherwise have chosen to give birth at home will be able to choose to deliver in Solihull Hospital birthing unit if they wish.

The Trust is making changes at Heartlands and Good Hope Hospitals so that every woman from Solihull will be able to have their baby in one of these hospitals if they choose to.

For more information on the temporary changes due to take place at Solihull Maternity, please visit www.heartofengland.nhs.uk.

If you have any concerns or questions, email: solihull.maternity@heartofengland.nhs.uk.

Notice of election

Heart of England NHS Foundation Trust gives notice that it will hold an election to the Governors Consultative Council.

An election is to be held for the following public constituencies:

- Birmingham North – three Seats (term office until 31 July 2013)
- Sutton Coldfield – three Seats (term office until 31 July 2013)
- Staffordshire South – one Seat (term Office until 31 July 2013)
- Tamworth – two seats (term of office until 31 July 2013)

All Foundation Trust members are invited to nominate themselves as candidates in the forthcoming election.

Nomination packs can be obtained from the returning officer from Thursday 27 May 2010 at the following address:

OPT2VOTE LTD
25D Bishop Street
Londonderry
Northern Ireland
BT48 6PR

If you are uncertain as to your eligibility to nominate yourself as a candidate in any of these constituencies or have any queries, please contact the returning officer, on 02871 371111.

All nominations must be received by the returning officer at the address above by Tuesday 15 June 2010. Please note that faxed or e-mailed nominations will not be accepted.

If candidates do submit their nomination but decide to withdraw, this must be done in writing, witnessed, and sent to the returning officer no later than Friday 18 June 2010.

Ballot papers will be distributed to all qualifying Foundation Trust members in each constituency on or before Friday 2 July 2010.

Completed ballot papers must be received by the Independent Scrutineer (OPT2VOTE LTD) by the close of poll, 12 noon on Friday 23 July 2010.

Governors' Consultative Council

Meeting dates for 2010

- 24 May (at Maple House in Birmingham)
- 20 September
- 22 November

All meetings will be held in Heartlands Hospital's Education Centre and commence at 4.30pm.

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.

Governors' Consultative Council election results

Mrs Frances Catherine Hamer
Birmingham Central

Mr Stuart Stanton
Solihull North

Dr Olivia Craig
Birmingham North



Aftab Chugtai



Aiden Cairns



Ann Brierley



Arshad Begum



Barbara Hayward



Bridget Sprotson



David O'Leary



Elizabeth Steventon



Famida Begum



Frances Linn



Heidi Lane



Ian Blair



Jagjit Singh Taunke



Jim Ryan



John Jebbett



John Simms



Kathleen Bell



Lee Smith



Margaret Veitch



Mike Cooper



Neil Harris



Patricia Hathway



Qilsom Fazel



Richard Hughes



Roy Shields



Shahid Mir



Sheila Blomer



Sunil Kotecha



Thomas Webster



Valerie Egan



Veronica Morgan



Victor Palmer



Bhupendra Sarmar



Ian Lewin



Tim Freeman



Bethan Ilett



Michael Kelly

Other Governors include:

Mrs Frances Catherine Hamer
 Mr Stuart Stanton
 Dr Olivia Craig
 Stuart Clarkeson
 Yvonne Sawbridge

Meet your governors
and membership team


Chantelle Osborne
 Governor Support Officer


Claire Lea
 Company Secretary


Sandra White
 Membership Manager


Lisa Jennings
 Executive Assistant to Chairman
 and Company Secretary

Sponsored abseil

Do you like a challenge? The League of Friends at Good Hope is organising a sponsored abseil from the roof of the Hospital on 26 June 2010.

The event is open to anyone over the age of 14 who wants to raise money for charity and isn't afraid of heights! The challenge can be undertaken by individuals or teams, departments and wards or you can even enter in competition, with those who raise the most money winning a prize on the day.

The aim of the abseil is to raise money for the League of Friends charity at Good Hope who plan to spend all funds on arts for patients at the Hospital.



To get involved and get a sponsorship form, to donate money, or just for more information please contact Mona Campbell on 0121 424 9321

Cutting the ribbon on Boots Outpatients Community Clinic



Heart of England has officially launched its new Outpatients Community Clinic based at the Boots store in Solihull.

The first initiative of its kind nationally, the clinic benefits patients by enabling them to use a range of health services they would normally have had to travel to Solihull Hospital for.

Clinics available include walk in blood testing, outpatient dermatology treatment, ophthalmology, pain management and MSK physiotherapy.

The clinic, based on the first floor of the Boots in Mell Square, is leading the way in community based healthcare.

For more details about the clinic opening times and the services available, contact Jenny McGregor on 0121 424 1336.

The 2010 health seminars

The membership team arranges an annual programme of seminars to inform members about the work the Trust does. Seminar topics are chosen based on suggestions from members and range from breast cancer and allergies to areas of interest within the Trust such as faith and diversity. To book your place contact Sandra White.

Skin cancer - Liz Nightingale and Judy Bridge

14 April - 3pm
Solihull Hospital
Education Centre

Sleep disorders - Dev Banerjee

6 May - 5pm
Solihull Hospital
Education Centre

Rosetta life

18 June - 3pm
Good Hope Hospital
Education Centre

Cardiology

Gordon Murray
6 July - 3pm
Birmingham Heartlands
Hospital Education Centre

Organ donation

Anyone who gives blood or becomes an organ donor makes an invaluable contribution to someone's life. But if you're an ethnic minority, your role is even more crucial, explains comedian Gina Yashere.

"There are a lot of black and Asian people out there who desperately need help and need a new organ, and they unfortunately can't get it from anyone else but their own communities. It's something we've all got to consider, because we're the only ones who can help each other.

"The lack of minority donors is not an individual problem, it's a situation that affects communities as a whole. Body tissues have racially specific characteristics, which means that transfusions and transplants are far more likely to be successful when the donor and recipient are of a similar ethnic background. If you're black, your best tissue match will usually be black. If

"it's something we've all got to consider, because we're the only ones who can help each other"

you're Asian and need a transplant, you'll probably need an Asian donor. There's such a shortage of minority donors that less than one and a half per cent of blood and organ donors are black or Asian.

"You can help by creating a culture of donation. If you haven't given blood or joined the NHS Organ Donor Register, consider it. If you do, that's excellent but try to encourage your friends and family to help too."

To find out more
www.organdonation.nhs.uk
 or call 0300 123 23 23.



Gina Yashere

Go paper free competition winner!

Congratulations to Katherine Briggs from Solihull, who applied to receive the electronic version of this magazine and was chosen at random as the lucky winner of a £50 Marks & Spencers voucher.

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

Membership office wants to hear from you!

You can contact Sandra White, membership manager, with your views on the magazine, 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

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Photography: Hannah Causer, Imke Daugs, Adrian Wressell

Your healthcare, your record, your number

Everyone registered with the NHS in England & Wales has their own unique NHS number. Your NHS number is printed on your medical card given to you when you register with a GP practice. Using your NHS number to identify you correctly is an important step towards improving the safety of your healthcare and will help staff to find your health records.

USE THE NHS NUMBER

Activ8 your healthclub membership

The Healthclub at Heartlands is currently offering an eight week 'Activ8' membership for just £40, or £35 when you join at the same time as a friend. Contact The Healthclub team on 0121 424 1460 or email phil.walker@heartofengland.nhs.uk

A little bird told me...

Heart of England has a brand new website, making it easier for our online visitors to find all the information they need, whether it's visiting times, directions or contact information. Check out the new look at www.heartofengland.nhs.uk

In addition, the Trust has also launched a dedicated communications website for locals to find out everything that's going on at our three hospitals. It also holds important updates from changes to visiting times and Trust-wide news. Visitors are encouraged to offer their feedback on all the stories which appear by commenting at the bottom of each story. The website is hosted at www.heartofengland-communications.co.uk.

The Trust is also actively using social networking sites like Twitter and Facebook. Twitter allows the Trust to get instant information out to visitors and members, including changes to visiting times and live updates from the Staff Recognition Awards. Recently the Trust has begun to use Facebook to answer questions from concerned members of public about Solihull Hospital's maternity services.

