

Heart & Soul

NHS

HEART of ENGLAND
NHS Foundation Trust

www.heartofengland.nhs.uk

Summer 2008

Helen Mirren on health and nudity!

How Heart of England is
beating the bugs

Building a brighter future
for our hospitals

Celebrating 60 years of
the NHS in style

treatments - services - staff - fundraising - competitions - volunteers - true life stories & more!

Britain's
Top
Employers
2008

Britain's top
employers of
2008
p3



A smart new
look for our
hospital staff
p19



Hitting the
right notes
p18



Bug Busting,
our fight for
cleanliness
p4

Birmingham Heartlands Hospital - Solihull Hospital - Good Hope Hospital - Birmingham Chest Clinic



Bug busting
p4



Let's meet
p14



Skin cancer
p24



Diabetes
p26

Heart & Soul contents

3	Trust news	16	Ask the doctor
4	Bug busting	18	Latest news
6	Life & Times	22	Members & Governors
8	What's new	24	Factfile on - skin cancer
9	18 weeks	26	All about diabetes
10	What a dame!	27	Focus on volunteers
12	Changes to your hospitals	28	Recurrent miscarriage
14	Let's meet	30	Food for thought
15	Healthy living	31	Your letters & kidz corner

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

Please contact us 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.

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Achieving world class wards

Earlier this year, the Trust launched a new initiative to free up more time to care for patients on wards.

The programme, A Journey to World Class Wards, is being piloted across Wards 22 and 11 (Heartlands), Wards 18 and 15 (Solihull) and Wards 8 and 14 (Good Hope). It will examine in detail areas such as planning admission and discharges of patients and how staff hand out medicines and meals.

The aim is to streamline all these daily activities to allow nursing staff to have more patient time and to help deliver safe, high quality care. The team involved in the implementation of this is keen to get the views of Heart of England members on how the Trust can achieve this and what you would like to see in the future.

The Membership Department will be hosting a seminar on this in October to get your feedback – for more details of this and other seminars, turn to page 22.

Get in touch

If you have any experiences you would like to share with the team, or any thoughts of your own on how Heart of England can deliver world class wards, email

communications@heartofengland.nhs.uk

Trust gets top marks



Heart of England staff should be among the happiest in the country – that's according to a new survey which lists the Trust as one of the best companies to work for in the UK.

The Corporate Research Foundation's (CRF) annual survey of UK employers named Heart of England in its list of the country's best employers. The Trust is one of only two NHS organisations to make it onto the list and sits alongside corporate giants such as Asda, Glaxosmithkline and L'Oreal.

The audit measured areas such as leadership, career development, diversity and employee benefits.

So, if you see Heart of England staff smiling – you know why!

A woman with short dark hair and glasses, wearing a blue NHS uniform, is shown from the chest up. She has her right hand held up in a 'stop' gesture, palm facing forward. The background is dark. The text 'Bug busting at the trust' is overlaid on the image in a large, white, sans-serif font.

Bug busting at the trust

Visitors to Heartlands, Solihull and Good Hope Hospitals last month may have spotted something strange going on in the neighbourhood, as Heart of England drew inspiration from a popular Eighties movie to remind the public of the importance of infection control.

Throughout April teams of 'Bugbusters' were deployed across the Hospitals' main entrances complete with boiler suits, proton packs and armed with boxes of hand gel for visitors. Thousands were targeted as the teams reminded visitors of the importance of hand hygiene and the role the public have to play in helping drive down infection rates by washing their hands with both alcohol gel and soap and water.

The Bugbusters were just part of an intensive four week campaign to highlight how the public can help beat the bugs. Visitors may also have spotted life-sized cardboard cut outs of nursing staff reminding them to wash and gel their hands. And the more eagle eyed visitors may even notice a change in some of the Trust's staff – more of which on page 19.



The Bug Buster team complete with Spirigel gun squirters



One of the hand cleaning reminders



Your hands may look clean, but are they really?



A visitor using one of the hundreds of Spirigel hand cleaners scattered around the hospital

Quick Facts C. Diff

- Clostridium difficile (C. diff) is a bacterium that is naturally present in the gut of around three per cent of adults and 66 per cent of children.
- Older people are most at risk from infection, with the majority of cases (80 per cent) occurring in people over the age of 65.
- The alcohol hand gel you see outside wards is not enough on its own to prevent the spread of C. Diff – the use of soap and water is essential to help stop this spreading.

What you can do to help

Here's how our patients and visitors can help us drive down infection rates

- Feel free to ask staff caring for you if they have cleaned their hands.
- Make sure you wash your own hands – especially before eating or after using the toilet.
- Ask your visitors to clean their hands with both soap and water and alcohol gel.
- Don't have too many visitors – no more than two at any time.
- If you are given antibiotics, ask your doctor if this is in line with the Hospital's antibiotic prescribing guidelines.
- If you have an intravenous device, such as a needle or cannula, ask staff to inspect it daily.
- If you are concerned about hygiene or cleanliness, speak to a member of staff.

Heart of England's plans to raise the roof this Christmas

2008 marks a special occasion for the NHS. It was sixty years ago that the world's first and most comprehensive health service was born. This is something to celebrate – not just within the NHS but for all those people past, present and future who have and will be cared for by our hospitals.

In true Heart of England style, the celebrations won't be low key. That's why over the next six months, the occasion will be marked with something that everyone – staff, friends and patients – can enjoy. That's what Life and Times is all about.

**LIFE &
TIMES**

"On 5 July we start together, the new National Health Service. It has not had an altogether trouble-free gestation. There have been understandable anxieties, inevitable in so great and novel an undertaking. Nor will there be overnight any miraculous removal of our more serious shortages of nurses and others and of modern replanned buildings and equipment.

“ *Let us try
to develop that
partnership from
now on* ”

"But the sooner we start, the sooner we can try to see these things and to secure the improvements we all want. My job is to give you all the facilities, resources and help I can, and then to leave you alone as professional men and women to use your skills and judgement without hindrance. Let us try to develop that partnership from now on."

*Aneurin Bevan, founder of
the National Health Service,
July 5th 1948.*

About

LIFE & TIMES

The story behind the show

Heart of England is passionate about the arts in all forms. Whether it's artwork brightening up the walls of a ward or corridor, or music in the main entrance, the arts can create a healing environment for patients and a welcoming one for all those who walk through the hospital.

That's why the Trust wants to celebrate the 60th anniversary of the NHS with an occasion that celebrates this. This December, at Birmingham's ICC, the story of its history will be told through art, song and dance.

The Show

Life and Times follows on from last year's East Side Story success, held at Birmingham's Town Hall. This year's performance is set to be even bigger and promises to be even better than last year's show stopper. Life and Times is a show of two halves.

The first half will celebrate art through an interactive art exhibition. Pictures, photography, sculptures and poetry will all tell the history of the NHS and Heart of England over the last sixty years.

The second half of Life and Times tells the story of the relationship between the public and the National Health Service from birth in 1948 through sixty years of evolution. The metaphor for this relationship is a love affair, the vehicle is song and dance.

And the stars of all this? Heart of England staff.

The Show

7.30pm 16th December 2008
The International Convention
Centre, Birmingham

Ticket Bookings

You can book your ticket early to take advantage of a special early bird offer. To find out more, call 0121 424 0973 or visit www.oxboffice.com



Richard Tyler offers performers some tips



Last years success - East Side Story



Fun at the Life & Times launch



Vocal coach Sarah hits the high notes



The choir stretching their vocal chords

Charity begins at the heart



A great new patient support service is now on offer at Heartlands Hospital.

Home from Hospital Care is a registered charity that supports elderly patients once they have been discharged from hospital. Just like guardian angels, the volunteers will help with shopping, paying bills, and claiming benefits. They also don't mind flying in to do the little things like having a chat over a cup of tea. Referrals for this service can be made by Nurses, Social Workers and Occupational Therapists, or by the patient.

The service is on the lookout for volunteers. Pocket expenses are paid.

If you have an hour or so to spare each week, please contact the co-ordinator Natalie Roberts on 424 1622.



New paediatric surgery clinic

A new General Surgery Paediatric Clinic has been launched at Good Hope.

Children in the area can now receive general surgical treatment at the Hospital.

Mr Douglas Bowley, Consultant General Paediatric Surgeon, said: "This is great news for local families. Children with surgical conditions can now be seen and treated within eight weeks at their local hospital. This clinic is another way in which we are developing services for all patients in the area and we're delighted to be able to offer this specialism."

“We're delighted to be able to offer this specialism”



Heartlands Information Centre

Come along to the Health Information Centre and access all you need to know on the topics below and guess what...it's for free!!

1st - 13th July
1st - 13th July
14th - 27th July
14th - 27th July

Upper GI cancer awareness
Thyroid conditions
National Transplant Week
Dementia awareness

28th July - 17th August
28th July - 31st August
18th - 31st August

Sexual health
Addison's awareness
Sun smart

For more information

Email healthinfo.centre@heartofengland.nhs.uk or
Telephone 0121 424 2280

18 weeks

what it means for you



In the early nineties, you may have found yourself waiting more than six months for a first outpatient appointment. Tens of thousands of patients would have waited even longer to have an operation, with waiting lists of around two years. Some ten years on, in June 2004, the NHS plan stated that: "By December 2008 no patient will wait longer than 18 weeks from Referral to Hospital Treatment." So, what's the situation now?

What does 18 weeks mean?

Waiting times for your first outpatient appointment and for an operation once a diagnosis has been made, are now at an all time low. Until now, however, you may have found yourself on one waiting list for an outpatients appointment, another one for a scan and a third waiting list for an operation. Implementation of the 18 Weeks programme means that, from the end of this year, the longest you will wait from referral by your GP until starting your treatment will be 18 weeks. Any hospital appointments, tests or scans will all take place within this time limit.

Are there any exceptions to this?

Where possible, patients will be treated more quickly than the 18 week timeframe. However, there may be some cases where patients are not seen within 18 weeks. Not all patients may be able to commit to this period – you may have a holiday booked or family commitment which can't be changed. Some patients may also be medically unfit for treatment, such as too overweight for surgery to be carried out safely. A small number of patients may have a condition which requires an extensive period of testing and observation before a diagnosis can be made.

How does it work?

Start the clock

Your GP refers you for hospital treatment. The clock starts when you book your first appointment or when your GP referral letter is received by the hospital.

Clock keeps ticking

You see a consultant or member of the team at hospital. You may need tests, medication or therapy to manage your condition until you start treatment, or referral to another consultant or department.

Stop the clock

The clock stops if no further treatment is necessary or once treatment begins. This could include:

- Being admitted to hospital for treatment or an operation.
- Starting treatment that doesn't require you to stay in hospital.
- Beginning your fitting of medical device, such as leg braces.
- Starting an agreed period of time to monitor your condition to see if you need further treatment.

What you can do to help?

- **Talk to your GP so you understand fully about your treatment and what to expect.**
- **Keep to the appointments you have chosen or let your hospital know at the earliest possible opportunity if you can't attend or need to rearrange.**
- **Consider changes you can make to your lifestyle to get you fitter or healthier – stop smoking, cut down on alcohol or lose weight.**



What a dame!

Dame Helen Mirren is in her 60s, and looking sexier than ever. And there's not a needle or scalpel in sight.

There was one beautiful blonde who dominated the red carpet at this year's Oscars – and she wasn't a skinny, 20-year-old starlet.

Helen Mirren is living proof that you can be drop-dead gorgeous at 61. And it doesn't take plastic surgery, extreme dieting or a gym addiction – just a healthy attitude to life.

"I'm quite a happy person," she says. "I always have been. My tendency is to smile."

An Uphill Struggle

Despite the snaps of her tucking into a burger after the ceremony, Helen is a great believer in everything in moderation.

"I eat fairly healthily, but not that healthily – as those who saw me munching that burger will know. It was my first for four years. I don't eat them regularly. I don't think people should."

She's the first to admit that keeping fit can sometimes be an uphill struggle and says, "I don't drink enough water. I don't do enough exercise." But Helen, who came third in a recent poll to name the personality with the

best figure, seems to look better and better as the years go on. And, comfortable in her own skin, she's never afraid to drop her clothes for a film role.

"The thing is that nudity gets easier as you get older. You let go of the fact that you once wanted to be beautiful. You become less of a sex object, which is very liberating."

“Nudity gets easier as you get older”

Mature and Modest

The humble actress, who says she's lucky to have a good complexion, but complains about her "footballer's legs", claims not to understand how she ever became singled out for sexy roles.

"I know I'm not beautiful, so it's nothing to do with that. I appreciate gorgeousness, sexiness – the Marilyn Monroe type of thing – and I know I'm not that either. J.Lo is sexy – I'm not! When I was much younger, well maybe I was, but you can't ever see it in yourself."

Naked Ambition

Not that all of her roles have required her to drop her clothes – or even look remotely glam. Prime Suspect's Jane Tennison was hardly a sex goddess; and Helen kept her assets firmly hidden in *The Queen*, the film for which she won a glut of awards, including the Oscar for Best Actress.

"I'm very vain," she laughs, "which made playing *The Queen* in all those tweeds pretty daunting."

So would she ever consider going under the knife to keep her looks?

"I'm not fond of all those needles and scalpels. I try to get away with make-up, jewellery and a nice frock."

Changes to your hospitals

A background image showing architectural blueprints spread out on a desk, with a pencil resting on them. The blueprints feature various lines, grids, and technical drawings, suggesting a focus on construction and planning.

Heart of England has big plans for the future. To meet those ambitions, the Trust needs to thinking about creating the right services, environment and buildings for patients. That is what the Hospital redevelopment plans are all about.

Over the next 10 years, Heart of England will be investing some £190 million into Heartlands, Solihull and Good Hope Hospitals. That money will be spent on demolishing old buildings that are no longer fit for purpose, building new clinical and admin areas, as well as rolling out a programme of ward refurbishment. All this is so that the Trust's patients experience a first class environment for their treatment.

Heart & Soul will be keeping readers up to date on progress and specific projects as they take place. In the meantime, here's an overview of some of the highlights of the programme.

Good Hope Hospital

A study of Good Hope showed that the layout is not structured in the best way to help a smooth patient flow. There is no main entrance to welcome patients and visitors.

A&E is not big enough and many buildings are old and in poor condition, with a lot of wards needing refurbishment. The plans for Good Hope will make it more welcoming and easier for patients to access, as well as improving working conditions for all staff.

Solihull Hospital

Much of Solihull is relatively new – but many areas would benefit from some refurbishment, including a number of wards. The Hospital can be confusing for patients and visitors, with three key entrances. One larger and more welcoming main entrance is planned.

Heartlands Hospital

A large proportion of Heartlands has been redeveloped over the last 20 years. However, the Hospital is running out of room to care for a growing number of patients and A&E is becoming too small. Much of the office accommodation is housed in old blocks – some of this will be moved off site. Critical Care and Acute Medicine will be modernised, as will Outpatients. The site plan for Heartlands also includes the exciting plans for MIDRU and the Medipark.

Ward refurbishment

As well as the investment for each hospital, Heart of England is also planning to refurbish all wards on a rolling programme. The aims of this are to improve several areas including:

- Infection control – so maximising the space between beds as well as increasing the number of single rooms and isolation facilities.
- Privacy and dignity – creating single sex accommodation with dedicated bathrooms.
- Patient choice – creating a more pleasant environment.
- Staff satisfaction – creating a better working environment.

What's next?

Work is already underway on a number of projects, including the ward refurbishment programme.



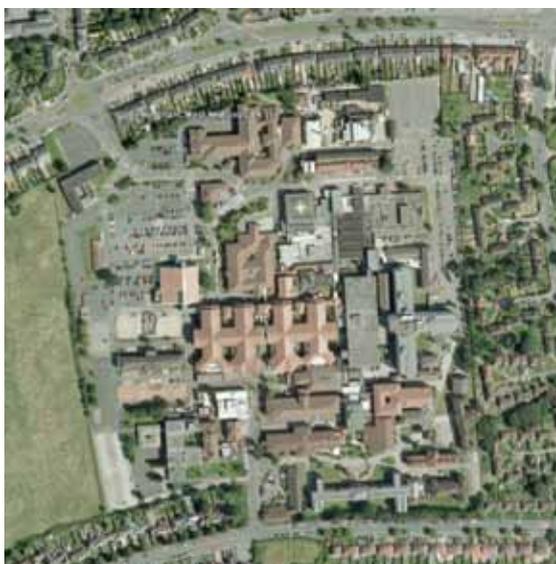
Aerial view of Good Hope



A ward (above) and how it could look (below)



Aerial view of Solihull



Aerial view of Heartlands



The proposed new look for a typical nurses station

Where do you work?

I work on Ward 4 of the Hospital, specialising in thoracic surgery. Staff working in the thoracic area of medicine deal with illnesses related to the chest wall, lungs, oesophagus and diaphragm.

What does your job involve?

Our Ward works on a rotational basis, which means that some of my shifts will be spent working on HDU and others will be on the main thoracic ward. I am involved with the pre-operative and post-operative care of patients having surgical procedures as well as the general care of patients with thoracic problems.

What kind of illnesses do you typically see in your area of work?

Things like lung cancer, cancer of the lining around the lung or lung collapse due to air, fluid or infection.

What are your daily duties?

At the beginning of my shift, the colleague I am replacing on duty and I will have a patient handover discussion. I do a full check up of every patient in my care, including checking drains (which remove fluid from the lungs) and doing regular observations throughout the shift.

What do you love most about your job?

Working with people and seeing patients getting better. This is most true of patients who have just had surgery – seeing them the day afterwards sitting in their chair, eating and in a minimal amount of pain is highly satisfying. When the patient and their family are pleased with the care they have received, this also makes me happy. The job is also extremely varied - you never know the sort of patients we will be caring for from day to day.

What aspects of your job do you dislike?

It can be stressful at times and very sad if a patient does not make the level of progress expected. Also it is upsetting if a patient becomes aggressive towards a member of staff because we put everything into our job to help a patient feel better.

What inspired you to become a nurse?

Ever since I was at school I have always known I wanted to work in the medical field.

Let's meet

Haidi Velasquez, a Senior Staff Nurse on Ward 4, High Dependency Unit (HDU) at Heartlands Hospital.



Prime time ladies

These over-40 celebrities share their tips on keeping youthful and glam



Goldie Hawn, 61

"I have at least one glass of vegetable juice a day. It's all green vegetables, blended. Some nights I have carrot juice too."



Twiggy, 57

"I do pilates and go to the gym. I take tap-dancing lessons as well – it's good for the body and the brain because it's quite mathematical trying to get the steps right."



Linda Barker, 45

"I always have at least five portions of fruit and veg a day. I have a bowl by my cooker filled with sunflower seeds, pine nuts and linseed to sprinkle over rice or salad."



Gillian Tylforth, 51

"I have hot water with a slice of lemon first thing every morning. It's a great detoxifier."



Your health

by Jamie Lewis, Heartlands Health Club

Although summer is finally here, coughs and colds - not to mention hayfever - are all too common right now and a few weeks ago I swear I suffered the worst case of 'man flu' ever recorded! When my temperature hit 39°C I thought my 'Kiss me Hardy...' moment had come!

However, after a week's R and R on the Pembrokeshire coast (the land of my fathers) and liberal amounts of the grach's (witches) brew (no slight on my mother-in law intended), I was feeling almost human. I was itching to start exercising again, having been inactive for so long.

It is important to note that stopping exercise while you are ill is crucial. You must never exercise while you still have the flu, or similar virus. The consequences of doing so can be serious.

After illness, it is very important to ease yourself gradually back to form.

Take it slow. It can be quite hard to hold back, but much as you would like to take up where you left off, it's unlikely that you will feel able to. Leaping straight back to power walking or your aerobics class may make you feel dreadful and only slow your recovery.

Start off by going for easy paced walks, perhaps gentle swimming or easy work on a static bike. Stretching after these gentle work outs will also help you feel better. Certainly, no weight training or high intensity cardio for a week or maybe two, depending on how ill you have been.

Gradually increase the intensity. There's no set formula, so be guided by how you feel. Remember that it can several weeks to get back to form, but be patient and you'll get there.

Ask the doctor

*“Is there anything
I can do to get rid of
varicose veins?”*

"I am a 48 year old, fit and healthy female. I have several varicose veins on the backs of my legs and I am extremely self-conscious of them, so much so, that I dread the summer months and having to show my legs. I avoid wearing skirts and shorts at all times, even with tights, because the veins still show through. Is there anything I can do to get rid of them?"

J, Solihull

Dr Louise Newson, GP, says:

Varicose veins are veins in the leg that have become enlarged and often appear 'lumpy' and 'blue-ish'. At least 10 to 15 per cent of the adult population in the UK suffer from this condition which can be embarrassing and painful and, if left untreated, can eventually lead to leg swelling, pigmentation of the skin of the lower leg and ulcers.

Whilst varicose veins sometimes occur in young people, they do become more common with age.

The reason varicose veins develop is not fully understood. One of the basic problems is damage to the valves. When the valves that control the flow of blood within the vein become faulty, they prevent blood flowing back down the leg after it has been pumped up by the movement of the leg muscles. If the valves don't stop the blood flowing back down the leg, it gathers where there is a weakness in the wall of the vein, causing the vein to enlarge. This means that blood can't travel up the veins as easily, and is more likely to pool.

It is possible that people inherit a tendency for weak valves. Alternatively, the vein walls may become weak, which causes bulging of the vein and so damage to the valves.

There is a greater risk of getting varicose veins during pregnancy, and if you are very overweight, because this increases the pressure in your abdomen and so in your veins. Many other factors have been blamed for varicose veins, such as standing for long periods, especially people who stand for their jobs like hairdressers and shop assistants, as well as smoking and poor diet. However, there isn't strong scientific evidence to support these theories.

The symptoms from varicose veins don't necessarily match their size, and sometimes there are no symptoms at all apart from the veins being unsightly. Mild symptoms can include aching or discomfort in your legs, itching of the skin of your legs and swelling of your ankles.

In this case, your GP will probably advise you to rest frequently with your legs raised and may also advise you to wear lightweight elastic compression stockings for a specified period of time. These will help to ease the discomfort but will not make the varicose veins disappear. They may contain the problem and reduce the risk of further deterioration.

To work out the position and extent of valve weakness, there are a number of tests a doctor might do. The main one is the Doppler test, a technique that uses sound waves (ultrasound) to give information about the direction of blood flow in a vein and whether valves are working properly.

Some people may require surgical intervention. Sclerotherapy is an outpatient procedure and involves the injection of a special chemical into the damaged portion of the vein. This effectively shuts off that section of the vein and the circulation is bypassed through alternative healthy channels of veins.

Ligation and stripping involves the 'tying-off' of the damaged portion of vein and the stripping or removal of that section. This procedure is usually performed under general anaesthesia and requires admission to hospital. Both forms of treatment are a form of bypass, in the sense that the damaged area is bypassed and the circulation is re-routed through alternative channels.

There are also some new, minimally invasive techniques for varicose veins. These include laser, microwave and radiofrequency treatments, but these are not yet widely available in all NHS hospitals. One of these is endovenous ligation treatment (EVLT), where a fine laser probe is passed inside a vein. This heats the vein and causes it to close up.

Anyone can develop varicose veins, so it may not always be possible to prevent them. Although there are no scientifically proven ways to prevent varicose veins, I would recommend to anyone concerned that they avoid standing still for long periods of time, take regular exercise and maintain a healthy weight. Wearing properly fitted compression stockings may prevent further deterioration of existing varicose veins.



Conservatoire student, Saoirse (far right) with patients

Trust musically in tune

When you consider the daily workings of a hospital, images of doctors, nurses or even a busy A&E ward may come to mind. Not a pianist or jazz singer in the main entrance or the pleasant sounds of a string quartet drifting through a ward – or would it?

Heart of England is trying to change the age old stereotypes of how hospitals should look and feel. The work of its Arts team over the last few years has been a huge part of developing the Hospital environment – from signposting patients around the Hospital to choosing the artwork on the walls of a ward.

But it's not just the look of the Hospital that's important. Research shows that music has a profound effect on both body and mind. There's even a growing field of healthcare known as Music Therapy, which uses music as part of the healing process. Music has been known to help children or adults with learning difficulties, physical disabilities, patients with terminal illness and the elderly.

The Trust has had musical links with

the internationally renowned Birmingham Conservatoire since 2005. What was once a programme of musical events in and around the Hospital has now developed into performance opportunities for Conservatoire students. Heartlands Hospital even hosts a Music and Health course for students wishing to develop their skills in providing music workshops for patients. So when you think of Birmingham's famous art galleries and Symphony Hall, you can now add one more home of culture to the list!

For more information

Contact Esther Jackson,
Music Coordinator, on 0121 424 0113

Delighted by new chaplain



A new female Chaplain has joined the Chaplaincy at Heartlands.

Margaret MaLauchlan joined the Trust after being spotted by the Chaplaincy team when visiting her father in Hospital. As part of her welcome to Heartlands, Margaret was inducted and licensed in a special service at the faith centre by Rev Michael Winney.

Margaret also works as Assistant Priest at both St Peters in Tile Cross and St Thomas's in Garrets Green and has previously worked as both a teacher and a nurse.

Heartlands Chaplaincy is a multi-faith centre that provides services for all faiths including Islam and Christianity, 24 hours, seven days a week.

Sarah's OBE award for services to the NHS

The Trust's own Sarah Bazin, Head of Physiotherapy Services, has received an OBE from Buckingham Palace for her contribution to the NHS. As Vice President to the Chartered Institute of Physiotherapy, Sarah continues to make a difference within the healthcare sector.



Heart of England's catering team tastes success

Heart of England is working hard to challenge preconceptions surrounding hospital food – and the hard work of the Catering Department has received the thumbs up from an independent food safety agency.

The Department has been awarded the prestigious Support Training Services (STS) Accreditation, which means that the Trust is now officially one of the leading manufacturers of chilled and frozen food in the country, as well as making it onto the list of NHS credited caterers.

To receive the standard, external auditors spent a full day at the Trust's Central Production Unit (CPU), based at Solihull Hospital, where they covered and inspected all aspects of meal production and catering procedures.

The Catering team's reputation is such that it now supplies its food to other local companies - so children's nurseries, nursing homes and other hospitals also benefit from its tasty dishes, adding up to an impressive total of 50,000 meals produced every week at the Trust.

Whats on the menu

The team offers a wide range and selection of main course meals, potatoes and vegetables. It also serves up hot sweets, cold sweets, a variety of salads and sandwiches. Specialised dietary meals, as well as halal and kosher food, is also available. The Catering Department is always open to feedback, so feel free to email with your news and suggestions.

For more information

Email

michael.towler@heartofengland.nhs.uk



New look for Trust's doctors and nursing staff

Spotted something different about Heart of England staff over the last few weeks but can't quite put your finger on it? Nursing staff have been given the Trinny and Susannah treatment with a new set of uniforms.

The new look is the result of a review into staff uniforms, following feedback from the nurses themselves. The old grey matrons' uniforms have been given a more modern, executive look and the sisters have gone back to the

more traditional colours of navy blue.

And that's not all – doctors have also been given a makeover. For the first time ever, uniforms have been made available to doctors and consultants. The bottle green tunics are aimed at making it clearer for patients and visitors exactly who the doctors are on the wards and the short sleeve choice is part of the Trust's infection control drive to get ward-based staff bare below the elbow.

Solihull makes history with state of the art scanner



Solihull Hospital made history this spring when it became the first NHS organisation in England to receive a brand new type of MRI scanner.

The scanner features state of the art technology which allows specialists to image blood vessels in the body without the need for MRI dye. It's also the quietest available, so MRI patients who previously

would have experienced loud knocking and drilling noises will now hear a much quieter sound.

The five ton machine was installed using a crane, two strong magnets, as well as the removal of a hospital wall to lift it into position.

The scanner is now fully operational within Solihull's Radiology department.

Good Hope looks for new friends

Good Hope is on the lookout for local residents to give up some time as it launches its new League of Friends.

The group will be responsible for helping to raise money for the Hospital through a number of fundraising activities and events.

Mona Campbell, project lead for the group, said: "The League of Friends is a fantastic way for the Hospital to work together with local residents. We want to find people who are passionate about their local hospital and want to volunteer some time to support the Hospital and the community."



As the Good Hope League of Friends begins life, its sister group in Solihull shows just what can be achieved with a group of determined volunteers.

The Friends of Solihull Hospital (FOSH) announced this spring an exceptional fundraising total of £600,000 to date, with every penny going towards providing new medical equipment.

The figure was unveiled at the charity's Annual General Meeting and has been the result of a whole range of activities organised by the Friends including hospital stalls, fairs, garden fetes, trolley sales on the wards and sponsored golf days.

Milly lifts the Friends!



Founding member of FOSH, Millie Skinner, 94, (above right) worked as a nurse at Solihull Hospital during the war and has fond memories of the first ever item ever purchased by the friends – a lift for the hospital in 1953 costing £3,000.

The charity has since gone on to buy equipment for almost every department at Solihull, most recently two heart monitoring machines.

For more information on Friends of Solihull

Contact the Chairman,
George Cother, on
0121 711 1566

For more information on Good Hope's league of friends

Contact Mona Campbell on
0121 424 9321 or email
mona.campbell@heartofengland.nhs.uk



Piecing together Good Hope's history

Heart of England is calling on local patients and residents to help build the story of Good Hope over the last 50 years as the Hospital gets ready to launch a history wall entirely dedicated to its history.

The exhibition will be up next spring in the Main Hospital Street which links the Richard Salt Unit, Treatment Centre and the Rectory Restaurant.

The exhibition will include photographs, drawings and talking memories. You can help by contacting the Arts Team with your memories, photographs or even diary entries to build up a picture of what the hospital was like over the years.

Good Hope Hospital began life as a large Victorian house, which was purchased in 1943 for £5,000 for use as a convalescent home for patients from the Sutton Cottage Hospital. Good Hope remained as this until the early 1950s, when during the Cold War, two single story wards were built as a place to evacuate people from Birmingham in the

event of a nuclear attack.

A central kitchen was completed by April 1958 - the showpiece of the Hospital. It provided a kitchen, food preparation rooms, stores and accommodation for the chef. The house was converted to provide residential accommodation for medical staff. Since this time, the hospital has added many developments such as the Sheldon Unit, Richard Salt Unit and the Treatment Centre.

If you'd like to help with the exhibition

Contact Mona Campbell on
0121 424 9321 or email
mona.campbell@heartofengland.nhs.uk

Crutch amnesty



Accident and Emergency saw the return of some long-forgotten items this month as the staff held a crutch amnesty.

Scores of crutches were returned to the Department as residents of Sutton Coldfield were called upon to surrender the crutches they had been keeping locked up.

“It was great to replenish our stock”

Helen Read, DM of A&E, said: “No punishments were handed out, we were just very grateful for the return of our crutches. We send so many of these out and hardly get any returns. It was great to replenish our stocks – we plan to do it all over again next year.”



Members

I'm Sandra White, Membership Manager for Heart of England NHS Foundation Trust.

My role is to look after the membership and keep you up to date on issues affecting you. Over the last few months, I've organised a range of health seminars across the Trust.

These seminars are becoming extremely popular and we have more booked for the next few months, following your feedback.

Your views are important to us so if you have any ideas about health seminars or topics you would like us to cover, contact me by email at sandra.white@heartofengland.nhs.uk.

Membership

We want to give members, patients and the local population access to our hospitals and the services we provide. Here's how the membership works.

A **Group 1** member has high involvement receiving information every month, a quarterly magazine and a personal invite to attend topical events.

A **Group 2** member has medium involvement receiving information six times a year, a quarterly magazine and a personal invite to selected topical events.

If you are currently a **Group 3** member who only receives the quarterly newsletter and would like more frequent information, you can upgrade your membership to a group 1 or 2 free of charge.

If you want like to request further information about membership, please contact 0121 424 1218.

The 2008 Health Seminars

The Heart of England Membership team holds free monthly health seminars. Everyone is welcome to the seminars - here's a look at what's going on this year.

Bowel cancer screening & healthy eating
Wednesday 23rd January - 3pm
Heartlands Hospital

Infection control
Monday 11th February - 5pm
Heartlands Hospital

Thursday 6th March - 3pm
Good Hope Hospital

Monday 14th April - 5pm
Solihull Hospital

Skin cancer
Wednesday 14th May - 3pm
Solihull Hospital

Obesity and diabetes
Monday 7th July - 5pm
Heartlands Hospital

Hospital development plans
Thursday 14th August - 5pm
Heartlands Hospital

Blood pressure
Wednesday 10th September - 5pm
Heartlands Hospital

Releasing time to care - journey to world class wards
Tuesday 14th October - 5pm
Heartlands Hospital

Tuesday 11th November - 3pm
Good Hope Hospital

If you would like to attend

Contact Sandra White on 0121 424 1218 or email sandra.white@heartofengland.nhs.uk

Postal address:

Sandra White
Membership Manager Communications
Heart of England Foundation Trust
Heartlands Hospital
Bordesley Green East
Birmingham
B9 5SS

What is a governor?

Heart of England has a Governors' Consultative Council (GCC), which is in place to oversee the running and development of the Trust. The governors will bring their expertise and judgment to the Trust and are here to take on the views of members and patients.

There are 44 governors in total. 26 of these are public governors, representing constituencies across the area covered by the Trust. In addition to these, there are two patient governors, who are patients or carers who have been to Heartlands, Solihull or Good Hope Hospitals in the last three years. 11 stakeholder governors represent key organisations in the Trust's coverage area and, finally, five staff governors represent the interests of Trust employees.

The role of the governor is to represent members' interests in the governance of the Trust and to establish lines of communication with the constituents and members they represent so that their views can be put forward.

The governors appoint or remove the Chairman, the non-executive directors and the Trust's financial auditors. They also approve the appointment of the Chief Executive, determine salaries and allowances for the non-executive directors and work with the Board of Directors to set the longer term vision of the Trust.

Who is my governor?

A full list of all the governors and the areas represented are shown on the right. They are here to represent you so if you would like to get in touch with your governor, contact Claire Lea on 0121 424 2000 or email Claire.lea@heartofengland.nhs.uk

Heart of England governors

Sad news

We would like to pass on our sincere condolences to the families of Heart of England governors, Alderman Don Lewis, Dan Jones and Peter Grace who passed away this spring. Our thoughts are with their families at this difficult time.

Sutton Coldfield

Streety, Sutton Four Oaks, Sutton New Hall, Sutton Trinity and Sutton Vesey

North Birmingham

Erdington, Kingstanding, Oscott, Stockland Green and Tyburn

Birmingham East

Hodge Hill, Shard End, Sheldon, South Yardley, Stechford and Yardley North

Birmingham Central

Acocks Green, Bordesley Green, Nechells, Sparkbrook, Springfield and Washwood Heath

Birmingham at Large

Aston, Bartley Green, Billesley, Bournville, Brandwood, Edgbaston, Hall Green, Handsworth Wood, Harborne, Kings Norton, Ladywood, Longbridge, Lozells and East Handsworth, Moseley and Kings Heath, Northfield, Perry Barr, Quinton, Selly Oak, Soho and Weoley

South Staffordshire

Aldridge Central and South, All Saints, Boley Park, Boney Hay, Bourne Vale, Burntwood Central, Chadsmead, Chase Terrace, Chasetown, Curborough, Curdworth, Fazeley, Hammerwich, Highfield, Leomansley, Little Aston, Mease and Tame, Pheasey Park Farm, Shenstone, St John's, Stowe, Summerfield and Whittington

Tamworth

Amington, Belgrave, Bolehall, Castle, Glascoate, Mercian, Spital, Stonydelph, Trinity and Wilnecote

Solihull North

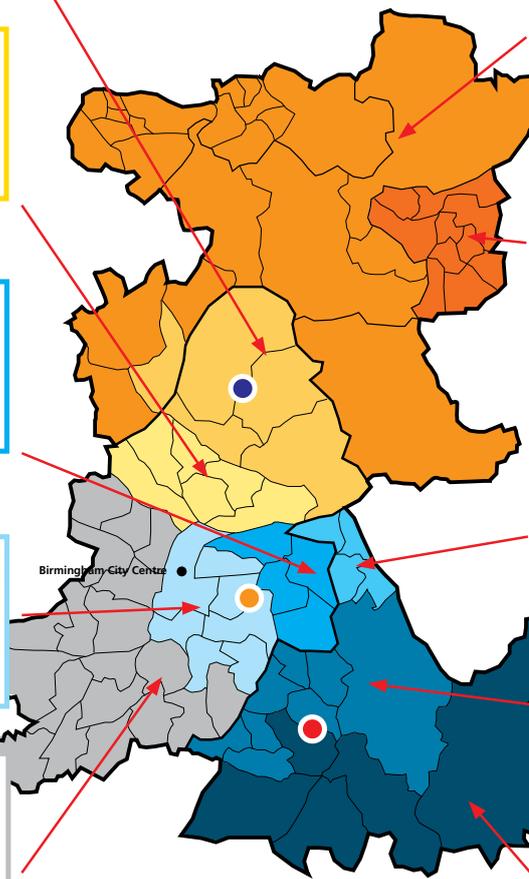
Castle Bromwich, Chelmsley Wood, Kingshurst and Fordbridge and Smith's Wood

Solihull Central

Bickenhill, Elmdon, Lyndon, Olton, Shirley East, Shirley South, Shirley West and Silhill

Solihull South

Blythe, Dorridge and Hockley Heath, Knowle, Meriden and St.Alphege



- Good Hope Hospital
- Birmingham Heartlands Hospital
- Solihull Hospital

Public

Birmingham at large
Birmingham at large
Birmingham Central
Birmingham Central
Birmingham Central
Birmingham Central
Birmingham East
Birmingham East
Birmingham East
Solihull Central
Solihull Central
Solihull Central
Solihull North
Solihull North
Solihull North
Solihull South
Tamworth
Tamworth
Staffordshire South
Birmingham North
Birmingham North
Birmingham North
Sutton Coldfield
Sutton Coldfield
Sutton Coldfield

Jagjit Singh Taunque MBE
vacancy
Arshad Begum
Shahid Mir
Ian Pardoe
Famida Begum
vacancy
David O'Leary
Lee K Smith
John Jebbett
Sheila Blomer
Frances Linn
Elizabeth Steventon
Valerie Egan
Colin Williams
vacancy
Bridget Sproston
Barbara Hayward
Richard Hughes
Victor Palmer
John Simms
Marion Thompson
Thomas Webster
Mike Cooper
Carole Edwards
Bethan Illett

Patient

Alec Weight
Margaret Veitch

Staff

AHP, Technician or Clinical
Support Worker
Ancillary, Admin, Volunteer
or Management
Medical & Dental
Nursing, Midwifery &
Healthcare Assistant
Nursing, Midwifery &
Healthcare Assistant

Ann Brierley
Neil Harris
Dev Sarmah
Veronica Morgan
vacancy

Stakeholder

Birmingham Chamber
of Commerce
Birmingham City Council
Solihull Chamber of
Commerce
Birmingham Eastern &
North PCT
Stepping Stones
Solihull Metropolitan BC
South Staffs PCT
Joint Lichfield & Tamworth
Borough Council
Birmingham City University
University of Birmingham
Solihull Care Trust

Aftab Chughtai
vacancy
Roy Shields
Qulsom Fazil
Jeanette Mulcare
Kate Wild
Yvonne Sawbridge
Cllr Ian Lewin
Professor Ian Blair
Helen Parker
vacancy

Factfile on...skin cancer

What is skin cancer?

There are different types of skin cancer.

- Basal cell carcinoma and squamous cell carcinoma
- Malignant melanoma
- Rarer types of non-melanoma skin cancers, such as merkel cell, kaposi's sarcoma, cutaneous T-cell lymphoma of the skin and sarcoma.

Basal cell carcinoma

This is the most common type of skin cancer but the good news is that it is also the most easy to treat.

It can appear anywhere on your body but, typically, it appears on areas that have been exposed to the sun, such as your face, arms, legs, and the backs of your hands.

It will usually appear as either a small, smooth bump on the skin or a flat crusty and scaly red spot.

Basal cell carcinoma is usually painless, but you may experience some itchiness. In some cases, you may notice occasional bleeding from the affected area of skin.

Squamous cell carcinoma

This type of skin cancer is relatively easy to treat. However, unlike basal cell carcinoma, there is a higher risk that it will spread - it is estimated that between two

to six per cent of cases of squamous cell carcinoma will spread to other parts of the body.

Squamous cell carcinomas normally appear on sun-exposed parts of your body, such as your face, lips, ears, hands, arms, and legs.

They usually appear as a firm red lump, or a flat scaly and crusted scab-like lesion.

Some squamous cell carcinomas have a scaly appearance and sometimes have a hard, horny cap. They can feel tender to touch.

Malignant melanoma

This is the most serious type of skin cancer as it affects a deeper layer of skin than the other types, so the risk of the cancer spreading is much higher.

Melanomas can appear anywhere on your body, but the back, legs, arms, and face are the most common areas.

The first sign of a melanoma is either the appearance of a new mole, or a change in the appearance of an existing mole.

What can I do to prevent skin cancer?

- Avoid over-exposure to the sun and staying out for long periods between 10am to 4pm as this is when the sun is at its hottest.
- Examine your skin head-to-toe every month.
- Use sunscreen – make sure sun cream is suitable for your skin type and blocks both ultraviolet A (UVA) and B (UVB) radiation. In most cases, sun protection factor 15 (SPF 15) should be suitable for the British climate but you may require a higher SPF in hotter climates.
- Dress sensibly - wearing the appropriate clothing in the sunny weather is vital. Such clothing should include a hat to protect your face and scalp, and sunglasses to protect your eyes.
- Take care of babies and children. Compared to adults, the skin of



How to tell the difference between a normal mole and a melanoma

Normal moles are usually a single colour, round, or oval in shape, and no larger than 6mm (1/4 inch) in diameter. Melanomas, on the other hand, have an irregular shape, are more than just one colour, and are often larger than 6mm (1/4 inch) in diameter. In some cases, the melanoma may also be itchy and occasionally bleed.

A good way to tell the difference between a normal mole and a melanoma is to use the 'ABCDE' checklist:

- A** stands for asymmetrical - the melanoma has two very different halves and is an irregular shape.
- B** stands for irregular border - unlike a normal mole, the melanoma has a notched or ragged border.
- C** stands for two or more colours - the melanoma will be a mix of two or more colours.
- D** stands for large diameter - unlike most moles, melanomas are larger than 6mm (1/4 inch) in diameter.
- E** stands for raised elevation - the melanoma will feel slightly raised above the surface of the skin.

See your GP if you notice one or more of these characteristics or if you spot unusual changes in a mole.

babies and children is much more sensitive and repeated exposure to sunlight could lead to skin cancer developing in later life. Make sure that children are dressed appropriately and wearing a hat and high factor sun cream for protection.

- Tan sensibly. Most health professionals will advise you to avoid sunbathing altogether because even a tan can increase your risk of developing skin cancer. However, if you are determined, make sure that you do it gradually. When you first begin to tan, make sure you limit your exposure to 30 minutes then gradually increase your time by five or ten minutes each day.

The skin's main functions are to

- protect the body from injury and infection.
- help regulate body temperature.
- get rid of waste through the sweat glands.

Skin cancer – the facts

- Skin cancers are the most common type of cancer in white populations, both in the UK and worldwide.
- There are around 7,000 cases of melanoma a year, compared with approximately 100,000 cases of non malignant skin cancer.
- Sun radiation is a contributing factor in 90 per cent of all cases of skin cancer.

All about diabetes

What is diabetes?

People with diabetes cannot control the amount of glucose or sugar in their blood, so the levels can rise dangerously high. Normally, a hormone called insulin, which is made by the pancreas, controls the amount of glucose and makes sure

the correct amount enters the cells in the body where it's used as a fuel to provide energy.

In diabetes sufferers, insulin doesn't work properly and glucose levels become out of control. Diabetes is serious because complications can lead to blindness, kidney failure, heart disease, stroke and nerve damage.



Could you be at risk?

- **Have you got a family history of diabetes?**
If so, the closer the relative with diabetes is to you, the greater your risk of getting it.
- **Are you aged 40 to 75?**
The older you are, the greater the risk of Type 2 diabetes.
- **Are you of Asian or African Caribbean origin?**
African Caribbean and South Asian people are three to five times more likely to get diabetes than white people.
- **Are you overweight?**
Over 80 per cent of the people who have type 2 diabetes are overweight. The more overweight and unfit you are, the greater your risk of getting diabetes is.

The facts

- Diabetes can cause damage to arteries, blood vessels and the heart. This in turn can result in high blood pressure and other circulatory problems.
- A high concentration of sugar in the bloodstream can affect the eye, damaging its tiny blood vessels. In fact, diabetes is the most common cause of blindness in the working population.
- Type 2 diabetes is linked to the rise in obesity. Plenty of exercise and a healthy diet can help prevent it.
- Tell-tale signs include increased thirst, going to the toilet more than normal, tiredness, weight loss and blurred vision. Anyone with these conditions should contact their doctor.

Good Hope has recently appointed three relaxation therapists to help patients with relaxation techniques.

The three therapists have been working with breast cancer and oncology patients, helping them to relax before their appointments or during their recovery.

Volunteer, Sandy Edwards, said: "It's so rewarding to see a patient leave the treatment room relaxed and less stressed. Most patients in hospital are worried about news they'll receive or are apprehensive about their treatment. We help them to take a step back and look after themselves, reducing their stress and helping them to tackle their issues better. It is not just cancer patients we help, we are available for anyone that needs our services."

Want to volunteer?

The next intake of volunteers is taking place in July and there are plenty of opportunities to volunteer in the following areas. For further information, call the volunteer services team on 0121 424 5640.

- Arts – volunteer with the art cart or help put up exhibitions around the hospitals.
- Music volunteers – help to facilitate music performances across our hospitals.
- Ward volunteers – support the teams on the wards by spending time with patients and carrying out general duties.
- Chaplaincy team.
- Crafts – want to lend your expertise in making cards to sell to raise funds for the volunteers services? You can help write a newsletter for your fellow volunteers.
- Communications – want to get fit? The Communications team has to cover three large hospital sites, walking wards to deliver literature and key operational messages.
- And much more ... Get in touch!

Focus on volunteers




Sophia (right) helping out on the ward

Help in hand at the Trust

Some 500 volunteers provide support across Heartlands, Solihull and Good Hope Hospitals, helping both patients and staff. Each volunteer brings something different and helps boost the service the Trust delivers. Here, Volunteer Services Manager, Advinder Gill, describes the role they have to play and how you can become involved.

Volunteers can do almost anything at the Trust – we have an enormous number of roles suiting everyone of all ages, backgrounds and abilities. Our volunteers can take on roles like filing, meeting and greeting, chatting to patients at their bedside or even helping guide patients to the right department.

Whatever their role, they are an extremely important part of the team. Their help across all departments allows staff the extra time to focus on patient care. Just being there to deliver notes to a different location or help make the tea is a huge help and lifts the pressure on hospital staff.

So, if you want to make friends, get involved in your local community and have some fun – then volunteer!

And of course it is not just the Trust which benefits from the volunteer services. Volunteering is a great opportunity if you need to boost your CV or gain experience in a particular area of work.

Sophia Naheed, Ward Volunteer, is studying for a qualification in Health and Social Care and hopes to further her training and become a nurse in the future. She volunteered with the Trust so she could develop her skills in patient care and gain experience in a hospital environment. Sophia said: "I really enjoy my time volunteering at Heartlands. It's a great way to meet new people and I've made lots of friends including patients and staff. I feel like I am useful and the team on Ward 6 are always grateful for my help. There is lots of support available for anyone who wants to volunteer – I'd recommend it to everyone."

Keeping the faith

Around one quarter of pregnancies end in miscarriage - but some couples go through that heartache several times.

Admin Assistant, Dustine Woolley, from Birmingham, had miscarried five times – but with the help of experts at Heartlands and Solihull Hospitals is now a proud mum of two.

Dustine was referred to the Recurrent Miscarriage Clinic when seven weeks pregnant. Heartl of England is one of only a handful of Trusts in the region to offer a specialist service to women suffering from three miscarriages or more.

“Research has shown that women who have suffered from miscarriages can experience anxiety during their subsequent pregnancy,” explains midwife Rachel Inglis. “So when we see a lot of the parents here, it is understandably a frustrating and frightening time for them.”

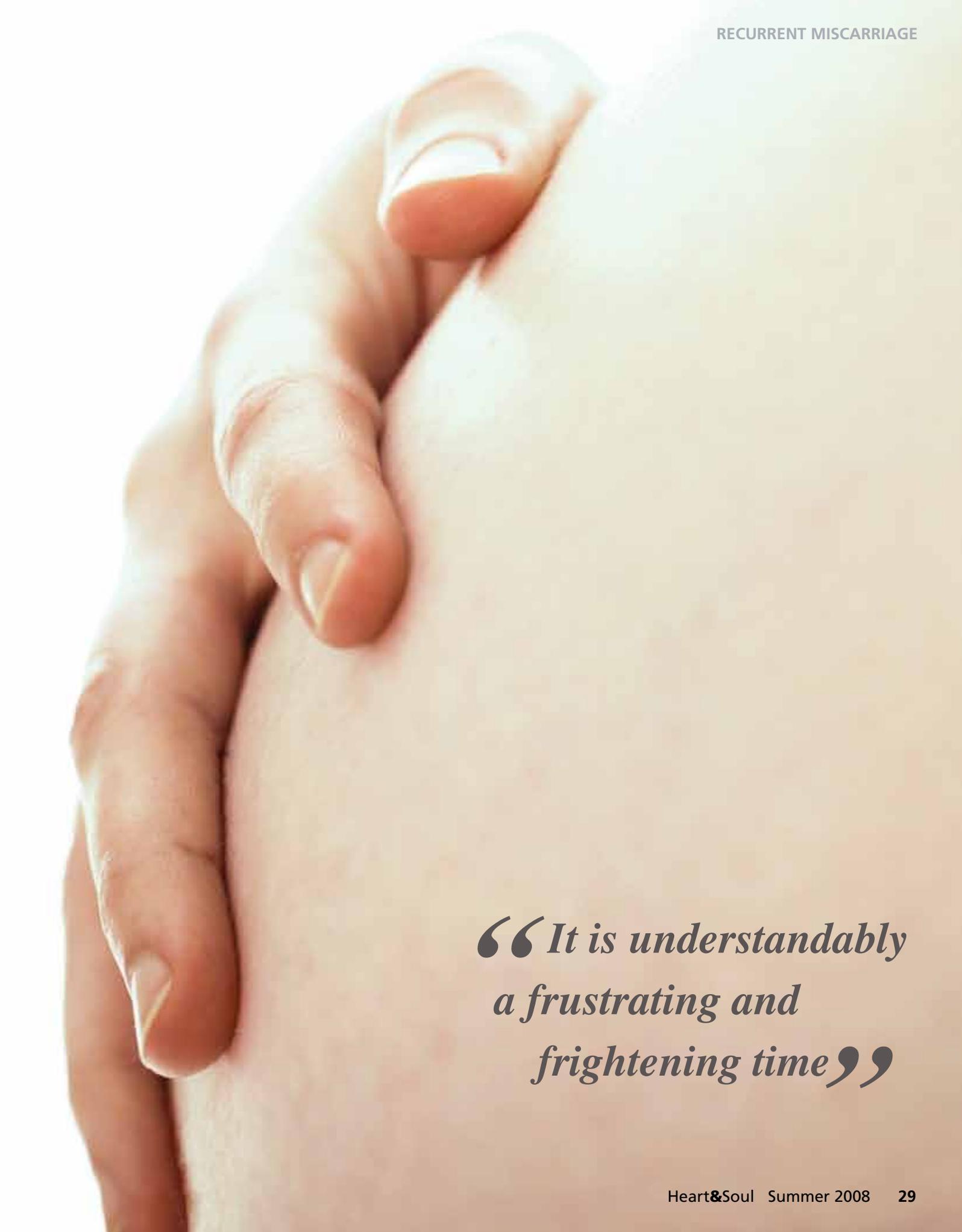
When Dustine was referred to the clinic, she was diagnosed with cervical weakness and chromosome translocation – when part of one chromosome breaks off and joins another. Rachel adds that: “Normally women may suffer from one or the other – to suffer from both is extremely rare.”

Dustine’s history of cervical weakness meant she had to have her cervix measured throughout her pregnancy every two weeks to check for any signs of a premature labour. Dustine explains: “My consultant explained to prevent premature labour, I had the option of having a stitch put in to support my cervix or to start with a course of treatment to help strengthen it. I decided to go with the progesterone. I was then scanned abdominally and internally every week to check

my progress. I stayed in as a patient for four weeks and continued with the treatment for a total of 10 weeks.”

The treatment given to Dustine was a huge success – she gave birth to baby James last February. She said, “I have no doubt that the medication and treatment I received at Heartlands enabled me to continue my pregnancy through to 38 weeks. The miscarriage clinic helped me understand why I had had so many miscarriages in the past and also arranged the excellent care and support for me whilst pregnant. Without this, James would never have been born.”

“We see many inspirational couples and babies at the Clinic,” concludes Rachel. “We were overjoyed when baby James was born.”



*“It is understandably
a frustrating and
frightening time”*

Food^{for} thought



Have you ever been round the supermarket, mystified by which butter or margarine spread to choose? Which one is the best for your heart and what do you choose when you want to lose weight? Heart of England Dietician, Adrian Brown, offers some advice on what to look out for.

Butter

Butter is often used as the traditional spread. It contains about 80 per cent fat and high levels of saturated fat - this leads to higher levels of bad cholesterol in your body. A diet high in saturated fats is linked to increased risk of cancer, heart disease and stroke.

If you choose to have butter, try to spread it thinly - perhaps also consider choosing an alternative.

Cholesterol lowering spreads

These products contain 'plant stanols/sterols' which occur naturally in foods such as fruits, vegetables, nuts, seeds, cereals, and legumes.

Plant stanols/sterols reduce the absorption of cholesterol within the gut. The amount taken in a normal diet (150-400mg) has little effect on cholesterol levels but adding these to spreads means you can have a higher intake.

Research suggests that 2-3 grams per day is required to give an effect in people with raised cholesterol.

These effects are only beneficial if you consume this recommended amount daily, and it is lost when you stop using the products.

There are a wide range of products that contain added stanols and sterols such as Flora Pro-activ, Benecol, Danone Danacol, and Minicol.

Low fat spread

There are a number of low fat spreads available. These are similar to margarines but lower in fat. These are usually 40 per cent fat and are often fortified with vitamin A and D. The name of the product will give you a guide to its content:

- **Low Saturated Fat – no more than 1.5g/100g**

- **Light/Lite/Reduced Fat – contains 25 per cent less than a similar standard product.**

- **Low Fat – no more than 3g fat/100g**

Many of these products are made from olive oil or monounsaturated vegetable oil, which have been proven to help lower cholesterol within your blood and also help increase your good cholesterol.

Advice

So what would we recommend that you do? Cholesterol lowering products do have cholesterol lowering effects but you have to use enough of the product to get the required dose - and this can be expensive. Choosing a low fat monounsaturated spread will help with both your cholesterol and your waist line.

Your letters

I am writing to say a huge thank you to all the staff that made my pregnancy and delivery a fantastic experience. Dr Rhodes found a balance between good care and professionalism; she was kind, considerate and listened to our concerns. Her fantastic attitude must have been contagious because every person we came into contact with maintained the highest standard. Thanks to Dr Rhodes and her team, we have been able to complete our family. I have no doubt that things could have been very different if I had not made the move to her care. You are all a credit to your profession.

I would like to express my sincere appreciation of all the attention, care and treatment that I received when I was brought into your A&E ward. Your dedicated, hard working team showed such efficiency and professionalism which I really appreciated never having been in that situation before. I felt completely relaxed. Their constant reassurance was most welcome and they even managed to get me away the next morning.

I would like to take this opportunity to praise the night team on Ward 12 and in particular, Kath Bateman, whose professional and caring manner eased a very difficult time for our family. We know that Chris was in very caring hands at the end and this makes our loss a little easier, so I would like to personally thank your staff and comment that Heartlands Hospital offered a high standard of service.

I was admitted to Good Hope as an emergency case. It was my good fortune to be nursed by Julie Young in Ward 16. I really cannot speak too highly of this young lady. At all times, she showed true dedication to her tasks. I would like to place on record my gratitude for the attention and kindness shown to me. I think you all do a magnificent job.

Thank you for a copy of the Heart and Soul magazine, I found it very interesting especially page 25 & 26, 'Looking after your bones.'

Kidz corner



Quick Quiz

(answers on bottom)

- 1 Do ducks have waterproof feathers?
- 2 In the Harry Potter books, what kind of an owl is Hedwig?
- 3 In the film High School Musical, where does Gabrielle first meet Troy?
- 4 In the human body, where is the spleen found?
- 5 What is the capital of Norway?
- 6 Which king lost the Battle of Hastings?
- 7 What football team play their games at the Madeski Stadium?
- 8 On what side of the body is the heart?
- 9 What is the second planet in the solar system nearest the sun?
- 10 You are driving a bus from Birmingham to Solihull. Five people get off at New Street Station and eight people get on. At Acocks Green, three people get off, no-one gets on. At Solihull Station, one person gets off and seven people get on. What is the name of the driver?

jokes

On which day do monsters eat people?
Chewsday.

Doctor Doctor, I feel like a pack of cards!
I'll deal with you later.

What do you call a man with a seagull on his head?
Cliff.

What do call a man with a spade on his head?
Doug.

Doctor Doctor I think I'm losing my voice!
Pardon?

What's a cat's favourite cereal?
Mice Crispies.

One snowman said to the other...
.....can you smell carrots?

1=yes, 2=a snowy owl, 3=at New Years Eve party, 4=abdomen, 5=Oslo, 6=Harold, 7=Reading FC, 8=left, 9=Venus, 10=you are the driver!

If you want to send us anything to publish in the next Kidz Corner, drop us an email on:
communications@heartofengland.nhs.uk or write to us on:

Heart and Soul Magazine
Communications
Warwick House
Heartlands Hospital
Bordesley Green East
Birmingham B9 5SS

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you
know?

McDonald's is the
world's largest
distributor of
toys!

LIFE & TIMES

NHS

HEART of ENGLAND
NHS Foundation Trust



AN EVENING OF SONG AND DANCE

INTERNATIONAL
CONVENTION
CENTRE
BIRMINGHAM

16TH DECEMBER 2008
7.30PM

TO PICK UP YOUR TICKETS FOR THE BIGGEST
NIGHT OF THE YEAR, CONTACT THE BOX OFFICE
ON - 0121 424 0973 OR ONLINE AT
WWW.OXBOFFICE.COM