

Heart & Soul

NHS

HEART of ENGLAND
NHS Foundation Trust

www.heartofengland.nhs.uk

Winter 2009

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Swine flu -
all you need to know

Meet your new governors

Work begins on new
building at Good Hope

Gloria Hunniford on
coping with a loss

Image courtesy of The Caron Keating Foundation



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Hitting a nerve with new equipment



Solihull Hospital has unveiled a state-of-the-art nerve testing device, used to diagnose nerve damage in the hand.

The device is used to diagnose carpal tunnel syndrome, a condition often brought on by arthritis or fractures. Symptoms include pain and numbness in the

hands and fingers and can cause permanent nerve damage if left untreated.

The device means that staff can diagnose problems without having to place needles or probes into the patient's skin. More than 200 patients are expected to benefit from the service every year.

Medics on hand to talk about fertility

Good Hope's fertility clinic opened its doors to the public to host an open evening especially for couples experiencing fertility problems.

With one in seven couples in the West Midlands having difficulty conceiving, the event gave locals the chance

to hear advice from fertility experts, and have questions answered by professionals.

The clinic offers a fee-paying infertility service for couples who are not eligible for NHS infertility treatment, and is one of only two NHS centres of its kind in the region.

For more information on the clinic, contact Diana Ham on 0121 424 9758.

New website launched for cystic fibrosis patients



Cystic fibrosis (CF) patients at Heartlands Hospital are logging onto a new online service aimed at improving interaction between young patients.

The site, developed by the West Midlands Adult CF Centre, offers patients the chance to join discussion forums to chat to each other online. The site is made even easier for patients to log on with the use of laptops within the ward.

The CF Centre opened six years ago and is now a centre of excellence for CF treatment. Funding for the new site came from drug company Novartis.

For more information about CF, visit the new site at www.heartlandscf.org

Changes in Good Hope visitor parking

A barrier car parking system has now replaced the 'pay and display' machines in the main visitor parking areas of Good Hope. This brings the parking costs in line with Heartlands and Solihull and means patients and visitors will now only pay for the time actually parked. Parking for less than 15 minutes is free.

Trust launches new rapid access eye clinic

A new clinic has been launched across all sites to serve those suffering from age-related macular degeneration, an eye condition that is the leading cause of blindness in the elderly.

The service will allow optometrists and GPs to refer patients to rapid access macular clinics more locally; ensuring all patients are quickly assessed and treated.

Age-related macular degeneration has two forms - wet and dry. Although there is currently no medical treatment for the dry condition, the wet condition can be treated with a drug called Lucentis, which prolongs eyesight.

The Trust offers a full clinical service for the condition, including low vision assessment clinics.

Building for the future at Good Hope



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

The new four-storey building, currently known as Ward Block 1, will accommodate an expanded

on the second floor, and a 28-bed short stay elderly care ward on the top floor.

Trust finance director, Adrian Stokes, said: "This is a huge investment for Good Hope and one that will transform the look and feel of this area of the Hospital. Our patients deserve the best environment to receive their care in, and our staff deserve the best possible place to work.

"This building will give us a 'one-stop-shop' for our emergency care unit and wards, and will help improve patient flow throughout the Hospital."

The building is expected to be completed for January 2011.



clinical decisions unit on the ground floor, an 18-bed critical care facility on the first floor, a coronary care unit and cardiology ward

Support for carers

Heartlands has been chosen to pilot a new initiative by NHS Birmingham East and North (NHS BEN) to support carers of patients in the Hospital.

Carer support is available for any informal carer who looks after a family member, friend or neighbour, with a medical condition, learning or physical disability or frailty due to old age.

NHS BEN carer support drop-in sessions are available to give carers the chance to get more information and advice about the help available.

Mr Zulfiqar Ali Bhatti, carer support officer, will be holding the sessions at Heartlands Hospital in the upstairs lobby of the main entrance, opposite the lifts, on the last Thursday of each month between 2pm and 4pm.

Eligibility to the service depends on the informal carer or patient having a GP within NHS BEN.

A helpline for this service is available on 0121 765 5190.

Hospital scanner is first in the region



Heartlands Hospital's new scanner in the radiology department.

Heartlands is celebrating the arrival of a new scanner, the first of its kind in the region and only the second in the NHS.

The new CT scanner has the ability to scan an entire body part in one rotation and in less than a second. This is a fraction of the time compared to regular scanning allowing quicker diagnosis; it also means the lowest radiation dose available can be used on patients reducing the risk of kidney damage.

The excellent scan quality from the machine, known as a Toshiba Aquilion One 320 Slice, can be used on all the major body parts and is expected to revolutionise how chest pain for patients is

managed.

The radiology department is also benefiting from a new, dedicated reception desk, an improved patient waiting area and pre-scanning patient reception areas to help create a relaxing, pleasant environment for patients. The overall investment in the service is worth more than £2m.

Dr Lowri Morus, clinical director of radiology, said: "This cutting edge technology represents a substantial financial investment in radiology services and demonstrates the organisation's commitment to providing a world class service to the patients of the region."

Nurses' toilet talk promotes bowel cancer awareness



Nurses from Good Hope hit the Mall in Sutton Coldfield to raise awareness of bowel cancer and the Hospital's bowel cancer screening programme.

The bowel cancer team were out in force offering advice, answering questions and giving out information leaflets to shoppers. The team also informed locals about the Hospital's bowel cancer screening programme and bowel cancer home screening kits.

Any enquiries regarding the Good Hope bowel cancer screening service can be made by telephoning the free phone number: (0800) 707 6060.

Outpatient's services open in new community clinic



Heart of England has joined forces with leading health and beauty retailer, BOOTS UK, to open a new outpatient's clinic in the Solihull community.

Services available include walk in blood testing by Solihull Hospital's trained phlebotomists who will be available from 9.30am to 4pm, Monday to Friday and Saturday from 9am-12noon with no appointment necessary.

The clinic will also house GP referral services in the coming weeks including dermatology, ophthalmology and pain management.

Located on the first floor of Boots in Mell square, Solihull, both the blood testing and musculoskeletal physiotherapy services are available to patients now.

For more information about the clinic and its services, please contact Jenny McGregor on 0121 424 1336.

Students' NHS taster success

A ceremony has been held at Heartlands to recognise the achievements of this year's Nuffield Bursary Scheme students.



Susan Harvey, Sandra White, Zeenat Ahmed, Mona Campbell.

The Trust welcomed the A-level students, who took part in four to six week work placements, into a range of Hospital departments to gain an insight into working in a medical environment, helping them to support university applications and decide on future careers.

This is the sixth year the Trust

has hosted the students, who are externally funded and placed through the Nuffield Bursary Scheme, in partnership with educational support organisation, Create-a-Future.

Susan Harvey, from the Trust's allied health professional advisory team, said: "The students' enthusiasm and commitment has made a real contribution to the work of our local hospitals.

The ceremony gave the students a chance to share their achievements and to showcase their experiences over the placements."

Heart of England NHS Trust chairman, Clive Wilkinson and Paul Sabapathy, chairman of Birmingham East and North PCT, were on hand to present their certificates.

What is swine flu and how is it different from ordinary flu?

Swine flu is a respiratory virus, which has some elements of a virus found in pigs.

The vast majority of cases of swine flu found in the UK so far have experienced mild symptoms and have made a rapid and full recovery. A very small number have been more severe - this is also the case with seasonal flu.

Have we planned for this?

Plans for a flu pandemic have been in place for some time at Heart of England and these plans are tested on a regular basis. The NHS has also been

planning how to manage a pandemic and has been commended by the World Health Organisation (WHO) for being one of the best prepared countries in the world.

How does it spread?

You are not infectious when you are incubating flu, only when you have flu symptoms, which includes a temperature of 38 degrees or more and two other flu-like symptoms such as a cough, runny nose, diarrhoea, vomiting or a headache.

Flu viruses are made up of tiny particles spread through the droplets that come out of your nose and mouth when you

cough or sneeze. If you cough or sneeze without covering your nose and mouth with a tissue, those droplets can spread and others will be at risk of breathing them in.

What should I do if I suspect I have swine flu?

Stay at home and, if you have access to the internet, check your symptoms on www.pandemicflu.direct.gov.uk. Alternatively, telephone 0800 1 513 100 or 0800 1 513 200 (minicom). You should call your GP directly if:



Swine flu

- You have a serious underlying illness.
- You are pregnant.
- You have a sick child under one year old.
- Your condition suddenly gets much worse.
- Your condition is still getting worse after seven days (or five days for a child).

What treatment is available?

Most cases have recovered fully without requiring medical attention - the best treatment is to rest and drink plenty of water. Avoid alcohol or smoking and take paracetamol or ibuprofen if you have a headache.

The swine flu vaccine is now available for those at greatest risk. This includes:

- People who usually receive the seasonal flu jab.
- Pregnant women, subject to licensing.
- People who live with those whose immune systems are compromised, such as cancer patients or people with HIV/AIDS.
- Frontline health and social care workers will also be offered the vaccine. They are both at an increased risk of catching swine flu and of spreading it to other at-risk patients.

Can family members of a confirmed case go to work or go out socially?

Anyone who is not symptomatic can continue their usual activities.

Useful links and contacts

Pandemic flu service line
0800 1 513 100 or
0800 1 513 200 (minicom)

www.pandemicflu.direct.gov.uk

TV presenter Caron Keating died of breast cancer in 2004. Her mother, Gloria Hunniford, explains how she coped.

"Caron's positivity was astounding. She always believed she would beat the cancer even when we were told that she'd be lucky to survive more than 18 months. She lived for seven years after that prognosis. She took all the orthodox medicine plus lots of complementary treatments, like massage and oxygen. I'm so grateful for the extra time we had.

"I remember when she first found out there was a problem. She'd just had her second baby and rang me up and said she had a lump. I thought it was a milk lump, but it hadn't gone away after six weeks and I insisted she went to see someone.

"After the op she came to my house to recuperate and then Russ, her husband, rang and said the news wasn't good. I didn't know anyone in their early thirties who had breast cancer. You just can't take it on board, that this beautiful girl who was sitting up in bed reading was ill.

"Her children were seven and nine when she died. They knew their mother was ill, they saw it, but we didn't tell them that she had cancer. No one was spelling out it was cancer.

Coping with cancer

"Through her strength and positivity she managed to rise above the pain and the

anguish. She used to always say that people die of diagnosis. 'Don't give me any diagnosis, just tell me what I need to do and I'll get on with it,' she said.

"Everyone copes in different ways. She fought her battle virtually in secret and most people only knew after she died. It had been such an onslaught on her system.



Image: C/O The Caron Keating Foundation

"Even now it feels terribly unreal. It's nonsense when people say you'll get over it. As the years go on the reality of her loss gets more acute: she's not around to watch her children grow up, climb trees, play the guitar and do sports.

"It's the worst thing that can happen to a mother. I've lost both my parents and my first husband, but losing a child is the worst thing that can happen to a mother. You can't carry a child for nine months and not feel that impact for the rest of your life.

"You expect your parents to

pass away, even though you hope it's later on. It's in the order of life and you cope with it.

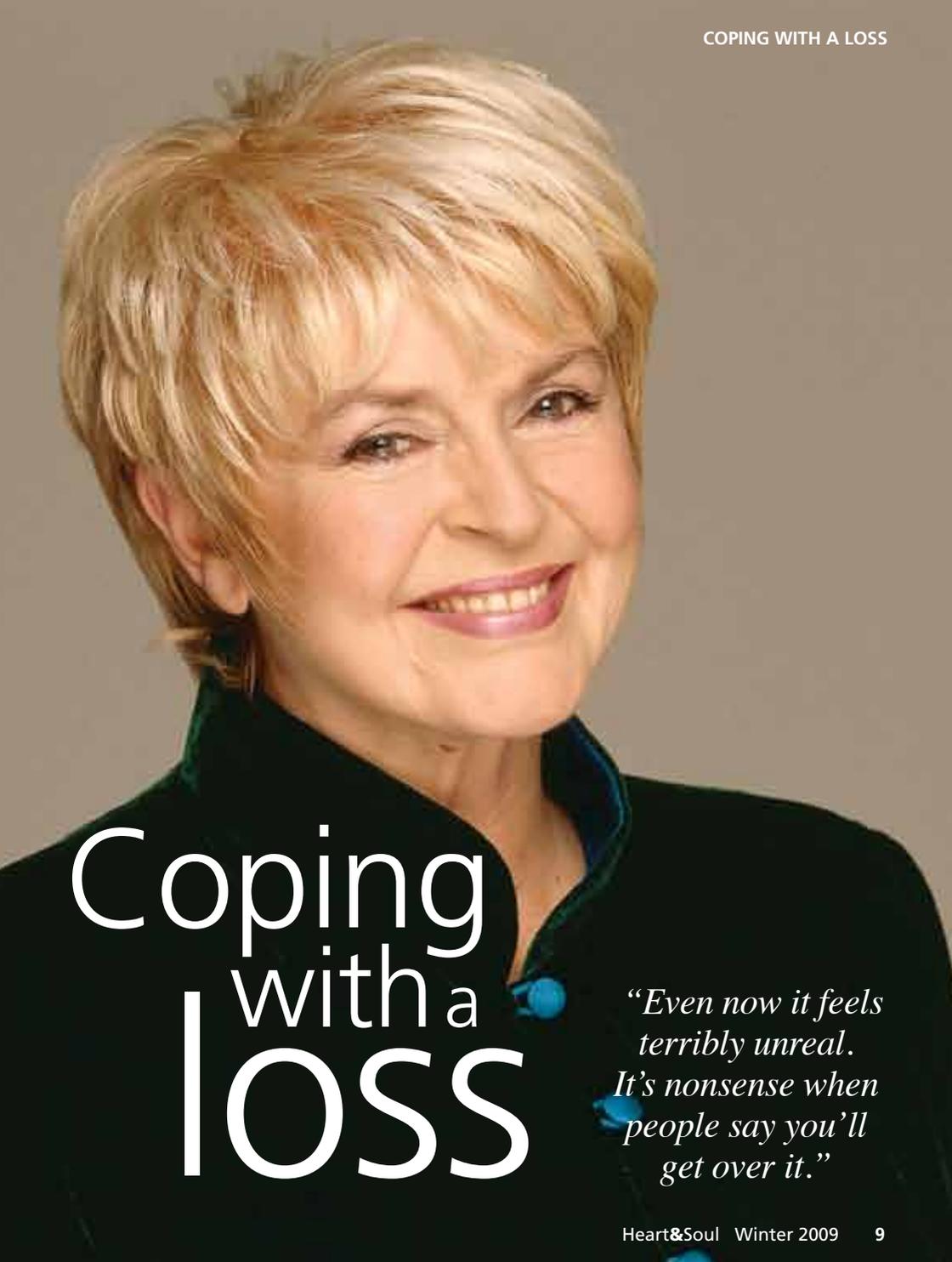
"But I miss everything about Caron. She was my firstborn and we always had a close relationship. She was a fabulous girl inside and out. I was always a mother first and foremost, but she was a friend and a joy to have around.

Keeping positive

"I challenge the negativity of my loss in different ways. I administer a foundation in her name and we've raised over £1 million so far. If people are looking for a radiographer, counselling services or complementary services, anything that makes people feel a bit better, we try to help.

"I'm a great believer in talking about things and fortunately my husband is very good at listening. I talked and wept whenever I needed to weep and didn't bottle it up. Keeping busy was good for me too. The busier I am the more I can cope. So I kept busy with work, family and friends. I put a lot of energy into my grandchildren as that's when I see her. I try to get something positive from a negative situation."

From NHS Choices www.nhs.uk.



Coping with a LOSS

*“Even now it feels
terribly unreal.
It’s nonsense when
people say you’ll
get over it.”*

Coronary heart disease



Coronary heart disease is the UK's biggest killer, with one in four men and one in six women dying from the disease. In the UK, approximately 300,000 people have a heart attack each year.

Coronary heart disease occurs when the heart's blood supply is blocked or interrupted by a build-up of fatty substances in the coronary arteries.

Over time, the walls of the arteries can become furred up with fatty deposits. This process is known as atherosclerosis, and the fatty deposits are known as atheroma. If the coronary arteries become narrow due to a build up of atheroma, the blood supply to the heart will be restricted. This can cause angina (chest pains).

If a coronary artery becomes completely blocked, it can cause a heart attack. The medical

term for a heart attack is myocardial infarction.

The risk of getting coronary heart disease can be reduced by making some simple lifestyle changes. If you already have heart disease, you can take steps to reduce your risk of developing further heart-related problems.

- Deaths from heart disease among under-75's have fallen by 27 per cent since 1996.
- 38 per cent of deaths from heart disease in women are associated with lack of physical activity, 47 per cent are linked to high cholesterol and 6 per cent are caused by being very overweight.
- More than 80 per cent of people who have a heart attack now receive life saving drugs within 30 minutes of arrival at hospital.



**World AIDS Day
1 December 2009**

"Get tested...it could save your life"
www.sexualhealthbirmingham.co.uk

NHS Choices

Want more information on NHS services and the latest health news? NHS Choices is a comprehensive information service that helps put you in control of your healthcare. The website has information and advice on everything from health topics through to the practical aspects of finding and using NHS services when you need them.

To find out more visit
www.nhs.uk

Health profile Aneurysms

An aneurysm is a bulge in a blood vessel caused by a weakness in the blood vessel wall. As the blood passes through the weakened blood vessel, the blood pressure causes the blood vessel to bulge outwards like a balloon.

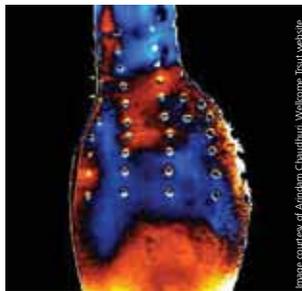
Although aneurysms can develop anywhere, the two most common types are intracranial or cerebral aneurysms (inside the brain) and aortic aneurysms which develop inside the aorta (the large blood vessel which is used to take blood away from the heart).

If an aneurysm grows too big, it may rupture which can cause potentially fatal internal bleeding and organ damage. The risk of an aneurysm rupturing is very small, with a 0.05 - 0.5 per cent risk of an intracranial aneurysm rupturing.

Although there is not enough evidence to provide a similar risk figure for aortic aneurysms, known risk factors for rupture include if the aneurysm is larger than 5.5cm (0.8 inches), and/or there is a family history of ruptured aneurysm.

Aortic aneurysms usually develop in older people over

65 years of age and are thought to be more common among men. Although the exact cause of an aneurysm is often unclear, there is evidence that smoking, high blood



Artery under stress

pressure and a family history of aneurysms can contribute. Cerebral aneurysms are often the result of weakness in the artery wall which is present from birth, but the build up of fatty acids like cholesterol can also be linked.

The symptoms can vary depending on the type of aneurysm. Some small

unchanging aneurysms may show no symptoms at all. Aortic aneurysms might be present for many years before causing problems. Most tend to be diagnosed in hospital by x-ray, ultrasound or CAT scans.

Surgery is usually used to treat aneurysms, but in some cases, they can be carefully monitored and controlled through blood pressure. In recent years, techniques have been developed and improved to make surgery less invasive to patients and reduce the healing time.

The Department of Health announced that over the next five years a screening programme will be rolled out across the country which will use ultrasound scans to screen for abdominal aortic aneurysm. This will be offered to men over 65 who are the most affected by the condition.

Election results

March saw the results for the elections to the Trust's Governors' Consultative Council. Five seats were vacant for public governors in Birmingham and Solihull, as well as vacancies for patient and staff governors.

Governors represent the members' interests and feed back to the Trust Board the views of Trust members.

Michael Kelly
– newly elected governor for Birmingham at Large



Michael had worked as a civil servant for 28 years before retirement. He has a vast amount of experience on committees and representation and is currently on the board of governors at a local school. Michael has first hand knowledge of being a patient at local hospitals which has encouraged his interest in hospital councils and patient care.

Patricia Hathway
– newly elected governor for Birmingham Central



Patricia is a foster carer with considerable experience accessing medical services for her husband and foster family. She is currently a governor, both at a local junior school and vice chairperson of an infant school. Patricia feels her

knowledge of fair and equal standards, particularly for those with learning difficulties, would be well suited to that of a governor for the Trust and is looking forward to contributing to the Trust.

Kath Bell – newly elected patient governor



Kath is a retired nurse and has been a patient of the Trust. She feels her experiences from both sides of the hospital bed will give her a great chance to represent patients on the Council. Kath is particularly interested in infection control as well as ensuring patients are treated with respect and dignity.

Heidi Lane – newly elected staff governor



Heidi has been working at the Trust since 1984 and has worked on the cardiology ward at Heartlands for the last 21 years. Progressing from

a trainee nurse to a senior sister, Heidi is delivering hands on care to patients and is ideally suited to represent nurses, midwives and healthcare assistants on the Governors Consultative Council.

Aiden Cairns
– newly elected governor for Solihull North



Aiden was elected unopposed in the Solihull North consistency where there were two vacancies. He is interested in representing the people of Solihull North on the Governors Consultative Council and getting members' views heard.

Find out more about your governors

www.heartofengland.nhs.uk has a dedicated section on the Trust's governors. Find out about who your governor is, the area they represent and see minutes of Governors' Consultative Council meetings.

Let's meet



Frances is in her fourth year as public governor for Solihull Central. First elected in 2005, she is one of the Trust's longest standing governors.

Frances was involved in healthcare before becoming a governor, working at the Trust for nine years, before retiring. "I worked at Heartlands, developing a hospital discharge team," Frances explains. "The team worked alongside discharge liaison nurses, social workers and consultants in enabling safe discharges."

Frances's view of the Trust is a positive one, both as a governor and a patient. "I find the

management team very proactive, always looking to the future in the development of services and staff. I spent 10 days in ward 11 at Heartlands Hospital, which gave me first hand experience of the care provided to patients." This, together with official governor visits, has given Frances the opportunity to see how the Trust manages its many challenges.

All governors are required to attend the Governors' Consultative Council, which meets five times a year. The Council gives governors the opportunity to air the views of the members they've been elected to represent. The Trust runs training sessions for governors to help understand their roles.

The health seminars, run monthly, are another way for governors to gather the views of their members and are, as Frances describes, "informative and a great chance to meet many of the members."

Governors' Consultative Council

Meeting dates for 2010

- 25 January
- 22 March
- 24 May
- 20 September

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 members discounts at a range of local companies unique to Heart of England. Medic-care offer staff and members of the Trust discounts for a range of local businesses from cafes, pubs and restaurants to beauty salons and hairdressers.

Discounts are available through the Medic-Care gold card which can be obtained from Sandra White, membership manager, at any of the membership events. Contact Sandra for more details.

Innovation and health day success



More than 450 visitors attended the Trust's innovation and health event at Millennium Point in October. The day gave visitors the chance to quiz medics on everything from diabetes and sexual health, to cancer and infection control. A variety of interactive workshops, health stalls and lectures were also on offer from specialists on a range of health issues.

Trust governor, Roy Shields, who went along to the event, said: "The day was a fascinating insight into leading edge medical practice. There were exceedingly informative presentations by many of Heart of England's leading consultants with beguiling titles such as new ways

to save your bottom, melting tumours through a pin hole and become a molecular diagnostician in 15 minutes.

"It was good to see youngsters and students, as well as the more mature, being so ably engaged by the helpers and volunteers. Everyone appeared to be not only enjoying the experience but getting a valuable insight into areas and issues often not easy to address."

Sandra White, membership manager, and one of the event's organisers, said: "The day was a resounding success and we hope to hold another, even bigger event next year so watch this space for more details."

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.

Asthma - Dr Adel Mansur
Tuesday 26 January - 3pm
Heartlands Hospital
Education Centre

Ulcerative colitis - Mr Rex Polson
Thursday 18 February - 5pm
Solihull Hospital
Education Centre

Meet your governors
Tuesday 16 March - 5pm
Heartlands Hospital
Education Centre

Skin cancer - Liz Nightingale and Judy Bridge
Wednesday 14 April - 3pm
Solihull Hospital
Education Centre

What members said about the health seminars

Dr Gordon Murray's warfarin and the heart seminar in February 2009

"Very useful information explained in a straightforward way for non-medical personnel. Made me think about my current lifestyle! Worthwhile – thank you!"

Mr Mark Gannon's vascular seminar in March 2009

"I thoroughly enjoyed an excellent presentation! My first time and I will be coming back. Excellent speakers and really interesting subject. Looking forward to future lectures."

Dr Huissoon's allergy seminar in April 2009

"I was surprised that we could ask questions and the excellent explanations we received to the questions. Thank you."

If you would like to attend contact Sandra.

Organ donation

Organ and tissue transplantation is one of the major medical success stories of our time. Well over a million people worldwide have had their lives saved or their quality of life improved by an organ transplant and more will benefit from a tissue transplant. This very success means that demand for organs and tissues can exceed the supply of donated organs

and tissues. The public are very supportive of organ donation in principle, with 90 per cent in favour in a national survey carried out in 2003; there are now over 16 million people (26 per cent of the population) on the NHS Organ Donor Register. In spite of this, the donation rate in the West Midlands and the rest of the UK remains poor when compared with other countries, such as the USA or Spain.

Currently there are nearly 8,000 individuals on the transplantation waiting list in the UK. Last year, 2,381 people received a life changing organ transplant; sadly over 1,000 people currently die each year whilst on the waiting list. In order to address the shortfall in organs for transplant in the UK, the Organ Donation Task Force (ODTF) was established in December 2006 at the request of the Department of Health (DOH).

The ODTF advocates that all parts of the NHS must embrace organ donation as a usual, not an unusual event. To identify and resolve the barriers to organ donation, and to allow organ donation to take place wherever possible, Heart of England Trust has established an Organ Donation Committee. This committee is chaired by Richard Harris, non executive governor and led by Dr Vijay Suresh, consultant physician.

Jennifer Smith is our local donor transplant coordinator for the Trust. This committee is responsible for ensuring organ donation

is part of end of life care in all appropriate cases while respecting the wishes of all the donor families through better support. In the year 2008-09, there were seven donors from our Trust which resulted in 26 patients receiving organ transplants resulting in either life saving or dramatic change in their quality of life. The national target is to increase the donation activity by 50 per cent in the next five years.



To find out more:

- NHS Blood & Transplant - www.organdonation.nhs.uk
- Join the organ donor register – 0300 123 23 23
- www.uktransplant.org.uk



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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.



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Printed or e-mailed?

Here at Heart of England we're constantly updating our carbon footprint, making energy savings and the all important cost savings to tax payers. This is where you could help us and ourselves in the long run. We are asking all of our members whether or not they would prefer a mailed paper copy of this newsletter, or an emailed version to read at their computer. Please let us know your views by emailing Sandra White. Please state in your email if you wish to be entered into the prize draw to win £50 of M&S vouchers.



CARBON TRUST

Want to get involved?

The Consultative Healthcare Council (CHC) is an independent organisation which works towards improving patients' experiences at the Trust.

If you would like to get involved, get in touch with Sandra.

YOUNG MEMBERS CLUB

The Trust is expanding its membership to younger patients and the public. In 2010 the Trust will be starting a membership programme offering young members, aged 11-16, a chance to let their voices be heard. Watch this space for the launch of the YMC website with blogs, quizzes, competitions and much more.

Look out for more information on how to get involved in the next edition of Heart & Soul.