

Heart & Soul

Heart of England **NHS**
NHS Foundation Trust

www.heartofengland.nhs.uk

Autumn 2017

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donation message

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Heartlands - Solihull - Good Hope - Birmingham Chest Clinic - Solihull Community Services

Case for change update – Trust identity



On August 30 2017, the Competition and Markets Authority gave University Hospitals Birmingham NHS Foundation Trust (UHB) clearance to proceed to the next stage of its proposed merger by acquisition with Heart of England NHS Foundation Trust.

While good news, it was only part of the on-going merger process and was NOT the decision to merge.

The Boards of Directors of both organisations will each decide if the patient benefits of becoming one organisation are overwhelming. Each Board's decision then needs to be approved, or not, by the appropriate full Council of Governors.

However, to ensure there is a seamless transition from two trusts to one if approved, significant preparatory work needs

to be undertaken in the meantime.

One such piece of work is to establish the legal name for a single Trust. All the hospital sites run by a single Trust would retain their existing names i.e. Queen Elizabeth Hospital Birmingham, Heartlands Hospital, Solihull Hospital, Good Hope Hospital, Birmingham Chest Clinic and Community Services – as these are held in affection by patients and staff. However, an umbrella name for the Trust is required.

The legal name under which the Trust would operate following a merger by acquisition would, normally, automatically default to that of the acquiring Trust; University Hospitals Birmingham NHS Foundation Trust. However, to reflect the coming together of two

workforces and trust memberships, it was agreed that existing staff, members and Governors of both trusts should be consulted on whether it would be of benefit to have a new name for a single Trust.

Between September 4 and 18, staff, Foundation Trust members and Governors of both trusts had the opportunity to give their views on three proposed names for the Trust post-merger, via an online survey and a number of on-site roadshow sessions, where they could submit their choices via hard copy.

NHS guidelines state that any decision to change an NHS organisation's name, must adequately demonstrate that the benefits of doing so, would justify any expenditure associated with changing Trust-branded materials e.g. headed paper, signage and

uniforms.

NHS branding guidelines also require that the name should include the organisation’s location and be clear and descriptive.

It was agreed that University Hospitals Birmingham NHS Foundation Trust would be one of the proposed names as this would be the most cost-effective option and the Trust already has a high-profile reputation for quality care for its patients.

Respondents were asked to rate the following three options in terms of: ‘Strongly like’, ‘Like’, ‘Don’t mind’, ‘Dislike’, and ‘Strongly dislike’.

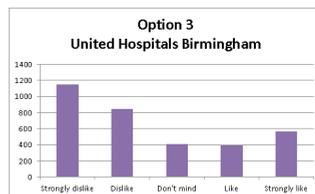
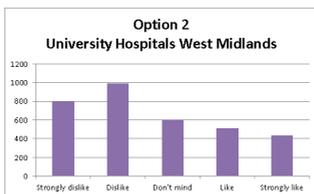
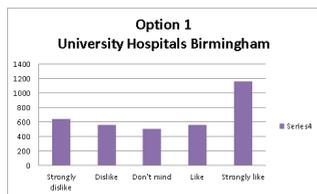
- **University Hospitals Birmingham**
- **University Hospitals West Midlands**
- **United Hospitals Birmingham**

Respondents were also asked to give reasons why they had chosen that

response and were given an opportunity to suggest alternative names.

In total, 3,589 people took part in the survey.

The results were as follows, with nearly twice as many people opting for ‘Strongly like/Like’ when voting for University Hospitals Birmingham (1,710), against University Hospitals West Midlands (947) and United Hospitals Birmingham (959):



Reasons for the chosen name

Most commonly cited reasons for University Hospitals Birmingham remaining the Trust name were:

- **Cost efficiency**
- **University status** – reflecting teaching and research status
- **Reputation** – well-established and highly-regarded
- **Effort** – minimal change required

- **Public recognition** – patients and public are already aware of UHB

Following discussions and taking into account the outcome of the consultation exercise, the UHB Board of Directors agreed:

1. To retain University Hospitals Birmingham NHS Foundation Trust as the legal name for the Trust
2. To adopt ‘To build healthier lives’ (the current HEFT vision) as

the vision for the single Trust

3. To adopt the following set of values: Collaborative; Honest; Accountable; Innovative, Respectful
4. To adopt the corporate branding currently used by UHB
5. To use the hospital site name alongside ‘part of University Hospitals Birmingham NHS Foundation Trust’

Email: caseforchange@heartofengland.nhs.uk

Emergency care area is better placed for patients

An area of Heartlands Hospital where patients are provided with same day emergency care has moved to a new location adjacent to Ward 21 and the Medical Day Hospital.

The Ambulatory Emergency Care (AEC) is a department where patients are assessed, diagnosed, treated by a member of the medical team and are potentially able to go home the same day, with the option of further tests as an outpatient, without being admitted into hospital.

Before the development of AEC, these patients could end up waiting longer to see a doctor due to more unwell patients having to be prioritised.

Located closer to the Hospital's main entrance, the new area is more spacious, providing patients with an improved environment during their visit to the department. It is co-located with the Acute Medical Unit (AMU), enabling the team to treat more patients in an ambulatory setting instead of in the Emergency Department.



For more information please contact James Robinson on 0121 424 2356 or email james.robinson@heartofengland.nhs.uk

Two generations cared for by same nurse after same op 17 years apart

A patient recovering from a knee replacement operation at Solihull Hospital was surprised to find the nurse caring for her was the same nurse, Ute Smith, who treated her grandad after the same operation 17 years ago.

Claire Higgins, from Smith's Wood, suffers from osteoarthritis which stemmed from her treatment for cancer in 2011-13. Back then she was put on steroids and given 18 months to live, after five bouts of chemotherapy failed.

Happily though, she was eventually able to have a stem cell transplant which saved her life, but the effects of the steroids left her with osteoarthritis, with her family history of the condition not helping her chances either.

Claire's grandad, Bill Smith, aged 90 and also from Smith's Wood, has suffered with osteoarthritis for much of his life. Claire



Bill Smith and Ute Smith

said: "Grandad's knee history charts back to when he was at school. At age 11 he was playing football when he got his studs stuck in the turf on an icy pitch and twisted his knee.

"Grandad's knees have taken a battering over the years and he has required four total knee replacements. It was 17 years ago when he had his knees done at Solihull

Hospital and where he was cared for by Ute, a nurse on Ward 15.

"I have just had a total right knee replacement on the same ward and when we were going my grandad said it was where he had his done, and sure enough there was Ute.

"It is so strange that Ute has looked after us both so far apart. We are grateful for the care and treatment we both received."

New one-stop services benefit patients

The orthopaedics team at Solihull Hospital is celebrating the success of two one-stop services that have significantly improved care and cut waiting times for patients in recent months.

Patients receive a full clinical examination, on-site nerve conduction studies and treatment plan on the same day thanks

to the new one-stop approach. If surgery is required, referrals are also made on the same day helping to avoid a longer wait.

Launched in January this year, the second service, the one-stop shoulder clinic, is truly innovative as it is the only one of its kind in The Midlands. Patients receive a full examination and on-site ultrasound by



a consultant radiologist which generates an immediate treatment plan. During the same visit, shoulder injection therapy is given or alternatively the patient is put onto the waiting list for keyhole surgery.

Neonatal Units celebrate major milestone

Patients old and new and their families joined our neonatal teams on Sunday 3 September to mark the 25th year since the opening of Heartlands Neonatal unit as well as the year that it began to work closely with the unit at Good Hope Hospital. Over 400 people came together to celebrate the occasion at an event at Aston Villa Football Club.



Neonatal Unit patients enjoy the celebration

Building proposals are shared with local community

The latest building designs for Heartlands Hospital's proposed new Ambulatory Care and Diagnostics Centre (ACAD) were shared with an audience consisting of local residents, staff, councillors, MPs, Trust Governors and others at an open meeting on Wednesday October 4 2017. Along with the chance to view the proposed plans, there was also opportunity to hear a presentation and speak to the team working on the project to develop the build.

The plan is for the multi-million four-storey building to offer world-class facilities and house a wide range of health services, including outpatients, endoscopy and diagnostic services, which will care for hundreds of thousands of patients each year and help deal with the increasing demand on health services.

The Trust is working closely with the Council's Planning Authority as the ACAD Centre progresses through its planning application process. The intention is to progress



through the planning application stage this autumn, to begin construction in 2018, with the building open and operational from spring 2020.

The open meeting was held at Heartlands Hospital's Education Centre with anyone with an interest in the new build encouraged to come along to view the latest plans and ask any questions about the build. The feedback given by attendees will be used to further shape our plans to improve the experiences of patients, visitors and staff.

Details about future public events and plans for the development will be



announced in future issues of the Trust newsletters along with regular updates on the Trust website.

For more information about ACAD, go to <http://www.heartofengland.nhs.uk/acad/>, contact ACAD@heartofengland.nhs.uk or call the communications team on 0121 424 3337.



Keeping well this winter

Cold weather can be harmful, especially for people aged 65 plus. It weakens the immune system, increases blood pressure, thickens the blood and lowers body temperature, increasing risks of high blood pressure, heart attacks, strokes and chest infections.

With winter fast approaching, there are a number of things you can do to keep you and your family well and to help beat the winter bugs, seasonal flu and sickness viruses:

- Keep warm in winter both inside and outdoors as it can help to prevent colds, flu and more serious health problems. Heat your home to at least 18°C (65°F), if you

Illness? Injury?
Ask yourself is it a real emergency?



Self care

Many illnesses and injuries can be treated at home. Ensure you are well stocked with paracetamol, anti-diarrhoeal medicine, Rehydration mixture, Indigestion remedy. Plasters and Thermometer

Pharmacist

For confidential medical help and advice
To find your local pharmacy visit www.askyourself.org.uk

GP Surgery

For non life threatening minor illnesses and injuries
To find your local GP surgery visit: www.askyourself.org.uk

Call 111

For non life threatening minor illnesses and injuries
To find your local GP surgery visit: www.askyourself.org.uk

For confidential health service advice and information call 111 available 24 hours a day. They will direct you to the best place to get treatment, including:

- GP Out of Hours
- Minor Injury Service/Urgent Care Centre
- Minor Emergencies

A&E for life threatening emergencies only call 999

can, you might prefer your living room to be slightly warmer. Use a thermometer to check room temperature and make sure gas heaters and boilers are serviced.

- If you've been prescribed medication, don't forget to pick up your prescription before the Christmas holidays start. Many GPs and pharmacies will close over the holidays. And if you do need help over the holiday period when your GP surgery or pharmacy is closed, call NHS 111 or visit www.nhs.uk who can direct you to

a local service that is open.

- If you start to feel unwell, even if it is just a cough or cold, don't wait until it gets more serious. Choose the NHS service that is right for you to get the fastest and most appropriate treatment, see the diagram on page 8. Pharmacists for instance are here to help you stay well this winter and can give you advice and over the counter remedies for diarrhoea, minor infections, headaches, coughs, colds and flu.
- Pavements and roads can be slippery in

the winter weather. Take extra care if you go out, and wear footwear with good grip on their soles. If you're travelling by car, you should wait until the roads have been gritted.

- Check on your neighbours to make sure they are warm, well and safe. If you are worried about your health or that of someone you know ask your GP or pharmacist for advice.



Flu vaccines now available

Every year, hundreds of thousands of people see their GP and tens of thousands are hospitalised because of flu.

The most vulnerable to flu are adults aged over 65; those with long-term health conditions such as severe asthma or heart disease; carers; pregnant women; children aged two to eight and other at-risk groups. Symptoms of flu

can be very unpleasant and last for several weeks. Flu can lead to more serious complications like pneumonia or bronchitis for those with underlying health conditions.

This is why the NHS offer the flu vaccine free of charge to those people who are more vulnerable. Gill Abbott, Trust lead infection prevention nurse said: "If you are eligible for the free flu

vaccination, make sure you act and get the jab. Although it's not possible to know which strains of flu will circulate each winter, the flu vaccination is still the best protection against an unpredictable virus, which can cause severe illness and deaths amongst vulnerable groups."

Role models inspire

We believe that our environment should be supportive and that everyone is valued equally and treated with dignity and respect. Our role models campaign looks not only to celebrate our diverse workforce and the contribution our staff make, but to show and encourage others to have the confidence to shine and progress in their career at Heart of England.

To do this, we offered our staff the opportunity to come forward and tell us their story of why they would like to be a role model for others. The members of staff who shared their story include cancer data co-ordinator, Michelle Young who has worked at the Trust for 12 years, based at Good Hope



Michelle Young

Hospital and senior sister, Tamar Doyley-Jones who started working at Heartlands Hospital as a nurse. You can read the full stories, which tell of their career and the challenges that they have faced getting to where they are today by visiting the role model display in the main entrance of each of our Hospital sites.

Michelle Young
Role: Cancer data co-ordinator

"I am patient and consider it my responsibility to challenge perceptions and language around disability. My co-workers now know a seated person is the preferred term as I am not BOUND to my chair.

"Don't ever feel ashamed that you have to say "I struggle with this" because if you aren't honest then people will

make mistakes."

Tamar Doyley-Jones
Role: Senior sister

"I am assertive, confident and very passionate in everything that I do. I started working within this Trust at Heartlands seven years ago as a nurse. I would like to inspire people to work hard and to be brave in following the path that they want to take. Focus on what you are aiming for and wanting to achieve and work towards it."



Tamar Doyley-Jones

Organ donation message is given a much needed lift

Visitors to Heartlands Hospital may notice a change to the lift doors on the ground floor of the tower block – because they have been covered with eye catching messaging urging people to sign up to be an organ donor.

The aim is to encourage people to think about organ donation whilst waiting for the lift and then go on to register.



Specialist nurse for organ donation, Claire Johnson

This will hopefully open the door to more people getting the transplants they need.

Sign up today at www.organdonation.nhs.uk and let your friends and family know you want to help others after your death.

Winter memory walk promises to be magical

Come along to Good Hope Hospital Charity's Winter Magical Memory Walk at Cannon Hill Park on December 9 at 11am. The walk is a chance for you to take a trip down memory lane, dress up in an outfit that sums up your favourite era, put on some festive accessories and raise money to support patients at Good Hope



Hospital.

Money raised from the memory walk will go towards supporting elderly patients at Good Hope.

To book your tickets go to heft.org.uk/events or contact laura.power@uhb.nhs.uk

Life-saving machine for new born babies

Thanks to the donation of a pulse oximetry machine by charity, Tiny Tickers, babies born on the maternity unit at Good Hope Hospital can be tested for signs of heart disease, ensuring they get the treatment they need and potentially saving their lives.

Pulse oximetry is a simple and non-invasive test to determine the amount of oxygen in a baby's blood. Low levels can be a sign of Coronary Heart Disease (CHD) and, once identified, babies with possible CHD can be referred for specialist care and treatment.

The kind donation was made to Tiny Tickers in memory of Colin Boswell, grandfather to a CHD patient, who passed away last year.

To find out more about donating to the Trust charity, contact charities@heft.org.uk

Portering and housekeeping services join the fold at Heartlands

Portering and housekeeping services are a key frontline service supporting the delivery of services and playing an important role in the patient experience.

Previously provided by G4S, the Heartlands Hospital portering and housekeeping services have moved in-house as from November 1 2017. The recommendation was made following a review to bring these services in-house in-line with Good Hope and Solihull Hospital. The transfer of services in-house will bring opportunities to



improve the quality and responsiveness of the service provision.

Wards and clinical areas will also benefit from the transfer as they will have new cleaning equipment, including the latest microfibre mopping system and more efficient

machinery. To support the portering services, new vehicles will be leased through our vehicle provider Fraiken. These include internal ambulance and vehicles to support the movement of goods and meals around the site.

Member spotlight

Our membership team have been out talking to new students at our local University freshers' fairs over the autumn to explain the benefits of becoming a Trust member. A total of 32 new members were recruited at these events. One of our current members to join as a student is Nichola Leeper.

Nichola became a member while studying on a Speech and Language therapy (SLT) course in Birmingham and finds that being a member enhances

her learning. She said: "I heard about a dementia seminar held at Heartlands Hospital through a colleague. As this seminar was presented by two SLTs, it helped me to develop my awareness of dementia and the impact it can have upon the individual and on their loved ones.

"The membership scheme is ideal for students to build their knowledge in relevant subject areas and to develop understanding



Trust member, Nichola Leeper

about the roles and responsibilities of other professionals, especially because SLTs may work within a multidisciplinary team."

Places up for grabs on our patient panels

Do you want to help us to provide the best possible services to our patients? Then please pick up the phone and let's have a chat.

We are searching for members to join our patient panel at Heartlands Hospital. Come along to the meeting, which is



held every eight weeks, to help us gain a better understanding of the priorities and concerns of those who use our services. If you would like to join

or just find out more, please contact Catherine Williams on catherine.williams@heartofengland.nhs.uk or 0121 424 2892.

Patients set to benefit from new innovative prostate procedure

Hundreds of patients are set to benefit from a new life changing prostate procedure that will successfully treat bladder problems and make incontinence a problem of the past.



Members of the urology surgical team

The non-invasive 'Urolift' procedure is now being carried out at Heartlands and Good Hope Hospitals and is usually treated as a day case without the need for surgery or an overnight stay.

Men in their fifties can find themselves needing

the toilet more frequently. The problem is usually due to an enlarged prostate which places pressure on the bladder and the urethra, leading to the need to pee more often. The 'Urolift' procedure lifts or holds the enlarged

prostate tissue out of the way so it no longer blocks the urethra.

Initial results are positive with patients having reported that they experience symptom relief as early as two weeks after leaving hospital.

Join the library

It is not only staff that can access the Trust library services – and with a wealth of information on a range of health conditions, or simply a place to take a break to rest and reflect, there are a variety of services that members and volunteers can take advantage of.

The libraries are situated in the Education Centre

on each hospital site. You can register for a library card either in the library or online at: www.heftlibrary.nhs.uk

HEFT library services contact details:

Heartlands library

Heartlands Hospital
Tel: 0121 424 2583 Email: heartlands.library@heartofengland.nhs.uk

Good Hope library –

Good Hope Hospital
Tel: 0121 424 7833/9820
Email: goodhope.library@heartofengland.nhs.uk

Solihull library

Solihull Hospital
Tel: 0121 424 5196
Email: solihull.library@heartofengland.nhs.uk



Teresa McNicholas receiving her award

Popular housekeeper sweeps up behind the scenes award

Dedicated housekeeper and unsung hero Teresa McNicholas won the first ever Behind The Scenes Award at our annual staff awards ceremony.

Teresa, who works on Ward 6 at Heartlands Hospital, scooped the coveted award which aims to reward the hard work of staff in vital support

roles that don't always get the recognition they deserve. The new Building Healthier Lives Award was presented by BBC Midlands Today reporter Ben Godfrey during our awards night at the Tally Ho conference centre in November 2017.

Teresa, known as Marty to her friends, was nominated by one of the nurses on the ward Jonelle Garriques, who

sang her praises, saying: "Everyone loves Marty, everyone notices if she is not on shift. She's very, very good at her job and always has our backs."

A delighted Teresa said: "It's quite an honour. I've never won anything before so I was really surprised."

See more at: www.buildinghealthierlivesawards.co.uk/

TRUST NEWS

If you would like any information in large print please call 0121 424 1218

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, you can contact Sandra White, membership and community engagement manager.



T: 0121 424 1218

E: membership@heartofengland.nhs.uk

Please also note our address:

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Editor: Nikki Boileau, communications
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Star letter



"I have recently come out of hospital after having a mastectomy. I can honestly say that Good Hope Hospital has given me the best care and treatment ever, from the wonderful nurses at the breast clinic, the nurses on my ward (Fothergill Ward 2 – best people ever!), and Mr Ingle, the surgeon who has basically saved my life. Thank you so much all of you, I feel very privileged to have been looked after by you all."

Healthcare Staff Benefits



The Trust has teamed up with discounts company Healthcare Staff Benefits to offer discounts at a range of local businesses from cafes, pubs and restaurants to beauty salons and hairdressers to Heart of England staff and members of the Trust.

Discounts are available through the Healthcare Staff Benefits card which can be obtained from the membership team.

Dates for the Diary

Health Seminars

Irritable Bowel Syndrome
Dr Rex Polson
January 17, 2018
5pm - 7pm
Education Centre,
Solihull Hospital

High Cholesterol
February 13, 2018
5pm - 7pm
Dr Alan Jones
Education Centre,
Heartlands Hospital

Council of Governors meeting – members are welcome to attend

November 27, 2017, 4pm
Rooms 2 & 3, Education Centre, Heartlands Hospital

Governor Breakfast Meetings, 8am start, Boardroom, Devon House, Heartlands Hospital:

November 17, 2017

December 15, 2017

