

Heart & Soul

Heart of England **NHS**
NHS Foundation Trust

www.heartofengland.nhs.uk

Summer 2016



Stroke success

Royal visit

Emma Willis

'Good Hope has been in my life forever'

 Building
healthier
lives



Zika
spotlight
p4



Supporting
skin to skin
p14



Organ
donation
p15

Election results

Welcome to the 19 public governors and five staff governors who have been elected or re-elected to the Trust's Council of Governors this summer.

The public governors represent the interests of local people in their constituencies, and the staff governors, those of their colleagues.

The public governors are:

- **Albert Fletcher** and **Thomas Webster** for Erdington

- **Sarah Edwards** and **Susan Hutchings** for Hall Green
- **Gerry Moynihan** and **Attiqa Khan** for Hodge Hill
- **Anne McGeever**, **David Wallis**, **Stan Baldwin** and **Jean Thomas** for Solihull
- **Phillip Johnson** and **Barry Orriss** for Lichfield
- **Tony Cannon** and **Louise Passey** for Sutton Coldfield
- **Derek Hoey** for Tamworth

- **Keith Fielding** and **David Treadwell** for Yardley
- **Kath Bell** and **Michael Kelly** for the rest of England and Wales

The staff governors are:

- **Veronica Morgan** and **Jane Teall** for nursing and midwifery
- **Matthew Trotter** for medical and dental
- **Suzanne Nicholl** for clinical support
- **Lee Williams** for non-clinical support

Introducing our newly elected public governors:



Thomas Webster – Erdington

Thomas had worked as a production

director for a firm that produced metals before retiring. He has previous experience of being a Trust Governor and helps fundraise for the Friends of Good Hope Hospital. Thomas has one daughter, one son and four grandchildren and is a keen walker and gardener.



Sarah Edwards – Hall Green

Sarah works for Unite the Union

and has previous experience of working for an international aid charity. Sarah sits on the Birmingham TUC Health Campaign Committee and is on the Board of the Chamberlain Highbury Trust.



Gerry Moynihan – Hodge Hill

Gerry has experience of working

in the voluntary sector, including patient and public involvement in health and in health service monitoring. He has experience in governance and has professional and legal qualifications. Gerry became familiar with Heartlands Hospital through visiting relatives

who had received treatment at the hospital and wants to use his skills to improve the Trust.



Stan Baldwin – Solihull

Stan has considerable experience of working in the public sector as chief executive of Wyre Forest District Council and as a consultant for the Audit Commission, the Sports Council, the Government Office of the West Midlands and the Office of the Deputy Prime Minister.



Tony Cannon – Sutton Coldfield

Tony has a background in engineering and over 30 years' business experience. Having moved to Sutton Coldfield in 1984, Tony is chair of the Good Hope Patient Community Panel and chair of the Friends of Good Hope fundraising group.



Louise Passey – Sutton Coldfield

Louise has a background

in mental health having worked as a clinical nurse specialist. Her last post was working in child and adolescent mental health services. Born and raised in Sutton Coldfield, Louise helps run a coffee morning for parents who have children with additional needs.



Derek Hoey – Tamworth

Derek is now retired from a career in marketing

and research. Derek is a volunteer and authorised representative for Healthwatch Staffordshire, a member of the Patients Participation Group (PPG) of a local GP surgery and of the district PPG and a volunteer at Heart of England. Having lived in Tamworth for 38 years, Derek has first-hand experience of Good Hope Hospital – his two sons were born at the hospital.



Keith Fielding – Yardley

Birmingham born Keith has had

voluntary experience as a school governor, rugby referee and cricket club treasurer and has professional expertise as a business improvement specialist.

Find out more about your governors at www.heartofengland.nhs.uk

Save the dates

The Annual General Meeting (AGM)

Wednesday 7 September, 4pm
Lecture Theatre, Education Centre, Heartlands Hospital

Council of Governors meetings – members are welcome

28 September, 4pm
Harry Hollier Lecture Theatre, Partnership Learning Centre, Good Hope Hospital



Zika virus advice

With the holiday season and the Olympics upon us, it is important to prepare well for your holiday. You may have already read about the Zika virus in the news and the areas it is currently but not know too much about it.

So what is Zika?

Zika is spread mostly by the bite of an infected *Aedes* species mosquito. This mosquito is not present in the UK as the temperature is not high enough for it to breed. After an infected mosquito bites a human, the first symptoms of Zika can develop in three to 12 days.

The majority of people

infected with Zika have no symptoms but when they do, these can include: fever, rash, joint pain, irritated or red eyes, muscle pain and headache, and can last a few days to a week. Zika can also be sexually transmitted in a higher risk area, so condoms should be used to prevent passing the virus. A man who has travelled to an area with Zika, should use condoms for at least eight weeks afterwards.

Zika can be very dangerous for a baby growing in the womb, however not all babies born to women who get Zika during pregnancy will have problems. Therefore, those who are or might

be pregnant should try to prevent mosquito bites.

This could be by covering up with clothing, using mosquito repellents, and keeping mosquitoes away by using screens and bed nets in the home. Women who are pregnant are advised to still use condoms to prevent them from getting Zika while pregnant.

For more information on Zika, along with travel guidance on the higher risk areas, visit: www.gov.uk/guidance/zika-virus



Step forward for ACAD Centre



Heartlands Hospital has secured the initial £3m funding required to kick start the ‘design and enabling works’ of a new, state-of-the-art health centre building on the site.

The opening of a proposed Ambulatory Care And Diagnostics (ACAD) Centre would provide world-class facilities and equipment, giving thousands of patients access to high quality care in a new and improved environment.

The estimated £70m project would also help

the hospital better manage the increasing demands on its services. Endoscopy, outpatients, and a range of day case procedures and associated imaging are thought to be some of the vital services likely to be housed within the building.

Dame Julie Moore, interim chief executive said: “We have been in negotiations for some time with the Treasury and are very pleased to have now secured the first tranche of funding we need to take this ambitious project forward.

“This much-needed

investment for Heartlands will make a huge difference to how many of our services are run and will greatly benefit our patients’ and staff’s experience. Although nationally Trusts are currently subject to increased scrutiny, we remain confident and hopeful that following the initial ‘enabling works’ stage, we can secure further funding to proceed to the building phase.”

For more information email: communications@heartofengland.nhs.uk

Get in touch

We're here to help when you need advice, have concerns or have feedback on our services



0121 424 0808
(Mon-Fri 9am-5pm)



bhs-tr.Complaints-
ConcernsandCompliments@
nhs.net



[www.twitter.com/
heartofengland](http://www.twitter.com/heartofengland)



www.heartofengland.nhs.uk



Patient services department
Main entrance
Heartlands Hospital
Bordesley Green East
Birmingham
B9 5SS

Making changes for the future



Building healthier lives

Heart of England is changing: our vision, values and the way we want to behave as a Trust.

A new 'Vision and Values' has been developed with the help of over 1,500 members of staff, patients and key stakeholders, over the last 15 months and they will help pave the way to a renewed purpose and passion for the Trust and the community we serve. We have also developed a corporate brand for the organisation which reflects the trust vision of 'building healthier lives'.

Over the next few months, we will be implementing the physical aspects of the

new branding and values throughout the Trust; with changes to websites and signage for example - to help bring it all to life.

Our aspiration is that the values of Heart of England NHS Foundation Trust are deeply embedded in our culture and everything we do. We want to work together with staff to embed these values and we also need the views, suggestions and help from our members in working together towards 'building healthier lives' in Birmingham.

To pass on your views and suggestions, contact: byron.batten@heartofengland.nhs.uk

Solihull urgent care services



Solihull Walk-In Centre is set for a new home within Solihull Hospital after the first phase of the development of an Urgent Care Centre in the town was given the green light to proceed. This marks a significant step forward for the scheme.

Heart of England NHS Foundation Trust is working with partners, including Solihull Clinical Commissioning Group (CCG) and Solihull Metropolitan Borough Council, on the project to create a single 24/7 integrated service for all urgent care needs in one place.

This will be located on the Solihull Hospital site, including the current Minor Injuries Unit (MIU), Acute Medical Unit (AMU), GP Out of Hours service and a Walk-In Centre.

Phase one of the project has been developed in line with recommendations which came out of the public consultation in 2014, including the high demand for a single front door provision for urgent care patients, to reduce confusion for patients unsure as to where they could access the appropriate service for their condition.

Health Seminars

Bladder Cancer



Mr Vivek Wadhwa
Wednesday 14
September, 5-7pm
Good Hope Hospital

Bronchoscopy



Dr Chirag Dave
Wednesday 19
October, 5-7pm
Solihull Hospital

Weight Management



Helen Mercer
Wednesday 23
November, 5-7pm
Heartlands Hospital

**To attend a seminar,
call 0121 424 1218**



TV star joins midwives to celebrate baby friendly status

Popular television star, Emma Willis took time to make a trip to Good Hope Hospital this summer to present the UNICEF Baby Friendly Award to the midwifery team, who were re-accredited for their excellent support with breastfeeding for local mums.

Meeting the standards of assessment and being re-accredited with this award

is seen as confirmation that the team is providing parents with the best possible care to build close and loving relationships with their baby and to feed their baby in ways which will support optimum health and development.

As a mum of three - Isabelle, Ace and Trixie - Emma has a personal fondness for Good Hope, having grown up in Sutton Coldfield and

herself received valuable advice and support from the Hospital's midwives. She spent time chatting with staff, new mums and families and meeting newborns.

Emma said: "Good Hope Hospital has been in my life forever - I was born here, my sister gave birth here, my parents worked here and I've received advice about feeding my first daughter from infant



“Good Hope Hospital has been in my life forever”

feeding co-ordinator Jackie Scott.

Jackie said: “We are all passionate about supporting mums with their feeding choices. I would like to thank Emma for presenting the award to the

team, she is a role model for young mums and her support for the Hospital is greatly appreciated.”

Maggie Coleman, matron for maternity clinical services added: “I’m very proud of the teamwork

throughout the Maternity Unit that went into ensuring we gained re-accreditation and making sure that women have an informed choice when deciding how to feed their baby.”

The Good Hope Hospital Infant Feeding service can be contacted on 0121 424 9741.



Good Hope’s midwifery team



Fete fun

Opened by the Mayor of Solihull, the Solihull Hospital annual summer fete was a hit again this year with plenty of fun activities for all the family including games, races, music and displays. Friends of Solihull Hospital raised more than £5,000 towards purchasing new equipment for the Hospital.



Celebrating stroke success

Opened a year ago, the Hyper Acute Stroke Unit (HASU) at Heartlands Hospital now manages all emergency stroke admissions across the Trust and that figures show 43% more patients are admitted to a specialist stroke bed within four hours since its introduction.

Introducing the new

service has led to significant improvements in care for patients, including quicker administration of a life-changing drug to stop further blood clots and access to a multi-disciplinary team at one hospital site.

Pete Carr, lead nurse for the stroke service, said: "We have worked

incredibly hard to make these important changes to our stroke service. We have made significant improvements for our patients, leading to better outcomes for seriously ill patients and meaning more people are going home without any disability after a stroke."



Food hygiene and patient safety

Here at the Trust, food hygiene and safety is paramount.

We would like to remind patients, visitors and carers that the food provided whilst in hospital is high quality, safe, nutritious and suited to patient need – be it dietary, medical or religious requirements. Diet is an essential part of care and recovery. Drinks and snacks are freely available and there is generally no reason for visitors to bring extra food. In the interest of patient safety, we do not:

- Permit hot food, protein items, sandwiches or cream cakes to be brought in for patients.
- Allow nuts, peanuts & nut or peanut products to be brought onto the ward as this may cause an allergic reaction.
- Provide refrigerated storage for food and drink brought in, nor can we re-heat or keep warm brought-in foods.

If a patient or relative wishes to supplement the hospital diet with additional

items, we are not able to accept any responsibility for adverse effects resulting from eating or drinking brought-in items.



Member spotlight



Happy Birthday to Geoff Doyle, who having reached the age of 96 on 3rd August, is one of our oldest members.

Geoff became a member after spending time visiting his wife Sheila, who had Myeloma Cancer, at Heartlands Hospital three years ago.

Originally from Liverpool, Geoff now lives in Solihull. After securing an engineering apprenticeship, Geoff joined the Territorial Army's Royal Artillery to secure the five pound bounty they offered at the time to join in order to insure a motorbike.

Having served in Italy and Palestine during six and a half years' service in the army, Geoff was accepted at Queen's University in Belfast, where he

studied for a Mechanical Engineering degree. He then joined Alcan, the aluminium semi-fabricator as an engineer in extrusion production. He spent time working for the company in factories in Wales, South Africa and Spain. At the time, it took ships 19 days to sail from Southampton to Cape Town, South Africa! Returning from abroad after nine years, Geoff was employed by the same company in their Birmingham Sales Office and settled with his family in Solihull.

After nearly 30 years working for Alcan, Geoff set up his own home improvement business manufacturing windows and doors. This ran for 13 years until 1993.

Himself the oldest of four brothers, Geoff has four sons, ten grandchildren

and one great grand-daughter, ranging from nine to 34 years old.

From learning about radio mechanics and signals in the Army to working in sales for Alcan, Geoff has always had a keen interest in acquiring new skills and adapting to new environments, age has not held him back. In 1985, with help from his son's wife, he learnt to use computers and regularly sends emails, etc.

With a rich wealth of life experiences, Geoff says: "I have so many memories that are clear and alive in my mind. I would encourage anyone to give anything a try and not let age be a barrier."



Building healthier lives
awards 2016

The nominations are now open for the Building Healthier Lives Awards 2016.

For more information or to make a nomination, please visit our website www.buildinghealthierlivesawards.co.uk



Good Hope's new unit is given Royal seal of approval

HRH Princess Alexandra officially opened the new Acute Medical Triage and Assessment Unit (AMU) at Good Hope Hospital on Friday 27 May.

The Princess was welcomed to the hospital by the Trust's interim chief executive, Dame Julie Moore, the Deputy Lord Lieutenant, Rashid Gartrad; Andrew Mitchell, MP; Sam Foster, chief nurse; and Dr Arne Rose, medical director.

After being taken on a tour of the unit, Princess

Alexandra met staff and patients before she unveiled a plaque to mark the occasion.

The £3.2m AMU is the culmination of over a year's work and is purpose-designed to provide rapid initial assessment and management of adult patients who are referred from the emergency department or by their GP.

The multi-disciplinary team of staff make sure

that each patient is placed in the right care setting for their needs and the unit has increased both assessment and short stay capacity and is helping to avoid unnecessary hospital admissions.



Skin to skin in surgery

Local mums are being supported at Heart of England to have the opportunity where possible to have skin to skin contact with their babies where delivery takes place in an operating theatre.

By facilitating skin contact, mum and baby

benefit from bonding time. There are also benefits to baby from helping him/her to keep calm and content, such as regulating his/her heartbeat, breathing and temperature. It also helps with initiating breastfeeding and overall provides a more positive birthing experience for both.



Solihull service singled out for feeding support

It isn't just the Good Hope midwifery team that has received the UNICEF accolade after a rigorous assessment, as Solihull community health visiting and infant feeding services has also been re-accredited as baby friendly for the second year running.

Staff at Solihull Community Services were joined by breastfeeding mums from across Solihull at Mill Lodge Children's Centre in Shirley as they celebrated being given this stamp of approval again this year. Solihull Metropolitan Borough Council director of public



health and commissioning, Stephen Munday, presented members of the teams with a plaque honouring the world-renowned Level 3 accreditation.

The Solihull Community Infant Feeding Service can be contacted on 0121 713 8924 or at www.youplusbaby.co.uk

Make organ donation a talking point



Yes I donate
ORGAN DONATION



Brexit, the weather and Wimbledon are all familiar conversation topics, but how many of us take time out of our day to talk about our wishes and feelings about organ donation?

Talking about donation isn't always easy, which is why the annual campaign to raise awareness of organ donation this year is conversation. Heart of England are supporting organ donation week, which hopes to make people more aware of the Organ Donor Register and to get people talking about it.

Transplants save and/or greatly enhance the lives of people who otherwise without them would die waiting for an organ. In order for transplants to

occur the NHS ultimately relies on donors and their families agreeing to donate their organs or tissues after their death.

Most people are supportive of organ donation. In principle, 90 percent of the UK population are in favour of organ donation, however, the donation rate in the West Midlands and the UK remains poor when compared to other countries, such as the USA or Spain.

Currently there are around 6,000 people who need a transplant and sadly, on average, three people die every day across the UK due to a shortage of donated organs.

Common barriers to considering organ donation can often be due to family

not knowing whether a loved one would want to donate their organs and tissues. It is imperative that you let those people closest to you know what your end of life wishes are.

For more information and advice about organ donation, visit our information stands during organ donation week between 5-9 September at:

- Heartlands Hospital main entrance at the top of the escalator
- Good Hope Hospital by X-ray

How to become a donor

Join the NHS Organ Donor Register at www.organdonation.nhs.uk, or call: 0300 123 23 23

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: sandra.white@heartofengland.nhs.uk

Please also note our address:

Stratford House
Heartlands Hospital
Bordesley Green East
Birmingham
B9 5SS



Star letter



Can't thank ward enough

"I just want to commend the staff at Solihull Hospital who supported myself and my family through a traumatic week.

"My dad was admitted to hospital with undiagnosed terminal cancer and he sadly died a week later. Everyone who cared for my dad was absolutely amazing. The ambulance crew, the staff in ITU, and the palliative care team were brilliant. My dad spent most of his time on Ward 17 and the nurses and other staff were so fantastic and they made a very emotional time a little more bearable.

"We hear so many negative stories about the NHS, but we should celebrate the wonderful staff who work tirelessly in hospitals.

"I can't thank them enough for their care."

Editor: Nikki Boileau, communications
Design: Heidi Twaites
Photography: Hannah Causer, Imke Daus, Adrian Wressell, Medical Illustration

Date for the Diary

The Trust's Board meetings are open to the public, so why not come along to hear the discussion:

23 September - 9.30am
Boardroom, Devon House,
Heartlands Hospital

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.