

Heart & Soul

Heart of England **NHS**
NHS Foundation Trust

www.heartofengland.nhs.uk

Summer 2017

Animating
back pain
advice

Governor's
MBE honour

Why being a member matters to Tony



Farewell
Vera
p3



Garden of
Eden opens
p5



Fun Day
success
p14

A note from Membership

Welcome to the summer issue of Heart & Soul, the membership magazine. I hope you find it an enjoyable read.

In this issue, member Tony Green is spotlighted in our feature article. We are always on the look out for examples of how the Trust membership benefits people and would love to hear more of these stories. For instance, you might have been a member for many years, volunteering or taking part in fundraising activities for the Trust.

To tell us your story, get in touch by contacting us at membership@heartofengland.nhs.uk or on: 0121 424 1218.

Making a case for change



The process to build a case for change for University Hospitals Birmingham NHS Foundation Trust (UHB) and Heart of England NHS Foundation Trust (HEFT) to potentially become a single trust is ongoing.

Many people have already had an input into helping the Trusts shape the first iteration of that case which outlines the benefits a merged organisation would deliver to patients.

The notification document has been submitted to the Competitions and Markets Authority (CMA) and we are awaiting a decision as to whether they believe the benefits to patients of a merger outweigh any potential reduction in choice for those patients (a lessening of competition).

Recently, the Boards of Directors at both trusts agreed to submit a Full Business Case (FBC) to the regulator NHS Improvement (NHSI) for review and risk-rating.

NHSI is likely to require up to three months to review the FBC and to ask for information, as well as check and challenge the assumptions.

The decisions taken by the Boards of Directors were not approval to merge the two trusts, they were approval to recommend the contents of the FBC for submission to NHSI.

A decision to merge can only take place when, and if the regulators, give their approvals and recommendations. Based on the current time frames we will not have final decisions from the regulators until October 2017 at the earliest.

We do not have the answers to detailed questions at the moment because we have not made a decision to merge, however we want to capture any questions and concerns throughout the process. Email: caseforchange@heartofengland.nhs.uk

Volunteer Vera hangs up her tabard

Dozens of volunteers and staff gathered in Good Hope Hospital's Treatment Centre to bid a fond farewell to Vera McKenzie, who has hung up her tabard after 17 years of volunteering.



Vera with Interim Chair, Jacqui Smith

Vera, aged 91, worked every Wednesday in the Treatment Centre, meeting and greeting patients and visitors and directing them to their appointments.

Vera was surprised with a certificate presented by Trust Interim Chair Jacqui Smith to recognise her many years' service and a bouquet of flowers.

Vera is mum to

three children, five grandchildren and a great-grandchild, who is named after her late husband Daniel. Vera lives in New Oscott with her daughter and enjoys a glass of brandy and ballroom dancing with her friends every Friday night.

Born in 1926, Vera lived through the Second World

War and even played a part in the war efforts by navigating British tanks through streets with no signs or lighting.

Vera's volunteering efforts are an inspiration and we count ourselves lucky to have had her helping us out for so long. She will be missed.

Shared care benefits patients

Dialysis patients who are taking control of their health needs have been recognised at a special event at Solihull Renal Unit.

The individually tailored Shared Care training programme is offered across all of the four dialysis units at the Trust allowing patients to be involved in some or all aspects of haemodialysis treatment.



Patients and staff at Solihull Renal Unit

By gaining a better understanding of their condition and treatment,

patients have more confidence and control over their health needs.

Major investment in endoscopy equipment benefits thousands

An investment deal worth more than £9 million has been signed, sealed and delivered to provide state-of-the-art equipment for the benefit of thousands of patients who have an endoscopy procedure at the Trust each year.

The six-year contract with medical systems and solutions firm, Olympus, which is the first-of-its-kind in the region, means the three hospital sites have taken delivery of new flexible endoscopes for use within Gastroenterology, Urology, ENT (ear, nose and throat), Respiratory, Anaesthetics and Theatres.

The endoscope used in an endoscopy is a long, thin, flexible tube that has a light source and camera at one end so that images of the inside of the body can be relayed on to a television screen. Used to investigate symptoms and to help perform certain types of surgery, all of the Trust's new scopes are kitted out with scope guides – a channel and light source



Sister Mandy Harrison, Dr Mottershead and Dr Mark Andrew

for the clinician – to ensure safer, faster and more effective treatment. They also provide pictures in television terms in Ultra-High Definition rather than standard definition.

The demand for endoscopy continues to grow each year with gastroscopy, colonoscopy and bronchoscopy amongst the most common procedures. Last year alone, the Trust's specialist Gastroendoscopy team treated

more than 24,000 patients.

Dr Marcus Mottershead, clinical director for Gastroenterology, said: "A huge amount of patients from across the region are benefitting and we are pleased to treat them with the safest and most up-to-date equipment whilst they are in our care.

"We are proud to be the only Trust in the region with this level of endoscopy resource and infrastructure."

Remembrance Garden opens for bereaved families

A remembrance garden has opened at Heartlands Hospital to give families a peaceful space to spend time remembering babies they have lost.

The Garden of Eden accompanies the existing Eden Suite, a dedicated bereavement suite for parents who experience a stillbirth, miscarriage or neonatal death. There, our specialist bereavement midwives provide care and support before, during and after the birth.

At the official opening,



Balloon release at the Garden of Eden opening

families were invited to look around the garden and leave a message for their baby on a butterfly,

which were then hung on the trees in the garden and to personalise a stone to place within the garden.

More options for taking a break

The re-branding of the coffee shops at Good Hope and Solihull Hospitals, now known as Coffee Hubs, has proven a hit not only to visitors, but also to the environment.

As well as having a fresh new look, the coffee shops now serve Black and White Coffee, with 'Vegware' cups and lids made from

plants not plastic, reducing our carbon footprint.

And for those on the go, the good news is that the Trust's food and vending machines have been upgraded to offer a wider range of snacks and drinks, from healthy choices to occasional treats. The new Uvenco vending machines incorporate technology for contactless

payments (including Apple and Android Pay) and show nutritional information for each of the products using the Food Standards Agency colour coding system. The vending machines can be found across the hospital sites and are in the same locations as the previous machines.



Why being a member has meaning for Tony

The National Health Service (NHS) celebrated its 69th birthday this July, and to celebrate, Heart & Soul brings you a spotlight article on member, Tony Green, who was born in the months leading up to when the NHS began. Tony explains why he has an interest in healthcare and how this passion spurred him on to become a HEFT member:

“I’m seven months older than the NHS, so feel like its big brother. My interest in it was heightened

during a pre-retirement role in health scrutiny at the interface between elected councillors and NHS leaders. I’ve twice been a carer for dying people that I loved: my first wife had motor neurone disease and attended outpatient appointments at Heartlands Hospital, and my mother had lung cancer and heart disease, and stayed in Solihull Hospital while recovering from a heart attack.

“My curiosity makes me want to understand the whole NHS, and though

that’s impossible, seeing it from several people’s perspective starts to give it shape. Being a HEFT member complements my other health-related roles in HealthWatch, a GP surgery’s Patient Participation Group (PPG), Solihull PPGs Network and inter-Clinical Commissioning Group working groups. I enjoy and learn a lot from attending the free monthly seminars on health topics at each of HEFT’s hospitals, where clinical experts present key health topics to the non-clinical audience and

then answer questions: each seminar transforms my ignorance and suspicion into understanding and support."

"My curiosity makes me want to understand the whole NHS..."

Members can support our hospitals and community in a number of ways from contributing ideas on the way our services are delivered and making suggestions for improvements, to electing our Council of Governors and by making the hospitals aware of the needs of the local community. Members can also volunteer either on the wards, or as a 'meeter and greeter' and attend free health talks on a wide and varied range of topics. They provide a great opportunity to meet other members, learn about the topics and ask questions. See the schedule to the right.

If you would like to find out more about how you could get more involved as a member, please call: 0121 424 1218 or email: membership@heartofengland.nhs.uk



Membership Health Seminars

Liver function and Disease

Wednesday 13 September
Dr Ngatchu, consultant gastroenterologist
Solihull Hospital
Education Centre, 5pm-7pm

Infection Control

Tuesday 17 October
Gill Abbott, lead infection prevention and control nurse
Heartlands Hospital
Education Centre, 5pm-7pm

Age Macular Degeneration Disease

Tuesday 14 November
Mr David Kinshuck, ophthalmology specialist
Good Hope Hospital
Education Centre, 5pm-7pm

Introducing our trainee nursing associates

Shaun Carey, aged 24, is one of the 41 trainee nursing associates that started at the Trust in April 2017. He works on Ward 8 at Solihull Hospital, where he spends two days learning about nursing care, one day on placement and one day studying at the Birmingham City University.



Shaun Carey, nursing associate

Shaun came into the NHS three years ago when he started work at Heartlands Hospital as a healthcare assistant. Before that he had left school and studied public services at college before getting a job at McDonalds. It was after he moved in with his grandma to care for her when she became ill that he started considering moving into a caring role. He thought about nursing but missed the date for applying to a nursing access course and when a healthcare assistant role came up, he applied and was successful.

He worked in the Outpatients Department

for just under three years. He enjoyed the job, meeting new people, working in a supportive team and across a range of specialities. Shaun was thinking about progression in his role when the nursing associate trainee roles came up.

Shaun will spend two days a week on Ward 8 for the full two years of his traineeship, and his other nursing day will be spent on different placements, to give him a wide breadth of experience across nursing.

Shaun says: "I am enjoying the traineeship –

it's very intensive with lots to learn. There is a wide range of variety in the role and at the moment I have opportunities to experience both the medical and surgical elements of nursing. I am able to spend time with therapies, on wards and drug rounds as well as being able to shadow staff in theatres.

"I spend most of my free time studying. At the moment we are studying anatomy and physiology at university, which is the first of four modules over the year."

Congratulations to David on his MBE

Long-serving Trust Governor David Treadwell has been recognised in the Queen's Birthday Honours for services to his local community.

David, who represents Yardley on the Trust's Council of Governors, was awarded an MBE for services to the community in Acocks Green, where he lives with his wife Veronica.

David is a popular and well-known figure across the local community. As well as serving as a Governor, he is Chair of Acocks Green Neighbourhood

Forum, he is a member of Birmingham Civic Society and he is a former president of Yardley and District Rugby Football Club, with whom he has particularly close ties.

He also has long-term involvement with Scouting, and is a supporter of a number of local interest groups, including Patient Participation and Police Advisory Groups.

David said: "It is a great honour but it is not an award for me really; it is an award for the whole community. I am very passionate about your community – it is not just your home, it is

your street, your district. We are all in it together."

"A lot has changed over the years and there have been plenty of challenges. But I still believe we have the best health service in the world and think we should keep the 'beacon bright' to guide us through the times ahead."



Sad news

A well-liked and respected former Trust Governor, Frances Linn, has sadly passed away unexpectedly.

After completing her term as a Governor from April 2005 to March 2011, Frances continued as a volunteer sitting on various panels and working groups, in particular the

Patient Participation Group (PPG), carrying out ward inspections amongst other duties.

For many years Frances lived in Hampton-in-Arden where she was very involved in community affairs. A keen crown green bowler, she also embraced amateur dramatics; wine, gardening and keep-fit clubs, was a

member of the Hampton Surgery PPG and ran the volunteer village transport scheme.

In her professional life Frances was a manager with the Home Care Team of Birmingham City Council.

Leaving a daughter Nicole, son James, and her much loved cat Jack, she will be greatly missed.

Patients like to 'Move it, Move it' at Solihull Hospital

With quizzes, gentle exercise classes and hair and nail pampering on the agenda for the day, it is no wonder the 'Eat, Drink, Dress and get moving' initiative has proven a hit on elderly care ward, Ward 20A at Solihull Hospital.

The aim of the initiative is to encourage patients to get dressed and moving during their hospital stay

rather than be confined to their beds, as well as making sure they keep hydrated and that their nutritional needs are met. This helps to reduce delirium and hospital acquired infections, as well as improving the hospital experience for patients.

There are future plans to roll out the initiative across the hospital.

The ward is on the look out for additional volunteers who can offer their time and care to support elderly patients as part of the initiative.

If you can help, please contact Phil Hall or a member of the Dementia and Delirium Outreach Team on 0121 424 4277 or e-mail phillip.hall@heartofengland.nhs.uk

Visitor car parking changes

The Trust introduced new parking charges on all its hospital sites from the beginning of May 2017 which means the majority of our visitors now benefit from cheaper parking.

An analysis of visitor parking habits found that the highest percentage of visitors park at our hospitals for up to two hours. Therefore we have restructured our prices so that people staying up to two hours only have to pay £3 (until 2 May the charge was £3.75).

The new tariffs are then £5 for up to four hours, £7 for up to six hours and £10 for up to 24 hours. These are the first changes to our visitor parking tariffs since September 2013. Parking for up to 30 minutes remains free. Visit www.heartofengland.nhs.uk/parking-fees for full details of visitor car parking tariffs.

The Trust recognises that parking charges can be a significant financial burden for some and so we offer discounts to anyone visiting our

hospitals for more than one day, and free car parking to those in receipt of income-related benefits. We also offer a wide range of discounted multiple day tickets. The Trust does profit from car parking charges income as it is used to fund capital projects, utility costs, security and a car parking management service, as well as the upkeep, maintenance and investment in the car parks which includes CCTV systems, grounds, and road safety.



HEFT ophthalmology team

Patients encouraged to keep sight of eye appointments

If you have eye appointments do you ASK and TELL?

The Trust ophthalmology team have partnered up with RNIB (Royal National Institute of Blind People) to encourage patients at Heartlands or Solihull Hospital to have the confidence and knowledge to ask about their eye appointments and speak up if their next appointment falls outside of the period recommended by their doctor.

The aim of 'ASK & TELL' is to tackle avoidable sight loss by encouraging patients to take responsibility for when their next eye appointment should be, to record it and to inform us if any delays occur.

The key messages are:

- A** - Ask your eye doctor what timeframe your next appointment should fall within
- S** - Save the date once you know when your next appointment is
- K** - Keep it! Always turn up

to appointments

And the next step is really important... **TELL** the eye clinic if your appointment falls outside of the timeframe recommended by your eye doctor.

The Trust is one of six pilot sites trialling the initiative which began in June and the RNIB is running in partnership with the Macular Society, International Glaucoma Association and the Royal College of Ophthalmologists.

New animation to aid people with back pain

Up to 28 million Britons are living with chronic back pain resulting in a major impact on their quality of life. A new animation has been launched by the Trust offering vital advice which is hoped will help sufferers of back pain and reduce the need for hospital treatment.

The video has been developed by the Trust's therapy directorate in conjunction with HEFT's medical illustration department. Patients have also been consulted for their opinions.

Its purpose is to highlight the simple things people can do themselves to aid their recovery without the need to seek medical advice.

The animation conveys the message that 'you are the best person to help make your back better'. If you have back pain, you do not need to seek advice from your GP or a therapist, and x-rays and scans are not normally needed as most people recover over time.

The driving force of the animation is the message that 'keeping active is the best thing that you can



do' and illustrates the NHS approved advice for easing back pain. This includes:

- Keep moving
- Try to maintain your everyday activity as much as possible
- Avoid bed rest during the day
- Exercise e.g. walk a little every day and gradually increase it
- Find a comfortable position for your back but avoid sitting for too long
- If you have to sit for work make sure you stand up and gently move around every hour
- Avoid long periods of driving – rest and stretch every hour
- Take simple pain

killers and anti-inflammatory tablets, if possible, so that you can get a good night's sleep. Speak to your local pharmacist for information on what you can take to help you and take them regularly

However, the animation makes clear that if you have difficulty controlling or passing urine, or numbness, loss of feeling or pins and needles around your back passage or genitals, then go to your nearest Accident & Emergency department immediately.

The animation is available to view here <https://vimeo.com/210768020>

Charity dates



Big Fun Run 5K

9 September
Cannon Hill Park Birmingham
 Visit: <http://bigfunrun.com/mydetails/>
 Contact ophie.Carroll@uhb.nhs.uk once you have signed up to receive your FREE fundraising pack.

Quiz night

Quiz night for the Elderly Care Team
 at Good Hope Hospital
15 September
 Boot Inn Pub
 Contact: laura.power@heartofengland.nhs.uk



Critical care bike ride

15 September
 Cheer on the critical care team as they set off on a charity bike ride from Lands' End to John O'Groats at Heartlands main entrance.
 Contact: sian.averill@uhb.nhs.uk

Family Fun Day and Charity Football Match

17 September 2017 starting at 11am
Birmingham Moseley Rugby Club
 Contact ward19charityfund@hotmail.co.uk for information.



New centre to provide 'Haven'

A new service is coming to Solihull to provide additional support for patients with breast cancer.

National charity, Breast Cancer Haven, is set to open a new centre providing additional one-to-one support for breast cancer patients across the West Midlands.

Renovations are underway on a beautiful

three-storey Edwardian property on St. Bernard's Road, Solihull, which is set to open in October 2017.

Breast Cancer Haven will work closely with HEFT and other local NHS partners, to help service users and their families cope with the wider impact of breast cancer.

The charity provides, completely free of charge, a wide range of therapies which help people deal

with the physical and emotional side effects of breast cancer and its treatments.

Specialist healthcare professionals and experts in nutrition, exercise and emotional support provide tailor-made one-to-one programmes for each service user. No referral is necessary.

For more information, please visit www.breastcancerhaven.org.uk

Fun day is a great success

It is fair to say that the widely anticipated family fun day and Friends of Solihull Hospital (FOSH) Summer Fete were both a huge success.

Opened by the Mayor of Solihull, the FOSH fete at Solihull Hospital saw a record turnout raising over £5,700 to buy equipment for the hospital, thanks to the commitment and generosity of local people, volunteers and businesses.

With staff, hospital supporters and the local community flocking to the Ramada in Sutton

Coldfield for the family fun day, hundreds of pounds have also been raised to support Good Hope Hospital.



Friends' incredible efforts

Friends of Good Hope Hospital have, since November 2015, worked to provide extras for the patients at Good Hope Hospital to make their stay in hospital a little easier.

This includes raising £3,500 to refurbish the Day Room on Ward 8 at Good Hope Hospital providing a welcome space for patients as they recover. The generous donation funded a TV, four reclining arm chairs, a dining table and chairs, artwork, board games and ornaments.

The Friends have also received an incredible £6,000 from the Sainsbury's



Sainsbury's Local staff with the Friends

Local in Sutton Coldfield, the results of a successful year's charity work. Store manager Matt Gregory was inspired by his late mother, Christina Gregory, who sadly passed away at Good Hope, to form a partnership with the hospital. Matt said: "The hospital is important for

people in our area, that's why my colleagues and customers have been so passionate about supporting them."

If you would like to find out more about how the Friends support Good Hope, you can visit: <https://friendsofgoodhope.org/about-us-2/>

Governors support membership drive

Our Governors have been out in force meeting and greeting people at our hospital sites over the summer period engaging with passers-by to encourage them to become members of the Trust.

The Trust has 166 new people recruited as members as a result of the Governors' efforts.



Governors Gerry Moynihan and Keith Fielding with membership and community engagement manager, Sandra White

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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Star letter



"I am a full-time Carer for my wife who is a cancer patient and also care for my father who has weak sight, weak hearing and weak memory. My wife was admitted to Heartlands Hospital from 15 to 19 June 2017. She was in Ward 20 for two days and then moved to Ward 7. Luckily she got the best hospitality from the doctors, nurses and everyone around. "I would like to thank you all from myself and on behalf of my entire family for the satisfying services she got from the 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.

Dates for the Diary

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

Monday 23 October 2017, 12.30pm – 2.30pm, Rooms 2 & 3, Education Centre, Heartlands Hospital.

Council of Governors meeting – members are welcome to attend.

Monday 23 October 2017, 4pm, Rooms 2 & 3, Education Centre, Heartlands Hospital

Trust Annual General Meeting (AGM)

Members, staff, patients and other stakeholders are invited to the Trust AGM to come and find out how the Trust has performed during the year.

The meeting will be held on:

Monday 25 September 2017, 4-6pm
Lecture Theatre,
Education Centre,
Heartlands Hospital