

# Heart & Soul

Heart of England **NHS**  
NHS Foundation Trust

www.heartofengland.nhs.uk

Winter 2017



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**healthier**  
lives

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# Stay well this winter



**Winter brings more coughs, colds, flu and tummy bugs and those with long-term health conditions and the over 65s are particularly vulnerable to illness when the lower temperatures kick in.**

Exposure to cold indoor or outdoor temperatures increases blood pressure, thereby increasing the risk of heart failure, kidney disease, stroke or dementia. Cold temperatures can also make blood more likely to clot, which can lead to heart attacks and stroke. In addition, the cold can also affect the respiratory system, which reduces the lung's ability to fight off infection explaining why lower temperatures are linked with bronchitis and pneumonia.

This is why, particularly if you are more susceptible

to becoming ill, it is advisable to make sure you take care of yourself during the winter months by, for example, wrapping up warm, keeping the temperature at home at least 18°C and keeping fit and healthy by having a balanced diet and taking moderate exercise.

## **What to do when you're not feeling well**

Care for yourself at home if you have a common health issue, like a cough, cold, sore throat or headache. Make sure you get plenty of rest and take your usual painkillers or medicines, if you need them (always read the label).

Visit a walk-in centre, minor injuries unit or urgent care centre if you have an illness or injury, and it can't wait until your GP

surgery is open. Find your nearest one at [www.nhs.uk](http://www.nhs.uk)

Ask your local pharmacist for advice about lots of common health issues such as diarrhoea, migraines and skin problems.

Make an appointment with your GP if you are feeling unwell and it's not an emergency. All GPs will offer an emergency out-of-hours service.

Urgent cases such as loss of consciousness, severe chest pain, severe bleeding, trouble breathing or a suspected broken bone should be reserved for A&E.

Did you know – even if you are out of town you can join any GP practice as a temporary patient. The NHS choices website has a handy search facility to see which practices cover your local area.

Local walk-in and urgent care centres include:

### The Hill Urgent Care Centre

50 Percy Road, Sparkhill, Birmingham, B11 3ND  
Open 8am-8pm every day  
Tel: 0345 111 1310

### Birmingham NHS Walk-in Centre

Lower ground floor, Boots, 66 High Street, Birmingham, B4 7TA  
Open Monday-Friday 8am-7pm, Saturday 9am-6pm, Sunday 11am-4pm  
Tel: 0121 255 4500

### South Birmingham GP Walk-in Centre

15 Katie Road, Selly Oak, Birmingham, B29 6JG  
Open 8am-8pm every day  
Tel: 0121 415 2095

### Erdington Health and Wellbeing Centre

196 High Street, Erdington, B23 6SJ  
Open 8am-8pm every day  
Tel: 0121 686 8010

### Summerfield GP and Urgent Care Centre

134 Heath Street, Winston Green, Birmingham, B18 7AL  
Open 8am-8pm  
Tel: 0345 245 0769

### Solihull Urgent Primary Care

Solihull Hospital (next to the Minor Injuries Unit), Lode Lane, Solihull, B91 2AE  
Open 8am-8pm every day.  
Tel: 0121 424 4789/4589

### Solihull Hospital Minor Injuries Unit

Solihull Hospital, Lode Lane,

Solihull, B91 2AE  
Open 24/7  
Tel: 0121 424 4226/45183

### Washwood Heath Urgent Care Centre

Clodeshall Road, Saltley, Birmingham, B8 3SW  
Open 9am-9pm every day  
Tel: 0121 322 4310

### Walsall Walk-in Health Centre

19-21 Digbeth market square, Walsall, WS1 1QZ  
Open 7am-6pm Monday-Friday, 9am-5pm Saturday and bank holidays, closed Sundays. Tel: 01922 605 730

### Burntwood Health and Wellbeing Centre

High street, Chasetown, Burntwood, WS7 3XH  
Open 8am-8pm  
Tel: 01543 687 440

### Sir Robert Peel Minor Injuries Unit

Plantation Lane, Mile Oak, Tamworth, B78 3NG  
Open 8am-10pm every day  
Tel: 01827 263 800

### Samuel Johnson Minor Injuries Unit

Trent Valley Road, Lichfield, WS13 6EF  
Open 8am-9pm every day  
Tel: 01543 412 900

### Warren Farm Urgent Care Centre

Warren Farm Road, Kingstanding, Birmingham, B44 0PU  
Open 8.30am-7.30pm every day except Christmas day  
Tel: 0121 465 5613

## Simply super news to hear that M&S has opened



**Staff, patients and visitors to Heartlands are now able to sample the delights of a Marks & Spencer Simply Food store in the hospital.**

The former Amigo store on the first level of the main entrance stocks around 1,500 different food and drink items, including products for customers on-the-go and for those looking to pick up something tasty for their evening meal. An in-store bakery also provides a range of freshly baked breads and treats all day.

The stores opening hours are:

Monday to Friday from 7am – 8.30pm

Saturdays and Sundays from 8.00am – 8.00pm

The new store will also provide a boost to local recruitment levels; so far 25 new members of staff have been recruited.

# Investments across HEFT

## Imaging equipment boost



Good Hope radiographers in the new x-ray room

**Patients at Good Hope Hospital are set to benefit from the opening of a new state-of-the-art digital x-ray room in the emergency department.**

Completed in November, the refurbished x-ray room will not only give patients the best experience possible, but also support the

hospital in managing the increasingly heavy demand on its emergency services.

Good Hope has also benefitted from a new ultrasound machine in the main imaging department and there are also plans to replace the CT scanner later this year.

Philippa Willis, imaging service lead at Good Hope,

said: "The equipment replacement is part of a larger refurbishment project across all our hospital sites, which has seen an investment of over £3m. The new x-ray room is already making a difference not only to the service across all of our hospital sites, but also to our staff and to our patient's care."

## New Endoscopy room opens its doors

**Thanks to an investment of £300,000, an additional treatment room at Solihull Hospital will enable an extra 270 patients to have an endoscopy procedure each month.**

This involves the use of state-of-the-art endoscopes (flexible fiberoptic tubes with cameras) used to examine structures within the body such as the stomach, bowel and lung.



## Bedding in on the Acute Medical Unit



AMU staff with the newly purchased 'glideaway' beds

Two 'glideaway' beds have been purchased by support and fundraising group, Cancer Information and Support Service for the AMU Short Stay ward at Good Hope.

The new foldable beds will enable the relatives of patients admitted to the ward to stay overnight with them.

## A new home for AEC at Solihull Hospital



**The Ambulatory Emergency Care (AEC) reduces waiting times for patients attending hospital with medical problems that aren't acutely unwell.**

These patients often end up having long waiting times to see a doctor due to more unwell patients having to be prioritised.

Having been in place at Solihull Hospital's AMU since September 2015, the AEC has now got its own home in the former discharge lounge at the main entrance.

Senior sister Becky Jackson said: "It will be a nice environment for patients and ease the pressure on AMU.

"I'm sure it will make a big difference."

The AEC will be open in its new location initially until the end of March to cover the busy winter period and ease pressure on the 'front door'.

For information contact Lucy Hinds on 0121 424 4598 or email [lucy.hinds@heartofengland.nhs.uk](mailto:lucy.hinds@heartofengland.nhs.uk)

# Ladies donation a joy for children and elderly patients



Twenty ladies who form the Guru Nanak Nam group have donated £3,000 towards toys for Heartlands Hospital's A&E after the June floods destroyed much of the department, a sofa for the

adolescence room on Ward 16 Children's ward, and equipment for the Medical Day Hospital.

The Guru Nanak Nam group conduct a 'Sukhmani Sahib', special

holy hymns popular in the Sikh religion, which means Jewels of happiness. The ladies are then invited to sing the holy hymns to friends and families' houses and they donate money to the group.

## Calling all social media fans - new HEFT Facebook pages



We're pleased to announce that we now have corporate Facebook pages for Heartlands Hospital and Birmingham Chest Clinic, Solihull Hospital and Community Services and Good Hope Hospital. We'll be using these pages to engage

with staff, patients and families. So please like the pages and keep up-to-date with the latest news from the Trust.

If you have pictures or stories you'd like to share, please email [communications@](mailto:communications@heartofengland.nhs.uk)

[heartofengland.nhs.uk](http://heartofengland.nhs.uk) with further details and we'll see if we can include it.

Or if you're a patient or family member and would like to post a review on one of the pages, please do and we will respond to feedback.

# Transplant patient marks 10 years since his brother gave him the gift of life

**A Heartlands Hospital renal patient was joined by his brother to mark the 10th anniversary of receiving the gift of life from his sibling.**

Steven Gordon, 46, from Sheldon, first became aware of an issue with his kidneys in the late 1990s after tests revealed an abnormal amount of protein in his urine. After being referred to a specialist at Heartlands' renal unit it was discovered that one of his kidneys was not working, while the other was only working at 65 percent.

It was soon decided that Steven would require another kidney, as his only working kidney was too badly scarred to do the work of two and by 2005 the situation was serious enough that Steven was told to talk to his relatives to see if they would consider donating a kidney.

Steven's elder brother Paul was deemed the best match and agreed to be the donor. Steven said: "I went on dialysis for about six months and decided to have the



transplant at University Hospital Coventry and Warwickshire. I was down to seven percent kidney function by the time I had the transplant in November 2006. The difference was almost immediate.

"Before the transplant my taste buds had gone and everything tasted bland but now I could really taste and enjoy food again. I was back at my job in Logistics by around the middle of March 2007.

"Having the transplant has enabled me to be really successful at work and be promoted two or three times which just would

not have been possible otherwise.

"Life has just improved immeasurably. My lad was 10 at the time and just being able to watch him grow up and take him to his ice hockey games is great, as he has played all over the country and Europe. Without the transplant I would have missed all that.

"It was horrible asking for help. To put your own family through saying yes and the possibility of it affecting them later in life was so hard. I put it off and off as I didn't want to put them under pressure. It was a really emotional time. I can't describe what I think about what Paul did for me and my family."

Steven still attends the renal unit at Heartlands every three months and his kidney function is now really good.

To mark 10 years since his transplant Steven and Paul were presented with a special cake in the shape of a kidney, made by a particularly talented baker friend of theirs. 'It was the talk of the restaurant', Steven added.

# Twiddle muff target more than doubled by crafty volunteers



**A Good Hope Hospital manager and volunteers from the Lingard House 'knit and natter' group in Walmley have been working tirelessly to knit 250 twiddle muffs for patients with dementia in just under a year.**

Twiddle muffs are hand muffs decorated with ribbons, large buttons or textured fabrics that patients with dementia can twiddle in their hands whilst on the elderly wards

at Heartlands, Solihull and Good Hope Hospitals. People with dementia often have restless hands and like something to keep them occupied. The twiddle muffs provide a source of visual, tactile and sensory stimulation at the same time as keeping hands snug and warm.

An avid crocheter, group support manager for women's and children's services at the Trust, Angela McKenna-Hylton set herself a target for making 100 in a

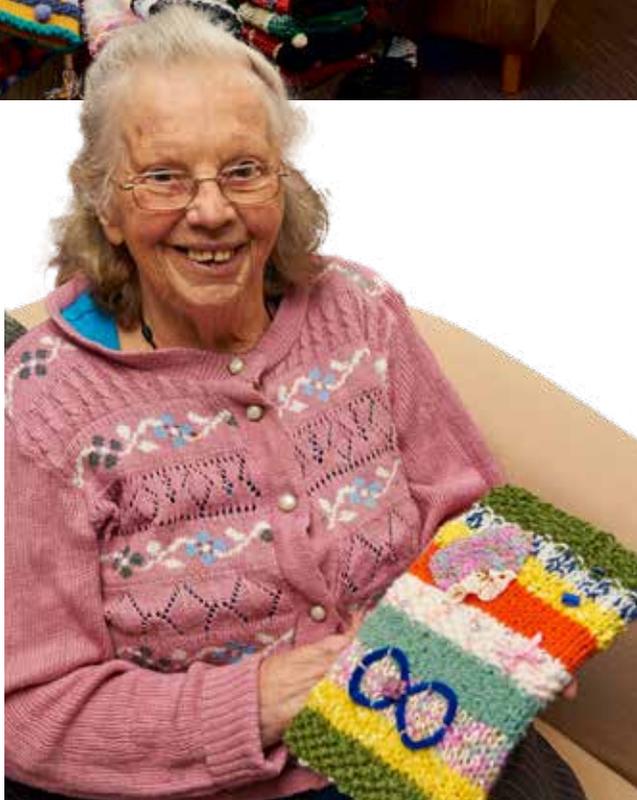
year and she has more than doubled her target with the help of the Lingard House 'knit and natter' group. Dedicated knitter, Mrs Audrey Price, knitted 100 herself.

Angela said: "I am delighted with the number knitted! I am so grateful to the 'knit and natter group' for their help in smashing our target. Twiddle muffs are an excellent way of helping to combat the restlessness and agitation that may be experienced



by patients with dementia. This project is part of a wide range of work we are doing to support our patients with dementia.”

The 'knit and natter' group are making more twiddle muffs but are running short of textured buttons/ beads and double knit wool – preferably fluffy and or textured wools, so if you'd like to make a donation to these avid knitters, please send them to the group at Lingard House, Fox Hollies Road, Sutton Coldfield, B76 2RJ.



# Simple scan to detect aneurysms is a life saver

**If left untreated larger abdominal aortic aneurysms (AAA) - where the main blood vessel in the body weakens and expands - can be deadly.**

And because many do not have symptoms, people may not be aware they have an AAA until they fatally burst. However, a simple ultrasound scan can detect these serious blood vessel swellings.

Invitations to attend a free AAA screening have automatically been sent to all men in England aged 65+ since a now UK-wide screening programme started in 2009. Those over this age who have not previously been screened can contact the programme to arrange a free scan.

Screening takes place within the community at a variety of GP buildings, health centres and community hospitals.

People with aortic vessels that are swollen to a lesser extent are often monitored and may be called back for further scans and for those with larger, more



Trust AAA screeners

dangerous aneurysms surgery can be offered.

Sam Ellicott, 79, from near Lichfield, had a large aneurysm that was picked up during a routine screening scan and had successful surgery.

He said: "I was listening to the radio and an interview was on about AAA and this prompted me to book an appointment. From having the screening I was referred to a consultant at Heartlands Hospital. I had no symptoms, so was shocked to hear that a large aneurysm had been detected. Soon after, I had surgery to repair the aneurysm which was a success.

"I feel very lucky to have made a full recovery and to live a full and active life and shudder to think what would have happened if I had not made that appointment. I had no idea I had a serious condition. The scan takes less than 10 minutes and is not unpleasant at all so I would advise anyone that it is really important to attend appointments."

Further information can be found at: <http://www.nhs.uk/Conditions/abdominalaortic-aneurysm-screening/Pages/Introduction.aspx>  
Alternatively contact the AAA screening team on 0121 424 3612/1200.



## Building Healthier Lives Awards

**Recognition has been given to staff at the Heart of England NHS Foundation Trust's Building Healthier Lives Awards.**

The awards, which acknowledge individuals and teams who have consistently gone the extra mile when caring for patients or improving their experiences over the past year, was held at the Tally Ho conference centre and was hosted by radio presenter Dave Clark.

Dame Julie Moore, the interim Chief Executive of the Trust said: "I was delighted and honoured to present this year's Building Healthier Lives Awards and it was an entertaining, fun and humbling evening.

"These awards recognise

NHS staff, members and volunteers who make a real difference to the care provided at the Heart of England Foundation Trust."

Amongst the many awards presented was the



Governors' Going Above and Beyond award which was awarded to Pat Blythe, the renal unit manager at Solihull, following her care for a terminally ill cancer patient and her family.

The award was presented by the husband of the patient, who sadly died.

A popular winner of the Patient Carer Award was Katherine Roberts, a staff nurse at Solihull Hospital, who was nominated by the family of a patient.

The final award of the night was the Outstanding Achievement Award, which was given to all Trust emergency departments following their efforts in keeping Heartlands

running after torrential rain in June caused flooding in the area.

Nominations for the Building Healthier Lives Awards 2017 are now open, see: <http://www.buildinghealthierlivesawards.co.uk/>

# Green medicine bags are now available at GPs

At the beginning of April 2016, the green bag scheme was introduced regionally to encourage patients to bring their medicines with them when they come into hospital. Issued by the Trust's emergency departments and admission areas and by the West Midlands Ambulance Service, the bags stay with patients in the care setting and at discharge.

The pilot has shown positive results - by patients bringing in the easily identifiable bags, this helps hospital staff to gain an accurate picture of what medicines they are taking and helps them to review that medication as part of their overall treatment -

and so green bags will now also be available at GP practices across the West Midlands.

Joanne Lees, pharmacy operational site lead at Heartlands Hospital, said: "Patients coming into hospital by themselves are much less likely to bring in their own medicines than if they are brought in by ambulance and so the bags will now also be available in the region's GP practices. The green bag scheme helps hospital staff see what medicines patients are taking, reducing the need to re-prescribe a medicine and reducing the potential for wastage."



"Patients are encouraged to keep their medicines with them until secured safely in their medicine lockers and to ensure all medicines are always transferred with them between wards."

There is a patient information leaflet with advice around re-use of medicines available at: [www.pharmacybirmingham.co.uk](http://www.pharmacybirmingham.co.uk) under the patient information/my medicine section.

## Change of name

The Heart of England Women's Health Physiotherapy service, which is part of the Trust, has had a name change and is to be known as The Pelvic Health Physiotherapy Service, reflecting the specialised service that it now provides.

For further information contact Annette Woodward on 0121 4242 000.

# Antibiotic awareness



**Antibiotics are medicines used to treat infections caused by bacteria, however the more often we use an antibiotic, the more likely it is that bacteria will become resistant. Some bacteria that cause infections in hospitals, such as MRSA, are resistant to several antibiotics.**

By using antibiotics less often we can slow down

the development of resistance. It's not possible to stop it completely, but slowing it down stops resistance spreading and buys some time to develop new types of antibiotics.

As nearly all colds, most coughs and sore throats are caused by viruses, antibiotics will not work against these types of infections and the best course of action is to drink plenty of fluids and to rest.

Over the counter remedies will ease the symptoms. Ask your community pharmacist for advice.

Your doctor will only prescribe antibiotics when you need them, for example for a kidney infection or pneumonia.

By not using them unnecessarily, they are more likely to work when we need them. Further information can be found on: [www.nhs.uk/antibiotics](http://www.nhs.uk/antibiotics)

## Outstanding award

**A long serving and well respected respiratory physician, Professor Sherwood Burge, has been awarded the British Thoracic Society Medal for his contribution to the knowledge of Occupational Lung disease and other conditions worldwide.**

Professor Burge has worked at Heartlands Hospital for 36 years. He said: "It was a huge surprise to be offered the British Thoracic Society medal for 2016, which reflects the hard work of the respiratory unit as well as my contribution."



## Solihull Approach award success

**Congratulations to Solihull Community consultant psychologist, Hazel Douglas and clinical psychologist, Rebecca Johnson who have received the accolade of winning a Scottish Government Quality Improvement Award in the co-production category.**

This was down to collaborative working with NHM Shotts to deliver the Solihull Approach 'Understanding your child' programme to parent groups.



The Solihull Approach is a model that promotes emotional health and wellbeing in children and families; with training provided to support

parents and carers in understanding their children.

For further information go to [www.inourplace.co.uk](http://www.inourplace.co.uk)

## Asthma experts share knowledge on a global scale

**Staff from Heartlands Hospitals Birmingham Regional Severe Asthma Service (BRSAS) passed on their valuable experience to delegates from all over the world.**

Members of the global AstraZeneca team will use this feedback to help them to develop products that more effectively meet patients' needs.



To view a video of patients explaining how BRSAS has benefited them visit <http://vimeo.com/171091456>.

This video was produced in-house by the Trust's medical illustration department.

# Take a few minutes this New Year to join the NHS Organ Donor register



**With a desperate shortage of organ donors, it's now as important as ever to sign up as a potential donor.**

Around 6,500 people are waiting for an organ transplant across the UK and sadly some will die before getting the transplant they need.

Most people say they support organ donation, but around 35 percent who want to be donors say they just 'haven't got round' to joining the NHS Organ Donor Register.

**So what are you waiting for?**

We all have busy lives, but somehow we still find ourselves putting off doing

things we really know we should do. One of those things is signing up as an organ donor.

We know many people don't want to think about their own death. But patients waiting for a transplant depend on people of all ages thinking about whether they want to become a donor.

As an organ donor you could save, or transform, up to nine lives so those couple of minutes you give to sign up as a donor can really make a difference.

**Start the year off by doing something that could lead to you saving lives in the future. Sign up today at [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk)**

## New vehicle fleet gets off the ground



Patients are to benefit from a new partnership which sees the Trust working with the commercial vehicle fleet service, Fraikin to take on 19 new vehicles, reducing the size of the Trust's fleet and replacing them with more efficient vehicles. The vehicles will be used for a variety of purposes including carrying patients, and transporting hospital food, medical supplies and waste.

## Your issue of Heart & Soul

If you have an email address and would prefer to receive your issue of Heart & Soul electronically, help us keep printing costs to a minimum by letting the membership team know. Contact: [membership@heartofengland.nhs.uk](mailto:membership@heartofengland.nhs.uk) or on 0121 424 1218.

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](mailto:membership@heartofengland.nhs.uk)

Please also note our address:

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Help us to keep printing costs to a minimum. To read this magazine online or by email instead, just let Sandra know.

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## Star letter



Dear Lisa,

“What a pleasure it is to see you every month, even if it is for you to give me an injection to help my condition of acromegaly remain stable. Having known you for the past ten years, I now count you as a friend.

“In-between my monthly visits should I feel the need to discuss any problem with/about my condition I know you are only a phone call away.

“Thank you for all your kindness and expert knowledge.”

## 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:

24 April 2017 - 12.30 – 2.30pm  
Rooms 2 & 3, Education Centre, Heartlands Hospital

Council of Governors meeting – members are welcome to attend.

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

## Health Seminars

**Orthopaedics – shoulder surgery**

Mr Ved Goswami  
15 February, 5pm – 7pm  
Education Centre, Solihull Hospital

**Bariatric surgery**

Mr Rishi Singhal  
22 March, 5pm – 7pm  
Education Centre, Heartlands Hospital

**Managing Chronic Pain**

Dr Richard Baretto,  
18 April, 5pm – 7pm  
Education Centre, Good Hope Hospital

To attend a seminar, call 0121 424 1218