

# Heart & Soul

Heart of England **NHS**  
NHS Foundation Trust

www.heartofengland.nhs.uk

Winter 2018

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## Improved service benefits patients

**Older patients who are admitted to hospital after a visit to A&E are benefiting from an improved service which has been launched at Heartlands Hospital.**

These patients, who are often in hospital for eight to 10 days, now receive comprehensive geriatric assessments in the new Frailty Ambulatory Emergency Care service to ensure that they receive the care they need in the best place for them. This could be on a ward or at

home with support from community services.

Previously, patients who required further support after a visit to A&E would usually go on a ward. However, it is much better for people of any age to remain at home when possible as they will maintain their independence and mobility. These benefits are even greater in older adults, and those living with frailty.

Along with providing a better patient experience, having this unit available

also helps the Trust in managing the increasingly heavy demands on its emergency services. The unit, open Monday-Friday has been provided by expanding the Medical Day Hospital and is staffed by a consultant, an advanced clinical practitioner, a registrar, a therapist, nurses and an auxiliary. It is already working well, seeing an average of seven patients a day and significantly reducing the number of older people admitted to hospital.

# New Year baby joy

Katrina Jones welcomed her new son into the world at 12.02am on 1 January at Heartlands Hospital, making George Jake Rowland the first baby to be born in 2018 at Heart of England NHS Foundation Trust.

George is 30-year-old Katrina's first baby and her partner Keith was there to support her throughout the birth. George was born just five hours after



*New Year baby, George Jake Rowland*

Katrina's waters broke, weighing 7lbs and 5oz.

Katrina, from Castle Bromwich, said: "I was very calm throughout it – I think even the midwife was surprised about how calm and relaxed I was. I spent some time in the birthing pool but George had other ideas and I ended up giving birth to him in the delivery suite. I'm head over heels in love with him already."

# Beat the bugs this winter

**With winter in full swing, the diarrhoea and vomiting bug, known as norovirus, starts to circulate in the local community. Norovirus is airborne and highly contagious and, although you may feel fine after suffering from the vomiting bug, you are still highly infectious and passing on germs to others for 48 hours**

**after your last symptom.**

The virus can be caught through direct contact and it also travels through the air which makes public areas such as buses, hospitals and nursing homes perfect breeding grounds. To avoid norovirus, wash your hands with soap and



water, keep surfaces, objects and fabrics clean, and do not eat raw or unwashed food.

If you have suffered from sickness, diarrhoea, a cold or flu please do not come in to visit anyone at hospital until 48 hours after your last symptom. You will still be highly contagious and can pass your germs on to poorly patients.



# New ACAD Centre is given planning go-ahead

**The Trust has been granted planning permission by Birmingham City Council for a brand new building at Heartlands Hospital.**

Our plans are for the new four-storey (plus rooftop plantroom) Ambulatory Care and Diagnostics Centre (ACAD) to house a wide range of health services, including day surgery, endoscopy, imaging and outpatients, which will provide care for thousands of patients each year and help deal with the increasing demand on health services.

The plans, which were given planning permission with conditions, are

that the proposed new building will be located next to the Main Entrance with entry to the new building for patients planned to be through the main hospital entrance, turning right into ACAD.

Prior to submitting our planning application we carried out a major engagement and consultation programme to make sure that patients, staff and local residents helped shape our plans.

In addition, clinical and operational teams have worked hard on redesigning current processes and patient pathways working with the Architect to design a building that delivers high

quality efficient care and is future proofed as far as possible against an ever changing NHS.

Our next steps include aiming to secure the full investment required from NHS Improvement later this year with the view to starting construction in the Autumn of 2018 and the building set to be open and operational from Summer 2020.

Further progress will be shared with staff, patients and other stakeholders at an open event on Tuesday 20 March 2018 from 6-8pm.

For further information, contact [ACAD@heartofengland.nhs.uk](mailto:ACAD@heartofengland.nhs.uk) or call 0121 424 3337.

# New Chemotherapy Unit to open in Solihull

Thanks to an investment of £2.2million, a new chemotherapy unit will vastly improve local cancer provision.

Based at Solihull Hospital, the new centre will allow people living with cancer to have better access to treatment in a more peaceful and relaxed environment. Designed around the needs of chemotherapy patients, it will have 24 patient treatment chairs as well as a garden, a quiet room for patients, and a separate entrance to the main hospital building.

Work is scheduled to start soon on the new unit, which will be in the former



Bruce Burns Unit at Solihull Hospital.

At the moment, all chemotherapy patients treated by the Trust are cared for on Ward 19 at Heartlands Hospital or at the Sheldon Unit at Good Hope Hospital.

Some patients with more complex needs will still be given chemotherapy at Heartlands.

The investment by the Trust, with the support of Solihull Hospital Charity, will also create 51 new jobs.

## Bowel cancer screening is open to over 55's

The bowel scope age is 55 -59, so along with bowel screening for 60 to 74-year-olds, the Trust also runs a Bowel Scope Screening service aimed at over 55-year-olds.

Bowel cancer hides itself extremely well but if caught as early as possible the prognosis is good. To find out more about the screening programmes call: 0800 707 60 60.



# Yellow boxes break down communication barriers

**People who experience difficulty communicating can find visiting hospital stressful, and with this in mind, a special “communications box” is available as part of a pilot to help patients explain their needs, where an interpreter is unavailable.**

Sponsored by the Trust’s official charity, the boxes have been available across five Trust elderly care wards and on the stroke unit at Solihull Hospital from the beginning of November as part of the pilot.

The boxes include a hospital communication book, which has information about how to support people who have difficulty communicating, with pictures that give people choices, explain what is going to happen and help them to communicate with hospital staff and family members. The box also contains hearing aid batteries, a magnifying glass, pen, note pad and a hand-held communicator.

This is also a helpful resource for staff to explain

a procedure to a patient.

For further information about the pilot contact Riaz Janjua, head of equality & diversity at: [riaz.janjua@heartofengland.nhs.uk](mailto:riaz.janjua@heartofengland.nhs.uk)



*Elderly care matron Helen Seymour with nurse Philip Shiji*

## Save time with GP online

GP services can now be accessed online via a website or app, making it quick and easy to book and cancel appointments online or to keep track of your medications. Through accessing the online service, you can also view some of your health records.

So if you are running low on your medication over the winter period, you can use the 24/7 online service to order a prescription.

Register for online services at your GP surgery or to find out more, visit: [nhs.uk/GPonlineservices](http://nhs.uk/GPonlineservices)

## Click and easy

### GP online services

You can now book appointments, order repeat prescriptions and even access your GP records online. It’s quick, easy and your information is secure.

Register for online services at your GP surgery or to find out more visit [nhs.uk/GPonlineservices](http://nhs.uk/GPonlineservices)



# Member spotlight

## Paula Jarrett

Having brought up five children ranging from aged 18 to aged 28, Paula Jarrett saw joining the Trust as a member as an important step to building her confidence while not in the work environment. Paula volunteered as a meet and greeter at Good Hope Hospital from 2007-2009 and has gone on to work as a carer for vulnerable adults and the elderly.

Paula found the health talks are helpful and the advice has stuck with her. She says, "I've never forgotten some of the talks and with five children, the things I have learnt has come in really handy."

"I think being involved in the Trust as a member and volunteer is a positive thing to do."

If you would benefit from attending the free health talks, book your



Member Paula Jarrett

place on: 0121 424 2643  
or email: [membership@heartofengland.nhs.uk](mailto:membership@heartofengland.nhs.uk).  
Future health seminars include:

## Health seminar programme

<b>February</b> Tues 13	<b>High Cholesterol</b> Dr Alan Jones, clinical director, laboratory medicine	<b>Heartlands Hospital</b> Education Centre, 5pm-7pm
<b>March</b> Wed 21	<b>Bowel Cancer</b> Mr Mark Chapman, consultant colorectal surgeon	<b>Good Hope Hospital</b> Education Centre, 5.30pm-7.30pm
<b>April</b> Wed 25	<b>Seronegative Arthritis</b> Dr Mary Gayed, consultant rheumatologist	<b>Solihull Hospital</b> Education Centre, 5pm-7pm
<b>May</b> Wed 16	<b>Kidney Stones</b> Mr Ather Abdelbaky, consultant urologist	<b>Heartlands Hospital</b> Education Centre, 5pm-7pm
<b>June</b> Tues 21	<b>Gynaecological Cancers</b> Mr Raj Saha, consultant gynaecologist	<b>Good Hope Hospital</b> Education Centre, 5pm-7pm
<b>July</b> Tues 17	<b>Blood Pressure/Hypertension</b> Dr Mark Thomas, renal medicine consultant	<b>Solihull Hospital</b> Education Centre, 5pm-7pm



# Consultant's role in heart-warming TV hit bringing older people and children together

**It was one of the TV highlights of the year – acclaimed by critics and viewers alike - and it featured one of our own consultants.**

Channel 4's surprise hit 'Old People's home for 4-year-olds', brought together pensioners at St Monica's Trust home and children to see what effect the youngsters would have on the health of the older adults. The programme showed how interaction transformed the physical, social and emotional wellbeing of the older

people for the better.

Originally aired back in the summer, the programme was back for a Christmas special to take a look at what happened when the experiment ended. Dr Zoe Wyrko, consultant in geriatric medicine returned as one of the programme's experts to discuss issues such as the effect loneliness can have on older people.

Reflecting back on her role in the series over the past year, Zoe said: "I've always had a soft spot for care homes. As a child I would occasionally go

into work with my Mum and meet some of the old ladies she talked about. When I was older I started work in the same nursing home as a kitchen girl on Saturdays, and then later progressed to health care assistant. I remain proud of my training record from that time, showing I am competent to deliver personal care, clean dentures and cut nails.

"This is why I was excited when I was approached to be involved with the programme. As geriatricians we have all seen the effect on older

adults when a child comes onto a hospital ward. Those who have been disinterested or quiet often perk up and become engaged, conversations start, reminiscence happens and everyone is just happier for a little while.

"I loved working with the older people taking part in the programme. I found it humbling and a real treat to be the guest in their environment, having time to chat and find out more about them, and what had happened during their lives. I was fascinated by retired geologist David when he started to talk about the places he had been and the exploring he had done, there is even a tributary of a Norwegian river named



after him. Zena and I spent a lot of time talking about her sons and grandchildren back in Holland, and the travelling she used to do with her husband. Linda, always beautifully coordinated and spoke with me about favourite clothes designers.

"The success of the experiment was a genuine

surprise. I wasn't expecting the changes we saw in depression, grip strength and speed of movement. The sports day was amazing, seeing Linda who was almost too scared to move at the start running with her frame brought a tear to my eye.

"The huge question now is 'what next'? The production company had hoped the social experiment would inspire individuals and communities – and it has. I am struggling to keep up with my twitter timeline currently, and there are so many people I need to reply to. Will this help us with genuine integration? So many organisations will need to work together for success, but it is not impossible."



*Dr Zoe Wyrko (centre) with other experts on the programme*



## Simple screening saves lives

**Men aged over 65 are at a higher risk of developing abdominal aortic aneurysms (AAA), which if left untreated, can be deadly.**

Larger abdominal aortic aneurysms are caused when the main blood vessel in the body (the aorta) weakens and expands.

Many people do not have symptoms when this happens, so they may be unaware that they have an AAA until they fatally burst. However, a simple ultrasound scan can detect these serious blood vessel swellings before they become a problem.

The risk of having

an abdominal aortic aneurysm can also increase if:

- you smoke
- you have high blood pressure
- brother, sister or parent has, or has had, an abdominal aortic aneurysm

Invitations to attend a free AAA screening are automatically sent to all men in England within their 65th year. Screening takes place within the community at a variety of GP buildings, health centres and community hospitals. The scan takes around 10 minutes and results can be made available straight away. For details of where the

clinics are held, please visit our website [www.heartofengland.nhs.uk/aaa-screening](http://www.heartofengland.nhs.uk/aaa-screening)

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 dangerous aneurysms surgery can be offered.

If you're over 65 and haven't received your invitation, you can contact the NHS Central England Abdominal Aortic Aneurysm Screening Programme on 0121 42 43612/41200 and you will be able to arrange an appointment close to your home.

# Young people gain valuable work experience



*Sandra White and health information manager, Yvonne Mason with two of the work experience students*

**Teenagers have been enjoying work experience placements at Heartlands and Solihull hospitals thanks to a new partnership between the Trust and a Birmingham college.**

Some 10 students from South and City College Birmingham got the chance to gain a valuable insight into our work by spending a day a week for a month on placement.

Among the 10 students was Amaana Shafait, aged 17, from Sparkhill, who

was placed with the Patient Services department on the help desk at Heartlands Hospital's main entrance.

She enjoyed meeting people and helping out by showing patients where to go for their appointments and helping to deliver letters. Amaana said: "It was a good professional working environment and I've really enjoyed my time here."

At Solihull Hospital, Georgina Stafford, aged 16, from Weoley Castle, an introduction to nursing student, was based at Ward

20a and enjoyed shadowing one of the sisters and keeping patients company.

Georgina, who plans to go to university after she finishes college, said: "It's been brilliant, I've absolutely loved it."

The placements were co-ordinated by the membership and community engagement manager, Sandra White. She said: "We were delighted to have given these students some valuable work experience and wish them well in their careers."

# Winter wellness

It may be cold outside, but winter does not have to be the unhealthiest time of the year. You can help yourself to stay well and banish the winter blues through considering doing some of the following:

## Winter tiredness

Many people feel tired and sluggish during winter. This is due to the lack of sunlight, which disrupts our sleep and waking cycles.

Try to:

- get outdoors in natural daylight as much as possible
- get a good night's sleep – go to bed and wake up at the same time every day
- de-stress with exercise or meditation – stress has been shown to make you feel tired



## Have a hearty breakfast

Winter is the perfect season for filling, yet nutritional, foods like porridge. As well as being delicious, a warm bowlful on a cold morning is a good way to start your day, helping boost your intake of starchy foods and fibre.

These foods give you energy and help you feel fuller for longer, stopping the temptation to snack mid-morning. Oats also contain lots of vital vitamins and minerals.



# Eat more fruit and veg

**When it's cold and dark outside, it can be tempting to fill up on unhealthy comfort food. However, it's important to ensure you still have a healthy diet and include five portions of fruit and veg a day.**

Winter vegetables such as carrots, parsnips, swede and turnips can be roasted, mashed or made into soup for a comforting winter meal for the whole family. Explore varieties of fruit and vegetables that you may not normally eat.



## Try new activities

**Don't use the cold winter months as an excuse to stay in. Instead, get out with the whole family to try out a new activity –**

**maybe ice skating or taking a winter walk through the park.**

Regular exercise helps control your weight, boost



your immune system, and is a good way to relieve stress.

## If you do become ill:

**If you do still end up feeling unwell even if it's a cough or cold, don't wait until it gets more serious and seek advice from your pharmacist or GP.**

Look out for neighbours and relatives too - older people are particularly vulnerable during the winter as cold weather increases their

risk of illnesses such as colds, coughs, flu, heart attacks, strokes, breathing problems and hypothermia (a dangerous fall in body temperature).

Check if they've had a free flu jab and, if not offer to make an appointment at the GP surgery.

Look out for signs of serious illness, such as



drowsiness, slurred speech and the person not complaining of feeling cold even in a bitterly cold room.

If you're worried, ask if there is a relative or close friend you can phone, or call the doctor or call the free service, NHS 111.

# Blues bring smiles to faces on Heartlands children's wards

Children spending time over Christmas on Heartlands children's wards got a fun surprise thanks to a visit from some of Birmingham City Football Club's star players.

Defenders Colin Maxime and Michael Morrison along with forward Lukas Jutkiewicz and midfielder David Cotterill took time out of their busy pre-Christmas schedule to drop in and spread some festive cheer. They gave out team goody bags to dozens of young patients and presented staff with a £1,000 donation for play equipment.

Michael Morrison said: "I



came to this visit last

year and it's one I like doing. All the staff are happy to see you and it's nice to see the kids and cheer them up. It's nice to give back."



## New outreach service for patients who take anticoagulants

An outreach service has been launched for all inpatients who are currently taking

an anticoagulant drug such as warfarin or direct acting oral anticoagulants. By

providing this service, we will assist patients to go home sooner and with follow-up appointments.



*Mary Burke picking up her Diabetes UK medal*

## Good diabetes care recognised

**A type 1 diabetes patient has been presented with an impressive medal in recognition of her living with the condition for over half a century.**

Mary Burke has been presented with Diabetes UK's Alan Nabarro Medal, which is awarded to people who have lived with type 1 diabetes for 50 years.

Mary, now aged 58, was diagnosed with diabetes at the age of seven. She said: "I had it for quite a while

before they realised what it was. I was unwell and seven-year-olds didn't very often have diabetes back then so they simply didn't test for it, unfortunately I was in a coma by the time they realised what was wrong with me.

Mary said: "Things are definitely better now than what they were. I test my own blood three or four times a day and I adjust my insulin to keep it all nicely balanced. That would have been unheard of 50 years

ago, as you used to have to come to the hospital to get blood drawn out of you and wait two weeks to get the results. Now you can do it all yourself by pricking your finger and then you know instantly what it is and so it's a lot easier to control."

Mary was presented with her award by Dr Muhammad Azam, senior specialty doctor for diabetes at Heart of England NHS Foundation Trust.

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 have recently undergone bowel cancer surgery under Mr Karandikar at Heartlands Hospital. From the initial diagnosis to the day of surgery everyone involved has been extremely caring and supportive.

"I cannot praise the staff enough. Without exception nothing was too much trouble. I don't know any of the staff personally but hope you will be able to pass on my gratitude to them all for making my stay and recovery a pleasant one."

## Healthcare Staff Benefits



The Trust has teamed up with discounts company Healthcare Staff Benefits to offer discounts at a range of local businesses from cafés, 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

### Solihull Together Awards 2018

These awards recognise outstanding care and support from people working in health and care in Solihull.

Place your nomination by 5 February 2018 at: [www.solihulltogether.co.uk/awards](http://www.solihulltogether.co.uk/awards)

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**Council of Governors meeting – members are welcome to attend.**

**Monday 19 February 2018, 4pm**

Rooms 2 & 3, Education Centre, Heartlands Hospital

**Monday 26 March 2018, 4pm**

Rooms 2 & 3, Education Centre, Heartlands Hospital

