Mum who battled breast cancer

Children’s A&E facelift works wonders

Urgent Care Centre update

Sleeping sound with Dr Christian Jessen

Want to unsubscribe? See page 2
Welcome to the summer issue of the Heart of England NHS Foundation Trust membership magazine. The magazine is sent to members to keep you updated on the latest news and developments taking place. As a member, you can have your say and your say really does matter. Membership is free of charge and means you can:

- Have a real input into shaping the future of our hospitals.
- Keep up-to-date with news and developments at our hospitals.
- Attend health talks run by experts from the hospitals and learn how to stay healthy and have a better understanding of medical conditions.
- Tell us about the needs and expectations of the local community.
- Have access to a governor who will represent your local area, keep you informed and bring your views back to the hospital.
- Vote for your local governor who will represent you, or even stand as a governor yourself.

- Find out about job opportunities.
- Learn about volunteering opportunities and other ways to get involved.
- Have access to the Trust healthcare staff benefits scheme.

We are updating our members’ database at the moment to ensure the information we hold about our members is accurate and up-to-date.

If your details have changed or you no longer wish to remain a Trust member, please let us know by emailing: membership@heartofengland.nhs.uk, phoning us on: 0121 424 1218 or writing to the freepost address:

Freepost RLTZ-ZXAH-CRGL, Heart of England NHS Foundation Trust, Heartlands Hospital, Bordesley Green, Birmingham, B9 5SS.

Feedback is valued from all our members and if you decide to leave us, we would still appreciate your comments.
INTEGRATING CARE

Integrating care in Solihull

The Trust is part of a Solihull borough-wide five year programme to improve care and support for our ageing population, in particular those who are frail or living with dementia. This programme is called Integrated Care and Support Solihull, or ICASS for short.

The main aims of the programme are to work in partnership with people so they can direct their own care and support; to provide care where it’s best for people and to reduce inappropriate admissions to hospital or long term residential care.

The Trust is involved in all areas of the programme in some way and this is where projects like the urgent care redesign sit, see the latest update below.

For all the latest updates, sign up to receive the monthly e-newsletter at: icass@nhs.net

All go for Urgent Care Centre

Architects have been drafted in by the Trust and Solihull Clinical Commissioning Group (CCG) to work on designs for Solihull’s new Urgent Care Centre as the scheme continues to move forward.

Warwickshire-based The Design Buro has been awarded the contract as part of the latest stage in the process of providing an integrated, ‘one front door’ urgent care service in Solihull which is set to open its doors in late 2016.

Dr Patrick Brooke, Accountable Officer for Solihull CCG, said the design stage was the next step in the process of developing the Urgent Care Centre.

He said: “Having the Minor Injuries Unit, Walk-in Centre and other services all under one roof through one front door to form the Urgent Care Centre at Solihull Hospital fits with our proposals and the public consultation. The design stage is an important component to ensuring the centre runs how we want it to with a safe and efficient patient flow and easily accessible facilities for staff and patients.

“This is the next step in bringing the Urgent Care Centre to life and making sure we have a facility to be proud of at the end of this process.”
Exceptional nursing is honoured

The dedication and compassion of nurses has been recognised at the Trust through a special awards ceremony held on International Nurses Day.

The day, celebrated on 12 May each year, marks the contribution that nurses make to so many people’s everyday lives. Nurses demonstrating that they have gone beyond the call of duty to provide patient care were recognised at the Trust by being presented with a compassion award.

One of the nurses recognised for her outstanding contribution was Jayne Evans, a sister on the stroke rehabilitation ward at Solihull Hospital, described by head nurse for the Hospital, Vanessa Wort as: “Always making sure patients receive the care they need.”

Icilda Samuels, a nurse who has worked on Heartlands Hospital’s children’s unit for 30 years was also awarded for her commitment, dedication, care and compassion, while Good Hope Hospital’s day case unit nursing team were nominated by Trust deputy chief nurse, Julie Tunney for making sure patients are comfortable, cared for and displaying a great deal of compassion in doing so.

There was also a selection of cakes and beverages for all nursing staff to enjoy at the event.

See the video of the day on the Trust website, www.heartofengland.nhs.uk.
Nurses are pride of Birmingham

Nurses from the Trust were also recognised publically recently in the Pride of Nursing Awards. The Birmingham Mail celebrated some of the region’s best nurses as voted for by local members of the public in a special awards ceremony.

Lung cancer specialist nurses, Denise Silvey, Matthew Kear and Lynn Reaper were recognised in the awards for their excellent support to patients. Heartlands children’s ward nurse, Julie Rowland, specialist respiratory medicine nurse, Geraldine Burge and Sarah Cassin who works on the elderly care ward at Heartlands also received awards.

Solihull community services matron Debbie Darmody and health care assistant, Sandra Davey were also award winners. Clinical lead Cathy Hone said: “Both staff members have worked for Solihull Community Services for in excess of 20 years. They are a true example of staff who put patients first and have a wealth of experience. I am not surprised by the nomination but it is indeed a reflection of their good work.”
BABY JOY

Baby joy for mum diagnosed with breast cancer

Midwives across the Trust celebrated International Day of the Midwife this spring, the day when midwives from across the world are encouraged to celebrate the important role they play in the care of women going through the life-changing experience of having a baby.

Just two days after turning 33 Seema was diagnosed with stage three invasive breast cancer and was told by medics at Solihull Hospital that she would need urgent major surgery and chemotherapy in order to save her life. Fast tracked to receive surgery at Good Hope Hospital, she had a mastectomy within one week of diagnosis.

“The breast care surgeon, anaesthetist, obstetrician and oncologist worked closely together to achieve one outcome,” Seema says, “To save our baby and me.”

Seema’s unborn child coped under surgery, through x-rays, CT scans and chemotherapy treatment and not wanting to expose him to any further treatment, Jai was born under an elective caesarean at 34 weeks on 2 December 2014 at Heartlands Hospital, weighing 1.78kg.

Seema said: “It was a truly incredible day for us, and we thought it fitting to name him Jai, which means ‘victorious’ and what a victory it has been so far. Jai continued to fight and did amazingly well while in the neonatal unit being allowed home after two weeks.

“On 22 December we waited anxiously for my scan results. I still cry now when I replay my consultants words in my head, ‘I have terrific news for you Seema, there are no further signs of cancer’.

I grabbed my little boy and said, ‘mummy’s going to see you grow up and get married!’ I plan to do whatever it takes to keep my promise to my son.”

Jai is now four and a half months old and Seema is counting down her chemotherapy sessions and is looking forward to enjoying future life with her family.

She said: “Cancer can affect anyone at any time. If you suspect something isn’t right then don’t just ignore it and hope it will disappear. For me I was lucky, the breast cancer and maternity teams and consultant obstetrician, Dr Cathy Rhodes were amazing.”
Chief nurse leads tribute to nurses’ shining light

Leading nurse, Sam Foster was given the privilege of being invited to carry the ceremonial lamp during the 50th anniversary of a special service at Westminster Abbey celebrating the life of Florence Nightingale, also known as the ‘lady of the lamp’.

Representing the transfer of knowledge from one nurse to another, the annual event pays tribute to Florence Nightingale as well as celebrating the dedication and professionalism of nurses today.

Sam said: “I was delighted to be selected to play such a key role on the 50th anniversary of this important service that celebrates the nursing profession.”
Dr Christian Jesen offers his tips for coping with dust mites, getting a better night’s sleep and overcoming his own health problems.

It’s not an especially embarrassing illness, but for TV’s Dr Christian Jessen, having hay fever in high summer is an inconvenient one, because it rather gets in the way of filming.

“I developed hay fever really badly in my early 30s and it’s a real problem when filming because I can have red itchy eyes, a blocked nose, and feel very wheezy,” says the 38-year-old.

Although he’s administered to hundreds of poorly people throughout his career, the dashing doctor, who fronts Embarrassing Bodies, rather sheepishly admits he’s not his own best patient.

“We doctors are generally useless at treating ourselves and don’t give ourselves the same care we would give to patients.”

In fact, he reveals, he once almost died because he ignored appendicitis.

“There have been a number of occasions when I’ve neglected myself and I once got appendicitis. I got peritonitis (inflammation of the abdomen wall) through doing that, nearly died, and was in hospital for a week afterwards. I don’t even remember the first two days after the anaesthetic...

“But it wasn’t that I missed the appendicitis,” he adds, quickly. “I diagnosed it, and knew exactly what it was, but, as a control freak, I’m terrified of the idea of an anaesthetic, and leaving other people completely in charge of you is my worst nightmare. So I simply hoped it would go away.

“I would never do this to a patient. If a patient had come to me in the state I was, I would have got them by the scruff of the neck, and marched them into hospital!”

Dr Jessen has recently been campaigning to help other allergy sufferers get a better night’s sleep.

“Allergies can develop at any time, and any age and, as a doctor, I realise they’re an ever-increasing problem,” says Dr Jessen. They can make patients miserable, take up a lot of GP time, and can be frustrating as often they’re difficult to sort out.

“Symptoms from dust mite allergies include catarrh, runny nose and eyes, and they are difficult to avoid.

But mites are unable to live in wool, so changing bedding and other things in the home to substitute for wool can be a real help. Anti-histamines and inhalers are helpful but changing over to wool could be as effective at reducing symptoms.”
Dr Christian’s Top 10 tips to better sleep:

1. Ensure you are well hydrated before you go to sleep.
2. Don’t have any caffeine after 6pm to sleep well.
3. Turn your iPad and phones off an hour before you want to sleep.
4. Try reading a book before sleep.
5. Ensure there’s good ventilation in your bedroom.
6. Reduce the amount of light in your room. If you can, invest in black-out blinds.
7. If you are a light sleeper, invest in some good ear plugs to cancel out any disruptive sounds.
8. Sleeping with wool bedding is the best way to reduce symptoms of skin and respiratory allergies.
9. Wool bedding will absorb the water that is perspired every night and then desorb naturally back to its normal state during the day.
10. If you are going through that time of life, ladies, or pregnant, sleeping with wool helps if you are hot at night, as it helps regulate your body temperature.

Dr Christian Jessen on common health issues
Discharge lounge is officially opened

A new discharge lounge at Good Hope Hospital has been officially opened by Andrew Mitchell MP. The hospital held a ribbon cutting ceremony with the Sutton Coldfield MP, Trust chair, Les Lawrence, staff and patients who will benefit from the new facility at Good Hope.

The new Lounge will be used by patients after they have had their treatment at the hospital, providing a comfortable area for them to spend time in before being discharged.

Dementia carers don Age Experience Suit to scale one of the UK’s highest mountains

The Dementia and Delirium Outreach team based at Solihull Hospital took turns wearing a special age experience suit as they tackled climbing Mount Snowdon to raise funds to help support their patients recently.

A quarter of all patients have got dementia and this group is particularly vulnerable while they are in hospital. Funds raised through this challenge went towards dementia friendly crockeries and activity equipment to make their stay less stressful.

If you are interested in raising money for your local hospital, or a particular department, contact the fundraising team on 0121 424 3838 or email: fundraising@heartofengland.nhs.uk
Facelift brightens up a trip to A&E for younger patients

An emergency visit to hospital can be daunting for younger patients, but thanks to donations from local organisations, the children’s A&E at Heartlands Hospital, which sees 36,000 children and young people a year, has been refurbished to make the experience a little easier.

Birmingham children’s charity, The Boparan Charitable Trust, Jaguar Land Rover PLC and Asda donated a combined total of £13,750 towards the refurbishment including new toys and games for the waiting room and a new adolescent room for young adults.

This room is open to all 12-15 year olds 24 hours a day, seven days a week and provides them with a dedicated area specifically designed to provide an environment that meets their needs.

Clinical director for the hospital’s emergency department, Dr Ola Erinfolami, said: “The refurbished facilities will enable children to be treated in an environment where they feel more comfortable and safe, relieving any anxiety for them and their families. We’re delighted to have the adolescent room and provide a dedicated area for teenagers visiting A&E where they will be treated with respect as young adults.”

Summer fete fun

The weather stayed fine as hundreds of Silhillians attended the annual Friends of Solihull Hospital Summer Fete to raise around £7,000 for the Hospital.

The huge amount was raised thanks to over 1,000 visitors who came to the event which was opened by Mayor of Solihull, Councillor Glenis Slater and featured live entertainment, a summer raffle, children’s fun races and a large range of stalls.
Stroke unit is setting the standard

From the latest performance data at the Trust, Heartlands Hospital is shown to be among the regions’ best at providing stroke patients with fast access to specialist assessment and treatment, in turn giving them a much better chance of making a full recovery.

Part of the Trust-wide reconfiguration of stroke services included the opening of a new state-of-the-art specialist stroke unit at the hospital earlier this year benefiting patients from across the Heartlands, Good Hope and Solihull Hospital catchment areas. The current data indicates that this remodelling has led to improvements in care in the majority of areas, placing Heartlands as one of the highest performing in the region.

This data is based on a number of quality measures including length of time it takes for patients to be assessed by a stroke nurse on arrival in A&E, whether patients are rapidly admitted to a dedicated stroke unit, and how many patients are given clot-busting thrombolysis treatment.

Peter Carr, lead nurse for stroke, said: “We are really proud of the stroke service we provide at Heartlands Hospital.

“This data is an indication that introducing the new stroke unit is proving to benefit patients through safer and improved quality of care. The first 72 hours after a stroke are critical, and it is fantastic that patients have fast access to the right specialist care which will enable them to make the best possible recovery.”

There are continuing plans to look for ways to further improve these services to build on the excellent performance to date.
Elderly care team recognised for exceptional care

Ward 11 at Good Hope Hospital has been recognised for going the extra mile as this year’s recipient of the Jean Robinson Award. This ward is judged by Jean’s family who have been working with the hospital to improve standards in elderly care since her death in 2009.

Appeal for volunteers

Heartlands Hospital is looking for creative people to help patients have fun and express themselves whilst aiding their recovery during a stay in hospital. This might include taking part in activities that involve knitting, painting and drawing or for those with a musical talent spending a few hours playing an instrument on a ward.

Georgina Farrow, music co-ordinator, said: “Volunteering at our hospital is a very rewarding experience. We have seen volunteers grow in confidence when they see the benefit to patients of taking part in these projects. We are looking for caring and passionate people who would like to give something back to the community by participating in the arts and music projects we run for patients.”

If you are interested in becoming a volunteer, please contact the arts department at arts.dept.music@heartofengland.nhs.uk or on 0121 424 0113 for more information.
Heartlands Hospital chose World Asthma Day (Tuesday 5 May) to announce news that the hospital has been commissioned as a regional centre for severe asthma patients.

To reflect the Centre’s status as a hub for specialist asthma treatment, the previously named severe and brittle asthma unit (SBAU) will now be known as the Birmingham Regional Severe Asthma Service (BRSAS).

The multi-disciplinary team at the hospital’s centre will act as a hub working closely with hospitals in the region that provide asthma services to make sure patients receive the best care and treatment.

Dr Adel Mansur, respiratory medicine consultant, said: “We are excited to receive specialist commissioning and to be able to offer local people affected by severe and difficult to treat asthma the best help and treatment they need.”

To find out more information about the service, visit http://www.severeasthma-birmingham.co.uk/

A modern version of a memory box for parents is one of the latest innovations available from The Solihull Approach.

The Solihull Approach team are part of the Trust and are well-known around the world for supporting parent and child relationships. Their memory box called ‘Ourplace’ provides a free secure online space for parents, grandparents, friends and relatives to record their children’s important key milestones as they grow and develop.

To access Ourplace and start your journey visit www.inourplace.co.uk. Ourplace is also on Facebook at www.facebook.com/ourplaceNHS and Twitter @ourplaceNHS.
Let’s meet…

Mr Albert Fletcher - Deputy Lead Governor

Albert is the Trust Governor for Erdington and has a background working in personnel and employee relations. He spent 25 years as the chair of a school governing body and 30 years as a Justice of the Peace.

Albert says: “Part of my role involves working hard to ensure that the governors are consulted and involved at the earliest stages. Governors need to have the respect of all staff and patients which should be reciprocated. Through my role I like to believe I work well as part of a team with governors, directors and members of staff. As a Justice of the Peace I faced regular challenges in hearing all sides, weighing up the facts and delivering a just decision and these are qualities I believe I bring to the role of deputy lead governor. An objective of mine is to have regular consultation, working with all to achieve common goals for the improvements we deserve.”

Sad news

It is with sadness we inform you that Governor David O’Leary passed away on 14 May 2015. David was a Governor from 2005 to 2011 and after a break was re-elected in 2013. He was an active member of the community and valued member of the Trust Council of Governors who will be missed.

Save the date – Annual Members Meeting and Council of Governors Annual General Meeting, Tuesday 8 September

Every September the Annual Members Meeting and the Annual General Meeting (AGM) are held. The members meeting is an opportunity for any members to get together and hear about the latest developments and join in discussions and give an input on shaping the hospitals for the future. Staff, patients and other local stakeholders are invited to the AGM to come and find out about how the Trust has performed during the year. The Trust’s Annual Report is presented and there is an opportunity to ask the chief executive, chairman or executive board directors any questions. This year’s meeting will be held at 4pm on 8 September at Colmore Gate, 6 Colmore Row, Birmingham, B3 2QD. We hope to see you there.
If you would like any information in large print please call 0121 424 1218

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

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

Editor: Nikki Boileau, communications
Design: Heidi Twaites
Photography: Hannah Causer, Imke Daugs, Adrian Wressell

@heartofengland

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

Star Letter

“I had a stroke and was rushed into Heartlands Hospital then transferred to Good Hope Hospital for follow up treatment. “I spent four weeks in Good Hope where I received excellent service from the nurses, physiotherapists and occupational therapists. They were all very helpful and caring. I found the food very well presented and tasty. Also the wards were very clean as was everywhere in the hospital. “I would like to thank everyone from the bottom of my heart.”

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 your diary...

Trust Board meetings are open to the public, so why not come along to find out more at our next meetings on:

8 September, 9.30am
The Village Hotel, Shirley

4 November, 9.30am
St. John’s Hotel, Warwick Road, Solihull

Trust members and the public are also invited to attend health talks at the Trust:

Diabetes
Dr Srikanth Bellary
22 July, 5pm – 7pm
Education Centre, Heartlands Hospital

Update from the Chief Executive & Chairman
15 September, 5pm – 7pm
Education Centre Good Hope Hospital

If you would like to attend a seminar please contact Sandra White on 0121 424 1218.

Council of Governors meetings – members are welcome

4 September, 4pm
Room 9, Education Centre, Heartlands Hospital

www.heartofengland.nhs.uk