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

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

The estimated £70m project would also help the hospital better manage the increasing demands on its services. Endoscopy, outpatients and a range of day case procedures and associated imaging are thought to be some of the vital services likely to be housed within the building.

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

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

In June 2016 around 2,500 staff were invited to undertake our quarterly Staff Friends and Family Test (FFT).

We had a fantastic response rate of 31.19% - our best to date. Thank you to those who took time to respond to the survey.

The survey consisted of two main questions:

- Would you recommend us for care/treatment to your friends and family?
- Would you recommend us as a place to work to your friends and family?

The results showed that 73% of our staff would recommend us for care/treatment – a significant increase of 11% compared to the previous quarter.

The results also showed that 54% of our staff would recommend us as a place to work, which is consistent with previous quarters.

Get in touch

Welcome to the second edition of news@ we hope you enjoy reading about some of the great things going on across the Heart of England NHS Foundation Trust.

If you have a story or an event coming up which you think could be suitable to feature in news@ please do get in touch with the communications team on 0121 424 1809 or email james.brindle@heartofengland.nhs.uk

Thanks for reading!

Floods bring out the best in staff

June saw extremely heavy rainfall in Birmingham and at its peak flash flooding took place across the city.

Unfortunately the Emergency Department at Heartlands was affected by flooding after the drains were unable to cope with the sheer volume of water. The A&E department had to close for a short period that day and unfortunately significant damage was caused to the Children’s Emergency Department.

Despite the upset and disruption caused, the incident did demonstrate how magnificently the whole Trust responded with outstanding teamwork.

Interim Trust Chief Executive Dame Julie Moore said: “The whole Trust response was superb and the whole organisation should be justifiably proud of what was achieved. I would like to thank everyone who worked so tirelessly and with such good humour to deal with a difficult situation and ensure patient safety was at the forefront at all times.”

The Children’s Emergency Department is appealing for help from local businesses in restocking the department with items such as toys, electrical equipment and furniture after the flooding destroyed much of what was there. If you think your business could help please get in touch with the communications team at Heart of England NHS Foundation Trust on 0121 424 1809 or email communications@heartofengland.nhs.uk
Nominate now for Building Healthier Lives Awards

Do you know a member of staff who has gone ‘above and beyond’ this year? Is there a team you think deserves special recognition for their outstanding work?

Nominations for this year’s Building Healthier Lives Awards (previously known as the Staff Recognition Awards) are now officially open.

This annual awards ceremony is an event which recognises and rewards staff and volunteers from across all Trust sites for their outstanding achievements.

All awards are open to staff and the public to submit nominations for and you can submit as many nomination forms as you like. You can also submit the same service or staff member for more than one award as long as it matches the individual criteria.

Nomination forms can be found online and also at the Building Healthier Lives Awards letterboxes in the main receptions at Heartlands, Good Hope and Solihull Hospitals. The deadline for entries is Monday 5 September.

For further information about the Building Healthier Lives Awards and how you can nominate, visit www.buildinghealthierlivesawards.co.uk or call 0121 424 1811. You can also email: buildinghealthierlivesawards@heartofengland.nhs.uk

Last year’s finalists

Here we profile some of the worthy finalists from last year:

Dr Jyoti Baharani – winner of the Director of Workforce Award

Dr Jyoti Baharani is a consultant physician, nephrologist and the clinical director for renal medicine at Heart of England NHS Foundation Trust and was nominated for the award for her excellent leadership skills.

Dr Baharani said: “To win the Director of Workforce Award came as a real surprise. I have to thank the renal team for their support. Without them, I would not have won the award and they really are a great set of colleagues to work alongside.”

Sarah Powers, renal access nurse at Heartlands, said: “She may not directly manage any of us but as a leader, she inspires and supports each and every one of us.”

Dr David Raven – runner-up for the Clinical Excellence Award

Dr David Raven is an emergency medicine consultant at Heartlands Hospital and he was nominated for the Clinical Excellence Award by his colleague Dee Narga.

Dr Raven said: “It was an honour to be recognised at last year’s Staff Recognition Awards. I can’t help but feel thankful to others who have been very supportive, whether it was my amazing Emergency Department colleagues or the dedicated team at MIDRU. None of my work has been done in isolation and it has always been a team effort.”

Dee Narga said: “I nominated Dr Raven for the award to recognise the work put in supporting the Emergency Department escalation tool. The tool was launched at our hospitals and without it, we would not have been in a position for early indicators to act should we have been approaching a heightened escalation position.”

Beverley Baker – winner of the Governors’ Going Above and Beyond Award

Beverley Baker is a matron at Heartlands Hospital and was nominated for the award for her excellent support given to her fellow colleagues.

Beverley said: “I was honoured and proud to have won. I am a passionate leader and lead by example with compassion and care. Patient-centred care is the key to understanding the needs of patients so we get it right first time.”

Nasreen Hussain, a senior sister at Heartlands Hospital: “Bev is a bubbly, confident, outgoing person with a warm personality who goes above and beyond her remit for both patients and colleagues. Bev is an excellent leader and mentor and I am very fortunate to have benefitted from her experience and leadership skills.”

Dr Jyoti Baharani receiving her award in 2015

Beverly Baker with her award

Dr David Raven's award is presented at last year's event
FOSH fete success

The annual summer fete held by the Friends of Solihull Hospital (FOSH) has once again proved a big success raising thousands of pounds for the hospital and attracting record numbers.

More than £5,000 was raised from the event which was opened by the Mayor of Solihull, Councillor Michael Robinson, and saw a team of 60 volunteers helping on the day running stalls, serving up cream teas and organising the games, races and displays.

The attractions included music from the Birmingham Pipe and Drum band, dance presentations, a martial arts display and a dog training demonstration.

Liz Steventon, chair of FOSH, said: “I would like to thank all the tireless volunteers and all the businesses in Touchwood and Mell Square for their generous donations, as well as Ruckleigh School who donated their PE equipment for the races.

“It was an incredible turnout, with 1,100 enthusiastic people from the local area. It’s fantastic to see so many people give up their time and get involved. All proceeds from the FOSH fete go towards equipment for Solihull Hospital.”

Take Steps walk raises over £1k

Pulmonary rehab patients at Good Hope Hospital have helped raise over £1,000 for charity by taking on a sponsored walk. The walk was held in the gym of the physiotherapy department following the rehab class and was held as part of the British Lung Foundation (BLF) Take Steps initiative which aimed to raise funds and awareness of the BLF and lung disease.

All in all the group of patients and staff walked a total of 36 miles during the challenge raising a grand total of £1,350.

Mountain drama for ‘Peaky Hikers’ during charity climb

A fundraising event turned into a dramatic mountain rescue for the ‘Peaky Hikers’, a group of our staff taking part in a Three Peaks challenge.

The team reached the top of Ben Nevis in Scotland, despite the driving wind, cold and rain on their descent, they came across a group of three walkers, one of which was struggling to walk. The team stopped to help and quickly ascertained that he was hypothermic, so four of the team provided help and quickly ascertained that he was hypothermic, so four of the team provided care and took him down from Ben Nevis.

The rest of the team continued, but one of them fell and twisted her knee. After treatment from the medics, she was able to continue. When they were two kilometres from the base of Ben Nevis, another member of the team slipped on a wet rock and smashed her hand. It quickly became apparent that the fall had caused a nasty fracture. Her hand was splinted and pain relief administered.

The team finally reached the base and due to time delays, the decision was taken to go straight to Snowdon. Other members of the team who hadn’t been able to attend the first peak climb, went to Scafell Pike and climbed that, while the remaining team who were able to, climbed Snowdon.

Although the challenge did not go to plan, all three peaks were climbed by members of the team in 24 hours.

Martin Horton, advanced emergency department practitioner at Heartlands and Good Hope Hospitals, organised the expedition and said: “Although we were disappointed not to complete the challenge as a team, we worked really hard together in difficult circumstances and terrible weather. We were able to help out a fellow climber who was very ill and two members of our own team who needed urgent medical attention.”

The team plan to take part in the challenge again – but will do it in 48 hours next time. Their efforts raised £3,311.88 for the neonatal and elderly frailty units.

‘I want to go home’ raises vital funds

Teams of kind-hearted staff from Solihull Hospital took on the challenge of finding their way back from a secret location miles from home without any money – all in the name of charity.

Seven teams of four set off from Solihull Hospital and used all of their cunning and charm to get back, including flagging down motorists, convincing train drivers to take pity and the eventual winners – Ward 19 at Solihull – persuading a car showroom to drive them back all the way from Kidderminster to Solihull.

Senior nurse for dementia at Solihull Hospital, Phil Hall, said: “It has been a really successful event and all the teams really got into the spirit of it to raise over £1,000 which will go towards improving care for patients with dementia and delirium at Solihull Hospital.

“I would like to thank all those who took part and gave up their free time, as well as those who donated money and indeed helped our teams during the day.”

If you would like to donate to the Heart of England Charity or find out more about the work it does you can visit www.heartofenglandcharity.org.uk or call the team on 0121 424 3330. You can also get in touch and keep up-to-date with the charity’s work on Facebook at www.facebook.com/HeartofEnglandCharity

Puzzle Page, brainteasers, mind benders and more Page 11

Find your way around the hospital Page 12
Dress to impress with new policy

We want to ensure our staff promote a professional image to patients, visitors, clients and colleagues which is why we have updated our corporate dress code and uniform policy. We also expect our staff to be ‘bare below the elbow’ at all times within clinical/ward areas and you are welcome to check and challenge our staff while here with us.

Nursing Staff:
- Nursing uniforms must be well fitting and changed daily for each shift. They should not be modified or worn at outside events unless permission has been granted by the Chief Nurse. Shoes must be black with a low heel and closed toe. Cardigans must not be worn when attending to patients but acceptable when travelling between departments and wards.
- Designated departments, (e.g. Emergency Department, Endoscopy, Interventional Radiology and Neonatal Unit) will be provided with blue scrub style tunics and trousers.
- Rings with stones, wristwatches, electronic fitness monitoring devices and facial jewellery are not permitted to be worn by any nurse or midwife or Advanced Clinical Practitioner (ACP) in uniform. Chewing gum is not permitted when in direct contact with patients or public.
- Bare below the elbows is mandatory for all staff in the clinical area. All staff should wear clothing that makes hand hygiene both easy and effective.

Medical Staff:
- Should maintain a professional image at all times and are asked not to chew gum during contact with patients or public.
- Wristwatches and all below the elbow jewellery must be removed when attending to patients.
- Ties are not permitted to be worn in any clinical area, nor are ‘fitbits’ or electronic devices.
- Only medical staff in the Emergency Department (ED) and Acute Medical Unit (AMU) will be provided with green scrub uniforms.

All staff are reminded that:
- Gym clothes, rumpled or ripped clothing, miniskirts, inappropriately tight or revealing clothing, maxi-dresses or long skirts and offensive slogan t-shirts are not considered work wear for any staff groups.
- All staff groups must ensure that footwear is safe, sensible and stable. “Flip flops”, thong style sandals, canvas style pumps or crocs are not considered suitable.
- All ID badges are supplied by the Trust on clips and non-clinical staff who choose to wear a lanyard, can wear a previously issued Trust NHS lanyard or purchase their own plain black or navy one. Lanyards are not permitted to be worn in the clinical area by any staff groups.
- False eyelashes are not permitted in clinical areas and any visible tattoos that make an offensive or political statement must be covered.
- All staff choosing to smoke must have their uniforms fully covered by an outdoor coat that is fastened.
- All staff are reminded that the hand hygiene policy can be found on the intranet under ‘P’ for policies.

Beat the bugs – wash your hands!

When visiting our hospital, please make sure you wash your hands with soap and water before going onto the ward. This stops germs coming into the hospital. By washing them on your way out too, you can make sure your hands stay clean and germ free. Alongside strict hand hygiene, we have a ‘bare below the elbow’ policy in place for all of our staff which means that when in a clinical or ward area and where patient contact is involved, no clothing or jewellery should be worn below the elbow. Patients and visitors are welcome to check and challenge staff at any point during their stay and staff are reminded that the hand hygiene policy can be found on the intranet under “P” for policies.

Private taxi usage

A Taxi Usage Policy is currently under development and will be issued over the next month to provide guidance in all areas.

In the meantime staff are also reminded for hospital ward discharges and outpatient appointments that:
- Patients or with their relatives/carers should be encouraged to make their own arrangements.
- If there is a need for financial assistance to support travel, patients can access the Healthcare Travel Cost Service for those on low incomes.
- If not possible/clinically appropriate West Midlands Ambulance Service can be contacted via 0121 307 9110 on assessment for eligibility for non-emergency transport.
Staff walking clubs

Staff looking to get active and socialise on their lunch breaks are being encouraged to join one of the Trust’s walking clubs.

The Trust’s wellbeing team have set up groups at Heartlands and Good Hope and will be looking at introducing one at Solihull in the near future.

The Heartlands group meet every Wednesday at 12.15pm outside the rear Yardley Green entrance to the hospital, while the Good Hope group also meets on Wednesdays at 12.30pm outside the Education Centre.

Anyone wishing to join can just turn up or if you would like more information or to create your own group email wellbeing@heartofengland.nhs.uk

Eat, drink, move...repeat

The elderly care division across the Trust has been making huge strides with a project called ‘Eat, Drink, Move’ which has been taking place since March this year resulting in positive benefits to patients and their relatives.

It has been a real team approach from the division, led by the therapies service along with nursing, but also with support from a wide range of areas including consultants, admin support staff and even housekeepers.

The aim is exactly what the name suggests – to encourage elderly patients to eat, drink and move around to aid in their recovery to give them and their families the confidence that they will be able to return home and importantly stay home and avoid rapid re-admission.

So far this summer the team has combined major sporting events such as the England v Wales Euro 16 match and Wimbledon to great effect on the Stroke Ward at Heartlands to give patients the chance to watch the action, eat and drink and take part in fun activities.

They also held a hugely popular tea dance to run alongside Nutrition & Hydration Week and old fashioned tea mornings on the elderly wards and the day hospital.

The events also gave an opportunity with dementia patients to include reminiscence therapy and strike up conversations about their lives in a relaxed and informal way.

Helen Seymour, elderly care matron at Heartlands, said: “We have been delighted with how the project has gone so far and I must pay tribute to all the staff who have come together from right across the hospitals to make this a success.

“The positive impacts have been clear to see from encouraging patients to move away from their beds, gain confidence and interact socially with other patients. Family members have also been keen to be involved and it has given them confidence that their loved one can cope at home.

“There are benefits in terms of reducing length of stay, reducing the risks of falls and bedsores and from a nutrition and hydration perspective. The wellbeing of patients in an acute setting has been massively improved.

“The project has also given us the opportunity to make good links with the local community as we have had great buy-in from local supermarkets who gave us vouchers to buy food, voluntary services and nursing homes, and we even had a couple of ballroom dancers come in for the tea dance free of charge.”

The ‘Eat, Drink, Move’ project will continue at pace with events planned around the Rio Olympics and Remembrance Day but attention is also turning towards a ‘Garden Amnesty’ as staff look to turn the small garden at the back of Ward 23 into a Rehabilitation Therapy Area for patients.

A call has been made for any green-fingered staff volunteers as well as the donation of garden items such as flowers, seeds, bulbs, plant pots, solar lights, garden decorations, hand forks, spades etc.

If you can help contact Ann Penson or Bernadette Goodburn on 0121 42 43770.

Trust a dietitian to know about nutrition

It was Healthy Eating Week across our hospitals recently and dietitians from the Trust were helping to spread important messages about diet and nutrition.

Our dietitians took to stands at Heartlands and Solihull Hospitals giving visitors and staff the opportunity to ask for information, get involved in quizzes, test their knowledge and pick up tips about healthy eating.

It was also the third annual Dietitians Week run by the British Dietetic Association (BDA) the same week and this year it took the theme of ‘workplace health’ in relation to the BDA’s new Work Ready Programme, targeting the improvement of the health of the UK workforce.

Each day took on a different theme and staff took part in a daily poll and got tips on how they can better improve workplace health.

Preventing falls

Staff from the falls prevention teams across the Trust have been busy promoting falls prevention during a week of awareness.

Teams set up at Heartlands and Solihull Hospital gave advice and information to staff and patients.

At Solihull, staff from the Solihull Specialist Community Falls Service - which includes nurses, physiotherapists and occupational therapists - the falls clinic at Solihull Hospital and inpatients falls nurses, were joined by other organisations such as Solihull Age UK and Solihull Community Housing to speak to patients and visitors about preventing falls at home and in hospital.

Jo Kitchen, from the Solihull Specialist Community Falls Service, said: “We are here raising awareness, firstly to staff so they can be aware that there is a falls service on hand to support them and their patients, and secondly to patients and visitors giving advice about how they can reduce the risks in their own homes.

“The Specialist Community Falls Service see people at home who have been having a number of falls, look at their medical history, their environment and how they are managing physically and teach them how they can prevent falls. We also go into care homes and train managers and deputy managers so they can learn to prevent falls themselves.”
Medical photographer shortlisted for award

This incredible image of a natural caesarean section at Good Hope Hospital has seen one of the Trust’s talented medical photographers shortlisted for a prestigious industry prize.

Hannah Causer, who has worked for the Trust for the past nine years, has had the image selected from over 2,500 to be in the Royal Photographic Society’s Scientific Exhibition which will tour the country from September when a winner of the overall prize will also be selected.

It is the second year in a row that Hannah has been shortlisted in the exhibition and she told news®: “It was one of the best days of my career. It was a real privilege to be in the room and share the whole experience with them.

“I’m very proud of the picture and to be nominated again - the Royal Photographic Society is an extremely renowned organisation so I am really delighted, particularly as the standard of the other entries is so high.”

If you feel you could utilise the professional, creative or clinical photography skills of the team in Medical Illustration please contact us on ext 43435.

Medical workforce cover redesign improving flow

At Heart of England NHS Foundation Trust, we now see 30-40 more emergency admissions a day, but now our clinical teams have identified a new way of working to help meet demand and manage patient flow better.

Data indicates that attendances to our emergency departments peak between 10am and 10pm. With this pattern of attendances, referrals to medical specialties often increase beyond 5pm and late into the evening. This often led to increased workload on medical specialties out of hours resulting in delayed reviews and a high volume of patients waiting in the corridors.

An urgent review of medical workforce cover was undertaken to align with patient demand. Medical rotas were redesigned to enable senior clinician presence out of hours seven days a week to help with timely decision making and to improve quality of care.

Led by Dr Govindan Raghuraman (pictured), 44 consultant physicians including 38 specialists at Heartlands have helped to introduce the new way of providing direct acute medical cover by physicians until 8pm on a week day and until 8pm on weekends.

Dr Raghuraman said: “Since the new way of working was introduced medical redesign has been operationally successful. Not only has patient safety and experience improved through reduced delays and appropriate decision making, but we are seeing efficiencies including a decrease in waiting times.

“We have reduced spend on locums, provision of specialist cover has enhanced early discharges and there are increased efficiencies for short-stay patients. Thank you to all the consultants and managers who have helped with redesign of medical cover. It has been a huge success.”

Phase two of the Medical Cover Redesign will concentrate on improving flow in short stay areas.

Spotlight on....

Radial Shockwave Therapy

Did you know....Heart of England NHS Foundation Trust is one of only two in the region that offer Radial Shockwave Therapy for use with chronic tendon pain?

Radial Shockwave Therapy is a series of energetic shockwaves applied to the area that needs treatment – a shockwave is a purely mechanical wave, not an electric one. The treatment initiates an inflammation-like condition (pro-inflammatory) in the tissue that is being treated. The body responds by increasing the blood circulation and metabolism in the impact area which in turn accelerates the body’s own healing processes. The shockwaves break down injured tissue and calcifications.

There are a range of benefits that our patients and therapists are seeing from utilising this technology – no anaesthesia is required, no medication, no surgery, fewer complications and it is a fast treatment with only three to four 30 minute sessions required, so less hospital visits.

Alison Jackson, clinical team leader for MSK (Musculoskeletal physiotherapy), told news®: “We are delighted to be able to offer access to an innovative and trailblazing therapy, one of only two Trusts in the region to offer the treatment on the NHS when usually it is only available privately.

“We always aim to be proactive in terms of service development and working alongside our Trauma & Orthopaedics department we identified there was a need to introduce this treatment for our patients as part of the clinical pathway and clinical outcomes and patient feedback have so far been extremely positive.”

Radial Shockwave Therapy is mostly used at the Trust to treat patients suffering from a condition known as Plantar Fasciitis, a common condition that affects about 10% of the population at some point in their life. The plantar fascia is a strong band of tissue (like a ligament) that helps support the arch of the foot and also assists with shock absorption. Plantar Fasciitis occurs when the plantar fascia gets damaged.

If you would like to find out more email alison.jackson@heartofengland.nhs.uk or call 0121 42 49055.
The second Recognising the Carer Conference will take place at Solihull Hospital Education Centre in September following the great success of last year’s conference.

The event will take place on Friday 23 September 2016 and confirmed speakers include Tommy Whitelaw, from Dementia Carer Voices and Ian Lee from St Giles Hospice.

The delegates heard from speakers including Jan Burns MBE, managing director of Safe and Settled Ltd, Katrina Creedon, corporate nurse, Helen Kelly, director of integrated care and support Solihull (ICASS) and Paul Vaughan, regional director of the RCN for the West Midlands.

Delegates also took part in workshops focusing on topics such as patient-centred care, safeguarding and dementia care.

Sara Jaskiewicz, associate head of education, said: “The success of this event demonstrated the importance of diverse staff groups and organisations joining forces in a combined journey to strive for excellence in patient centred care. It has validated our first steps together.”

Katrina Creedon added: “It was an excellent conference highlighting the importance of the healthcare assistant role in care delivery in both community and hospital settings.”

Fond farewell to retiring Christine

Christine Grimley trained as a nurse at the famous Nightingale Home and Training School for Nurses at St Thomas’ in London. She moved up to Birmingham in the early 1980s and worked in emergency care before working for six years at Heartlands in cardiology.

However, she took a new direction in her career and trained to specialise in colorectal care and has spent the last 17 years working in the Ruth Astles Centre as a colorectal clinical nurse specialist.

Christine said: “I will miss the patients. All I have done all my life is care for people and I wanted to be a nurse from the age of five after I was ill myself. I will also miss the fantastic team I worked with at the Ruth Astles Centre who do the most fantastic work.

“I am looking forward to whatever is next, to new adventures. I want to take back up hobbies I used to enjoy such as tennis, look into travelling with my husband David and visit my family in London more often, particularly my 94-year-old mum.”

Save the Date

The second Recognising the Carer Conference will take place at Solihull Hospital Education Centre in September following the great success of last year’s conference.

The event will take place on Friday 23 September 2016 and confirmed speakers include Tommy Whitelaw, from Dementia Carer Voices and Ian Leech from St Giles Hospice.

Keep an eye on the website www.heftfaculty.co.uk/content/recognising-carer-23rd-september-2016 for details of how to book your place and look out for further communications.

Setting the record straight on diabetes

Diabetes is an increasingly prevalent problem in the UK so staff at the Trust took advantage of this year’s Diabetes Week to spread awareness and ‘set the record straight’.

There are 3.5 million people diagnosed with diabetes in the UK and a further 549,000 who have the condition but don’t yet know it. Yet it’s still hugely misunderstood, and there are so many myths and misconceptions out there that this year, the theme for Diabetes Week was ‘Setting the record straight’.

Our diabetes dietitians were on hand at both Heartlands and Solihull Hospitals during the week, helping staff and patients to find out more about diabetes and offer dietary advice for patients with diabetes.

Conference celebrates vital role of support workers

Heart of England NHS Foundation Trust and the Royal College of Nursing (RCN) joined forces with Solihull Metropolitan Borough Council (SMBC) at a conference to celebrate the vital role of support workers caring for patients and residents across the West Midlands.

The sixth annual Support Workers conference, held at Cranmore Park, highlighted the role of the support worker and the importance of joined up working across the health and social care system in the West Midlands.

Sam Foster, chief nurse at the Trust, and Karen Murphy, assistant director for commissioning at SMBC, welcomed almost 100 delegates to the event.

Support workers provide direct, safe and effective quality care to people in their own homes, in care homes and patients in hospital. Support workers’ roles include, healthcare assistants, therapy assistants, speech and language therapists who provide individualised care for people from admission, discharge and living in their own homes.

The delegates heard from speakers including Jan Burns MBE, managing director of Safe and Settled Ltd, Katrina Creedon, corporate nurse, Helen Kelly, director of integrated care and support Solihull (ICASS) and Paul Vaughan, regional director of the RCN for the West Midlands.

Delegates also took part in workshops focusing on topics such as patient-centred care, safeguarding and dementia care.

Sara Jaskiewicz, associate head of education, said: “The success of this event demonstrated the importance of diverse staff groups and organisations joining forces in a combined journey to strive for excellence in patient centred care. It has validated our first steps together.”

Katrina Creedon added: “It was an excellent conference highlighting the importance of the healthcare assistant role in care delivery in both community and hospital settings.”
Information on Zika virus

With the holiday season and the Olympics upon us, it is important to remember to prepare well for your visit to your chosen holiday destination. You may have already read about Zika virus in the news and the areas it is currently affecting can be found on the gov.uk website. So what is Zika?

Zika is a mosquito-borne infection caused by Zika virus, a member of the genus Flavivirus and family Flaviviridae. It is transmitted by the bite of an infected female Aedes mosquito which is not present in the UK as the temperature is not high enough for it to breed. After an infected mosquito bites a human, the first symptoms of Zika can develop in three to 12 days. The majority of people infected with Zika have no symptoms but those that can include: Fever, rash, joint pain, and irritated or red eyes, muscle pain and headache that can last a few days to a week. Zika can also be passed from a man to a woman during sex so in an area with Zika, condoms should be used to prevent passing the virus. A man who has travelled to an area with Zika, should use condoms for at least eight weeks afterwards. Zika can be very dangerous for a baby growing in the womb, but not all babies born to women who get Zika during pregnancy will have problems. Because of this, all women and especially women who might be pregnant should try to prevent mosquito bites by covering up with clothing, using mosquito repellents, and keeping mosquitoes away by using screens and bed nets in the home. If the woman is already pregnant, it is still important to use condoms to prevent her from getting Zika while pregnant. For more information on Zika, along with travel guidance and the affected areas, visit: www.gov.uk/guidance/zika-virus

Food hygiene and patient safety

Here at the Trust and within our hospitals, food hygiene and safety is of paramount importance.

We would like to remind patients, visitors and carers that the food provided whilst in hospital is high quality, safe, nutritious and suited to patient need – be it dietary, medical or religious requirements.

Diet is an essential part of care and recovery. Drinks and snacks are freely available and there is generally no reason for extra food.

In the interest of patient safety, we do not:

- Permit hot food, protein items, sandwiches or cream cakes to be brought in for patients.
- Allow nuts, peanuts and nut or peanut products to be brought onto the ward as this may cause an allergic reaction.
- Provide refrigerated storage for food and drink brought-in, nor can we re-heat or keep warm brought-in foods.
- If a patient or relative wishes to supplement the hospital diet with additional items, we are not able to accept any responsibility for untoward effects resulting from eating or drinking brought-in items. A food declaration form must be completed and submitted for inclusion within the patient notes. Full details are available on our website: www.heartofengland.nhs.uk

Our staff are asked to follow the guidance within the Food Hygiene Policy to ensure standards are adhered too. Please note that charity cake sales are also included and that any cakes being sold should be purchased from a reputable supplier, pre-packaged and labelled. Fresh cream cakes and home baking may pose a potential risk and should not be presented for sale.

The full food hygiene policy can be found on the Trust intranet and should be reviewed by all staff.

Trust reaﬀirms stance on abuse

The Trust operates a zero tolerance policy with regard to staff being verbally, physically, racially or sexually assaulted whilst they are carrying out their work duties.

If incidents are not reported by staff then action such as warning letters and/or exclusion cannot be issued.

There are currently four exclusions in place - three for patients, including a continual exclusion for a patient and one is for a relative of a former patient. An exclusion means that the person cannot access any services on any of the three acute hospital sites or community services provided by the organisation.

They will only be treated if they attend our Emergency Departments with a life or limb threatening injury or as part of a pre-arranged appointment where adequate controls can be put in place to keep staff safe.

The person who has a continual exclusion was prosecuted and received a custodial sentence of 26 weeks as a result of their behaviour towards staff whilst in hospital.

Food hygiene and patient safety

Here at the Trust and within our hospitals, food hygiene and safety is of paramount importance.

We would like to remind patients, visitors and carers that the food provided whilst in hospital is high quality, safe, nutritious and suited to patient need – be it dietary, medical or religious requirements.

Diet is an essential part of care and recovery. Drinks and snacks are freely available and there is generally no reason for extra food.

In the interest of patient safety, we do not:

- Permit hot food, protein items, sandwiches or cream cakes to be brought in for patients.
- Allow nuts, peanuts and nut or peanut products to be brought onto the ward as this may cause an allergic reaction.
- Provide refrigerated storage for food and drink brought-in, nor can we re-heat or keep warm brought-in foods.
- If a patient or relative wishes to supplement the hospital diet with additional items, we are not able to accept any responsibility for untoward effects resulting from eating or drinking brought-in items. A food declaration form must be completed and submitted for inclusion within the patient notes. Full details are available on our website: www.heartofengland.nhs.uk

Our staff are asked to follow the guidance within the Food Hygiene Policy to ensure standards are adhered too. Please note that charity cake sales are also included and that any cakes being sold should be purchased from a reputable supplier, pre-packaged and labelled. Fresh cream cakes and home baking may pose a potential risk and should not be presented for sale.

The full food hygiene policy can be found on the Trust intranet and should be reviewed by all staff.

Trust reaﬀirms stance on abuse

The Trust operates a zero tolerance policy with regard to staff being verbally, physically, racially or sexually assaulted whilst they are carrying out their work duties.

If incidents are not reported by staff then action such as warning letters and/or exclusion cannot be issued.

There are currently four exclusions in place - three for patients, including a continual exclusion for a patient and one is for a relative of a former patient. An exclusion means that the person cannot access any services on any of the three acute hospital sites or community services provided by the organisation.

They will only be treated if they attend our Emergency Departments with a life or limb threatening injury or as part of a pre-arranged appointment where adequate controls can be put in place to keep staff safe.

The person who has a continual exclusion was prosecuted and received a custodial sentence of 26 weeks as a result of their behaviour towards staff whilst in hospital.

A recent exclusion of a patient is currently being investigated by the police due to their unacceptable behaviour (verbal abuse, physical abuse, racial abuse) towards staff caring for them.

There are currently 19 live warning letters have been issued to patients and visitors throughout the organisation for displaying unacceptable behaviour towards staff.

All incidents of abuse are reviewed by the lead Local Security Management Specialist (LSMS). Physical assaults and verbal aggression incidents are followed up and a support letter is sent to each member of staff involved which signposts them to the support offered and how it can be accessed.

For more information contact the Health and Safety Team:
Health and Safety Manager – 42639
Lead Health and Safety Advisor – 41600
Health and Safety Advisor - 42040

Pressure ulcers... it takes two

July saw the launch of the Trust’s tissue viability campaign ‘It Takes Two’ when validating a pressure ulcer or moisture lesion.

Remember:

- All pressure ulcers and moisture lesions must be validated by two registered nurses.
- If confirmed as a pressure ulcer or a moisture lesion, the patient’s care should be reviewed using the SSkin principles.
- Keep the patient informed – give the patient a ‘notification of a pressure ulcer’ and file the second copy in the medical notes.
- Reinforce all preventative advice to the patient and ensure they have had a leaflet.
- Commence a wound assessment and management plan and select a dressing as necessary for pressure ulcer.
- Request photographs be taken with a completed consent form via the Medical illustration team.
- Report all hospital and non-hospital acquired pressure ulcers and hospital acquired moisture lesions on DATIX.
- Ward managers complete a root cause analysis avoidability checklist for appropriate grade. This should be reviewed by Matron (purple and grade 2 pressure ulcers) and reviewed at the Executive Nurse Forum for grade 3/grade 4/ necrotic pressure ulcers.

Heart of England NHS Foundation Trust
NHS | HEFT employees – sign up by March 2017

ourplace
Popular online course about being a parent.
Award winning with trusted content.
Really enjoyed this course! ‘Best £39 I have ever spent!’

Available 24/7

Understanding
Your Child

Find your way around the hospital Page 12

Puzzle Page, brainteasers, mind benders and more Page 11
**Governor Election results**

July saw the results for the election to the Trust’s Council of Governors. Governors represent the members’ interests and feed back to the Trust Board on the views of Trust members. Welcome to the 19 new and re-elected public governors and five staff governors.

The public governors are:
- Albert Fletcher and Thomas Webster for Erdington
- Sarah Edwards and Susan Hutchings for Hall Green
- Gerry Moynihan and Attiqa Khan for Hodge Hill
- Anne McGeever, David Wallis, Stan Baldwin and Jean Thomas for Solihull
- Philip Johnson and Barry Orriss for Lichfield
- Tony Cannon and Louise Passey for Sutton Coldfield
- Derek Hoey for Tamworth
- Keith Fielding and David Treadwell for Yardley
- Kath Bell and Michael Kelly for the rest of England and Wales

The staff governors are:
- Veronica Morgan and Jane Teall (newly elected) for nursing and midwifery
- Matthew Trotter for medical and dental
- Suzanne Nicholl (newly elected) for clinical support
- Lee Williams (newly elected) for non-clinical support

**Introducing our newly-elected public governors:**

**Thomas Webster – Erdington**
Thomas had worked as a production director for a firm that produced metals before retirement. He has previous experience of being a Trust Governor and helps fundraise for the Friends of Good Hope Hospital. Thomas has one daughter, one son and four grandchildren and is a keen walker and gardener.

**Stan Baldwin – Solihull**
Stan has considerable experience of working in the public sector as chief executive of Wyre Forest District Council and as a consultant for the Audit Commission, the Sports Council, the Government Office of the West Midlands and the Office of the Deputy Prime Minister. Stan also served nine years as a Non-Executive Director of the Birmingham and Solihull Mental Health Foundation Trust.

**Sarah Edwards – Hall Green**
Sarah works for Unite the Union and has previous experience of working for an international aid charity. Sarah sits on the Birmingham TUC Health Campaign Committee and is on the Board of the Chamberlain Highbury Trust. Sarah feels she has a good grounding in the complexity and breadth of issues that face the NHS and will provide a different perspective to the provision of services. She feels she will bring a new fresh perspective to the council.

**Gerry Moynihan – Hodge Hill**
Gerry has experience of working in the voluntary sector, including patient and public involvement in health and in health service monitoring. He has experience in governance, has professional and legal qualifications and says he cares about our health service and the people that work in health care. Gerry is familiar with Heartlands Hospital through visiting relatives who have received treatment at the hospital and wants to use his skills to improve the Trust.

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

Louise has a background in mental health having worked as a clinical nurse specialist. Born and raised in Sutton Coldfield, Louise helps run a coffee morning for parents who have children with additional needs.

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

**Keith Fielding – Yardley**
Birmingham born Keith has had voluntary experience as a school governor, rugby referee and cricket club treasurer and has professional expertise as a business improvement specialist. He would like to dedicate time and effort to the role of governor.

**Tribute to much-loved matron**

A much-loved matron at Solihull Hospital, Sarah Crathorne, sadly lost her brave battle with cancer in July.

Sarah qualified in 2003 from Birmingham City University and commenced her nursing career as an Accident and Emergency staff nurse at City and Sandwell. Sarah became a sister in A&E and then moved into a clinical site role before getting the matron role at Heart of England NHS Foundation Trust.

Sarah joined the Solihull team in 2013 as matron for surgery and supported the teams in general surgery, elective orthopaedics, ophthalmology and ENT (Ear, Nose and Throat).

Sarah was passionate about nursing and threw herself at every challenge. She was committed and engaged to improving quality and making a difference to patients whilst in her care. Sarah had her own unique way of doing things and brought her zest for life and sense of humour into all aspects of her work. Outside of work Sarah loved her garden and her passion was birds, having over 24 birds at one point.

She died following a very short and courageous battle with cancer and leaves behind her partner Wendi, her mum and two brothers. Sarah will be truly missed by her friends and colleagues at Solihull Hospital.
CRYPTIC CROSSWORD

ACROSS
1. Wicked Latin firework (5,6)
2. Result of summing up (5)
3. Opportunity for novice found in church (?)
4. One could be upset after a very long time (6)
5. Had a title at last (6)
6. Some of the chattering is coming from the shopkeeper (8)
7. Mainly at the back (6)
8. I'd taken it into the girl for clarity (8)
9. Type of grain which does not grow in a very dry area (6)
10. Had organised old Greek settler (?)
11. In Majaca I rounded the capital (8)
12. Setting up a foundation, nothing less grand (11)
13. Legal private army in Britain? (7)
14. Greek settler (7)
15. Legal private army in Britain? (7)
16. Accustom, harden (5)
17. Toenail broken by high spirits (5)
18. Toenail broken by high spirits (5)
19. Where the pivot on which a lever works may only enter each of the chambers once and may only proceed through openings in the walls (8)
20. Final appearance (8)
21. Final appearance (8)
22. Final appearance (8)
23. Final appearance (8)
24. Final appearance (8)
25. Final appearance (8)
26. Final appearance (8)
27. Final appearance (8)
28. Final appearance (8)
29. Final appearance (8)
30. Final appearance (8)
31. Final appearance (8)
32. Final appearance (8)
33. Final appearance (8)
34. Final appearance (8)
35. Final appearance (8)
36. Final appearance (8)

DOWN
1. Tolerable (8)
2. In church (7)
3. Greek settler (7)
4. Greek settler (7)
5. Greek settler (7)
6. Greek settler (7)
7. Greek settler (7)
8. Greek settler (7)
9. Greek settler (7)
10. Greek settler (7)
11. Greek settler (7)
12. Greek settler (7)
13. Greek settler (7)
14. Greek settler (7)
15. Greek settler (7)
16. Greek settler (7)
17. Greek settler (7)
18. Greek settler (7)
19. Greek settler (7)
20. Greek settler (7)
21. Greek settler (7)
22. Greek settler (7)
23. Greek settler (7)
24. Greek settler (7)
25. Greek settler (7)
26. Greek settler (7)
27. Greek settler (7)
28. Greek settler (7)
29. Greek settler (7)
30. Greek settler (7)
31. Greek settler (7)
32. Greek settler (7)
33. Greek settler (7)
34. Greek settler (7)
35. Greek settler (7)