A group of Solihull mums and babies "latched on" during World Breastfeeding Awareness Week and helped to break the world record for the most children breastfeeding simultaneously.

Elaine Bates, infant feeding specialist, said: "It was a lovely sunny day and the mums, partners and children were all very happy to be there, so there was lots of chatter and smiles."

For further advice and support on breastfeeding, please contact Solihull Community Infant Feeding Service on 0121 713 8924, email elaine.bates@heartofengland.nhs.uk or visit their website www.youplusbaby.co.uk.

Solihull's award-winning dermatology department is celebrating a year in its fantastic new surroundings as it continues to go from strength to strength.

The team moved to its purpose-built £3.5m new home on the first floor of the hospital a year ago this month from a 1960s-style building at the rear of the site. Nine consulting rooms, three procedure rooms, a dedicated Mohs (micrographic surgery for skin cancer) pathology lab, a state-of-the-art skin allergy testing facility and phototherapy suite are all housed in the impressive unit.

Clinical director and consultant dermatologist Dr Irshad Zaki told news@about the positivity that the unit has brought to the team and his patients.

He said: "It is a fantastic unit, particularly compared to where we were before. It is loved by our patients and it is a much nicer environment for the staff to work in. The service is much more efficient and having the extra capacity has meant we have met all our targets, despite a large increase in skin cancer referrals.

"We have expanded our tertiary services, including Mohs surgery, allergy testing and Epidermolysis Bullosa (EB) treatment and we are in the process of developing a psycho-dermatology service.

"We have such a large patient base with 50% of new dermatology referrals in the pan-Birmingham area coming to the Trust. We must be doing something right for patients to want to come here and for GPs to want to refer them here."

Dr Zaki said there is a real ‘family’ feel about the dermatology department and that is highlighted by the 0.47% sickness rate within the department, which is incredibly low.

Dr Zaki added: "The ethos of the directorate is to work as a family and I think that has resulted in the very low sickness rate. Our staff really enjoy coming to work."

If you want to find out more about the dermatology service at the Trust visit www.heartofengland.nhs.uk/dermatology.

BCFC legends to turn out for Eden Suite

Off duty nurse awarded for lifesaving CPR

Solihull conference set to recognise the carer

Solihull mums help break world record

The dermatology team

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If you want to find out more about the dermatology service at the Trust visit www.heartofengland.nhs.uk/dermatology.
New courses to aid customer care

The Trust’s commitment to effectively utilise the feedback it receives is being highlighted with a new programme of customer experience courses for its frontline staff.

Working in partnership with NHS Elect, the Trust has developed a range of courses to improve customer care across all of its services.

The Trust takes all feedback from patients, relatives, visitors and staff seriously. Each year we receive over 1,000 formal complaints and many more compliments and comments, and we are always looking at how we can improve our customer experience.

Following a report in February 2016 detailing the current Trust in-house provision and attendance of customer service training, the Trust started a programme of monthly customer care/customer service workshops for its frontline staff.

With the support of an effective partnership with NHS Elect, a range of workshops have been developed, such as Customer Care, Communication Skills and Customer Service Improvement to ensure the care and compassion we give to our patients and their relatives is right first time.

One of the areas for improvement in the Trust is focused on staff communication and behaviour. The most recent figures for complaints (April to June 2016) showed that 25% (67/250) were due to poor communication or behaviour/attitude and were the primary or secondary reason for the complaint.

One of the actions of change taken from the feedback is the use of ‘hello my name is’, a campaign created by the late Dr Kate Granger MBE, a registrar in elderly medicine who had terminal cancer. This ‘positive first impression counts’ campaign is another way of ensuring the care and compassion we give to our patients and their relatives is right first time.

Dawn Chaplin, head nurse patient experience, said: “Patient experience is everyone’s business and we are all responsible for preventing complaints happening in the first place, by thinking about the standard of service we provide, whether patient facing or support services.

“We need to think about how we can establish confidence in our patients and their relatives, to take our roles and responsibilities seriously and to be accountable in delivering excellent care that allows relatives to be daughters, sons, fathers or mothers, rather than worrying whether clinicians or nurses are doing their jobs properly.”

If you would like to know more about how to feedback about your experience at any of our hospitals or community services please write to us at bhs-tr. Complaints-ConcernsandCompliments@nhs.net or if you are a member of staff and are interested in the customer experience courses contact Sharon Welch on ext 41609.

Valuing your appraisal

Here at the Trust developing our staff is a clear organisational priority. The appraisal is an opportunity for our staff to be part of an on-going process of support to discuss roles and agree clear objectives, receive constructive feedback and to see how their work contributes towards the overall aims of the Trust.

The delivery of high quality patient care within the NHS critically depends on every member of staff:

- Having a clear understanding of their role and the part they play in their team and organisation.
- Having an agreed set of priorities and objectives for their work.
- Possessing and applying the knowledge and skills they need to perform that role effectively and to achieve their objectives.

Research studies show strong and positive relationships between lower patient mortality rates and the incidence and quality of performance appraisals and development reviews.

The Trust and our Clinical Commissioning Group had set a minimum standard for above 85% for appraisals to be carried out across the organisation. We are pleased to say this has now been achieved and exceeded as the Trust’s appraisal rate has been 87% for the last two months.

Our Trust organisational values, developed in partnership with our staff, will now form the basis of the appraisal process.

Louise Stewart, head of education, said: “Linking our Trust values of Supportive, Honest, Caring and Accountability into the appraisal process allows all staff to feel supported in how their contribution to caring for our patients is recognised and valued.”

With the new appraisal form, everyone will be asked to self-assess using the values and behaviours framework. This will then form the basis of a discussion with their line manager about how they are living out the values. This will mean that everyone will be assessed, not just on meeting their objectives, but also on how they demonstrate the values of the Trust in their everyday work.

The quality of appraisals is just as important to us as the appraisal meeting itself. Based on the feedback given by our staff, the education team and HR will be running updated training for managers alongside new sessions for appraisees of how to prepare for their appraisal.

The aim of this is to ensure everyone has an appraisal meeting which is well-structured and effective. These sessions are now available to book on easylearning. For any additional information on appraisals please look under A on the intranet.

Phase 1 of Urgent Care Centre on track

Phase 1 of the project to open an Urgent Care Centre at Solihull Hospital remains on track with the first big move happening in September.

The Trust is working with partners, including Solihull Clinical Commissioning Group (CCG) and Solihull Metropolitan Borough Council on the project to create a single 24/7 integrated service for all urgent care needs in one place.

This will be located on the Solihull Hospital site, including the current Minor Injuries Unit (MIU), Acute Medical Unit (AMU), GP Out of Hours service and a Walk-In Centre.

Phase 1 of the project has seen the Fracture Clinic relocated from its position adjacent to the Minor Injuries Unit to the other end of the main corridor near to the South Entrance. Clear signage is in place to direct patients to the new clinic.

This move makes space for the relocation of the Solihull Walk-in Centre, currently housed in a temporary building at the front of the hospital site, into the main hospital building. This move is due to be completed by October 29.

Patients registered to the current walk-in centre can find more information on Solihull CCG’s website www.solihullccg.nhs.uk. A local patient helpline is also available from Monday to Friday on 0121 713 8730.
Charity game for Eden Suite

A team of Birmingham City football legends will be taking to the pitch once again to support one of our secretaries who is fundraising for a maternity bereavement suite at Heartlands Hospital.

Tragically Laura Bell, who works at Heartlands as a bariatric dietician’s secretary, lost a little baby boy after finding out at her 20 week scan that he had sadly passed away from a rare condition called Amniotic Band Syndrome. Following this, Laura stayed on the Eden Suite at Heartlands to deliver the baby.

Happily Laura, who is mum to a two-and-a-half year old girl, is expecting again but is determined to help the Eden Suite and its staff who supported her through such a difficult time.

She said: “The care and support we received on the Eden Suite was brilliant. We received far more than we would ever have thought – we had a funeral, a memory box, photo handprints and a free blanket, teddy bear and candle. We were made to feel really comfortable at a difficult time.

“We found out that much of this is only possible because of donations so we were really keen to look at how we could give something back to the Eden Suite.”

Laura’s Birmingham City supporting husband and keen footballer Rob was put in touch with long-serving Midlands radio host Tom Ross, who runs the Birmingham City Legends team and he was only too happy to help.

Therefore the Blues legends team will be taking on an ‘Eden Suite XI’ made up of Rob, as well as friends and teammates in a special match on Sunday 18 September at the Onward Club in Chelmsley Wood. Gates open at 10am and kick-off is 11am. The make-up of the Birmingham City legends team is not yet known but players to have turned out for the side before include Kevan Broadhurst, Geoff Horsfield, Paul Devlin, Martin O’Connor, Michael Johnson and Jeff Kenna.

Claire Beesley, bereavement support midwife at Heartlands, said: “It is wonderful that Laura and Rob have decided to organise this match to raise funds for the Eden Suite. The donations received make a huge difference to the suite and how we can best support our patients going through what can be a devastating experience. I wish them every success with the match.”

Tickets for the match are available by calling Rob on 07900 087139 priced at £3 for adults and £1 for children. There will also be a raffle featuring some great prizes, as well as kids’ games, a children’s entertainer and a bar/refreshments.

Further information is available at: https://crowdfunding.justgiving.com/BCFCLegendsvEdenSuite11 or by searching BCFC Legends vs Eden Suite 11 on Facebook.

Striking the balance for our patients

Exercise classes being run at Good Hope are going from strength to strength as they continue to support elderly patients at risk of falls.

The Balance Group is run out of the Day Hospital in Good Hope’s Sheldon Unit by occupational therapist Roslyn Mott and therapy support worker Caron Wallace and has continued to grow since its inception, now running four separate groups.

The classes offer confidence building for likened people suffering from a variety of medical conditions, such as Parkinson’s, dementia and strokes, as well as general mobility issues.

The group takes part in chair-based exercises building up their upper limbs, balance work to strengthen core stability, ball work to aid cognitive functions and much more, and staff also offer advice and helpful hints and tips, all with the aim of improving balance and building confidence to reduce the likelihood of falls.

Roslyn told news: “Caron and I work for REACT (Rapid Emergency Assessment & Communication Team) in A&E and we noticed the same elderly people coming in time after time because of falls and thought something needed to be done to try and prevent this.

“The Balance Group has gone from one group once a week to four groups three times a week. Each group runs for a period of six to 12 weeks and then we review to see if they still require support. There is also a nice social aspect to it.”

One of the members we met was Reg Keye who said he had really benefitted from the classes. He said: “I really look forward to coming along. When you’re living alone it’s nice to have a chance like this to have company and keep active.”

Working alongside the therapy team is Sister Tracey Morris and her medical team to support with any medical intervention.

Roslyn and Caron are keen for staff who think they may have patients suitable for the classes to get in touch by calling 0121 42 49949 or email roslyn.mott@heartofengland.nhs.uk or caron.wallace@heartofengland.nhs.uk.

Incremental pay progressions

As staff will be aware incremental pay progression is conditional upon individuals demonstrating the required level of performance and delivery during the review period.

From 1 August 2016, provided the appropriate level of performance and delivery has been achieved, individuals will progress from pay point to pay point automatically on an annual basis for pay progression to have turned out for the side before include Kevan Broadhurst, Geoff Horsfield, Paul Devlin, Martin O’Connor, Michael Johnson and Jeff Kenna.

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Celebrating Black History Month

October is Black History Month - an opportunity to honour the achievements, culture and contribution that Black and Minority Ethnic (BME) communities have made to our society, and especially the contribution made here at the Trust.

The focus of Black History Month is the impact our BME staff have made whilst working in the Trust. We will be exhibiting stories from staff, from all walks of life, different disciplines and departments, about their achievements and the challenges they have faced.

If you have a story or experience you would like to share for Black History Month, email staffengagement@heartofengland.nhs.uk.

We will also be hosting a Black History Month conference on Thursday 20 October in the Education Centre at Heartlands Hospital from 9am until 12noon with guest speakers ranging from our own long serving BME Matrons to experts in unconscious bias.
Dynamic dozen raise thousands for day unit

A team of 12 members of the oncology unit at Good Hope have raised over £5,500 to help fund improvements to their day unit by taking on a triathlon challenge.

Three teams of four swam, cycled and ran as they completed the City of Birmingham Triathlon at Sutton Park and there was even an unexpected prize for one of the teams who won the female Olympic relay prize.

All the staff, most of whom had never taken on such an event before, had begun their training months prior to the big day as they set about the challenge of tackling the 1,500m open water swimming, 40k cycling and 10k running disciplines.

Clinical nurse specialist Rachel Powell, organiser and part of the prize-winning female Olympic relay team, told news@ the day had been a great success and they were “thrilled” with how much money they had raised.

She said: “Everyone really embraced it and it was such a good day. I managed to hold it together the whole day but when I realised how much we had raised I burst into tears. We had so much support on the day from patients and our families, as well as staff who weren’t actually on the teams, which gave us all a real boost around the course.

“It was a really great team building exercise as well as it really helped us bond and lots of relationships were formed from it. I’m so proud and we are planning to do it again next year, with a few of us looking to take on the full triathlon.”

The plan is to use the money raised to create a more pleasant environment for patients with a cancer diagnosis while they wait to see an oncologist/haematologist or to have treatment in the day unit, based in the Sheldon Unit at Good Hope.

Rachel added: “Now we have raised well over our target it has given us more opportunities. We want a nice new sofa and a bit of a revamp for the quiet room where patients can break from the hustle and bustle of a very busy Chemotherapy Day Unit.

“We can also make improvements to the individual clinic rooms. We are a close team and care deeply for our patients as they are a great bunch so we just want to give something back.”

You can still donate to the cause by visiting https://www.justgiving.com/fundraising/ChemotherapyGoodHope

It’s a welcome back to Sam

The Charity is delighted to welcome back charity officer Sam Howell who has officially returned from maternity leave after the birth of her baby boy Isaac.

Sam has quickly settled back into her role and is already working on a number of exciting new fundraising ideas as well as picking up recent events including the Simone School of Dance Show, a donation from Erdington Rotary Club and much, much more. More about these successful initiatives will be revealed in the next edition of news@.

Sam said: “I had forgotten how much I enjoy what I do. It’s great to be out and about amongst the teams again and finding out how the Charity can help them. I’m enjoying catching up with colleagues and meeting new ones too. Lots of people have lots of great ideas and it’s good to be back.”

The Charity provides funding in many different areas including research, equipment purchases, facilities and training. This helps to improve patient care and experience above and beyond what the core NHS funding allows. During the past year the Charity was delighted to be able to give over £1.9m of charitable support to the Trust for the benefit of our patients and staff.

Sam can be contacted on 0121 424 0973 or samantha.howell@heartofengland.nhs.uk

Date for your diary

Friends of Solihull Hospital (FOSH) fish and chips supper and quiz night

Saturday 10 September
Shelly Farm Community Centre
Farmhouse Way, Monkspath, Solihull, B90 3EH
£8.50 tickets to include a fish and chips supper
7pm – 10pm prompt
Teams of 4
Please contact Liz Steventon on 07909 912525 or email liz@steventon.net

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

Find your way around the hospital Page 12
Nurse saves a life during shopping trip in Solihull

James Cooper collapsed in Starbucks in the Touchwood Shopping Centre, Solihull, during a day out with his wife of 61 years Margaret. Luckily, Heartlands nurse Kelly King was in the café at the time and immediately jumped into action and began to administer CPR on James, along with another gentleman, before shocking him with Touchwood’s on-site defibrillator, whilst waiting for ambulances to arrive at the scene. James was rushed to Heartlands Hospital where he was treated in Accident and Emergency before being transferred to Ward 8, the ward where Kelly works. She then went on to care for James throughout his recovery.

James and his wife returned to Heartlands to say thank you as she was presented with a Compassion Card in recognition of her quick-thinking actions. Compassion Cards were launched by the Trust last year and are awarded to nurses who are nominated by their colleagues or members of the public for demonstrating particular kindness, empathy and regularly going the extra mile for their patients.

Talking of the experience, Kelly said: “It threw me quite a bit as I had no team with me but luckily I was able to use the automatic defibrillator in Touchwood. It was just instinct. It has been wonderful to see James again and I’m overwhelmed to be recognised in this way.”

James said: “I am very grateful for everyone that cared for me whilst I was here. Everyone was always going round with a smile on their face, always happy, it was lovely.”

Speaking of Kelly, James added: “It was a case of right place, right time. I can’t thank her enough.”

Many calls have been made across the country appealing for more public defibrillators to be placed in communities. Administering an electric shock through the chest wall is the most important method of helping someone to recover from a cardiac arrest.

The British Heart Foundation estimates survival chances for cardiac arrest victims reduce by 10 per cent for every minute they go without CPR and defibrillation.

Touchwood Shopping Centre is equipped with several defibrillators, donated by the British Heart Foundation, with West Midlands Ambulance Service having trainedstaff to use them.

Make organ donation a talking point

Brexit, the weather and the Olympics are all familiar conversation topics, but how many of us take time out of our day to talk about our wishes and feelings about organ donation?

Talking about donation is not always easy, which is why the theme for this year’s organ donation week is conversation. The aim of the campaign is to make people more aware of the Organ Donor Register and to get people talking about it.

Transplants save and/or greatly enhance the lives of people who otherwise would not have had the benefit of organ donation. In order for transplants to occur the NHS ultimately relies on donors and their families agreeing to donate their organs or tissues after their death.

Data from NHS Blood and Transport Service indicates that a new record has been set nationally with an increase in transplants from deceased donors up by 5.8%, and as a result, the number of people waiting on transplant lists has fallen by 7%.

This is good news, but, the donation rate in the West Midlands and the UK remains poor when compared to other countries, such as the USA or Spain. Currently there are around 6,000 people who need a transplant and sadly, on average, three people die every day across the UK due to a shortage of donated organs.

In principle, 90% of the UK population are in favour of organ donation, but there are some common barriers to considering organ donation such as family not knowing whether their loved one would want to donate their organs and tissues.

As a Trust we support families considering wishes related to organ donation and have specialist nurse involvement for family support. We have four top priorities as a Trust. These are increasing consent, maximising referral of donors after circulatory death, creating the right retrieval capacity by implementing all of the National Organ Retrieval Service Review recommendations and creating safer, simpler processes and systems by developing an Organ Donation Team Hub, implementing a DonorPath app and setting up a Donor Records Department.

For more information and advice, visit our information stands during organ donation week between 5-9 September at:

- Heartlands Hospital - main entrance at the top of the escalator
- Good Hope Hospital - by X-ray

Time to get connected

A new system which allows our clinicians to view a patient’s GP record with their consent when they are receiving care has now gone live.

Your Care Connected (YCC) allows us to view the GP summary record in hospital of eventually around 1.8 million patients in our local area spread across 320 GPs.

Our Trust, along with University Hospital Birmingham, City and Sandwell and the Birmingham and Solihull Mental Health Foundation Trust, ran a successful trial of this system from 2019. Over the last year our local health organisations have been rolling this out for all 1.8 million patients. Technical work has been done to allow hospitals to view the GP data through a secure link. The data is stored in the GP practices and there is a data sharing agreement between all of the organisations that allows it to be shared with the hospital clinical staff looking after the patients. It has been legally scrutinised and will only be available for patient records with a verified NHS Number.

Patients are being informed via mail outs from the GPs, as well as leaflets and posters in key areas. They are given four weeks to opt out of sharing their health data, otherwise we can assume they give consent.

Matthew Rooney, chief clinical information officer at the Trust, said: “The benefits will be much faster and secure access to this information at the time we need it, rather than relying on phoning or faxing of information from GP Practices.

“It will allow us to see accurate relevant information such as medication, allergies, diagnosis, blood test results and other investigations that the patient may not know or recollect. This should speed up our diagnosis, reduce the duplication of investigations and reduce administrative burden.”

The data viewable on the system includes allergies, medication, hospital admissions and referrals, vaccinations and immunisations, diagnoses, treatments, medical procedures, end of life wishes, demographics and if applicable child/vulnerable adult protection details.

The data also can only be viewed. No printing, editing or emailing is allowed. For technical reasons currently only 164 local practices and over 950,000 patients, mostly across Birmingham are involved. More practices will follow later.

You can see more Trust project information by clicking through the link on the Trust’s intranet, and patients can view more regarding the YCC Programme http://midlandyourcareconnected.nhs.uk
New digital radio system is making waves

A brand new digital radio system being used by the Trust’s portering team is producing a more efficient and effective service for patients and staff.

The Trust is now using CARPS (Computer Aided Radio Personal System) which is designed specifically to assist the portering team in the efficient allocation and performance monitoring of support functions such as patient transfers, transporting goods, infection cleans and specimen and blood collections.

The project, which launched in May, has been led by Good Hope’s facilities manager Julie Ankorn, and she explained why the changes needed to be made.

She said: “Previously we did have a portering task management system across all three hospital sites but it was old and antiquated. It used analogue two-way radios but there were blackspots where they couldn’t be used and the porters would often have to return to base to receive instructions.

“To improve our service the Trust has invested in a more modern system called CARPS which was decided through a process of elimination to be the best value for money. It is a digital system and we now have digital infrastructure across all three sites for two-way radios which gives a much better coverage, eliminating blackspots and enabling communication between the three hospital sites which wasn’t possible before.

“Each site has a control desk which staff requiring the portering service contact as before, but with the new system once a call is logged, instead of having to give tasks verbally which sometimes led to delays, they can now be sent on to the screen of the radio’s handset and the porter assigned can press a button to accept it. They also press a button when they arrive at the location and when the job is completed. The concept is then to allocate the next task nearest to them.

“CARPS allows the control desk to keep a log of all the tasks and where the porters are and if they are available or not. It has improved response times as porters no longer need to return to base and it also allows us to keep an accurate data record.

“We are delighted with how it has gone and I’m thankful for the great work between the estates and IT departments to roll it out and for all our staff for embracing the new system. We plan to set up a web portal for all computers across the Trust later this year to enable the wards and departments to access the system themselves. They will then enter in their own tasks and keep track of them through the whole process.”

Remarkably since the launch of the system it has logged over 41,000 jobs showing just how vital the portering team is to the running of our hospitals. If you would like to find out more contact Julie Ankorn at julie.ankorn@heartofengland.nhs.uk or call 0121 42 47700.

Spotlight on....
Solihull Community Dental Service

You may not realise it but this Trust has a community dental team covering the Solihull area offering a range of different services to help improve oral health and support the dental care of patients with additional needs.

Solihull Special Care Dental Service is a 30-strong team including dentists, dental therapists, dental nurses and support staff based across the borough and is led by clinical director Penny Heyworth, who has been involved in Solihull Community Services for the past 30 years.

The team runs clinics in Grove Road in Solihull, Land Lane Clinic in Marston Green, Shirley Dental Clinic on Stratford Road, Shirley and at Hurst Lane Clinic in Castle Bromwich.

They also provide a mobile service with schools, particularly focussed on more deprived areas where levels of tooth decay may be higher. As well as treatment, promotion of good oral health also forms a major part of the team’s work with schools.

Staff attend the Solihull Addiction Services drop-in centre, WELCOME, on a regular basis to provide advice on oral health issues to clients.

Domiciliary care is an important part of what the team provides, supporting patients in their own home. Patients seen by the service are those with complex and additional needs such as learning difficulties, challenging behaviour, advanced dementia, severe anxiety and physical disabilities.

The team also provides support in terms of palliative care, offering services to the Macmillan team and Marie Curie hospices.

Treatment can be provided under sedation and general anaesthetic when necessary. They provide outreach teaching placements for students from Birmingham Dental School.

It is a referral-only service, referrals commonly coming from general dental practitioners but also from other health professionals with quite a number from care homes.

A new project is underway working alongside care homes to introduce oral health training and awareness to staff. This follows NICE’s new guidance which calls for oral health and access to dental treatments to be given the same priority as general health for all adults in care homes.

Recommendations in the guidance focus on improving and maintaining residents’ day-to-day oral healthcare, ensuring staff are properly trained to confidently look after the oral health needs of residents, and there is adequate access to dental services as needed.

The team provides the out-of-hours service for Solihull residents at weekends and bank holidays following triage through NHS 111.

Staff at Solihull Hospital or within Community services, or indeed at Heartlands and Good Hope, who may have a query relating to one of their patients’ oral health can contact the team at the Grove Road Clinic on 0121 704 3211. For referrals of Solihull patients call the dental office on 0121 42 44790.

Virtual diabetes clinic pilot plots course for success

The Trust has been working alongside Solihull Clinical Commissioning Group (CCG) on a pilot scheme which is already providing better outcomes for diabetes patients.

Demand on diabetes services in the Solihull region, even more so than the UK as a whole, are increasing. In fact, demand in patients with diabetes within Solihull has increased by 11% over the last three years compared to the national average of six per cent, leading to increasing pressure on services and a high rate of outpatient appointments.

Therefore health organisations are continually looking at ways to improve diabetes care while also managing this increasing demand and its impact on hospital capacity.

It was decided to commence a pilot scheme involving five Solihull GP practices which saw a ‘virtual clinic’ take place in each practice monthly from a multidisciplinary team consisting of a diabetes consultant, a practice nurse, GP Facilitator, community diabetes specialist nurses and a pharmacist.

Practices were asked to screen the patients according to their HbA1c levels (which reflect a patients’ blood glucose levels) and produce a list of 20 patients to be discussed at each session, starting with the poorest controlled. Using computer records the team would then formulate an action plan for each patient identified.

It was discovered that a total of 74% of patients in the pilot of 103 patients demonstrated a one per cent reduction in HbA1c, above the national benchmark, equivalent to 37% risk reduction in diabetic complications.

In addition during the pilot period referrals to the Trust’s diabetes outpatient service reduced by 48.1% (56 patients).

Baljit Atwal, group manager for diabetes at the Trust, said: “The pilot scheme has resulted in many benefits including better health outcomes for patients, diabetic care being provided nearer to the patient’s home, reducing hospital outpatient appointments and encouraging discharge to community clinics, as well as the opportunity to access hard to reach communities.

“It also allowed for better management of resources as we are not wasting money through inappropriate referrals. The scheme has highlighted the benefits of organisations working together and we are working with the CCG to see if we can implement this model further.”

For more information contact the diabetes team.

Puzzle Page, brainteasers, mind benders and more Page 11
Time to recognise the carer

Following a hugely successful first conference last year the Trust will again be welcoming carers, staff and support organisations to a conference aimed at highlighting the important role of the carer.

Solihull Hospital Education Centre will play host to the second Recognising the Carer conference on Friday 23 September between 10am and 4pm, featuring a range of guest speakers covering a wide variety of topics that should make for a hugely enjoyable and fulfilling day.

Confirmed speakers for the event include Tommy Whitelaw from the Dementia Carer Voices group, who is a real champion for dementia care across the UK, touring the country raising awareness and talking about his experiences as a carer for his mother Joan.

Also speaking will be Ian Leech, who has been tirelessly raising awareness of end-of-life and bereavement care since the death of his daughter Melissa from non-Hodgkins Lymphoma in 2008 and is now community engagement manager at St Giles Hospice.

Providing entertainment on the day is popular Solihull-based comedian and entertainer Malcolm Stent who will be getting the audience smiling with his unique brand of wit. Jack Dromey, MP for Erdington, will also be speaking, along with many others including Solihull Young Carers and the Trust’s own carers’ forum.

There will also be a range of stalls on offer giving information and advice from a variety of organisations as well as lunch and other refreshments throughout the day.

Organiser Margaret Meixner said: “Carers play such an important role and can be of any age or from any background but share the common thread that they provide help and support, without payment, to someone who could not manage to stay at home without their help. This unique event is for them.

“We were overwhelmed by the success of last year’s event and everyone who came along really got a lot out of it. We have secured some really fascinating speakers for this year’s conference to make it even bigger and better so I’m looking forward to a really fantastic day.”

The event is open to carers, but also nurses, matrons, allied health professionals, charities, community health and outreach teams, dementia champions, dementia/older people nurses, directors/heads of adult social care and older people’s services.

Bladder cancer discussion at latest health seminar

Local doctors and specialist nurses have warned about the symptoms of bladder cancer at a seminar held at Good Hope Hospital.

The disease affects around 10,000 people in the United Kingdom every year. Mr Vivek Wadhwa (pictured), consultant urological surgeon at the Trust, will be on hand to discuss treatment options currently available, key symptoms and the ‘Blood in Pee’ awareness campaign, encouraging anyone who spots blood in their urine to take immediate action.

Mr Wadhwa said: “Blood in your urine is the most common symptom of bladder cancer. Don’t wait until you have spotted blood three or four times. The one time is enough – if you spot it, get it checked. You’re not wasting anyone’s time by getting checked out.

“Bladder cancer is more common in older adults, with more than half of all new cases diagnosed in people aged 75 and above. I hope that by hosting the seminar, locals will be encouraged to come along to learn more about bladder cancer and play a part in raising awareness about the condition.”

If you would like to attend the seminar on 14 September at 5pm at Good Hope, please contact Sandra White, membership and community engagement manager, on 0121 424 1218 or email: membership@heartofengland.nhs.uk.

The Trust runs monthly health seminars to help raise awareness of a range of health conditions, as well as providing information about the treatment and support that is available.

Stay Sharp & Splash Safe

It is your responsibility to be needle safe

Only use needle safe devices - if in doubt ask.

Cyprus calling for midwife Maxine

A popular, long-serving midwife at Good Hope has been given a fond farewell by her colleagues as she retires for a new life in Cyprus.

Maxine Clarke started at Good Hope as a student midwife 22 years ago and after qualification joined the Ward 5 midwifery team where she has remained ever since.

To mark her retirement the team treated her to a celebration at a Greek restaurant and a surprise party was held on her last day in the unit. She was also showered with gifts and cards, including a gold watch, engraved to mark her retirement.

Matron Maggie Coleman said: “Maxine has been a very popular and valued member of the team and has been a great mentor and preceptor to students and junior midwives. It has been a pleasure working with Maxine over all these years and she will be greatly missed by all her colleagues who wish her all the best for the future in Cyprus.”

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300 new doctors welcomed

The Trust has welcomed 300 new junior doctors to the organisation with a series of induction events for the new starters.

A great deal of work goes into the planning of the programmes and events, led by divisional manager and induction lead, Dave Twist.

The easiadmin website, developed originally by Clive Deacon and now administered by Clive and colleague Tom McManus, enables all contributing departments to prepare for the events in a coordinated way.

All new doctors are asked to view the pre-start induction website www.nhst.co.uk before they attend, which includes lots of essential and useful information, including modules and tests on resuscitation and electronic prescribing, as well as online navigation demonstrations of our clinical systems.

To manage the large numbers on induction days and shadowing weeks, doctors were divided into eight colour groups, each group following a different rotation. To help prepare doctors for their new roles, each group completed sessions on a range of topics such as blood transfusion, defibrillators, handover and patient safety, resuscitation and patient handling, designed to help them through their first days and weeks in their new roles.

Dave Twist said: “Many of the doctors had completed numerous induction programmes at various other Trusts, so it was particularly pleasing that many of them ranked our induction as the best they had ever attended, particularly because of the amount of organisation that goes into induction days.”

To find out more about the Education team and the training opportunities on offer to staff within the Trust visit www.hefffaculty.co.uk

Helping patients breathe more easily

A seminar held at Heartlands Hospital tackling the topic of occupational lung diseases has been hailed a success.

The Birmingham NHS Occupational Lung Disease Service, based at the Birmingham Chest Clinic, came together with Irvin Mitchell Solicitors to provide an update for respiratory-orientated healthcare professionals in occupational asthma and hypersensitivity pneumonitis (inflammation of the alveoli within the lung usually caused by exposure to dust), as well as discussing the legal aspects of asbestos-related and occupational airways-related diseases.

It is estimated that one in six cases of new onset adult asthma are caused by exposure to a sensitising agent at work. Many cases currently go unrecognized; Dr Gareth Walters, consultant respiratory physician and clinical lead for occupational lung diseases at the Trust, spoke on the early identification of occupational asthma and overcoming barriers to diagnosis. He encouraged healthcare professionals during the seminar to ask their patients simple questions about the relationship between symptoms and work to help identify cases.

Solicitors Alex Shorey and Iain Shoolbread from Irvin Mitchell spoke to the audience about the groups of workers at the greatest risk for developing occupational asthma and hypersensitivity pneumonitis. They discussed the legal implications of a new diagnosis of occupational asthma and how changes in legislation and previous civil cases may affect future claims. Iain also outlined the main diagnostic categories of asbestos-related lung diseases and suggested how these diseases might affect a patient’s day-to-day life.

The seminar finished with a discussion led by Professor Sherwood Burge, occupational lung disease specialist physician. Professor Burge urged healthcare professionals to consider the diagnosis and exposures in a patient of working-age presenting with recurrent pneumonia or asthma symptoms with abnormal chest X-ray in an effort to help more diagnoses.
Praise for ‘life-changing’ BRSAS asthma support

Jason Brant’s life was transformed by a multi-disciplinary approach to managing his asthma.

Now aged 43, Jason was diagnosed with asthma when he was seven after experiencing problems with breathlessness. He was using an inhaler up to 20 times a day and over the years had tried lots of different drugs which he found was making little difference to easing his symptoms.

After a particularly severe bout of breathlessness resulted in a trip to A&E in 2014, Jason decided he could not carry on and was referred by his GP to the Birmingham Regional Severe Asthma Service (BRSAS) at Heartlands Hospital.

With clinical nurse specialists, asthma nurses, specialist asthma physiotherapist, specialist registrars, a specialist speech and language therapist, a clinical psychologist and a consultant physician working together as a team, they provide a multi-disciplinary approach to treatment of asthma. Once investigated, it was found that Jason’s asthma wasn’t as severe as first thought and that he had dysfunctional breathing as well as some psychological drivers which were making him so symptomatic.

Jason worked closely with the Heartlands team and he has now shown dramatic improvement. Jason now rarely uses his inhaler, has far fewer symptoms and understands how to control his breathing. Jason said: “Having the support from asthma physiotherapist, Anita Clarke and the psychologist has made a big difference. I didn’t realise I had issues back from when I quickly deteriorated and was rushed into hospital. At the time it scared the life out of me that I could potentially have been on a life support machine. The psychologist worked with me to find out that these fears were the root of the problem and worked with me control my mind-set and to help me to learn control techniques. “The support I have received has been life-changing for me. I couldn’t do a lot before, I struggled to breathe and everywhere I went I had to have an inhaler with me. I now walk more and the physio is helping me to get fitter. The team have time for me, they have been superb. I’ve never felt better.”

Anita added: “When Jason came to the severe asthma unit he had been struggling with severe breathlessness for many years. After thorough assessment he was found to have a dysfunctional breathing pattern in addition to his asthma. He has worked very hard to retrain his breathing with the help of our multidisciplinary team and has seen a huge reduction in his symptoms. He now uses his reliever inhaler on rare occasions and has increased confidence allowing him to participate in physical exercise again.”

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

Keep well this winter – flu prevention

It is estimated that up to one in four healthcare workers will become infected with the influenza virus during the flu season.

Because healthcare workers have a much higher possibility of transmitting and receiving the virus, they play an essential part in containing its spread and are asked to have their flu jab each year. The benefits of the vaccine go beyond increased immunity; helping to reduce sickness levels which can lead to staffing shortages.

As a hospital, our staff also play an important role in encouraging patients and members of the public to be immunised. By simply getting your flu jab, you will help prevent the risk of flu and the serious complications that can be caused by it such as chronic lung diseases, diabetes and heart disease. The vaccine is available free of charge to those at risk, which includes over 65s, pregnant women, those with an underlying health condition or very young children.

Remember to keep well this winter by getting a flu vaccine, not only to protect yourself, but your patients and family too. Also your local pharmacy can give you advice and over the counter remedies for diarrhoea, minor infections, headaches, coughs, colds and flu.

Diabetes Update

In June, all adult wards/departments/areas were issued with an updated monitoring chart including diabetic foot assessment and guidance (exception of paediatrics & obstetrics).

The revised charts can also be found on the staff intranet under ‘D’ for diabetes service. Please can all staff ensure that old charts have been removed from ward areas.

Capillary ketone monitoring has now been disabled in some areas and replaced with urinary ketone monitoring. Full details can also be found on the diabetes SharePoint site. If there are any concerns about ketone monitoring, the point of care team should be contacted at pocsteam@heartofengland.nhs.uk

Have your say

The next staff friends and family test survey is now live and will run until 23 September.

This has gone to a selection of staff at random so don’t forget to look out for it either electronically or on paper. Don’t forget that all staff will have the chance to have their say in this Year’s National Staff Survey, which is due to land in October. Please take the time to fill yours out and return it.

Read all about us

Each year the Trust publishes an Annual Report and Accounts. This document details our operational and financial performance over the previous year and also provides an overview of the future challenges facing the Trust. The 2015-16 report is now available to view on our website at: http://www.heartofengland.nhs.uk/annual-reports/

Get in touch

Thank you for reading the third edition of news®. We hope you enjoy reading about some of the great things going on across 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 42 41809 or email james.brindle@heartofengland.nhs.uk

Thanks again for reading.
Trust payroll and pensions service

As part of our Financial Recovery Plan, since September 2015 we have been looking at savings opportunities across all areas of non-clinical expenditure within the Trust.

University Hospitals Birmingham (UHB) offer a cost effective service and are one of a number of providers on the procurement framework for provision of payroll services. As a result it was decided that this Trust would transfer its payroll and pension provision over to UHB.

On 1 September, the Trust’s payroll and pension service fully transferred across to UHB and has relocated from Lyndon Place to their new premises in Edgbaston. There will be no changes to the way that payslips are received by staff and full details regarding payroll deadlines can be found on the HR website under ‘H’ on the intranet A-Z. All new arrangements are now in place and should staff have any queries for the team about the changes, please contact the following who will be able to assist you:

- Payroll: 0121 371 7259
- Pensions: 295pensions@uwb.nhs.uk
- Staff expenses: e-expenses@heartofengland.nhs.uk
- Salary sacrifice: John.hood@heartofengland.nhs.uk
- Data exchange: e-change.ESRqueries@heartofengland.nhs.uk

A reminder that all turnaround documents must now be clearly labelled ‘Payroll Regent Court’ and should be submitted as normal through the internal post system. All post will be redirected through to the Regent Court head office and transfers between Lyndon Place, HEFT and UHB will be done daily through the courier service.

For any further advice and support regarding the service transfer, please contact: John.hood@heartofengland.nhs.uk

Hospital striding ahead in best vascular treatments

Researchers at the Trust are leading the way in identifying the best treatments for patients affected by lower-limb-threatening arterial disease, having recruited the first patients into a new national clinical trial.

Atherosclerosis (or hardening of the arteries) can reduce the blood flow to the legs to such an extent that patients can experience pain at rest, leg and feet ulcers, or gangrene. This is known as Severe Limb Ischaemia (SLI). Unless something is done to improve the blood supply, this can result in the need for amputation of the leg or even death.

Patients consenting to enter the Bypass versus Stenting in Severe Ischaemia of the Leg (BASIL-3) trial will receive one of three minimally invasive treatments to improve the blood supply to their leg. They will then be followed up on a regular basis for around three to five years to determine which treatment is most clinically and cost effective. Some 861 patients will be recruited to the trial from vascular units across the UK.

Professor Andrew Bradbury, consultant vascular surgeon at the Trust and professor of vascular surgery at the University of Birmingham, is the chief investigator for this £2 million National Institute for Health Research (NIHR) funded trial, as well as the BASIL-2 Trial. BASIL-2 has been recruiting since July 2014 and compares treatments for SLI due to hardening in the arteries below the knee. To date BASIL-2 has recruited 139 patients from across the UK.

Professor Andrew Bradbury explained: “We are delighted that the NIHR is funding these important clinical trials. Through these trials we hope to make a significant contribution to research in this area and lead the way nationally and internationally in providing high quality evidence based care for patients with life and limb threatening ischaemia.”

The BASIL-2 and BASIL-3 trials are being run from the Trust in conjunction with the Birmingham Clinical Trials Unit (BCTU) based at the University of Birmingham. For further information about these trials, visit: www.birmingham.ac.uk/BASIL2 or www.birmingham.ac.uk/BASIL3

Rainbow Friends brighten lives of LGBT staff

Rainbow Friends is the Trust’s LGBT social and support group.

Rainbow Friends is the Trust’s LGBT social and support group.

Made up of staff across the Trust sites, the group helps to inform LGBT policy and procedures for both staff and patients, organises social events and is there to support those who might have questions about their sexuality and/or gender.

The group recently marched at Birmingham Pride and has organised two successful social evenings. The group meets bi-monthly and alternates meetings between the three main hospital sites.

If you’d like to find out more about the group, need support or confidential advice, or would like to join Rainbow Friends, please email lgbt@heartofengland.nhs.uk

There is also a Sharepoint page for staff http://sharepoint10/sites/corporate/gbt

Puzzle Page, brainteasers, mind benders and more Page 11 Find your way around the hospital Page 12
**CRYPTIC CROSSWORD**

1. On which Scottish island is the town of Tobermory? (5, 7)
2. What name was given to the one-off tax on the excess profits of public utilities introduced in 1977? (5)
3. What was the first name of Bertie Wooster’s butler Jeeves? (3)
4. Which horse won the Grand National for the third time in 1977? (5)
5. Which present-day country is similar in area to the ancient country of Gaul? (5)
6. The Churchill Falls are found in which country? (5)
7. Which external feature on the human body is called the philltrum? (9)
8. Actress Tricia Penrose left Celebrity Big Brother 2013 in a double eviction alongside which other celebrity? (9)
9. Which sport uses the terms squat and bench press? (10)
10. Who in 1974 was the first woman in the world to become president of her country? (10)

**NONAGRAM**

S P E L L O U T A T T L E W O R D

HOW many words of four letters or more can you make from this Nonagram? Each word must use the central letter and each letter may be used only once. At least one word using all nine letters can be found.

Guidelines:
- 19 Good; 22 Very Good; 26 Excellent
- Any word found in the Concise Oxford Dictionary (Sixth Edition) is eligible with the following exceptions: proper nouns, plural nouns, pronouns, possessives, third person singular verbs, hyphenated words, contractions and dimensions, to which may only be added single vowels and single consonants. No word may fit in the same way in more than one variation of a word. Another variant of the same word must use another variant of the same word. Each word must use the central letter and each letter may be used only once.

**WORD PYRAMID**

SPELL out a 15-letter word or phrase by moving from one chamber to another through openings in the walls. The first letter may appear in any chamber.

**CROSS CODE**

USING all 16 letters of the phrase above, form four words each of four letters which will fit in the following Cross Code grid. As you get the letters, fill in other squares with the same number. Each number in our Cross Code grid represents a different letter. EACH row and each column must contain the numbers 1 to 9, and so must each 3 x 3 box. PLACE the four signs (add, subtract, multiply, divide) one in each circle so that the total of each across and down line is the same. Remember the first calculation in each line must be carried out before you attempt the other calculations. Perform addition and subtraction before multiplication and division.

**QUICK CROSSWORD**

1. On which Scottish island is the town of Tobermory? (5, 7)
2. What name was given to the one-off tax on the excess profits of public utilities introduced in 1977? (5)
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Key to symbols

- 🚌 Bus Stop
- 🌐 Information/Reception
- 🔌 Car park
- 🚳 Disabled car park
- 🛵 Cycle shelter
- 🛠 Car park info hut
- 🍀 Coffee shop/Restaurant
- 🌐 Travel information screen