

Local Care for Local People

Worcestershire **NHS**
Acute Hospitals NHS Trust

Connect magazine

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In this issue:



Serenity Suite at the Alex



600 meals in 60 minutes



Renal Dialysis Unit

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Comments from the Chair

It has been an eventful few months. The good news is that following our year-long battle to retain head and neck cancer services on the Worcester site the 3 Counties Cancer Network changed their previous decision to provide this service on one site only at Gloucester. This means that our excellent multidisciplinary team can continue surgery at WRH avoiding long travel for very poorly patients. The decision has now been ratified by the National Cancer Action Team.

Maintaining a robust financial position is proving to be a struggle and we have asked for the support of staff to reduce expenditure wherever possible. At the end of the first quarter of the financial year we have a £5 million gap in our plans to deliver savings.

Against this we have increased numbers of patients using our services which we had not budgeted for. The divisions face a difficult task meeting their cost improvement schemes and a recruitment freeze has been implemented. Hopefully continued vigilance on all expenditure will ease the current problems and enable us to meet our end of year finance target.

Although the NHS is used to continual change the plans to move the management of many of the services currently run by the Primary Care Trusts to GP commissioners and the phasing out the Strategic Health Authorities in favour of a National NHS Commissioning Board will mean fundamental changes for each of us. It is important to ensure that patient care is foremost in effecting these new developments.

This is my final article in Connect magazine, since many may know that I shall be leaving the Trust upon completion of my term of public office at the end of October 2010.

Before I leave I will be communicating with members of staff, reflecting on my time with the Trust and expressing my thanks for all the support I have received in my role as Chairman.

Michael O'Riordan

Michael O'Riordan
Chairman



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Message from the Editor

Once again we have a packed edition, which we hope you will find interesting.

Please keep your stories and articles coming in. Send them to me or any member of the editorial team listed above. You can also send your articles via email to communications@worcsacute.nhs.uk.

Thank you for your continued support.

Millbrook suite says 'thank-you' - refurbished cancer suite opens doors to patients

Wyre Forest residents and supporters of the Millbrook Suite were invited to an informal open afternoon to celebrate the opening of the new suite following a hugely successful local fundraising campaign which has raised over £210,000 to date.

Thanks to the fundraising efforts of local residents and Kidderminster Hospital's League of Friends, Wyre Forest cancer patients are now benefiting from new, improved day care facilities. Features of the new suite – which cares for up to 70 patients a week – include a dedicated breast care room, aromatherapy rooms, patient quiet areas and a dedicated nurse-led bone marrow suite for diagnostic purposes.

Matron Glenis Adams said: "Patients, relatives and staff are so grateful to everyone who has contributed from the local community. To have a facility like this in Kidderminster is fantastic.

"The refurbishment has taken around five months and we have all been very excited about moving back in. The improved and enhanced facilities we can now offer means that patient experience will be second to none."

The refurbishment of the Millbrook Suite is just one part of a series of improvements the trust is making to cancer services across the whole county. The safety and experience of our patients is our key priority and the improvements made to the Millbrook Suite will ensure this continues to improve.

Kidderminster resident Linda Oakley was the first patient to receive treatment in the newly refurbished unit. Linda said: "The suite is much lighter and brighter and it feels more relaxing whilst you are having treatment."



Members of the Millbrook Team in their new reception



The old waiting room



The spacious new waiting area



Front cover picture:
Linda Oakley, patient
with Sister Linda Hudson.

Renal expansion

As part of our plans to expand renal services for local patients we have taken over the running of the nurse led satellite renal dialysis unit based at Kidderminster Hospital.

Patients requiring renal dialysis from across Worcestershire, including those from the University Hospitals Birmingham and Dudley group of hospitals, have been able to access this service at Kidderminster for some time through a private provider.

However, the delivery of dialysis to these patients has been transferred back to the Trust which is now managing the staff and environment in partnership with the patient's own hospital trust. Following the changeover the unit has undergone a refurbishment which includes not only redecoration, but new equipment and the latest design of dialysis chairs.

Patients will not only benefit from continuity of care but have access to other specialists such as dieticians who will advise on diet, pharmacists with medication advice and educational input and support from other clinicians. Many patients have an underlying illness such as diabetes so specialist diabetes nurses will make regular visits. Consultant outpatient appointments will also be timed to link in with dialysis sessions so that patients do not have to make extra journeys.

Over 70 patients receive dialysis three times a week at Kidderminster. Dialysis is required when a person's kidneys are no longer functioning adequately in order to sustain life. This involves four hour sessions during which the dialysis machines perform the function of the kidneys.

Liz Wittich, matron for renal services said: "This is a chronic life threatening illness and the treatment regime is demanding. Our aim is to provide a clinically sound and safe experience in a friendly and pleasant environment.

"We are able to offer support through chaplaincy and counselling as well as from the League of Friends and the WRVS to our patients and their



Members of the Renal Dialysis Team



Liz Wittich, matron for renal services, with Brian Clegg, patient and Alison Shelton, Sister.

families who have had to face major lifestyle changes."

The nurses on the unit have specialist skills and provide support not only to the patients but to their families as well. Many of the patients visit the unit over a long period so the nurses become friends and act as a link between home and the unit. They ensure that everyone understands the strict regime around diet, fluid intake and lifestyle in order to maintain the best possible quality of life, carry on working and lead a 'normal' life.

Meeting patients' needs

An increasing number of patients need a period of assessment on admission to hospital to stabilise them prior to transfer to an appropriate ward where their condition can be best treated.

As Matron/charge nurse for A&E and MAU at the Alexandra Hospital, Pete Byrne was only too well aware of the need to improve the patients' experience within the medical assessment environment. Although the MAU staff tried to ensure that bays were single sex, there were occasions when the pressure on admissions made this difficult.

In order to meet this need Ward 4, which was previously a medical short stay ward, has become the medical assessment area for female patients. Next door the original MAU now cares for male patients.

Sister Shirley Hodgetts admits it has been a big learning curve for the team on Ward 4. "Nursing MAU patients is very different. We have all had to rethink how we provide care to our patients who now spend far less time with us. New skills and training have been required.

"For example, our healthcare assistants now take bloods and perform ECGs. Ward clerk, Lyn Bryant, processes incoming paperwork for the steady number of patients admitted daily and nurses have to ensure that all patient records are up to date and turned round very quickly as patients are admitted and transferred regularly throughout the day, whilst providing their usual high standard of care.

"Again, because of the throughput of patients there is a constant presence from consultants and doctors assessing, diagnosing and referring for treatment to other areas able to offer them the best care for their condition.

"It has been and still is a huge challenge," says Shirley, "but this is the best team I have ever worked with. They are brilliant. I am sure we will win through!"



Sister Shirley Hodgetts with members of the Ward 4 team who are now part of MAU.

Over on the original MAU, Sisters Paula Andrews and Donna Cremin say that the time period for the transition was short but that the new arrangements are working well.

"We are used to being a medical assessment unit dealing with emergency referrals from GPs. However, we have noticed the difference now that Ward 4 is taking female patients. The staff have more time to spend with their patients and the male patients feel more at ease in their surroundings.

"Our team is excellent and have risen to the challenge. They are on hand to offer their support to their colleagues across the way when needed."

Pete adds: "This initiative has proved to be very successful and the staff have adapted extremely well to the changes that have been made.

"Both units have extremely good leadership within the teams and this has been reflected in the way the changes have been managed. All the staff concerned should be extremely proud of what they have achieved for the benefit of the patients."

Haematology help for patients and staff

A newly formed team of Haematology Clinical Nurse specialists has been set up to meet the needs of patients across the Trust. Angela Young, Clair Burton and Tuney Thomas provide care for inpatients at the Alexandra and Worcestershire Royal and outpatients across the County and are based at WRH.

Their role is to offer specialist advice and support to all haematology patients and their families. They review inpatients on the wards, support Consultants in clinics and provide telephone support to outpatients. They also make daily visits to Rowan suite and medical day case at WRH; the Garden Suite at the Alexandra and Millbrook Suite at Kidderminster.

All three clinical nurse specialists are undertaking training to enable them to offer nurse led bone marrow clinics with the ultimate aim that they will run their own weekly sessions. There are also plans to run nurse led clinics working closely with their Consultants Dr Shafeek, Dr Mills, Dr Pemberton, Dr Crowther and Dr Clark at Worcester and Dr Skibbe and Dr Maughan who are based at the Alexandra hospital.

An important aspect of their remit is the development of clear patient pathways eg neutropenic sepsis (blood poisoning) to ensure patient care is appropriate and to maintain patient safety.

In addition a monthly teaching programme is being developed which will be open to all clinical staff to help educate colleagues on caring for haematology patients.

The nurses care for patients with malignant haematological illnesses such as leukaemia, lymphoma and myeloma who may require chemotherapy treatment. They also see patients with non malignant haematology (blood) diseases such as different types of anaemias, haemochromatosis and sickle cell disease.

Consultant Haematologist and Clinical Director for Haematology and Cancer services Dr Salim Shafeek



Angela Young, Clair Burton and Tuney Thomas

says: "The formation of this highly qualified specialist nurse team is an important development in the care we provide for our haematology patients. It enables the consultants to work more efficiently and helps breaking bad news in busy clinics. They arrange all complex community based after care for chemotherapy patients and act as the main link with the tertiary transplant centres in Birmingham for Worcestershire patients. Their nursing expertise will be of direct benefit to patients as they will be the key worker for every haematology patient discussed in our multi-disciplinary meetings. All patients will have a direct contact number for these specialist nurses across the county."

Speaking on behalf of her colleagues, Angela Young CNS said: "We are excited about the development of the Haematology CNS team and recognise the important roles we will play in improving the care of haematology patients across the Trust."

The team accept verbal referrals from all clinical staff to expedite the treatment of patients. They particularly want to be informed when patients are admitted as an emergency and when patients are diagnosed or treatment plans change. Currently they are available Monday to Friday between 8am and 5pm.

Contact details for the team are:

Kidderminster - pager: 07699 616283

WRH - bleep 357 x39112 DD 01905 760695

Redditch - mobile 07771 982762

If unable to get a reply on Kidderminster and Redditch numbers please ring 01905 760695 and for emergencies call 01905 760568.

Vascular initiative proves a success

When eighty-nine-year-old Iris Davis suffered a mini stroke fortunately sought help immediately. A scan showed that she had narrowed arteries in her neck and, following a consultation with Consultant Vascular Surgeon, Isaac Nyamekye it was decided that a Carotid Endarterectomy was needed to correct the problem.

This was because her mini-stroke was as a result of blood clots breaking off from narrowed arteries in her neck. She was therefore in the group of patients who have the highest stroke risk with up to one-in-four suffering a major stroke within the first few weeks.

However, Mrs Davis had a phobia of hospitals and refused to undergo the Carotid Endarterectomy if it meant her staying in hospital overnight. So together with her two sons a treatment plan was agreed for her to under the surgery as a day case, whereas the usual time spent in hospital would have been one or two nights after the operation.

This involved her having her pre-admission tests on an urgent basis and then being admitted for surgery on Mr Nyamekye's next operating list. She was admitted at 8am in the morning and was back on the ward having undergone successful Endarterectomy by 11am. Mrs Davis stayed awake and chatted throughout the operative procedure, which was completed without complication. She was monitored on the Vascular High Dependency ward for 10 hours after her operation and then discharged to her son's care at 9pm. A telephone call to her son the following morning confirmed that she had no problems after discharge.

Mrs Davis has made a good recovery as can be seen in the picture, which shows her in the supermarket doing her shopping.

Mr Nyamekye believes this is the first day case Carotid Endarterectomy reported in the UK.



Patients presenting with minor strokes or transient mini strokes (TIA) have a significantly increased risk of suffering a major stroke. Most of us are aware of the recent FAST (Facial weakness, Arm weakness, Speech Problems, Time to call 999) campaign by the Stroke association which highlighted the usual symptoms of stroke and the urgency for treatment.

Despite this we know that many mini or minor strokes are not taken as seriously as they should be. This is because the symptoms of most mini strokes resolve within a few minutes to hours. However, these symptoms should always be taken seriously as they predict a greatly increased risk of stroke.

Recent evidence has shown the risk of going on to suffer a major stroke to be highest in the first two weeks after the initial mini stroke. As many as one-in-eight people who suffer a mini-stroke will go on to suffer a major stroke within two weeks.

Spiritual and pastoral care for patients

Spiritual and pastoral care volunteers work closely with the Chaplains, helping the Trust fulfil its obligation to ensure that the privacy, dignity, religious and cultural beliefs of its patients are respected. Chaplains and their volunteers offer spiritual and emotional support to patients, relatives, carers and staff, whatever their faith or beliefs.

The team at the Alexandra were commissioned as part of the hospital's regular Christian Worship in a service which was led by Hospital Chaplain, the Revd Andrew Fisher, and Roman Catholic Chaplaincy colleague, Fr Eddie Claire.

Revd. Andrew Fisher explains: "Our volunteers have a very special and valuable part to play in the provision of holistic care. Some visit people on the wards, others bring patients to our Wednesday Service and we have volunteers who do both! As a team we strive to respond sensitively to the people we meet. We offer a listening ear, a shoulder to cry on, a companion during a stay in hospital. Some people value our quiet presence and human touch. Some people ask us to pray with them. The Service was an opportunity to thank our spiritual & pastoral care volunteers for the work they do at the Alex, to pray for them and support them as this important work continues."



Centre Fr Eddie Claire and Revd Andrew Fisher with their spiritual and pastoral care volunteers.

During the service, a patient spontaneously stood up and tearfully thanked the team for their work in the hospital.

Spiritual & pastoral care volunteers are recruited through the local faith communities and are carefully trained, accredited and supervised by the Chaplains. Please speak to the chaplains if you think your ward or department would benefit from having a spiritual & pastoral care volunteer.

Spiritual & pastoral support is available 24/7 throughout the Trust for staff, patients and visitors. A Chaplain is always contactable through the hospital switchboards.

Peripheral vascular devices

Staff were reminded at stands across the sites of the importance of hand hygiene and ensuring the correct documentation is completed and reviewed regularly when performing cannulation.

Samples, leaflets and copies of the new PVD record sheet were available as well as new cannulation packs which include the latest bionecter with anti-reflux device.

For more information contact members of the Infection Prevention and Control team on your site.



Infection Prevention and Control nurses Kerrie Howles and Tracy Fell are pictured with Janet Simms from Rowan Haematology at WRH.

Happy anniversary

It's a year since the Trust entered into a multi-million pound contract with Xerox to transform the way our patient records are managed, stored and retrieved.

In August 2009, 62 staff transferred from the NHS to Xerox and since then there have been a few changes; new staff, and of course, new Xerox management, but on the whole, the teams are still working together, though there have been some notable changes in other areas. The initial phase, Phase 1, was to take over the existing service, including staff and procedures, through streamlining processes and applying best practice across the hospital sites and central filing resulting in increased efficiency and opening up new staff development opportunities.

During the year, five of the staff who transferred to Xerox have received promotions, which in turn has opened up new opportunities for new staff to join the teams. Xerox have introduced new roles to improve the efficiency and effectiveness of the service provided, including a Help Desk Co-Ordinator at Central Filing, which is a completely new role to support all end users of the new case note request system. The role of Notes Collection Assistant has been introduced at WRH and KTC specifically to support the on-site preparation staff in collecting patient records from within the hospital sites and managing requests from other sites. Two Support Specialists have also been recruited, to provide essential absence support across the four sites. This is a tried and tested role across Xerox and one which is proving invaluable in providing trained resource at short notice across the majority of roles.

By far the greatest visual changes can be seen at the Central Filing Library at Droitwich, which has undergone a general overhaul to create a more pleasant working environment and meet the latest health and safety regulations.

Phase II is the new Document Warehouse Management System (DWMS) which has been introduced at Central Filing, involving the bar code labeling of every patient record on each of the 12,500 shelves within the library. The files have



Pictured are some of the staff who transferred to Xerox from the Trust* l-r: Emma Windsor, Service Delivery Executive; Ray Lewis*, Librarian; Sandra Tremain*, Library Assistant; Zsuzsana Levay*, Service Delivery Co-ordinator; Jane Southall*, Library Assistant; Mandy Bannister*, Library Assistant; Peter Gunston*, Team Leader Central File, Adele Tomlinson – Client Service Delivery Manager, Gillian Keightley*, Library Assistant and wielding the knife Cynthia Morris*, Team Leader WRH.
*staff who transferred over.

then been scanned to the shelf, and the CF staff can now see the exact shelf location of each of the files within the warehouse. During the process 7,500 previously mis-tracked records have been found as well as around 200 records which were previously officially recorded as long term missing.

These results have been commended by Chief Executive of the Trust John Rostill as this is aiding patient safety by dramatically reducing the number of records now "unavailable" at point of care.

In celebration of the first year anniversary, Xerox shared a slice of cake with Xerox and Trust staff, as they looked back on the journey so far.

The next six months will start to see greater changes in anticipation of Phase III, moving to an electronic environment - gearing up for 'scan on demand' which will mean all records being available online 24 hours per day, seven days a week.

Innovative scheme to support prostate cancer patients

Over 80 patients, friends and family attended the inaugural Worcestershire Prostate Cancer Conference which aimed to provide them with wide ranging information, access to health care professionals and a chance to meet other people in a similar situation.

The conference was held as an integral part of a new follow-up scheme offered to men in Worcestershire who have received potentially curative treatment for prostate cancer and are clinically stable. This is a novel scheme pioneered by the Urology team in Worcestershire and is part of the national Survivorship initiative.

As an alternative to attending an out-patient clinic, patients can opt into the scheme which includes a holistic telephone assessment with clinical nurse specialist Mary Symons in order to identify and address their care needs. A database has been developed in conjunction with the Trust IT department to enable review of clinical data and to monitor Prostate Specific Antigen (PSA) test results with onward Consultant referral as necessary. In addition, a website is under development to provide information and links to further support.

Michael O’Riordan, Trust Chairman, introduced the event, which was chaired by Mr Adel Makar, Consultant Urologist and clinical lead for the project. Speakers included Cancer Nurse Specialists Mary Symons and Helen Worth, Dr Jo Bowen, Consultant Oncologist, Nicky Perks, Macmillan Cancer Information and Support Service Facilitator, Steve Dubbins, Macmillan Development Manager and Haydn Jarrett from the University of Worcester. Topics included nutrition, exercise, side effects, research and accessing reliable information about cancer/benefits.

This project has been seen as exemplar by the National Survivorship Initiative Team and, due to its success, the Cancer Team and the Urology directorate are in negotiation with NHS Worcestershire to try to secure ongoing funding to ensure that this very important initiative continues.

Raising awareness of prostate cancer

Macmillan Urology Nurse Jackie Askew held an advice and awareness day at the Alexandra Hospital recently. She was supported by volunteer patient user Terry Knight, who was diagnosed with prostate cancer in 2000 and received support from the oncology team at the Alexandra during his cancer journey.

“Part of my role as a Macmillan Urology nurse specialist is enabling patients to have sufficient understanding of their own disease and the expectations of treatment, and to encourage both men and women to gain an awareness of prostate, bladder and kidney cancer,” says Jackie.

“Patients appreciate having guidance on when and where to seek advice. We give them written information to take home, where it is available, and contact numbers for access to patient support organisations such as Macmillan.

“Although prostate cancer affects many men and their families, over 70 per cent of people don’t know what the prostate actually does. It is vital that men develop knowledge of their body and prostate cancer so they can recognise the early signs of the cancer to enable them to access treatment as quickly as possible.”



Jackie Askew, Macmillan Urology Nurse with Terry Knight, volunteer patient user.

Drop-in-mole clinics for staff

A new initiative by the dermatology team to offer staff an opportunity to attend a drop-in mole check clinic on their site has proved to be a great success. The first clinic was set up in Worcester by Charlotte Gray, Macmillan Skin Oncology Clinical Nurse Specialist as part of the national Sun Awareness Week in May. It proved popular and was followed by requests from staff at the Alexandra and Kidderminster sites who wanted the same chance to check out their moles.

The team, which included consultant dermatologists Drs Phil Preston, Bridgette Cave and Bill Tucker, as well as Clinical Nurse Specialists Rose Rowland, Sheree Warner and Charlotte, then arranged further sessions at the other sites. They also provided information and leaflets to help staff identify the early signs of skin cancer and reduce the risks by being SunSmart.

Charlotte says: "I know that many people are concerned about skin moles whether it is a new one, one that looks a bit different, or one that they have had a long time but has recently changed, but they don't follow this up with a visit to their GP. Holding a drop-in-mole clinic seemed a good way of raising awareness for the early detection of skin cancer as well as an opportunity to educate staff about the prevention of skin cancer. The response we had certainly proved that it was worthwhile."



Pictured at the Kidderminster clinic Dermatology Consultant Dr Phil Preston and Dermatology specialist nurse Charlotte Gray give advice to staff nurse Marie Lloyd

Over 200 staff attended the drop-in sessions and fortunately, the team were able to reassure the majority of staff that their moles were fine.

Remember, most skin cancer is curable if treated early.

More information about sun awareness and skin cancer is available by contacting Charlotte Gray on 30453, bleep 530 or via email charlotte.gray@worcsacute.nhs.uk

Drop-in-mole clinics for Worcestershire cricketers

The dermatology team were in action again over the August bank holiday weekend, joining the players and staff at Worcestershire County Cricket Club to raise awareness of skin cancer, its prevention and early detection and to provide a drop-in-mole clinic.

The cricketers were reminded that skin cancer is the most common cancer in the UK. The majority of cases are caused by overexposure to ultraviolet (UV) radiation from the sun or sunbeds. Having *Sun Awareness* is therefore very important as the majority of skin cancer is preventable by people avoiding overexposure to the sun.

Top Tips are:

- Protect skin with clothing, including a hat, T-shirt and UV protective sunglasses
- Spend time in the shade between 11am and 3pm when it's sunny
- Use a sunscreen of at least SPF 30 (SPF 50 for children or people with pale skin) and which has a high UVA protection

Members of the public were also invited along to a drop-in-mole clinic for a check up.

Information leaflets are available from the dermatology team or visit <http://www.bad.org.uk> under '*Sun Awareness*'.

Help save a life

Help save a life by becoming an organ donor.

One organ donor can help up to eight different people and many more can be helped through the donation of the same person's tissues. There are 23 organs in the human body.



You can donate kidneys, heart, liver, lungs, pancreas and the small bowel.

You can also donate the following tissues: corneas, skin, bone, tendons, cartilage and heart valves.

The Trust has joined the NHS West Midlands Organs for Transplants (Oft) Education Project as a pilot site. The project aims to change the culture around organ donation, making it a usual rather than an unusual event.

Liz Armstrong is our Specialist Nurse in Donor Care and works closely with intensive care colleagues at the Alex and WRH. Liz is able to offer support to families and staff caring for patients who are potential donors.

"Only a very small number of people die in circumstances where they are able to donate their organs. Because organs have to be transplanted very soon after death they can only be donated by someone who has passed away in hospital." says Liz.

"I am able to offer support to families and staff caring for patients who are potential donors much earlier in the process than previously, explaining in detail the process and helping them to understand the issues involved.

"In Worcestershire at the moment there are 142 people on the waiting list for organ transplants, 125 of them are in need of kidneys and the remaining need a new liver, heart or lungs in order to have the chance of returning to a 'normal' lifestyle.

The story opposite tells of Catherine who was not lucky enough to receive a life-giving transplant, and is told by her mother Elisabeth Amies.

Catherine's Legacy



"What a surprise this morning to find myself sitting at my desk, stuck on page two of the Worcester News, unable and unwilling to turn the page, the tears that I am blinking away testimony to the beautiful young woman that I see on the page before me. I have read and re-read the article telling the story of Catherine's fight and of her decision to be an organ donor herself. It is this act of utter selflessness that has touched me and has caused me to register as a donor this morning. After all, if Catherine was a donor herself then there is no reason or excuse for any of us not to be."

This moving and positive response to our daughter Catherine's death earlier this year was typical of many we received and it is encouraging to know that people registered as donors as a result. But it also highlights the huge challenge of organ donation in that the vast majority of the public, although in favour of the procedure, never think about it until they are prompted to do so. The shortfall between the giving and receiving is immense. On average three people die every day for the lack of a transplant.

Our daughter was diabetic and on the waiting list for a double transplant. She had been on dialysis in Kidderminster and then in the new unit in Worcester when she died from a massive stroke. Had the wait been shorter, she might have got to the top of the list and still be with us today. That is one of the reasons we are so committed to the organ donor programme in the West Midlands.

But this is not just about receiving organs. When Catherine was on the point of death, the

consultant who was caring for her in the Critical Care Unit in WRH explained very sensitively and compassionately that all hope of recovery had gone. Although we could accept this mentally, it was very distressing to confront the reality. We also had to comprehend the medical implications of what had happened and this was hard when we could only focus on the horror. He went on to ask us whether we would consider Catherine becoming an organ donor. Apparently she had registered as a donor over 10 years previously. We were overwhelmed when we heard that and willingly agreed. Somehow it gave us hope.

Because of her very poor health we, and we suspect, Catherine herself, had discounted the possibility that her organs could be used. We were told that, on the contrary, her liver, lungs, heart valves, tissue, and her corneas might all help to give other people a better life, or even life itself. But we had to agree the point of death – whether it should be brain stem or heart beat. In retrospect we might have made a different decision had we understood more completely the clinical definition of death and that probably more organs could have been retrieved had we accepted brain cell death. But there is something so emotive and perpetual about the term “heart beat” that we couldn’t cross over into that clinical world, and certainly not at that point.

Our experience has revealed how little we actually knew about the organ donation process and how important it was that we should be guided through it carefully and accurately. There were questions we needed to ask and questions we had to answer. It was not easy – this was an unknown journey for us. The donor coordinator and the consultant were very concerned that we should understand every aspect and were very sensitive to our feelings. We could have said “no” at any stage. There will be other donor families like us and it is important that they can be confident of understanding and sympathy from the specialist staff and rely on their support. Our reward is knowing that our daughter has left a living legacy – as it can be for all those registering as donors.

The Trust has now set up an Organ and Tissue Donation Committee which Liz attends with representatives from critical care, theatres, A&E, anaesthetics and organ and tissue donation link nurses. The meetings are held quarterly and are chaired by Michael Amies – Catherine’s father with Elisabeth Amies acting as patient/family representative.



Michael and Elisabeth Aimes

Michael Amies believes that an important aspect of the committee’s work is to ensure that, wherever possible, identification and referral of patients for consideration for organ donation becomes a priority. Education is key in helping staff to understand the significant role they can play in ensuring that this takes place. They want to encourage staff to register to become organ donors themselves.

Michael says: “I would advise people not to be frightened of the prospect of becoming an organ donor but to see it as a ‘gift’ to give someone back their life. Many people are aware of the possibility of organ donation but most fail to join the Organ Donation Register meaning that many patients do not receive the life giving transplant they need.”

For more information about organ donation or to sign up to the Organ Donor Register, please call the Donor Line on 0300 123 23 23 or visit www.organdonation.nhs.uk

Nurses pledges to patients

Nurses from across the Trust have been working together to develop their vision for achieving excellent patient care.

The proposed Strategy for Nurses and Nursing 2010 – 2013 describes the five priorities that all nursing and health care support workers have signed up to for achieving excellent patient care over the next three years.

These are:

- Offering a better patient experience
- Improving patient safety
- Enhancing professionalism and traditional values
- Educating and developing the workforce
- Leading in the clinical areas

The document also contains a series of pledges to patients.

The pledges include:

- Providing the highest standards of care at all times
- Treating colleagues, patients and visitors how we would want to be treated ourselves
- Being champions for customer care and professionalism
- Being an advocate for patients, supporting their dignity

Patients and the public were asked to give their feedback on the proposed strategy for care before its launch in the autumn.

Helen Blanchard, Director of Nursing and Midwifery said: "The vision and values it sets out represent the views of nurses and healthcare support workers from across the Trust who have wholeheartedly committed to this and are keen to move it forward. Our central aim is to achieve a positive patient experience."

National Nurses Day



Helen Blanchard, Director of Nursing and Midwifery is pictured far right with members of the nursing team at Worcester who were taking part in trust-wide activities to celebrate National Nurses Day.

Raising awareness around diabetes



Pictured at the Worcester stand are Emma Innes, Lead Nurse Diabetes; S Cotterill, visitor and Lisa Smith, Diabetes Staff Nurse

Specialist diabetes nurses across the Trust set up a series of events during Diabetes Week. It gave them the chance to speak to patients and visitors directly, supporting prevention of diabetes and helping those with the illness to manage it more effectively.

It was also a good opportunity to promote the ThinkGlucose initiative operating on wards throughout the Trust which helps patients to continue to manage their diabetes whilst an inpatient.

Good news for budget holders



Welcome to Charlotte Taylor who has joined the procurement and supplies team as deputy head of procurement based at the Alexandra. She has operational procurement experience spanning 12 years and has worked in both the public and private sectors. Charlotte will co-ordinate changes in the way the department supports the Trust.

Currently the procurement and supplies team concentrate on processing the numerous stock and non-stock items purchased daily by the Trust. They continually work to set up contracts that represent best value for the trust, be it direct with the supplier, via a collaborative contract or via NHS Supply Chain.

Charlotte's role will be to lead the team in a more strategic direction allowing them to dedicate their

time to supporting individual departments and analysing the mass of information generated by the Trust. Who orders what, when and how often. They can then use this data to provide not only trust wide information but individual directorates with their current patterns of spending and help identify where savings can be made. This will be welcomed by all the trust budget holders, matrons and managers as they struggle against continual demands to reduce spending, and improve financial efficiency.

Charlotte is also engaged in rolling-out the Trust's new 'procurement policy' which will provide all employees with guidance as to how to procure in accordance with trust policy. This is available for all to see on the procurement and supplies intranet page.

For more information contact Charlotte on 42137 or David Yeomans, Head of Procurement and Supplies on 42135.

Historical artwork

The old Board Room at Castle Street Hospital in Worcester featured a collection of oil paintings - portraits of some of the individuals who have been influential in Worcestershire healthcare during the past 300 years.

The paintings were moved to the restaurant at the new Charles Hastings Education Centre when Worcestershire Royal Hospital was opened in March 2002, but this is not an ideal location and their condition has deteriorated.

The portraits (mainly dating to the 18th century) include John Wall, the founder of the Worcester Porcelain factory, as well as others who played important roles in establishing and developing the former Worcester Royal Infirmary.

The Castle Street infirmary building is now part of the University of Worcester and is being redeveloped as a city centre campus for students.

However, the former board room and chapel are protected by their Listed status. The hope is that the paintings can return to their former home in the Board Room and that high quality replicas can be put up in their place at CHEC.



The estimated cost of restoring the original portraits and providing high quality framed digital copies is around £10,000, which the University hopes to raise over the coming year so that an official opening of the board room can take place in summer 2011.

Anyone wishing to make a donation should contact Anne Hannaford at Worcester University at a.hannaford@worc.ac.uk



Catalyst Matters

By Peter Sleightholme - General Manager

Staff, visitors and patients use the Rivercourt Restaurant at WRH regularly. I myself enjoy a cooked meal at lunch times. My favourites are roast dinners and pies.

ISS who run the catering, housekeeping, portering and switchboard and security services employ 362 people overall. The 51 members of the catering team include chefs, kitchen porters, catering assistants and stores who work round the clock delivering a wide choice of menus cooked and served from the onsite kitchen.

Patients' meals are prepared in the ward kitchens by hostesses who work with colleagues from the 'pick and pack' team to ensure patients receive their choice of meal at the bedside on time and properly prepared.

600 meals in 60 minutes

It's 11.55 am and Hostesses on wards at Worcestershire Royal Hospital are ready to go!

At 12 noon they will deliver the meals to the nurses on the ward to serve to the 600 inpatients. The morning has been really busy as it's essential that all the preparation and cooking arrangements are completed so that patients can eat their meals during the protected meal time which is between 12 and 1pm. This ensures that they can eat their lunch and enjoy it without interruption from doctors or other clinicians.



I-r Nadine Uren, Denise Fulcher and Remy Gonzales members of the Pick and Pack team outside one of the freezers with newly selected patient choices.

What goes on behind the scenes to achieve this? The evening before, nurses on each ward will liaise with patients about their meal choices for

lunch and supper the following day. Breakfast is provided on the ward. The menu is varied with all meals approved by the Trust dieticians.

The hostess or the duty manager will take the menu choices to the ISS help desk who collate the information for the 'pick and pack' team.

These are the people who start work at 7am in the morning, selecting the meals from the large walk in holding freezer and fridge. The team continually work in conditions of 4C and below to maintain the food at the correct temperatures. They will then pack the meals into insulated boxes for delivery to the appropriate ward kitchen by 9.30am.

Hostesses are responsible for checking the boxes to ensure that the patients' choices are correct and placing them onto a special trolley ready for the oven. Timing and temperature are vital to ensure that the food is at the correct temperature and cooked for the correct time.

Hostess Vicky Mayne (pictured overleaf) said: "I really enjoy my job. I have attended the level 2 hygiene course and also frequent refreshers given in-house by members of the catering team, who hold the level 4, advanced food hygiene certificate."

After lunch the hostesses collect the crockery and



Vicky Mayne, Hostess on Laurel, tests the temperature of food with a probe.

take it back to the ward kitchens to wash.

Meanwhile the pick and pack team are hard at work selecting all the meal choices for supper time. This would be soup and a sandwich as well as the special diet menu. These are again delivered to the ward kitchens ready for the evening hostesses to check.

The meals are handed over to the nursing staff for the supper at 5pm and by 6pm the catering team are busy clearing down the kitchens and maintaining hygiene standards in eager anticipation for the next day.

Helen Stirling is the Retail Manager for ISS Facility Services Healthcare and says: "We know that meal times are the one certainty in a hospital stay. Whether the hospital stay was planned or the patient has been admitted as an emergency everyone finds themselves in an unfamiliar place with a completely different routine.



Helen Stirling

"Our aim is to make sure that the patient has a wide menu choice and that we achieve a smooth,

efficient service which gives patients time to eat their food whatever their particular illness or difficulty.

"Additionally we have a patient liaison Supervisor, Jenny Wigginton, who is available to speak to patients seeking advice about menu options to suit their needs. Gluten free, soft and pureed meals, high protein, lactose free and Halal are some of the many meals available to ensure we can meet all dietary needs.

"It's worth noting that the cook chill meals are specially made for hospital patients which means that there are restrictions on salt and fats that they can contain as many patients are only able to eat special diets. However, the tray with the meal should have seasoning available so that individual tastes can be met."

Helen can be contacted on extension 30694.

Besides providing all the patient meals, the ISS catering team provide breakfast, lunch and supper for the hospital staff and visitors in the Rivercourt Restaurant at WRH.

Sarah Edwards is the Patient Manager who looks after any queries patients might have. Her extension is 30694.



Sarah Edwards

Other contacts for the catering team are:

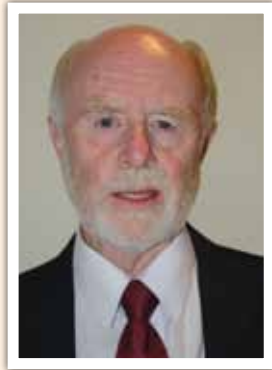
Jenny Wigginton - Patient Liaison
30396 BI 856

Steve Lafferty - Stores Supervisor
39356

General Office
30397

Welcome to our new public governor

The role of Shadow Public Governor for Redditch has been taken on by Gordon Reddish, pictured right, following the resignation of former governor Paul Lowe.



Mr Lowe regrettably informed us he wished to resign his post and, in accordance with the Trust's Constitution, invitations were sent to the next highest polling candidates – David Hunt and Gordon Reddish.

Mr Hunt declined the invitation, while Mr Reddish accepted. This means he will take up the seat until the next election, at which time it will fall vacant and be subject to election.

Gordon brings to his role as Governor over 30 years experience gained in voluntary service. He was Chairman of the Bromsgrove and Redditch Bench and Chairman of Governors at a Middle School. He is a member of the Trust's Sustainable Development Committee where his professional experience as a Water Consultant is of benefit.

As a Shadow Member, Gordon believes in and supports the aims and aspirations of the Trust. He plans to use the skills and expertise he has to represent the Members in a friendly, professional and robust manner.

NICE event



Pictured are l-r back row Julie Varley, Pfizer (sponsor); Elaine Berisford, NICE and Systems Co-ordinator WAHT, Renata Bozиковova, Clinical Governance Co-ordinator Worcestershire PCT; front row: Kim Hamblin, Clinical Governance Administrator WAHT and Sam Whitby, Audit Research and Clinical Effectiveness Manager WMHT.

The NICE Clinical Feedback event gave staff an opportunity to learn more about the plans NICE has in place for the coming year and further NICE guidance on diabetes and commissioning.

There were several key presentations and a choice of breakout sessions. The day was set up so that staff were able to attend all or part of the day or just specific workshops to fit around their clinical commitments as necessary.

Feedback forms were handed out on the day, and the comments received from those were very positive, and staff felt that they had gained useful knowledge on NICE in general and its implementation.

Members of the clinical governance teams from across the county helped organise the day.

Business Awards recognition

We were delighted to be named a finalist in the Excellence in People Development category at the Herefordshire and Worcestershire Chamber of Commerce Business Awards 2010 in June. Investing in our staff for the benefit of patients is one of our key values, and we were pleased that our commitment to providing ongoing professional development opportunities for all staff was recognised by the local business community.



FINALIST
AWARD FOR
EXCELLENCE IN
PEOPLE DEVELOPMENT

Essential skills

Recognising that each of us has gaps in our knowledge which it would be beneficial to fill takes a lot of courage. Once that step has been taken it then requires more action to remedy it.

Viv Padfield works as a Healthcare Assistant on ward 9 at the Alexandra Hospital. Viv wanted to progress through her NVQ training but was referred to the Essential Skills course to help her with her English as she approached NVQ level 3. At first she was certain that she did not need this 'extra help' and would pass the test with no problem. However, Viv was surprised to realise that the results showed that she would benefit from the structured help and support on offer through a learning skills course introduced by the Trust in conjunction with a local college.

Having taken the decision to take advantage of the course, and with the support of her manager, Viv has never looked back. In fact now she is tackling a similar course for improving her maths, which she would be the first to say is not her favourite subject!

Sue Hunt spent her school life building up a high wall to avoid the fact that she was dyslexic. Sat at the back of the class she channelled her efforts into art and her love of wildlife. Taking a job as a Healthcare Assistant was a big step and Sue struggled to gain her NVQ Level 2 before being told about the essential skills course available at the Alex. She admits that she approached the door several times before plucking up the courage to enter the 'classroom'.

Supported in her learning by her ward sister on 17, Sue has made tremendous progress in her written English and was commended for the recent talk she gave on the importance of nutrition as part of the NVQ level 3 course. This is something that Sue would have found impossible before.

Now Sue not only takes the swabs but fills in the necessary paperwork, something she always avoided in the past. "I feel much more a part of the team, able to contribute more to the ward," says Sue. Having achieved her NVQ Level 3, Sue now wants to become a B Grade nurse and is all set to tackle the next round of supported learning.

Another attendee is Gillian Bond who works in outpatients. Initially supported by the sister in the department, Gillian is grateful for this belated opportunity to improve her English skills and regrets when she has to miss the session because of staffing pressures. She is keen to improve her skills and appreciates the difference it has made to her.

The leader of the course is Carol Lawley who is a lecturer in English and Maths at New College, Redditch. Carol is well aware of the difficulties faced by those whose primary and secondary education has been inadequate.

Carol said: "I watch as students develop in

confidence and ability, not only at work, but in all aspects of their lives as their understanding of reading, writing and maths grows. It is rewarding to hear of students tackling simple things we often take for granted such as answering a phone and relaying messages, which they had previously avoided."

The course has changed the lives of those who have been given and have taken the opportunity to attend. One student is now working in theatres, another has a place on an access to nursing course at Birmingham University and a third is working as a scrubs nurse in theatres. Building their knowledge and understanding is an efficient way of improving skills to provide and maintain a high level of care for our patients and enhance the teams.

Contact kath.ackah@worcsacute.nhs.uk for details of future courses.



l-r Viv Padfield, HCA Ward 9; Gillian Bond, HCA Outpatients; Carol Lawley, Lecturer and Sue Hunt, HCA Ward 17.

Long service celebrated

As part of our continuing recognition of long serving members of staff we have held further celebrations, this time at the Charles Hastings Education Centre at Worcestershire Royal Hospital.

Over 100 staff were eligible for the award this time and 70 were able to attend one of the two ceremonies. Members of staff who have completed 25 years of service or more with the Trust or its predecessor organisations were invited to attend. In some cases staff have more than 34 years of service within the NHS locally.

At the morning event Chairman Michael O’Riordan was supported by Director of Nursing and Midwifery Helen Blanchard and Director of Human Resources Jeff Crawshaw.



Proud staff at the morning event

For the afternoon event non executive director Rosemary Adams presented the gifts with Medical Director Charles Ashton on hand to congratulate the awardees.



Long serving staff at the afternoon ceremony

Many guests took the opportunity to talk about what their roles entailed and how much they enjoyed working in the NHS.

Chairman, Michael O’Riordan said: “We are proud to be part of the award ceremonies which recognise the loyalty and dedication of our longest serving members of staff who have played important roles in healthcare at Kidderminster and Worcestershire Royal Hospitals.

Everyone plays a part whether as a doctor, nurse, midwife, porter, clinic receptionist, medical records clerk or housekeeper. These events give us the chance to thank them for their commitment and show our appreciation for their contribution to patient care.”



Those unable to attend on the day were invited to an informal presentation at a later date. Some of them are pictured with the Chairman (second left) holding up their certificates.

Long service awardees had a choice of gift, either a vase, clock or decanter.

The next long service awards are planned for spring 2011 and will be held in Kidderminster.

Swine Flu - past and present

Who can forget the tension caused when a new flu strain was discovered in Mexico? Swine flu was the headline everywhere and there was global concern about its impact. We know now that the 2009 pandemic was nowhere near as harmful as previous pandemics during the 20th Century. However, this could not be known at the time with numbers increased at an alarming rate. In only one month the number of deaths globally more than trebled and the number of UK cases rose from 215 to 6,538. To meet this demand the Health Service went into 'response' mode which, in practical terms meant that we had to undertake a huge amount of work in a short period of time so that we had equipment, people and procedures in place ready to be activated in the event of a localised significant outbreak.

What did we learn?

1. The virus didn't only attack the traditionally vulnerable groups such as the elderly. Young people, pregnant women and the obese seemed particularly vulnerable to the virus and were more likely to become extremely ill and we needed to address how we would deal with these patients, particularly in areas such as paediatrics and critical care.
2. Existing infectious disease procedures were capable of dealing with small numbers of infected patients without activating a separate plan.
3. It was difficult to get swine flu messages through to all staff.
4. Some staff had concerns about the swine flu vaccine which affected uptake rates.
5. It was difficult to release staff for training because there was no relaxation of other operational targets.

What next?

On 10 August 2010, the World Health Organisation announced that we were no longer in a pandemic but in the "post-pandemic" period. This means that swine flu will continue to circulate sporadically in much the same way as other seasonal flu viruses. We will therefore continue to see outbreaks in the UK and indeed there have been 4 hospitalisations in Birmingham during the first week of August and a positive case in the Trust.

We will continue to deal with isolated cases under the Severe Acute Respiratory Syndrome, Avian influenza and other severe viral respiratory infections policy ([WAHT-INF-014 on the intranet](#)).

Training packages are available to be delivered at short notice with other activities curtailed to accommodate this training. Details of refresher mask fit test training are on the Infection Control page of the intranet.

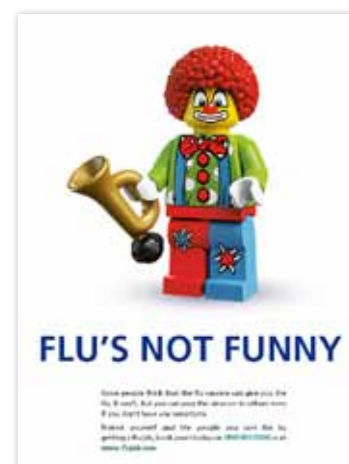
Vaccination

Vaccination is the single-most effective way of protecting yourself and those you care about from flu. The vast majority of people who get any type of flu will recover relatively quickly but will feel extremely poorly. If you are unlucky enough to be one of the small number who become seriously ill as a result of the virus, your life could be at risk. The Trust is therefore encouraging everybody to have the vaccine this year. Some people have reported some minor side effects from the vaccination but these are negligible compared to the impact of flu.

The swine flu vaccine has been incorporated into the seasonal flu vaccine and Occupational Health will be offering this in readiness for the approaching autumn / winter starting in early October. Occupational Health will publish further details in due course.

Further information

A small group will continue to look at our plans and ensure that they are fit for purpose and that they can be activated proportionately if the need arises. The group will be task-orientated and concentrate on key issues and involve relevant heads of department as necessary. If you want more information about our plans, please contact Lorraine Wilde, Emergency Planning Officer or Claire Constantine, Consultant Microbiologist who is the Clinical Lead for Pandemic planning.





Twin times

The delivery suite at the Alexandra Hospital, Redditch has been particularly busy recently with 16 sets of twins born since the start of the year - nine of which were born during April and May alone.

Another 13 mums who are also expecting twins are booked in to give birth at the Alex later this year. Last year they had 20 sets born but it looks like this year they are on course for nearly 30!

They are in safe hands as five of the midwives on the ward, including Karen Halfpenny are mothers of twins. Her little girls Mia and Laura are now five years old.

Following the birth of her twins, Karen started a Multiple Pregnancy Group and says: "I was inspired by having my own twins and wanted to support other mums. I feel it is important that mums expecting twins get relevant support and information. We meet monthly on the Alexandra site and have started meeting at Worcester this year."

As Matron for maternity, Alison Talbot confirmed that the Trust currently has a full complement of midwives with a waiting list for vacancies, whilst many areas of the country face a short fall in their midwifery numbers.

"We have an experienced and cohesive group of midwives who together with our team of obstetricians and paediatricians enable us to provide excellent care for mums-to-be throughout their pregnancies and beyond.

"Since the closure of maternity services at Solihull Hospital we have also been able to support many mums-to-be and their families in choosing where to have their baby. An additional 115 mums-to-be have booked at the Alexandra Hospital from outside the county so far this year."

The mums and babies pictured are:

I-r outer circle:

Phoebe and Olivia Harris with mum Joanne; James and Jude Shepperson with mum Angela; Joshua and Ethan Richards with mum Claire; Liam and Kieron Rouen with mum Jenny; Zoe and Charlotte Spyer with mum Marie; Grace and Precious Malazie with mum Alice and Orlando and Martina Cole with mum Zuzana.

Centre I-r:

Finn and Carter Wildgust with mum Michelle and Lauren and Sophie Todd with mum Claire.

Serenity Suite is sweet

Mums-to-be can now look forward to spending time in the newly opened Serenity Suite on the delivery suite at the Alexandra Hospital. The room, which is decorated in relaxing colours, provides an oasis for expectant mums who are looking forward to a normal birth.

Midwives and Normality Champions, Jean White and Lynne Thomas, explain how the room with its Combitrac equipment can help mums through the stages of labour. "Many women like to keep on the move and this is a relaxing, private environment to labour and deliver in. The specially designed equipment enables husbands or partners to be involved in supporting mums-to-be. Using the trac enables mothers to be mobile during labour which aids the natural birth process."

Jessica Lloyd is mum to 14-month-old Summer-Rose and was expecting her second baby. She could see the benefits of the room as her labour advanced. Partner Luke Fell was keen to try the equipment and see how he could help and support as well.

Alison Talbot is Matron for midwifery at the Alex and invited Pat Hadley, Chair of the Alexandra League of Friends to the launch of the Serenity Suite.



Photo: Jessica Lloyd with partner Luke Fell and left to right Lynne Thomas, Midwife; Pat Hadley, Chair of the Alexandra League of Friends and Jean White, Midwife.

Alison said: "Once again the League has been very generous in its support for maternity services at the Alex in purchasing the Combitrac equipment. The midwives are delighted with the new equipment which they believe many mums will appreciate. We look forward to welcoming them to our new Serenity Suite."

International Day of the Midwife

Midwives from across the Trust manned stands selling cakes, raffling a fruit basket and running a 'guess the weight of the cake competition'. Their efforts raised £500 for midwives in Haiti.

The Trust was one of the top five fundraisers in the UK on the day.

Midwife supervisor Dawn Kelly said: "It was a memorable day. Many people came along recalling their birth stories from recent home birth deliveries, including an ecstatic new dad and ladies who were in their 70s!

"I would like to take this opportunity to thank everyone who donated money for this special cause."



Lizzie Martyn-Smith, Senior Student Year 3; and Dawn Kelly, Midwife Supervisor at WRH.

Heart felt thanks

The cardiac catheter lab at WRH has just taken delivery of a new intra-aortic balloon pump (IABP). Consultant cardiologist Dr Jasper Trevelyan and members of the team attended a formal handover of the equipment at a presentation by the British Heart Foundation who raised the £38,000 necessary to buy the equipment through an appeal.

Dr Trevelyan explained how the IABP is used to treat acutely ill patients undergoing angioplasty (dilatation of narrowed or blocked coronary) as treatment for angina or heart attacks. It will also be used to support patients at high risk of complications from angioplasty, and the most unwell patients with heart problems on intensive care. Angioplasty uses narrow tubes or catheters that are passed through the groin to the heart. The affected artery can then be dilated with a balloon and held open with a metal mesh (stent). This improves the blood supply to the heart and relieves the symptoms and associated pain.

Pictured are: Jan Garratt, Friends of Pershore Hospital; Clare Cassidy, Fundraising Manager for British Heart Foundation for Herefordshire, Shropshire and Worcestershire; Patricia Freeman, Chair of Friends of Pershore Hospital; Janina Penn, Chief Technician Cardiac Catheter Lab; Luke Mallett, Head of Fundraising for British Heart Foundation for West of England; Kim Bull, Manager Cardiac Catheter Lab; Karen Chare Chief Technician Cardiac Catheter Lab; Dr Jasper Trevelyan, Consultant Cardiologist and Michael O’Riordan, Chairman.



Thanks were given to the British Heart Foundation, the many individuals who ran sponsored events and the main contributors who were the Vale of Evesham Golf Club, the Worcester Heart Support Group and the Friends of Pershore Hospital who alone donated a generous £6,425 to the appeal.

Supporting work experience



Students are pictured testing ‘urine’ samples as part of their learning about the increasing incidence of diabetes in the population.

Twenty-two students attending schools and sixth form colleges in Malvern, Hereford, Worcester and surrounding areas attended a programme of activities as part of their work experience week in July.

Based in the Charles Hastings Education Centre at WRH they learnt about infection control, health and wellbeing and career options. They also had the opportunity to spend time observing on wards and took part in simulated clinical tests. The week was organised by Joanna Chant, Development Coordinator, and supported by speakers from maternity, nursing, pathology and a doctor from A&E.

Carers Week winners

National Carers Week is always about raising awareness of the support and help that is available to carers. This year the focus was on the needs of carers when the person they care for goes into hospital.

Ward staff at the Alexandra, Kidderminster and Worcestershire Royal hospitals took up the challenge to create a carer display board of information relevant to carers visiting their ward.

Gabby Hemming and Clare Scott are Carers Development Officers based at the Alexandra and WRH respectively. Their role is to raise awareness of and support carers in the hospital setting. They are also responsible for supporting NHS staff in recognising and supporting carers.

Gabby and Clare were pleased with the participation and response to their competition commenting on the creative and informative boards produced. Congratulations to the winning team - Ward 9 at the Alexandra hospital, Redditch. Special thanks to Staff Nurse Val Ellis for her contribution. The winning team received a Certificate and a small prize of a basket of fruit and chocolate in recognition of their efforts – well done!

If you want more information or would like material to display or give to carers, please contact Gabby or Clare on 01527 503873 or 01905 728824



Some members of the winning team: Sister Julie Barley, Staff Nurse Ramola Avilei and Ward Clark Carol Williams.

'Gifting' thanks



Members of the Kidderminster team of WRVS volunteers gathered for a 'gifting' ceremony to hand over a cheque for £5,000 to the Trust.

The 'gifting' is money raised through sales in the shop which is then given to the hospital to be used for the benefit of patients or staff.

Following consultation with Matron Amanda Moore and staff it was decided to use the monies to provide an integrated TV system for ward 1 which cares for patients who have returned from theatre following surgery. The WRVS volunteers were later taken on a tour of ward 1 by sister Rachel Hughes to see for themselves how the improved TV arrangements will benefit patients, hopefully providing a diversion during their recovery period.

Chairman Michael O'Riordan was also present and said: "We are delighted to have this opportunity to thank the WRVS volunteers for their unstinting support for our hospitals over the years. They play an integral role in the life of the hospitals and are much appreciated not only by patients and visitors but staff as well."

Some of the many volunteers who work in the WRVS shop at Kidderminster are pictured with Sister Rachel Hughes and Matron Amanda Moore (back row), WRVS shop manager Maria Hall and Chairman, Michael O'Riordan receiving the gift from long-term volunteer Lesley Grant.

Invitation to the Palace

Three members of staff were invited to Buckingham Palace to attend a summer garden party. Guests from all walks of life gathered in the gardens of the palace to enjoy tea and cakes and talk to other invitees. Posh frocks and hats were in abundance and everyone enjoyed the unique experience and the chance of meeting the Queen.

Ronnie Smith, Head of the Fast Response Cleaning team at the Alex described her day as 'brilliant'. "I never expected that I would ever be a guest at Buckingham Palace!" Debbie Hinton is the Countywide Audiology Services Manager and winner of 'Britain's Best Boss' award in 2009. Debbie is pictured with husband Anthony on the day. Consultant Physician Dr David Pitcher was accompanied by his wife Jane.



Joint effort to promote Health Information Week



Selina Lavictoire from NHS Worcestershire Public Health, Richard Brook Health Librarian and apprentice Rebecca Vernells Trust manning one of the stands.

A campaign to raise awareness about health information was launched across Worcestershire as part of Health Information Week.

Trust Health Librarians David Chamberlain and Richard Brook worked with colleagues from NHS Worcestershire and Worcestershire's Public Libraries to promote the campaign that aimed to raise the awareness of good quality health information for members of the public.

Displays were set up at supermarkets in Redditch, Kidderminster and Worcester as well as Bromsgrove public library offering information on a range of health issues.

They were also promoting new schemes such as:

Books On Prescription - a service where clinicians prescribe self-help books, which are available from public libraries.

Inspire - a scheme designed to promote open access for the public to most libraries including those in universities and colleges.

Feedback from the public was positive and many were complimentary about efforts made to raise awareness of improved access to information relating to health.

For further information on Books On Prescription and Inspire please contact David Chamberlain on 01527 505773.

Catering career

Neil Watson-Jones said a sad farewell to colleagues at the Alexandra Hospital recently. As catering manager he was the man responsible for keeping staff and patients well fed not only at the Alex but at Kidderminster Hospital as well.



Neil Watson-Jones with Val Harris, Head of Facilities

Starting his career in 1968 as a chef at Heartlands Hospital he then became the region's youngest head chef in 1970. He was assistant regional catering adviser to the West Midlands Region and also spent seven years at the Stourbridge group of hospitals before he moved back to Region as the Deputy regional catering adviser with specialist knowledge in cook-chill food production. Neil joined the Alex in 1995 – a move which he admits has involved constant change and challenge!

As a well-respected person within the profession he was elected and has served as chair of the National Catering Association between 2002-04 and 2007-09.

High Standards of service to patients and staff were his watchword and catering departments under his remit achieved year on year accreditation for their high standards and hygiene. The cook-chill food produced at the Alexandra site gained an excellent reputation across the Trust with both staff and visitors.

Head of Facilities Val Harris spoke on behalf of colleagues when she said that Neil would be greatly missed by those who knew him who feel it was a privilege to work with him, and wished him well for his retirement and future projects. One of these projects involves buying a motor home and touring Europe, no doubt checking out the different foods wherever he goes!

No time to rest!



Pic l-r: Jenette Minton, Heather Mayor, Steve Steward, David Duddles, Marie Bodman and Rebecca Minton

David Duddles, TSSU Manager at Worcester, had spent 36 years in the NHS with 31 years in Worcester within sterile services.

He started at Ronkwood Hospital, Worcester and then transferred to the new hi-tech department when WRH opened in March 2002. The passage of time also saw the merger of the hospitals across the county and joint working with the Alexandra and Kidderminster hospitals to become one of the best HSDU services in the region with full accreditation.

David took the opportunity to thank all his colleagues and now looks forward to having more time to spend in the family camper van touring the UK and Europe, pursuing his interest in Tai Chi with a view to becoming an instructor, following his love for oil painting and the piano, enjoying his children and grandchildren and, if he has any time left, walking lesser known routes!

David is pictured on his 65th birthday which was also his retirement day!

From Our Chief Executive

The future shape of the NHS has changed beyond all recognition since the last edition of Connect.

The Government's White Paper, published in July, outlines the most radical reforms to hit the health service for a long time. By 2012 there will be no more Strategic Health Authorities, and by 2013, all Primary Care Trusts will have been abolished to make way for GP Consortia and a national NHS Commissioning Board.

For me, the key phrase in all the documentation is that patients will be at the heart of everything the NHS does – **'no decision about me, without me'**.

This means involving and empowering patients, giving patients much more information on all aspects of their health care, enabling patients to rate hospitals and its clinicians according to the quality of their care. Patients will have more choice over providers, consultant-led teams, GP Practices and where diagnostic tests are undertaken. Additionally, they will have a stronger voice in the system through the introduction of a new consumer champion 'Health Watch'. Whilst this is a challenge, it's to be applauded!

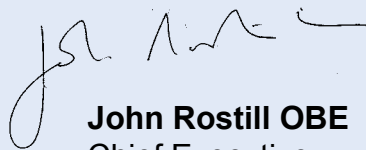
As far as this Trust is concerned, we need to focus our efforts on finalising plans to become a Foundation Trust in 2011, seek to further strengthen clinical leadership focusing on measurable improvements in outcomes and being prepared for increasing amounts of information about those

outcomes to be publicly available. We need to continue to build relationships with prospective GP commissioners and focus on how to provide even more care locally.

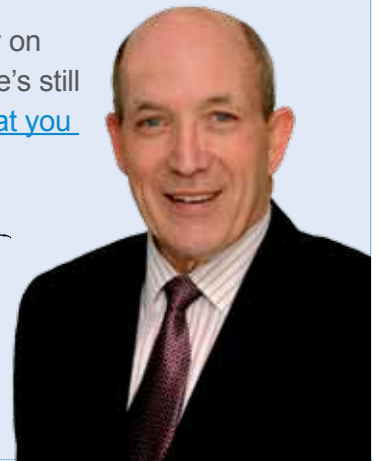
In the next few days the PCT Board will make its decision on who will manage Worcestershire's Community Health Services (currently managed by the PCT Provider Services) from April 2011. I hope you've heard that I (along with many staff across the Trust) passionately believe that the sensible preferred option is for the community hospitals together with specialist nursing services to be transferred to us.

What do community hospitals do? They have patients in beds, they provide nursing care, they treat outpatients, some have diagnostic facilities, they perform procedures and undertake operations. That's what we do! So why would anybody think of transferring them to anyone else? We'll find out on Thursday, September 15.

Up until the end of the day on Friday (September 3) there's still chance to [tell the PCT what you think](#).



John Rostill OBE
Chief Executive



Best Cardiac Care Nurse

Worcester coronary care nurse Paul Dewdney has won the Heart News Award for the Best Cardiac Care Nurse from Birmingham City University.

Charge Nurse Paul is a latecomer to healthcare having previously worked in commerce. He was encouraged to further his qualifications by the Trust to upgrade his nursing diploma to a degree and studied whilst continuing his role on the ward. The award is given to the most promising student studying the care of cardiac patients.

Congratulations to Paul who is pictured with Ian Blair, Dean of the Faculty of Health at Birmingham City University.

