



## 100<sup>TH</sup> PATIENT FOR COUNTY HOSPITAL BARIATRIC SERVICE

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# Foreword

Welcome to the latest edition of UHNM news.

This issue is full of significant milestones. We have now treated more than one million patients at UHNM, and over 100 patients have had their bariatric surgery at our new unit at County Hospital. Our Children's Centre has had the privilege of caring for one of our patients since her birth 18 years ago, one of our patients with chronic kidney disease has been treated for 12 years by Dr Julie Wessels who he credits with adding many years to his life, and Ward 222 treated a patient with COPD for eight years until the time came for her to receive palliative care.

A marriage proposal and acceptance took place on our helipad in June 2017, and our Acute Rehabilitation and Trauma Unit (ARTU) at Royal Stoke and Elective Orthopaedic Unit at County have celebrated their first anniversaries. Our maxillofacial cancer surgery and anaesthetic team are the first in the country to offer 3D computer modelling, printing and reconstructive surgery all under one roof. And these are just a few examples of life within our hospitals!

We have had a very busy summer, especially in our Emergency Departments, so it never fails to amaze me that our staff still find the time to go the extra mile for their patients. This is reflected by the numbers of nominations we receive for our UHNM Hero Award, as well as through our success in many regional and national awards.

Like many trusts we are facing challenges in some aspects of our performance, particularly in relation to our finances and we continue to work hard to address these.

However, as this magazine demonstrates, our successes far outweigh our challenges and I am proud to lead such a dynamic, talented and compassionate team of colleagues.

Paula Clark  
Chief Executive



Care Coach Anne Barks and Spanish nursing students

## Spanish students make positive impact

Following a visit to University of Cardenal Herrera, near Alicante, UHNM have worked collaboratively to enable a Summer School exchange of student nurses from the university in Spain.

There were seven student nurses involved in this first exchange and during the three weeks of their experience as volunteers they were placed in Critical Care, Neonatal, Theatres, Acute Medical Unit, Short Stay Unit and the Stroke Unit. During this time the students were able to observe the practices of nurses working within an acute hospital environment in the UK. The student nurses were received in the practice areas and time was taken by the team to ensure that they had a positive experience in each area.

Kate Hackett, Senior Nurse Education & Workforce development, said: "We were delighted to welcome these student nurses and help them develop their skills and learning at UHNM and introduce them to methods that we employ in the NHS. It's important that as a Trust we continue to strengthen our links with universities and institutions around the world. We have a huge amount to be proud about at UHNM and it's fantastic that students from outside this country are able to experience the excellent standard of care that we provide."

This has been the first Summer School exchange of its kind undertaken by the UHNM and Keele University and it is hoped that this partnership will continue with further exchange visits between Keele and Cardenal Herrera Schools of Nursing.

### Bowel Cancer Screening team raising awareness

The Bowel Cancer Screening team at UHNM are working hard to increase awareness and eventually improve outcomes for patients with Bowel Cancer in Stoke-on-Trent and Staffordshire.

The team have been out and about around the local area speaking to the public about the importance of Bowel Cancer Screening and explaining the importance of early detection and diagnosis. Bowel cancer affects around 41,000 people in the UK every year and is the second most common cause of cancer death, with one in 20 people developing bowel cancer during their lifetime.

Each year around 16,000 people die from bowel cancer. The work that the team are carrying out is aimed at eventually improving the diagnosis and eventual prognosis for patients with bowel cancer.





Consultant Dr Richard Smith

# First response to Manchester attack

An anaesthetist from University Hospitals of North Midlands' Major Trauma Centre has described his role in responding to the Manchester terrorist attack. Dr Richard Smith, a Consultant Trauma Resuscitation Anaesthetist, was one of the first responders at the scene as a volunteer for Cheshire & Shropshire Immediate Care BASICS Charity.

Dr Smith said: "When I arrived it was clear people had sustained a variety of injuries, including many shrapnel wounds. I was quickly able to administer advanced pain relief, assist with fracture reduction and help triage patients to get them to the different hospitals as fast as possible. One of the youngest patients I treated was only 10-years-old.

"I felt a sense of trepidation as I was walking towards the arena because at the point I arrived it still hasn't been confirmed that the area was safe and we didn't know if there were any secondary bombs. I felt there was a chance that I might not be coming back. Fortunately, your training and instinct kicks in and you're able to just get on with the job at hand."

Cheshire & Shropshire Immediate Care BASICS Charity, working with North West Ambulance Service, provide specialist volunteer medics to support the ambulance and rescue services, bringing advance medical care to communities.

Dr John Oxtoby, Medical Director, said: "Dr Smith has demonstrated an exemplary commitment to care and we take enormous pride in the courage he displayed in the aftermath of this tragic event. Our Major Trauma Centre is ranked no.1 in the country for survival rates and this success is largely down to the dedication and expertise of clinicians such as Dr Smith. They excel in the care they provide and they embody the spirit of the Trust's philosophy of 'Proud to care'."

Dr Smith is an experienced clinician and has been involved in large-scale operations before in different countries. He has been given the UHNM Hero award in recognition of the exemplary level of care he has shown.

## Consultant lectures to Royal Society of Medicine

Professor Shaughn O'Brien has delivered a lecture to the Royal Society of Medicine. The lecture, entitled 'Premenstrual Syndrome – All you need to know', covered the new classification by the International Society for Premenstrual Disorders. Professor O'Brien is the founder and chair of the society.

Now into his 28th year as Professor of Obstetrics and Gynaecology of Keele University Medical School, Consultant at Royal Stoke University Hospital and also Chairman of the North Staffordshire Medical Institute, Professor O'Brien, is internationally recognised in his field, and has delivered talks across the globe about his work at UHNM.

Professor O'Brien, said: "It was a great honour to speak at the Royal Society of Medicine. To be able to deliver my work to such an esteemed audience is always a fantastic moment, and the feedback I've received since the talk has been really positive. The opportunity to share your work with peers and then be able to debate and discuss your ideas is crucial for personal and professional development."

The Royal Society of Medicine is one of the country's major providers of postgraduate medical education.



# County Hospital Bariatric Surgery Service celebrates 100th patient

The Bariatric Surgery service at County Hospital in Stafford has now completed 100 surgical procedures. This is an important milestone demonstrating the safety of the service since it began in December 2016, which has now moved to a new permanent seven bed unit at the hospital. The success of the department has resulted in it being approached to take patients from across the West Midlands and North West.

Mr Vittal Rao, Consultant Upper GI/Bariatric Surgeon and Clinical Lead, Department of Bariatric and Metabolic Surgery, said: "The move to County Hospital has been an unqualified success and our patients have been delighted with the new service. The key to our success has been the support from all the staff involved and access to a dedicated theatre and supportive ward to ensure that the surgery can go ahead as scheduled without delay. We are now being contacted from clinicians across the region to see if we can take their patients, which is a credit to everyone here"

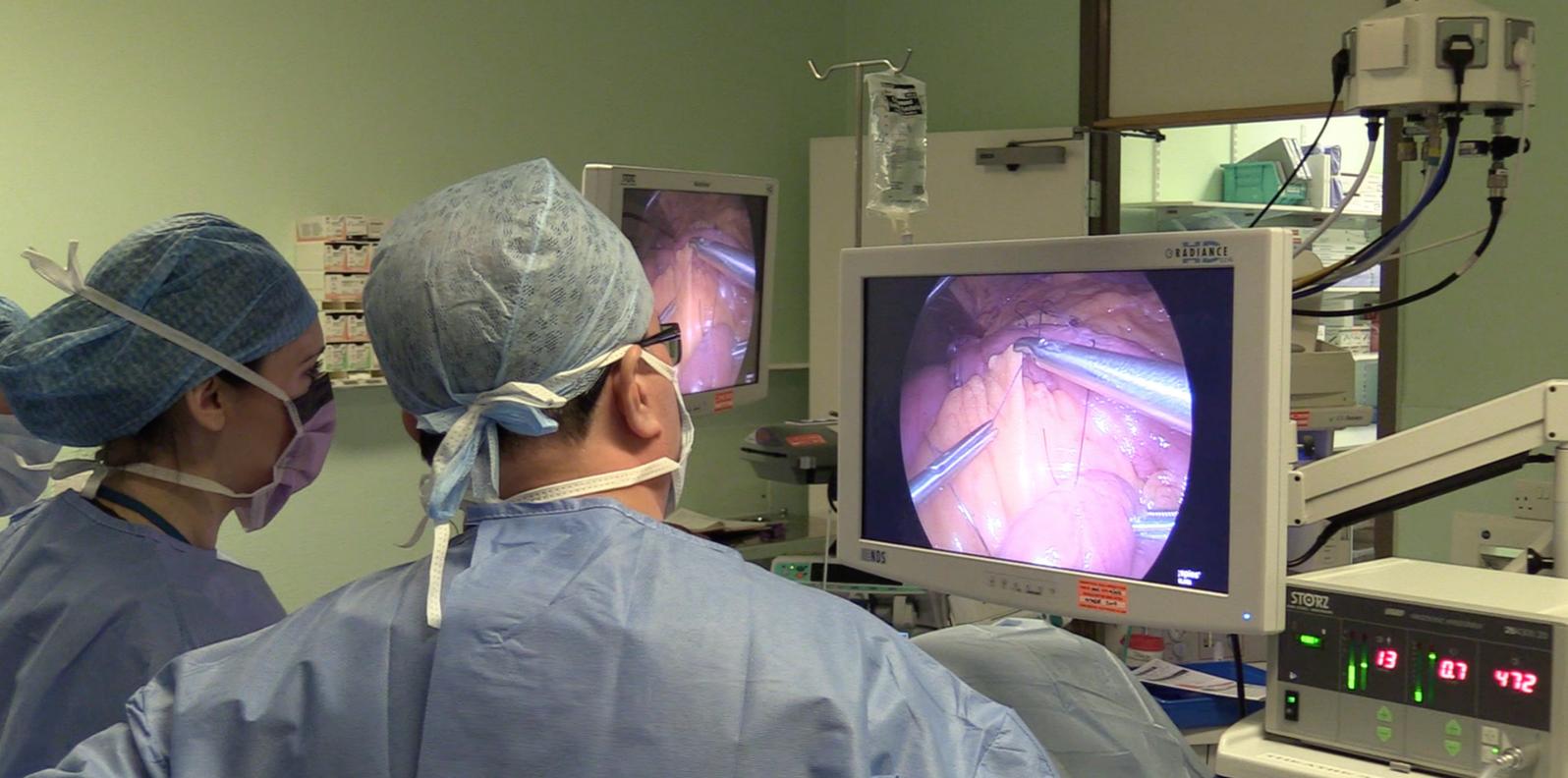
"Studies have shown bariatric surgery to be both clinically and cost effective. It's a long road for patients but the

procedure can help severely obese patients to reduce weight by as much as 25-35% in one year. The majority of patients could not climb three flights of stairs without resting, but following surgery most can live a normal life within a year.

"It also results in improvement and in some cases complete cure of common medical conditions associated with obesity such as diabetes, sleep apnoea, high blood pressure and other allied medical conditions. With the ever increasing problem of overweight and obese population and in these difficult times of scarce and overstretched resources, now is the time to invest more in this life enhancing surgery which has been shown to deliver huge savings to the NHS."

The unit operates 23 hours a day and will treat 350 patients a year. With this, the unit at County hospital will be the leading bariatric centre in the West Midlands with potential to become a centre of excellence in the country. There are four bariatric consultants at County Hospital with a 50 strong support team of specialist nurses, dietitians, endocrinologists, anaesthetists and secretarial staff.





Julie Williams, Senior Sister Ward 8, said: “Our philosophy is that the entire team on the unit promotes individualised holistic care to ensure the health and wellbeing of our patients. We really empower our patients to make informed decisions and strongly believe that they should be involved in all of their treatment and care. We not only place great value on the physical components of health but we also recognise the significance of psychological aspects of health. Our ambition is to promote healthy living through change of lifestyle, healthy diet and exercise.”

Paula Clark, Chief Executive, said: “I want to pay tribute to the team at County Hospital. Moving the service from Royal Stoke to County Hospital has required a huge amount of work from all involved and the benefits to patients are there for all to see. The dedicated unit means that there is far less impact from pressures in other parts of the hospital and gives patients greater access to this life changing surgery.”

## Operation successfully live streamed

A successful live transmission of a Laparoscopic Revision of Sleeve Gastrectomy to Gastric Bypass, took place from UHM recently and was streamed to an international audience.

The operation was transmitted to several countries across the globe on Tuesday 29 August 2017. The live transmission lasted for one hour and gave a fascinating insight into the world-class surgery that is being performed at UHM.

The team ensured that everything ran smoothly on the day and were able to showcase their expertise and skills to an international audience. This innovation will continue to put UHM on the map, not only in this country but across the globe.



Patient Paul Price proposes to his partner Lianne Camsell on the Royal Stoke University Hospital Helipad

# Helipad is the stage for marriage proposal

Love was in the air at Royal Stoke University Hospital on Monday 19 June 2017 as Major Trauma patient Paul Price proposed to his partner Lianne Camsell. The proposal from Paul to Lianne took place on the helipad at Royal Stoke – where Paul was airlifted to – and Lianne said yes!

Paul was admitted to the Royal Stoke Major Trauma Centre on Tuesday 13 June 2017 after being involved in a road traffic collision. His injuries include a broken wrist and broken arm and fractured sternum, and his recovery has seen him receive treatment on the Critical Care Unit and Acute Rehabilitation Trauma Unit (ARTU) at Royal Stoke.

Paul, who is from Stafford, said: "I was at Royal Stoke after I was involved in a road traffic collision as I was on my way to pick my son up after work. I've got absolutely no recollection of the collision itself, but I do know that I've received some great care from the staff. It's absolutely wonderful to do this here at the hospital on the helipad where I was brought in after the accident.

"It's been slow but steady progress in terms of getting back up to speed following the accident and the injuries I sustained. The day I proposed was actually Lianne's 30th birthday and what better way to celebrate than this. We are both just looking forward to enjoying life together now."

Jennifer Bowers, Junior Ward sister ARTU, said: "We are absolutely committed to ensuring our patients receive the very highest standard care, and we see being able to facilitate this for Paul and Lianne as part of our job.

"As soon as we heard Paul was thinking of proposing on the helipad, we were determined to make sure it happened and we're delighted that Paul was able to carry out his wish. It's fantastic for all the staff to see something like this as it's not every day that you see a marriage proposal at work!

"Everyone on Ward 227 is wishing Paul a speedy recovery and a long and enjoyable life together for the happy couple."

## One year celebration for ARTU

The Acute Rehabilitation and Trauma Unit (ARTU) at University Hospitals of North Midlands has celebrated one year since it opened its doors to patients.

To help mark the occasion, ward teams showcased some of the many success stories from the past 12 months, and staff also hosted a general drop in session for UHNM staff interested in acute rehabilitation.

The Unit is designed for patients who require acute care following stabilisation from intensive care, theatres or the emergency department following trauma. The 26-bed ARTU is situated at Royal Stoke University Hospital and is one of the first hyper-acute specialised rehabilitation units to be developed within a Major Trauma Centre. This service enables early rehabilitation input, which helps patients achieve their maximum potential for physical, cognitive, social and psychological function as they recover.

ARTU forms part of the UHNM Major Trauma Centre, which was recently rated number 1 in the country for survival rates for adult major trauma in 2015/16. During this year there were an additional 15 survivors per 1,000 patients than expected."



# New Physiotherapy service for UHNM staff is being launched



Physiotherapy Team

A physiotherapy service has been launched for staff at UHNM. Hospital employees are now able to self-refer for physiotherapy assessment and treatment of acute musculoskeletal problems. This includes musculoskeletal injuries with a history of less than two weeks, immediate post-operative orthopaedic surgery, immediate post-fracture and acute flare ups of more chronic musculoskeletal conditions.

Amanda Heath is the Principal Therapist who facilitated the launch of this new service. She said: "The staff service is a big passion of mine and I'm really excited to see the reaction from our staff as the services develops. The great thing is that the service is based on-site and convenient for staff. The service should help them to stay fit and healthy for longer."

Amanda was given the July 2017 Employee of the Month award in recognition of her achievements.

Noeleen Hellis, Specialised Divisional Therapy Manager, said: "Amanda has shown exceptional diligence and professionalism in making sure the scheme gets off to a good start. Now the service is in place, she will continue to manage and monitor its progress on a daily basis and ensure that it runs smoothly. I'm confident that Amanda's excellent managerial skills will see the service prosper and become a real hit with our staff and something that is truly beneficial to them."

Staff can find more information on the UHNM intranet under Clinicians/Support Services and then Occupation Health and Therapies.

# Patient's family thanks Children's Centre after 18 years of care



Dr Samuels with patient Georgia Cotton and mum Tracy Cotton

Patient Georgia Cotton and mum Tracey Cotton visited Royal Stoke University Hospital to thank the team who have cared for Georgia over the past 18 years. In particular they thanked Dr Martin Samuels, Consultant Paediatrician – who has treated Georgia for nearly 15 years.

Georgia has a number of complex medical needs, and has required treatment since birth. Now 18, Georgia is in the process of transitioning from the Children's Centre to receiving her care from the adult services at UHNM.

Dr Martin Samuels, said: "I've treated Georgia from when she was 5 or 6 years of age, so I've had a close involvement with the various types of treatment she has received over the years.

"It's very rewarding to be a part of this journey with our patients, and being a part of helping a child keep well and reach adulthood is a really big part of our job. A lot of people, alongside me, have helped with Georgia's care over the years and that inter-departmental and multi-disciplinary work is a key part of what we do at UHNM. I would like to wish Georgia and her family all the very best as she continues her treatment at UHNM."

Tracey Cotton, said: "We have been absolutely amazed at the outstanding care and support Georgia has received during her time at UHNM. There are lots of dedicated professionals at the hospital involved in Georgia's treatment and decisions and you become attached to all the staff and personalities in the Children's Centre - they really have become part of the family. My one message to all the staff in the Children's Centre, is a great big massive thank you for everything and for always being there for Georgia and our family."

# Daughter of patient thanks Ward 222 for eight years of dedication



Charly Fox (centre-left) with the team on Ward 222 and Senior Nurse for Education & Workforce development Kate Hackett (centre-right), who presented the team with their award

The daughter of a patient has thanked ward staff for their outstanding care of her mother. Charly Fox, whose mother Carole is a long-term patient on the respiratory ward at Royal Stoke, wrote to say thank you for the team's dedication over the last eight years. Carole suffers from Chronic Obstructive Pulmonary Disease (COPD) and attends the ward at least three times a year due to her condition.

Charly said: "During my mum's last stay she nearly died twice from her COPD exacerbation and the team worked

tirelessly to save her. I cannot thank them enough for the last eight years of support, not once has their standard of care slipped. All staff have been polite, friendly and caring - not just to my mum but to myself, my dad and sister. They always explain what's happening and have been reassuring where they can. Without the staff's amazing care and compassion, my mum would not still be with us now. Their support has given us more time together and I am so thankful to them."

Sadly, during her last visit Carole was given the bad news that nothing more can be done to manage her condition and she has now been referred to the palliative care team. However, Charly, who is heavily pregnant was hopeful that her mum will make it to see her grandchild. She has given the team the UHNM Hero award, in acknowledgement of the exemplary effort they have made in caring for her mum.

Gail Knowles, Ward Manager, said: "It's lovely that Charly has taken the time not only to write but also to come in and see us. It is very satisfying work caring for patients and everyone works extremely hard, so to receive this award and have the recognition is lovely."

# Emergency Department Sepsis Team improves patient outcomes



The Emergency Department Sepsis Team

Over the past 12 months the Emergency Department Sepsis team have helped deliver significant improvements to the care delivered to patients. The team have been working closely with the wider Sepsis team at UHNM and have achieved outstanding results in a short space of time. In the context of increasing numbers of patients visiting UHNMs Emergency Departments, the team have managed to improve their screening rates of patients from 22% to 74% and the more important delivery of antibiotics within the first hour to septic patients rising from 14% to 80%.

Andrew Bennett, Clinical Fellow in Emergency Medicine and Sepsis Clinical Fellow, said: "There has been an awful lot of hard work from all members of the team to help us achieve these fantastic results. The most important outcome from these improved figures is that we'll be significantly improving our patients' chances of survival. The team are always looking for new and innovative ways in which we can improve our service and by implementing various initiatives, such as the Sepsis Bleep - which ensures a designated senior clinician is easily contactable when a potentially septic patient arrives at the front door - we've been able to improve our performance. The issue of sepsis is continuing to become a focal point in the public's mind, and that along with early intervention at hospital will only help outcomes for our patients."

Emyr Phillips, Deputy Director Infection Prevention, said: "A lot of work has gone in across UHNM to help highlight the issue of sepsis and we're delighted with the progress that we've made and the on-going contribution of the sepsis team towards the Emergency Department. It's crucial that we keep getting better at spotting the potential signs of sepsis early as it's such a time-sensitive and deadly condition. I'm fully confident of our staff and the expertise they possess and we will continue to make significant strides towards tackling sepsis at UHNM."



# More than 1,000,000 patients treated for the first time at UHNM



Ward 233 Staff members

University Hospitals of North Midlands has, for the first time, treated over 1,000,000 patients at the Trust in a single year. To be exact, the 2016/17 period saw 1,034,143 patients receive care across both Royal Stoke University Hospital and County Hospital.

This figure includes over 175,801 attendances to the A&E Department throughout the year, with some days seeing a patient arrive at Royal Stoke University A&E every three minutes. Outpatient appointments made up the majority of attendances to our hospitals, with over 843,429 appointments carried out during the year. There were also 14,913 Elective Procedures during this period.

The Maternity Centre at Royal Stoke University Hospital also continues to be popular, with over 6,500 births at the Centre during 2016/17.

Paula Clark, Chief Executive, said: "The fact we have treated over 1,000,000 patients at UHNM in 2016/17 demonstrates the vital role that our hospitals play both locally in Staffordshire and Stoke-on-Trent, and across Shropshire, Lancashire, Cheshire and North Wales. We continue to provide the highest standard of care across our two

hospitals, and we're committed to developing and improving together as a Trust by providing innovative, world-class services for our patients.

"We're very proud of some of our achievements over the past 12 months, including our Major Trauma Centre being ranked number 1 in the country for survival rates, the Cardiology Department are double national award winners and a number of other ground-breaking treatments and services that have hit the news. We understand that there are challenges that come with dealing increasing numbers of patients, but I'm confident in the skill of our staff, the quality of our facilities and the robustness of our services to be able to deliver the very best care."

Liz Rix, Chief Nurse, said: "The UHNM family philosophy is that we do everything we can for our patients. For many years, I have seen at first-hand some of the fantastic examples of how our staff are going the extra mile each and every day to help improve the experience of everyone who comes through our doors. UHNM really is a unique place to work, and it's an exciting time for us as we continue to innovate and improve the ways in which we provide services for our patients."

## The breastfeeding Friendly Hospital scheme launches



The Maternity Infant Feeding team at UHNM have launched the "The breastfeeding Friendly Hospital scheme".

The scheme is aimed at raising awareness with UHNM staff around mums that are breastfeeding and are admitted to hospital, and how best to support them. Also included in the scheme is how to support staff when they return from maternity leave and wish to continue breastfeeding. The launch of the scheme also coincided with the Breastfeeding Awareness Week 2017.

Fiona Garrington, Lead Infant Feeding Co-ordinator, said: "Today we're hoping to speak to staff about our new scheme, which is aimed at making staff aware about ways in which they can provide support to mums who are breastfeeding that have been admitted to their wards or departments. This is the first scheme of its kind at UHNM, and we're hoping for a really positive response from staff over the coming weeks and months. We have already received an array of enquiries which highlights the need for this scheme.

"We also celebrated National Breastfeeding Awareness week, where we organised a number of events for mums and staff, including various quizzes and raffles. The launch of this scheme is the start of a journey for us as a team and our patients, and with our close involvement with the community team, we are committed to continuing to provide an exemplary service for our patients."



Maxillofacial cancer surgery and anaesthetic team with Chief Executive Paula Clark and Dr Pramod Nalwaya (front, centre)

## 3D model, print and surgery on one site

UHNM's maxillofacial cancer surgery and anaesthetic team have become the first in the country to offer 3D computer modelling, printing and reconstructive surgery all under one roof.

The innovative technology, which is used as part of facial reconstruction in cancer patients, enables clinicians to restore features using exact, customised models. The same team has also introduced an airway management technique called 'THRIVE', which uses high flow and humidified oxygen to safely sedate and maintain oxygenation during the prolonged apnoeic period before patients go to sleep.

Dr Pramod Nalwaya, Consultant Anaesthetist, said: "Being able to provide the 3D printing and modelling service under one roof has enabled us to reduce operating times and thereby help to reduce the costs of this surgery. Using the THRIVE technique has helped to improve patient experience and make the whole procedure safer, smoother and faster with reduced complications.

"These are two examples of outstanding innovation at UHNM and I am extremely proud of all the team. There has been a significant expansion in the number of complex and prolonged operations carried out by clinicians from three-six per year to more than 30, with duration of procedures ranging from 12-26 hours. This demonstrates the motivation and dedication of staff, who work very hard together to manage such complex and long operations and deliver high quality care for patients."

The team have been given the Chief Executive's Award in recognition of their achievements.

Paula Clark, Chief Executive, said: "It is amazing to see the results of the work of this team, which truly have the power to transform people's lives. I am so impressed to see the dedication and work ethic of staff here and what it has achieved. This is another example of extremely high-quality care being provided at UHNM and I am thrilled to be able to recognise the team's work in this way."

## Hip Hip Hooray – Unit celebrates first birthday

The Unit that cares for hip and knee patients at County Hospital has celebrated its first birthday. The 29-bed Elective Orthopaedic Unit (EOU) opened last year after a £3m investment. Now the 40-strong team that work on the unit are looking forward to expanding their service after caring for their first spinal surgery patients.

Janice Wood, Senior Sister, said: "Over the past year our nurses, therapists and general staff have cared for 2,500 patients on the unit. We care for people who have had hip and knee replacements, a wide range of upper and lower limb elective procedures, and recently we had our first spinal patients. A third theatre has now opened and this will only increase the number of patients we care for. This is a fantastic unit with a really dedicated team."

Alan, a patient on the Unit in June 2017, said: "A huge thank you to all staff of Elective Orthopaedic Unit at County Hospital for the treatment I received when I was admitted for a total hip replacement. Like many others I had suffered constant pain in my left hip and it takes some time to become accustomed to the fact it is no longer there and, for that, it is thanks to staff on EOU. My wife and I were amazed at the cleanliness of all departments through which we passed and the courtesy and kindness of the staff."



# Parents Laura and Steven thank staff for positivity and kindness



Laura and Steven Cooke with baby Jaxson and staff from the children's high dependency unit (Ward 216) and the Cystic Fibrosis team

Parents Laura and Steven Cooke have thanked staff for the outstanding care given to their baby son. Jaxson Cooke, who is three-months-old, suffers from cystic fibrosis and is under the care of the children's high dependency unit (Ward 216) and cystic fibrosis team. Laura, who is a senior staff nurse on UHNM's acute lung unit, wrote to the hospital to praise staff for their exemplary dedication.

Laura said: "It came as a complete shock for us when we found out our little bundle of joy was poorly and I found it

really difficult to accept at first, especially with working on the acute adult respiratory ward myself. As a new mother and a nurse I could only think of worst-case scenarios, but we soon met two amazing teams who have treated us with nothing but positivity and kindness. Words cannot express how fantastic this team have been and we already feel they are part of our family. Jaxson has struggled with his feeds due to reflux and it's been stressful for myself and his daddy, but staff have been by our side to support us all the way with their expertise."

Thankfully Jaxson's condition is mild and according to mum Laura, he already has his favourites on the team and loves giving them smiles and cuddles when he visits. Laura and Steven have given staff the UHNM Hero award in recognition of their outstanding care and compassion.

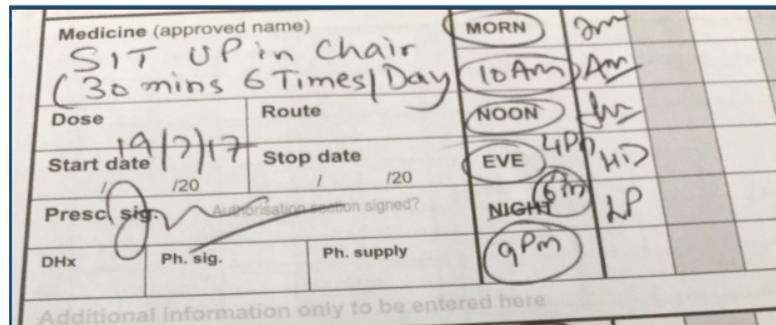
Steven said: "We are regularly in touch with the cystic fibrosis team for clinic reviews and are so pleased with how hard they work. The clinics run very smoothly and they always give us the reassurance we need. We have all the details to contact the team at any time we need and Ward 216 is our out-of-hours cover should we need it. This is such an amazing service to have. Even the consultants, who are so busy, have incredible patience. The staff on these teams really are our heroes."



## Excellence in Organisational Development at HPM Awards

The Shropshire and Staffordshire Leadership Leads Group have won the HPM Academi Wales Award for Excellence in Organisational Development 2017 for their "Leading with Compassion" recognition Scheme. They received the award at the HPM Awards ceremony in London. The award recognises an Organisational Development initiative or project that has significantly benefited the organisation through improved effectiveness or viability.

Dr Sarah Lehmann, Assistant Director of Human Resources/ Head of Organisational Development, said: "We are delighted to have won this very prestigious award. We are very proud of the 'leading with compassion' recognition scheme, which is part of a system-wide approach to enhancing compassion throughout healthcare. Hopefully this scheme will continue to flourish and make a real difference to our staff and patients."



## UHNM Consultant gets online world talking about deconditioning

Dr Amit Arora ignited a debate and discussion online among healthcare professionals, with an innovative way of filling in a patient prescription form. Instead of the usual method whereby a doctor would prescribe a patient medication, Dr Arora has been a pioneer in suggesting that proportional physical activity can be a huge factor in an elderly patient's recovery. Dr Arora's Tweet reached far and wide, ensuring increased exposure for the campaign and how it is being rolled out across UHNM.

Dr Arora said "Prolonged hospital stay, bed rest and associated risks may lead to loss of muscle power, strength and abilities. This is something we need to avoid and it should help achieve a shorter length of stay, better outcomes for patients and better ability at discharge."

You can also follow Dr Arora on Twitter @betterageing

# Neo-natal Intensive Care Unit wins two awards for care and innovation



Joanne Gregory and Dr Jyoti Kapur

Staff on the Neo-natal Intensive Care Unit at Royal Stoke University Hospital have won two awards celebrating their care and innovation to help improve patient experience for new mums and their babies. The first award was received earlier this year as the team were awarded a 'Platinum Rating' in line with the Care Excellence Framework (CEF).

The CEF is a unique, integrated tool of measurement, clinical observations, patient and staff interviews, benchmarking and improvement. It provides an internal accreditation system providing assurance from ward to board around the domains

of caring, safety, effectiveness, responsive and well led. The awards range through bronze, silver, gold and platinum.

Joanne Gregory and Dr Jyoti Kapur also recently won the Innovation Award for the implementation of a Term Assessment Care Bundle, which has contributed to the reduction of term baby admissions to the neonatal unit and avoiding unnecessary separation of mothers from their babies. The team fought off tough competition from other units in the region to claim the award, which was judged by colleagues from across the Staffordshire, Shropshire and Black Country Neonatal Network.

Joanne Gregory, Clinical Educator/Network Practice Educator, said: "We were absolutely delighted to receive these awards. The CEF award is a real team effort from everybody on the Unit and to receive the Platinum rating demonstrates the commitment that we all place on delivering for our patients. The Innovation Award was also very special, as it shows how we were able to think outside the box and deliver a care bundle that really made a difference to our patients."

# County Hospital Cardiac Team row 450k metres in marathon effort



County Hospitals Director of Operations Claire MacKirdy and The Cardiac Rehab Team

County Hospital's cardiac rehab team led a marathon row recently to help raise funds for two heart patient support groups. The team, joined by volunteers, partners in the community and patients, covered a distance of 450,857 metres over the course of the week-long fundraising event. Monies raised will help to support two heart patient support groups, fight heart disease and improve the lives of heart patients across Staffordshire.

Sonya Lockett, Senior Physiotherapist, said: "The support groups enable patients and their carers to attend education sessions, understand and self-manage their condition and

learn fundamental basic life-support skills, so increasing their funding is a phenomenal achievement that will really make a difference to people.

"One patient who took part in the event commented on the buzz and energy in the hospital gym that week and how lovely it was that the event had brought patients and staff together. This was really great for us to hear and makes our work even more rewarding."

The cardiac rehab team work with local leisure centres to provide exercise and lifestyle programmes for heart patients across Staffordshire. They have won Team of the Month for their recent achievements.

Sonya said: "Our team is made up of a great group of people, with lots of different skills and interests. Everyone brings new ideas and thoughts to the service to make sure patients receive the best care they can. We're really thrilled to win Team of the Month as we're so passionate about our work. The recognition means a lot to us and will encourage us to keep going above and beyond for our patients."



# Three off-duty nurses save woman who suffered cardiac arrest



Karen Dowden, Joyce Edge and Sarah Reece

A woman who suffered a cardiac arrest while out walking with her husband has thanked three off-duty nurses who helped save her life. Joyce Edge and her husband were walking their dog in Trentham when she fell ill and entered into cardiac arrest. Senior Sister Sarah Reece, Staff Nurse Karen Dowden, who didn't know each other, were also out walking and spotted Joyce's husband and another off-duty nurse Katie Owen-Wardle delivering CPR. They immediately rushed to Joyce's aid and provided resuscitation until paramedics arrived. Joyce has now recovered following care at Royal Stoke University Hospital.

Joyce said: "I don't really remember much from the day itself, other than I was out walking my dog with my husband and the next thing I remember is waking up in hospital. I couldn't thank Sarah and Karen enough for their quick thinking and professionalism, they are both an absolute credit to UHNM. Now I've been able to say thank you in person and keep them updated about my progress."

Sarah and Karen have received the 'UHNM Hero' Award for their quick thinking and professionalism. Karen is a Staff Nurse on Ward 202 in the Cancer Centre at Royal Stoke, whilst Sarah is a Senior Sister in the Dermatology & ENT Clinics at Royal Stoke and Katie was a former UHNM Nurse.

Sarah Reece, Senior Sister, said: "You never really know when you'll have to put your training and skills into practice, but thankfully we were able to help with the resuscitation of Joyce. In the days following it was very distressing not being able to find out what had happened to Joyce, but then



Katie Owen-Wardle receiving Honorary UHNM Hero Award

thankfully I received the news from Joyce herself that she was on the mend."

Karen Dowden, Staff Nurse, said: "It's fantastic that Joyce has made a speedy recovery after what must have been a very scary incident for her and her family. When faced with a situation like that, you don't really think about the fact that you're not in a hospital setting, instinct just kicks in and from then you just hope that the patient will pull through. Thankfully Joyce did pull through and I would like to wish her all the very best moving forward."

Katie left UHNM five years ago to work in general practice and has been given an Honorary UHNM Hero Award.

She said: "Joyce's husband was doing CPR and I ran over and took over. I was questioning if I had done enough as I have never done bystander CPR before. When I found out that she was Ok I cried. I was just happy that we helped save her life."

Helen Inwood, Deputy Chief Nurse, said: "Katie is fondly remembered at UHNM from her time on the Acute Medical Unit. I was delighted when I heard it was Katie who was one of the three nurses that helped to save Joyce's life. Our UHNM Hero award is really only for current staff, but I'm delighted we were able to give Katie a special Honorary UHNM Hero Award to recognise her professionalism and dedication."

# Chemotherapy patients helped through new group sessions



Pictured from left: Director of Operations at County Hospital Claire MacKirdy, Healthcare Support Worker Karen Ryell, Staff Nurse Jackie Cooper and Senior Sister Kerry Pearson

People who need chemotherapy can now meet together for support and advice, thanks to an innovative service at County Hospital. Staff Nurse Jackie Cooper and Healthcare Support Worker Karen Ryell have teamed up to create a pre-assessment group, which allows patients to receive essential information about their upcoming treatment as part of a caring group environment.

This new approach to appointments not only enables patients to build a support network with people undergoing a similar experience but also means that more patients can be seen in less time.

Kerry Pearson, Senior Sister on the chemotherapy unit at County Hospital, said: "The idea of having chemotherapy can be quite a scary one and patients have lots of questions about what to expect. Patients who attend group pre-assessments not only have the opportunity to receive lots of information and advice from healthcare professionals, but get to talk to each other about their experiences and therefore feel less isolated.

"Of course, we take patient confidentiality very seriously and patients are still able to have one-to-one appointments to

discuss personal information as and when necessary. Jackie and Karen have worked really well together to make sure the service flows and that there is no time when patients feel like they're just hanging around.

"Their work means that we have been able to reduce the waiting list for appointments and it has strengthened the working relationship between the two hospital sites as well. The feedback that we have received from patients has all been very positive and colleagues have been supportive too."

Claire MacKirdy, Director of Operations at County Hospital, said: "It is really encouraging to see how hard Jackie and Karen have worked to put this service together for patients and their work demonstrates a real insight into what people need at this challenging time. It's always lovely to be able to acknowledge achievement at County Hospital and I'm really pleased to be able to give them this award."

Jackie and Karen, along with the support of other staff, have won Team of the Month in recognition of their achievement.





Consultant in Maxillofacial and Head and Neck surgery Mr Daya Gahir



## UHNM showcases innovative and revolutionary treatments at expo

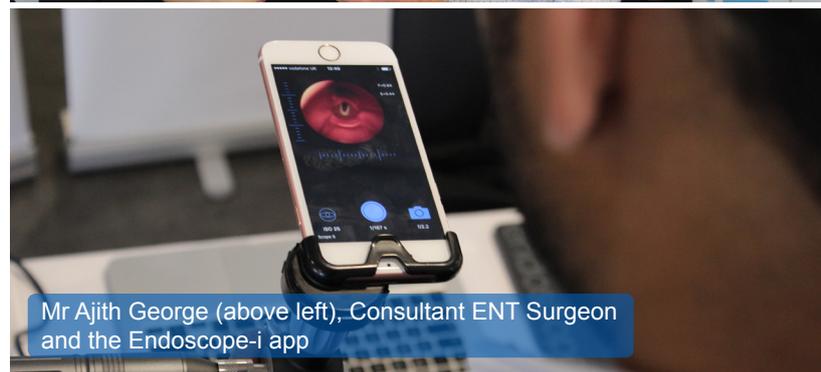
Two UHNM consultants have successfully presented their innovative and revolutionary treatments at the North Staffordshire and Stoke-on-Trent CCG digital expo.

Mr Ajith George, Consultant ENT Surgeon, and Mr Daya Gahir, Consultant in Maxillofacial and Head and Neck surgery, attended the exhibition on behalf of UHNM and their respective innovations generated a huge amount of interest and intrigue among the guests.

Mr Daya Gahir said: "It was a great privilege to be invited by UHNM to showcase how we are using design and innovation to improve patient outcomes and quality of life. Specifically, we have been highlighting how we are using the innovative technology of 3D printing to create exact patient-customised models for surgical procedures. The feedback has been really positive, with lots of interest from fellow clinicians and the general public. People have genuinely been really fascinated by what we've had to show them and to see the innovation that is going on at UHNM."

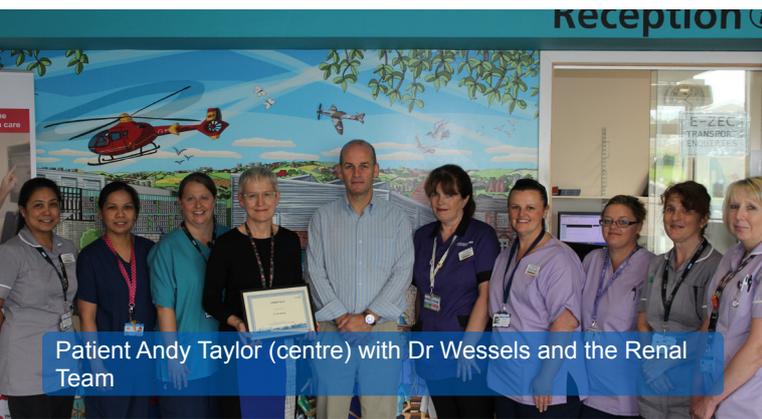
Mr Ajith George, said: "We have been here at the North Staffs and Stoke-on-Trent CCG digital expo to showcase the Endoscope-i technology. The Endoscope-i is a revolutionary technology that allows us to capture images of the Ear, Nose and Throat onto a smart phone or device in hospital. This helps speed up the referral process and allows GPs to view and to send back to us anything they're concerned about, and we can respond to that query within 48 hours."

"Feedback from the attendees has been excellent and it's particularly refreshing to hear opinions and talk with patients. It's really positive that we've been able to show those in the community the innovation and technology that is being used at UHNM to help improve patient incomes."



Mr Ajith George (above left), Consultant ENT Surgeon and the Endoscope-i app

# Patient thanks renal consultant for 12 years of outstanding care



A long-term patient has thanked his consultant for the outstanding care she has given him. Andy Taylor suffers from chronic kidney disease and has been under the care of Dr Julie Wessels for 12 years. He has a ten year-old son called William and is married to wife Karen Taylor.

Andy said: "During the last few years Dr Wessels has worked tirelessly to help me to live a more comfortable life and she will perhaps never realise how grateful I am to her for that. Each time I see her in clinic, I notice her methodical and meticulous approach to medicine and her unwavering attention to the finest details of my healthcare. Her approach is always to be both cautious and deliberate, whilst still

caring and warm. Dr Wessels is without any doubt one of the most careful, fastidious and knowledgeable doctors one could ever wish for and I feel incredibly lucky to have her looking after me."

Andy has given Dr Wessels the UHNM Hero award to say thank you for her care and dedication.

He said: "I am an ardent foodie and a keen traveller and as such I try to actively explore the world. There's so much to do, I often feel that there are never enough hours in the day. I strongly believe that because of Dr Wessels tireless efforts, I am able to live twice as long than I would have without her help. To me that translates simply to twice as many dinner parties with family and friends, twice as many whale watching trips and twice as much pizza."

Dr Wessels, said: "This award is a lovely surprise and is something that I'm not used to receiving. I'm incredibly grateful to Mr Taylor for the nomination and it's very pleasing to get this kind of feedback from one of my patients. Over the 12 years of working with Mr Taylor we have helped him along his treatment pathway, and the success of Mr Taylor's treatment has really been down to his engagement with the whole team and his approach to self-care. We're delighted with his progression and I would like to wish him and his family all the best in the next chapter of their lives."

# Patients praise ward for high standards of care and compassion



A ward at Royal Stoke has been drawing praise and compliments from both patients and staff for the exemplary standard of care and compassion being given. Past patients and relatives have been writing in to thank staff on Ward 233, which cares for people with respiratory conditions.

The ward has been given the UHNM Hero award. Tracy Mellor, Senior Sister on Ward 233, said: "I have always

encouraged the staff to treat each patient as if they were a member of their own family and I think the excellent standard of care we give is down to sticking to this rule. We work closely together as a team and senior staff are approachable. This means that we have a great working relationship with our staff, which reflects in the care we are able to offer to our patients."

Staff received a particularly touching letter from the son of a patient recently. Mr Mark Ainsworth wrote to say thank you for the care and compassion given to his father Neil Ainsworth after he was admitted following a fall last winter.

Mr Ainsworth said: "I would like to thank Lynn Walker, who overnight ensured we had everything we needed and went the extra mile to make us comfortable as we stayed throughout the night. She was forever attentive without being imposing and very kind when helping us stay the night. Lynn always put dad and his family at the centre of her thoughts. I am deeply impressed and humbled by the quality of the staff on ward 233."



## Patient pays emotional tribute to nurse for outstanding care



Communications Director Naomi Duggan, Cardiac Assessment Nurse Sonia Curry with Patient Christopher Stonier and daughter Natalie Fallows

Cardiac patient Christopher Stonier visited Royal Stoke University Hospital to thank Cardiac Assessment Nurse Sonia Curry, for her outstanding care during his stay in hospital. Soia was presented with the UHNM Hero award by Director of Communications Naomi Duggan after being nominated for the award by Christopher's daughter – Natalie Fallows.

Natalie explained what happened when her father was initially brought into hospital and why she nominated Sonia: "My dad was brought into A&E on 3 July 2017. Sonia quickly accepted to see him and arranged for an urgent angioplasty and within an hour after arrival he was in the cardiac catheterisation lab. He was then admitted to CCU and this is where he went on to have two cardiac arrests. I honestly believe that if Sonia hadn't acted so quickly and professionally then my dad's outcome may have been different. Sonia has gained a special place in my dad's heart, he will never forget how amazing she was."

Christopher explained what he remembers of the night and his subsequent care: "I remember arriving at A&E and I'm told afterwards that it was only because of Sonia and her swift action that I received treatment as soon as I did, and maybe that's why I'm still here today. The care I received in hospital has been absolutely brilliant, the staff on CCU, everyone from the nurses, to the tea lady has been fantastic. I can't really put into words how grateful I am to Sonia."

Sonia said: "I remember Mr Stonier's case very well, he presented to the A&E department with chest pains and I then assessed him on arrival where he was found to be suffering from an acute heart attack. He was promptly transferred to the cardiac catheterisation lab for emergency angioplasty then to Coronary Care where he had a very turbulent few hours suffering several cardiac arrests. I am thrilled to receive the award; the care administered to Chris is a great example of team work within the cardiology department, we all work together to achieve the best outcomes for our patients. I feel proud and privileged to work alongside such a fabulous team."

## UHNM Acute Medicine clinicians present unique approach to care



Matron Alan Bethell, Registrar Sonia Bawa and Consultant Dr Zia Din

- Acute Medicine clinicians from UHNM have been promoting their work to an esteemed collection of clinicians at a Royal College of Physicians (RCP) conference. The UHNM team, comprising of Dr Zia Din, Consultant, Alan Bethell, Matron and Sonia Bawa, Registrar, were invited to the event to deliver a presentation to the 250 strong delegation on how they have worked on embedding ambulatory care in the Acute Care pathway at UHNM.
- Dr Zia Din, said: "It was a fantastic privilege to be able to share our practice at the RCP conference. At UHNM we're constantly striving to discover innovative methods in which we can help improve the experience of our patients at the Trust. It was particularly pleasing that the invitation to speak at the event came off the back of the RCP recognising the way we process patients in our acute care pathway at UHNM as 'best practice'.
- Alan Bethell, said "It was a great opportunity to share the enhanced nursing roles through developing nursing practice of which has led to an improved patient journey and experience. Since we introduced the process of embedding ambulatory emergency care in the acute care pathway at UHNM, we have been able to reduce the overall length of stay for patients and also treat an increased number of patients in the Ambulatory Emergency Centre (AEC).
- "The new process itself is essentially a change in the way which we triage patients at the Acute Medicine front door. The 'enhanced triage system' we've put in place ensures the triage nurse requests appropriate bloods and appropriate imaging based on our triage document, which means by the time the patient is seen by the doctor, all initial investigations are available to view. The AEC staff have all embraced the new process brilliantly to ensure that our patients experience the maximum benefit. Feedback from our presentation was very positive, but more importantly the response we've had from our patients has been excellent."

Royal Stoke  
MS  
Centre



Royal Stoke multiple sclerosis team

## MS Centre at Royal Stoke wins award

A 'Centre of Excellence' in Stoke-on-Trent which supports people with multiple sclerosis (MS) has been crowned the 2017 'MS Professional of the Year' at the MS Society Awards, which took place in London.

The Royal Stoke MS Centre took the title 'MS Professional of the Year' for providing more 2,500 people with MS in the North Midlands and surrounding areas with improved access to treatments and support, and quick diagnoses.

Based at Royal Stoke University Hospital, the centre provides a high quality and accessible service that supports people in managing their MS right from diagnosis, throughout their journey with the condition. The service has three MS nurses, two MS consultants and an admin coordinator to the centre's team of specialists.

MS is an unpredictable condition that affects more than 100,000 people in the UK. It's different

for everyone, but is often painful and exhausting and can cause problems with how you walk, move, see, think and feel.

The MS Awards ceremony was attended by Nicola Perrin, one of the centre's specialists MS Nurses, and her colleague Susan Hendy who works in Neurology Research.

Nicola said: "The team works hard to support people with MS, but they never imagined that they would get this kind of attention. To have our work recognised is like the cherry on the cake. We're a humbled and hardworking team, and we certainly didn't set out to win an award. It's very special."

Susan added: "I don't think you appreciate how many people's lives are touched by MS, and this awards ceremony highlights that. It's been fabulous speaking to so many people affected by MS as well as the other finalists and professionals like us. Everyone has been very accepting."

## Older Adults team BMJ award finalists



The Older Adults team at University Hospitals of North Midlands have finished as finalist for a prestigious British Medical Journal (BMJ) award, in the category of 'Innovation Team of the Year'.

The initiative, 'Managing Frailty at the front door' saw a 15 - 20% decrease in the conversion of ED attendees into admissions (ages 70 years and over) as compared to previous year. Improved patient experience and outcomes were also reported and an increase in the number of complex patients discharged from emergency portals with appropriate support or signposting has also been seen.

Dr Amit Arora, Consultant Physician/Geriatrician, said: "Managing Frailty at the Front Door is crucial to helping our patients along their treatment pathway. We know that if we can identify potential problems early, then we can provide better care for them in our hospitals.

"The whole team continue to work exceptionally hard for our patients and this recognition is a glowing reflection on their dedication, commitment and compassion to caring for patients."



# Cardiology team double award win



Cardiac Assessment Nurses (CAN) team

The Cardiology Department at UHNM have won another prestigious national award following a previous win just a matter of weeks ago. The Cardiac Assessment Nurses (CAN) team scooped the “British Heart Foundation Team of the Year” award at the British Cardiac Society meeting in Manchester, after also receiving the Team of the Year accolade at the BMJ awards in May 2017. The British Heart Foundation awards recognise the staff and organisations that have shown excellence in cardiovascular care over the past year, and honour those working to change the heart health of the nation.

This latest award follows the work of the Cardiology team to help improve their input and involvement in the Emergency portals at UHNM. The team now provides 24 hour a day cardiology opinions to the emergency portals at UHNM, which are supported by the on call cardiology Registrar.

Dr Rhys Beynon, Consultant Cardiologist, said: “It’s a superb achievement to be recognised twice on a national scale in just a matter of weeks. The team has worked exceptionally hard since the service was set up to provide excellent care for our patients but also to improve the fluidity of our work with the Emergency Department here at UHNM. The fact that we have managed to once again beat off competition from other leading Cardiac Centre across the UK to claim the ‘Team of The Year’ award, is very pleasing.”

Dot Morgan-Smith, Advanced Nurse Practitioner IHT coordinator for Cardiology and Cardiothoracic Surgery, said: “This award is yet more recognition of the team’s continuing focus towards positive inter-departmental work and also outstanding patient care. We are an incredibly innovative team and are always looking at new ways in which improve and develop our methods. The feedback we’ve received from both patients and UHNM colleagues has been very positive, and the whole team are delighted to again receive a prestigious national award.”

# West Midlands Academic Health Science Network award wins



Teams and staff from UHNM nominated

Teams and staff from UHNM made the West Midlands Academic Health Science Network an evening to remember with two award wins and several shortlisted teams. The IM&T team at UHNM scooped the MidTECH Award for Best NHS Invention or Innovation - for the NHS Live Waiting Times app.

The Royal Stoke Multiple Sclerosis service was also a winner on the night as they received the Medicines Optimisation Award for their re-design of the MS service at Royal Stoke.

More than 300 people from across the West Midlands’ NHS gathered at the NEC’s Hilton Metropole for the WMAHSN’s second Celebration of Innovation awards.

Chief Nurse, Liz Rix, said: “I would like to congratulate all the winners and those teams who were shortlisted. The West Midlands region is home to a number of leading hospitals, so it’s a great achievement to see so much UHNM success at these awards.”

There were also a number of teams shortlisted for various awards on the night. These included:

- The Mental Health Innovation Award - For introducing the role of Clinical Lead Nurse in mental health
- Patient Safety award - For the paradigm of frailty identification in acute services
- Innovative Team of the Year Award - For the work of Dr Chris Clowes, as part of the West Midlands Genomic Centre
- Social Enterprise Award - For Saving Lives with Solar (SLS)
- The Medicines Optimisation Award - For reducing antimicrobial resistance and increasing antimicrobial stewardship



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raising funds for University Hospitals of North Midlands



# Volunteering for your local hospital charity can make a big difference

UHNM Charity makes things better for patients, their families and the staff who treat them at the Royal Stoke University Hospital and County Hospital in Stafford.

Volunteers are so important to our work - whether you want to use the knowledge and skills you already have or want to do something new (some support and training is given).

There are many ways to help, from cheering on a marathon runner, swapping collection boxes or helping in our office.

Your time and skills help us to support the people who make donations and fundraise, so we can provide important equipment, new facilities, pioneering research and all the important extras that make our care so special.

Whatever has inspired you to join us, you are very welcome! Get in touch today and you will soon become part of a friendly team that makes a real difference to local people.

If you are interested and would like more information on becoming a volunteer please call 01782 79444 or email us at [charity@uhn.nhs.uk](mailto:charity@uhn.nhs.uk)

Adela



Adela Appleby  
Head of UHNM Charity