



HRH The Countess of Wessex GCVO visits Royal Stoke



HRH The Countess of Wessex with commemorative plaque

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HRH The Countess of Wessex GCVO made a commemorative visit to Royal Stoke University Hospital to meet staff and patients on Tuesday 7 March 2017. During the visit Her Royal Highness had the opportunity to meet families who use services in the Children's Centre as well as older adults and orthopaedic patients on Ward 225.

Six award winners had a lunch with The Countess of Wessex, each being selected for their work across the Trust in 2016. Her Royal Highness finished the visit by unveiling a plaque commemorating the visit before 150 staff from across the Trust, including County Hospital, and receiving a posy of flowers from a child being treated in the Children's Centre. In total more than 250 staff were involved in the visit.

John MacDonald, Chairman, said: "I would like to sincerely thank Her Royal Highness for visiting us. This visit has been a great privilege for all of our staff across both Royal Stoke and at County Hospital.

Our staff do a marvellous job with care, compassion and professionalism, which I hope we have demonstrated today. This is particularly true for those who work in the Children's Centre and Ward 225, I know our staff are extremely proud of these services.

"The staff in these areas provide care for those at the very start of the start of their lives and for some who have lived very long lives. Her Royal Highness visited some of these patients and it will be a day they cherish for a very long time. To commemorate the visit Her Royal Highness unveiled a plaque and we will be displaying this with pride at Royal Stoke."

Royal Stoke University Hospital opened in 2011 following the building of the new Main Building and redevelopment of the existing buildings and site. The old Royal Infirmary closed in 2012 when the last clinical services moved to Royal Stoke University Hospital.



Lord-Lieutenant Ian Dudson introduces John MacDonald and Paula Clark



HRH greeting recently retired Medical Director Mr Rob Courteney-Harris



HRH The Countess of Wessex greeting Chief Nurse Liz Rix





12-year-old Ateeqa Sajed presented HRH with a posy of flowers

12-year-old patient Ateeqa Sajed stars in Royal Visit

Patient Ateeqa Sajed was one of the stars of the visit by HRH The Countess of Wessex at the Royal Stoke event. 12-year-old Ateeqa was chosen to present HRH with a posy of flowers in front of more than 200 staff, patients and visitors. Ateeqa has been treated at the hospital since she was just four as she battles the muscle and skin disease dermatomyositis, which affects just one in 100,000 people.

Ateeqa said: "I have been really happy since I found out I was going to be greeting the Royal visitor and it felt really nice. She liked my henna and bracelets and said that they were pretty. I am really proud of myself and happy that I was chosen to meet her."

Mohammed Sajed, Ateeqa's father, said: "We got the call on Tuesday to say that Ateeqa had been chosen and she has been excited since then. It has given her a real lift. She has been so excited running around choosing her outfit and preparing for this to make sure everything is right. It has been a tough eight years for us and it has had real ups and downs for the family, so this has been a real high point for us. It has been an honour for us to be chosen for this and for my daughter to hand over the flowers that is something

that will always stick with her." Dr Alex Tabor, Consultant Paediatrician, said: "When we were asked to select a child to present the posy of flowers we immediately thought of Ateeqa. She is such a gentle and caring child who has lived with her illness for such a long time. We're all delighted that she got to present Her Royal Highness with the flowers and to spend a few minutes talking to her. I'm sure it will be a day Ateeqa will remember for a long time, as will we."

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Sodexo provided catering for HRH as she met six UHNM awards winners for a special lunch. The team from Sodexo provided a picnic style lunch which was developed by Executive Chefs from Sodexo food service platform.

The luncheon included delights such as; Crayfish & green pea 'martini', hand rolled black pudding & toasted fennel seed sausage rolls, Quails scotch eggs and brown dipping sauce.

Development Chefs Stuart Bowman and Neil Atkins worked with County Hospital Catering Manager Rob Willatt to prepare the food. They were joined by Sodexo's Ann Gisborne and Michael Hayward, who work at Royal Stoke and helped serve HRH. The team felt very proud of their service delivery. Stuart Bowman said: "We felt we executed the menu to perfection and it was pleasing to have such positive comments from HRH and guests who were in attendance."

Smiles all round after HRH Countess of Wessex visits Children's Centre



HRH The Countess of Wessex with patient Jonathan Suarez

Staff at the Children's Centre in Royal Stoke University Hospital had tears in their eyes when HRH The Countess of Wessex visited children on the unit earlier this week. The Countess met children across the centre as part of a commemorative visit to Royal Stoke, including little Jonathan Suarez (pictured above) in the Children's Intensive Care Unit.

Janet Hagan, Matron for Child Health, said: "It brought a tear to the eye when a little girl asked if she could be hugged by a Princess, which the Countess immediately did. There was also a magical moment in the Children's Intensive Care Unit when little Jonathan, who is on a ventilator, gave the Countess of Wessex a beautiful smile, this special memory will be cherished by his family forever.

"As Matron for Child Health it was a privilege to meet the Countess and showcase the Child Health wards and team I am so very proud of. I will treasure this as a very special moment within my 34 year career at UHNM. The following day when I walked the wards,

the buzz from the patients, parents and staff was palpable. The Countess's visit had resulted in an uplifting effect on all."

The Countess extended her visit to the Children's Centre so that she could spend more time meeting children, families and staff. During the visit she was entertained by Lucas, an oncology patient, on his drums, spent time playing with Raiens in HDU and chatting to the family of little Phoebe in CICU.

Dr Melissa Hubbard, Consultant Paediatrician and Divisional Chair, said: "It was a great honour for the staff and most importantly our children and families to meet the HRH The Countess of Wessex. The Countess made time for everyone and she spent time chatting with children and parents about their experience in hospital. Her Royal Highness also talked about her own experiences as a new mother with staff from the neonatal intensive care unit, which showed such empathy, compassion and understanding for the families that she was meeting and talking with."



Top - HRH meeting Jaimie-Rae and mum

Middle & Bottom - HRH greeted patients and staff across the Children's Centre





Top - HRH meets baby Raiens in HDU

Middle - HRH meets young patient Lucas and his dad with Consultant Paediatrician Melissa Hubbard

Bottom - HRH meets Phoebe, mum Nicola and Sister Lena Russell





HRH meets Martyne Horton-jones



HRH meets staff on Ward 225



HRH meets Dr Marilyn Browne and Matron Karen Whitehurst



HRH meets Sodexo staff on Ward 225



HRH finds out about initiatives on Ward 225



HRH meets CICU staff



HRH meets staff on Ward 217



HRH meets staff on Ward 217



HRH meets Dr Melissa Hubbard



HRH meets staff on Ward 217



HRH meets HDU staff



HRH meets 91-year-old Irene Forrester on Ward 225

HRH The Countess of Wessex visit to Ward 225 to have lasting legacy

The visit by HRH The Countess of Wessex to a Trauma and Orthopaedics is set to have a lasting legacy. HRH met staff and patients on the ward, including 91-year-old Irene Forrester (pictured above), and spent time in the Day Room with other patients. The team had been looking at ways to utilise the Day Room better, and the visit generated lots of ideas.

Melanie Mountford, Senior Sister Ward 225, said: "The Royal Visit gave a real boost to all of the patients and staff alike on Ward 225. The excitement in the days leading up to the visit and on the day was palpable. Many of our patients specifically asked to meet Her Royal Highness and stated afterwards how wonderful it was that she came to visit and how it had really made their day.

"We decorated our Day Room and planned an afternoon tea for our patients, including listening to music, dominoes and general reminiscence, and of course tea and cakes. For those patients not able to come to the day room, we also did a trolley afternoon tea and took them around all of the bays.

"We have been trying for some time to revitalise our Day Room and to start

a programme of activities, working collaboratively with our Therapy teams. Seeing the benefits of this on our Royal Visit has really invigorated these ideas. We feel so honoured that HRH came to visit us on our ward, the legacy it will leave in our newly inspired activities, will go on for years."

Karen Whitehurst, Matron for Major Trauma and Orthopaedics, said: "Her Royal Highness was really attuned to the current health care issues facing the NHS. She was really interested in the patients on Ward 225 and the challenges facing the elderly when they are admitted to hospital. The tea party in our day room was well received and Her Royal Highness joked with the patients, who were thrilled to meet her.

"Overall The Countess was a great ambassador for the Royal Family, but more importantly she was genuine and down to earth towards those she met she seemed to be very natural, warm and very funny. Everyone she met was made to feel important. It was a wonderful day for which we are all grateful to have played a part in."

Dr Marilyn Browne, Consultant Geriatrician, said: "It was a pleasure

to have HRH visiting. We were able to show her examples of projects being done across the Elderly Care wards and on Ward 225. We don't often get a chance to showcase our work so this was a great opportunity for us all to confirm that we are all working to continually improve care for our patients."



HRH tours Ward 225



HRH took a close interest in the clinical work





HRH meets the Older Adults team from Royal Stoke

Sit up, Get Dressed and Keep Moving initiative gets Royal approval

Staff from the Older Adults service demonstrated their Sit up, Get Dressed and Keep Moving initiative to HRH The Countess of Wessex during her visit to Royal Stoke. Dr Amit Arora and his team launched a nationwide initiative to try to stop older people becoming deconditioned in hospital or after their discharge. For every 10 days of bed rest in hospital, the equivalent of 10 years of muscle ageing occurs in people over 80-years-old. During the visit the team put on an exhibition for HRH to try out some of the equipment they use.

Dr Arora said: "Many years ago I was subject to restricted mobility following an emergency appendicectomy. It took me a surprisingly long time to regain my strengths and abilities. When I relate this to the frail older people that I see in hospitals, I can understand why someone who was able to function well before they came to hospital takes longer to regain their functions. We explained to HRH that a prolonged hospital stay, bed rest and other risks lead to loss of muscle power, strength and abilities. She agreed that this is something we surely need to avoid."

Nadine Opiniano, Matron for Care of older people, said: "As one of the foreign nurses who proudly works at UHNM,

it was with great honour that we were chosen to showcase the services and initiatives that we have doing for Older People. She clearly shows an interest in the care of older people, particularly patients with dementia. HRH tried our assisted devices and commented on our deconditioning campaign and acknowledged that times have changed dramatically, that staying in bed is a thing of the past."

Amanda Futers, Clinical Nurse Specialist in care of older people, said: "It is of vital importance that our older patients are encouraged to stay as independent as possible. Our wards will do our very best to provide care, advice and equipment to support this. Getting up out of bed, getting dressed and being mobile during acute illness is a fundamental part of the care plan.

"In addition, we promote person centred holistic care, which is multi-disciplinary team led. HRH tried on some goggles that replicate macular degeneration, which shows how you would feel as a frail persons would. HRH commented how disorientating it was for people with visual impairment. It was a great honour and privilege to showcase our successes with HRH who was genuinely interested in our service can provide."



More than 200 staff and visitors were in the Atrium to witness HRH unveil a commemorative plaque and accept a gift of flowers from a patient.

Before she did so, HRH greeted Theresa Cowley, Cardiac Catheter Lab Clerk, Julie Stubbs, Cardiology Catheter Lab Senior Sister, Nisha Abraham, Critical Care Staff Nurse, Angela Huscroft, Heart Centre Deputy Matron and Helen Smith, Cardiothoracic Critical Care Senior Sister.



Elaine Khan, Karen Henshall, Jeff Trevor, Ms Christine Hall, Alexandra Hazeldine and Lucy Corbett, pictured bottom right, ready to witness the unveiling

Six exceptional staff have lunch with HRH

Six exceptional staff across the six divisions at University Hospitals of North Midlands NHS Trust had a special lunch with HRH Countess of Wessex during her recent visit. The six staff were chosen after winning each of their divisional awards during 2016. The lunch, provided by Sodexo, gave each of the staff time to chat with HRH about their role and what they enjoyed doing outside their work. Here the six staff give their recollections of the lunch:

Karen Henshall, Outpatients Matron
 “I really enjoyed every minute of the royal visit. When we were sitting waiting for her to come into the room for lunch I really didn’t know what to expect, but she was like a breath of fresh air so down to earth and relaxed. HRH gathered us round a table and together we ate and talked mostly about our home life where we lived in relation to the hospital and the distance we had to travel. HRH was genuinely interested in us as people and in our hospital.”

Alexandra Hazeldine, Specialised Divisional Governance & Quality Manager
 “HRH The Countess of Wessex was very friendly and kind in her brief time with us. She was knowledgeable about the NHS and the pressures it is under, and was appreciative of the work that we all do

on a daily basis. I talked to her about walking home and she suggested cycling home instead, which I would consider if it wasn’t via Hartshill bank.

“I hope she, like us, had a lovely time during her visit to our hospital. I still feel very honoured and grateful to my colleagues and peers for nominating me as Specialised Divisional Employee of the Year and I hope I showcased my division in a positive light during this once in a lifetime experience.”

Ms Christine Hall, Consultant Colorectal Surgeon, “We spoke a bit about the hospital but also about her children, seeing shows in London and life in Kensington. She was really easy to talk to. We chatted about bowel cancer screening and she told us this was close to her heart due to her mother’s illness. I told her we were doing our third robotic colorectal case that very day down in Theatre 3. She said she thought the technology was amazing, and the way forward, she owed up she had tried a robotic splenectomy on a simulator at another establishment.”

Jeff Trevor, Waste Manager
 “It was a day to remember. This for me in my 25th year at the Trust was the first and probably the last opportunity I would ever get to sit down with Royalty

and talk about the Trust, and my job as Waste manager. When she arrived she entered the room, came over to us and we greeted her, she sat next to me “the lucky one”, The Countess asked me about what we recycle at the Trust, and what happens to our different waste types. The Countess stated that we had a great hospital, and what she had seen on her short visit she could see that the staff were passionate about their jobs, and very lucky to have a hospital of this standard for the community. It was a great experience, I loved the day, and won’t forget this day in a hurry.”

Elaine Khan, Senior Sister Ward 8, County Hospital “I was thrilled to represent County at the lunch with HRH Countess of Wessex and other Chief Executive Award recipients. HRH was well informed regarding funding for the NHS. We said how proud we were to work for UHNM and all staff have a common goal to ensure patients receive excellent care every time.”

Lucy Corbett, People and Organisational Development Officer said: “Being an avid runner I asked her about her cycling and was pleased to find that she had a very normal attitude to it: it’s too cold to cycle outside at the moment. Meeting the Countess of Wessex turned out to be a lovely, relaxed experience.”





Top - Children from St. Chad's C.E Primary School and Burnwood Community School

Middle - Staff at the Fresh View Fruit & Veg stand

Bottom - Past and present Medical Directors Mr Robert Courteney-Harris, Dr John Oxtoby and Prof. Gavin Russell



A Big thank you to all staff who contributed in making HRHs visit to Royal Stoke University Hospital so special

**APCOA
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