
THANK YOU

to all staff at
UHNM



Foreword

Welcome to this special edition of UHNM News, in which we say a big thank you to all our colleagues for their hard work and some wonderful achievements during what has been an incredibly challenging year. In recognition of this we are holding a “thank you” week in March during which we will be hosting breakfast and afternoon tea for some of our award nominees, giving out various raffle prizes donated by the Board and Executive team, local businesses and stakeholders and sharing messages of appreciation from the public through our social media channels.

Our latest report from the CQC noted some significant improvements across both County and Royal Stoke University hospitals. UHNM were rated as “outstanding” for caring, an accolade we can all be proud of as it demonstrates that we are truly living our values. Critical care was also rated as outstanding which is a remarkable turnaround from the “inadequate” rating at the last inspection and testament to the dedication and hard work of the team. Although our overall rating of “requires improvement” has not changed we are well on the road towards achieving this next time round and will never be complacent about the need to continually improve what we do for the benefit of our patients.

We have a wealth of talent within UHNM with some colleagues celebrating 50 years’ experience of their chosen profession and others just beginning to climb the career ladder - with a little support from team members. We continue to lead way nationally and internationally for many services including colposcopy, mechanical thrombectomy and myeloma care and to make use of cutting edge technology such as the Co2 laser system which is helping us treat certain cancers with more precision and fewer side effects.

Despite winter and financial pressures, colleagues throughout UHNM have continued to deliver and develop patient centred services, raise money for UHNM Charity and receive external recognition and accolades for their work. Well done all!

Paula
Chief Executive



Consultant Orthodontist Mr John Scholey (centre left) with Deputy Medical Director Dr Grant Heatlie (centre) and the Oral Surgery and Orthodontic Team

Orthodontics celebrated at County Hospital

Staff at the County Hospital Oral Surgery and Orthodontic Suite have celebrated the transformation of the service. Over the last 18 months a two-phase refurbishment programme has transformed the area with four new clinical rooms, two for Maxillofacial Surgery and two for Orthodontics. In addition, a second phase funded by UHNM Charity refurbished the existing clinical space.

Mr John Scholey, Consultant Orthodontist, said: “As clinical Lead I have been developing the orthodontic service at Stafford for the past 14 years. Since the integration the new Trust has invested time and resource to fulfil my aims of a service providing the highest quality care for highly complex orthodontic problems for the residents of south Staffordshire.

“The expansion of the department has had an immediate effect allowing us to deploy more staff and reduce long wait times for treatment. It has meant clinics can be run every day of the week rather than just three days a week. We now have the room to provide multidisciplinary clinics with my maxillofacial colleagues at County, saving patients travelling to the Royal

Stoke for the assessment of severe jaw deformities.

“While we have been providing world class treatment for many years this has been in an outdated and unfriendly environment. Patients have been reassured and pleased by the improvement and can now have their treatment in a 21st Century clinic space in a timely manner.”

Dr Grant Heatlie, Deputy Medical Director, said: “This refurbishment has improved the clinical environment and ensured that UHNM is compliant with the latest environmental legislation. It has also allowed the Orthodontic Service to increase its clinical workforce to enable us to offer an additional 3,000 appointments per year, which is excellent news for our local community.”

The UHNM Charity County Hospital Appeal funded three rooms in the clinical/treatment rooms. The Oral Surgery and Orthodontics Suite is part of the Specialised Surgery Directorate. Celebratory cake was supplied by the Nightingale Restaurant.



Robina Johnstone (wearing blue) with colleagues from the Maternity Centre

Midwife celebrates 50 years in the NHS

Robina Johnstone, Midwife at UHNM is this month celebrating 50 years in the NHS. In that time she will have helped care for over 50,000 babies and their families. Staff from the Maternity Centre at Royal Stoke have been reminiscing with Robina and congratulating her on this very special achievement. Robina said: "I'm absolutely delighted to have accomplished 50 years of service in the NHS. I started my midwifery training on 1 February 1968 and I've been lucky enough to remain in the NHS ever since.

"After finishing my training I completed two years as a staff nurse before returning to midwifery. Since then I've worked as both a community midwife and a staff midwife on the neonatal unit. There have been a lot of changes since I started in 1968, which obviously include the fabulous facilities we now have at the Maternity Centre at Royal Stoke, but the fundamentals of midwifery are pretty much the same. Babies are still born in the same way, and they still behave the same as they did 50 years ago!

"Obviously with the advancements in technology in that time there are lots

of benefits for new mothers and it's been really interesting to be a part of that journey. I've worked with fabulous colleagues over the years, but the team at Royal Stoke are fantastic and are incredibly supportive through both good and challenging times.

Lynn Keilty-Woolcock, Neonatal Unit Matron, said: "It's an amazing achievement, Robina is quite simply an inspiration to all of us. Both staff and new mothers look to Robina because of her experience and expertise and she's a fantastic role model for midwives who are just starting their career. Every day she comes into work with a smile on her face, and she's a pleasure to work with. For new mothers it can be a difficult time, but having somebody like Robina who has seen it all before is very comforting for them and their families.

"I'd just like to say congratulations to Robina for everything she has achieved and thank her for her continued dedication to the profession."

Ann Barton award

The Endoscopy Ward Band 6 team have won the Ann Barton award, which is awarded once a year to an individual or team for outstanding performance, innovation or appreciation to any clinical staff in the Midlands working in the gastroenterology field.

Carol Lyth, Endoscopy Ward Manager, said: "As a new manager to Endoscopy at Royal Stoke University Hospital I nominated my Band 6 team for the support they have all given me since my appointment in May 2015. In that time I have implemented a number of changes including; a revised working pattern and different ways of working to help with patient flow. The band 6 team have been fantastic in supporting me to deliver these changes and have worked closely with the rest of the team to ensure that everything continues to run smoothly.

"I nominated them for the Ann Barton Award to show my appreciation and thankfully they won. They have been awarded a shield to have in the department for a year and a small trophy to keep in the unit. I would like to congratulate them for all their hard work and dedication and this award is definitely well deserved."

The winning team consisted of, Dan Hobby, Jane Elliott, Seida Ahmed, Jenny Sadler and Vidhu Jomon.

In January 2018 we received our Care Quality Commission (CQC) inspection results following a comprehensive review of our services. Although our overall rating of “requires improvement” remains unchanged, we were delighted that the results show significant progress across both Royal Stoke and County Hospitals.

We were particularly pleased that UHNM is now rated ‘outstanding’ for caring, which is a true reflection of the compassion and high quality care that we see across our hospitals each day. The Critical Care Unit also received high praise, with the service now rated as ‘outstanding’ in all areas compared to ‘inadequate’ last time round. This shows our commitment to improvement and development, something which was also noted in the report. CQC reports act a benchmark for all hospitals in the country, and the improvements made at UHNM over the past few years shows we’re well on our way towards becoming an overall ‘outstanding’ trust.

“Staff understood and fulfilled their responsibilities to raise concerns”

CARING
Royal Stoke
Outstanding
Jan 2018

“Leaders at every level were visible and approachable.”

OVERALL
Overall Trust
Requires improvement
Jan 2018

“Staff of different kinds worked together as a team to benefit patients”

Outstan

SAFE
County Hospital
Requires improvement
Jan 2018

EFFECTIVE
Royal Stoke
Good
Jan 2018

SAFE
Royal Stoke
Requires improvement
Jan 2018

WELL LED
County Hospital
Requires improvement
Jan 2018

“The Purple Bow significantly improved the patient experience”

CARING
Overall Trust
Outstanding
Jan 2018

EFFECTIVE
County Hospital
Good
Jan 2018

“Staff cared for patients with compassion”

“Patients and family members could not praise the staff highly enough”

SAFE
Overall Trust
Requires improvement
Jan 2018

EFFECTIVE
Overall Trust
Good
Jan 2018

Inspected and rated by



Adding for caring

“put the patient first despite facing huge pressure”

WELL LED
Royal Stoke
Good
Jan 2018

RESPONSIVE
Royal Stoke
Requires improvement
Jan 2018

“Multi-Disciplinary Team (MDT) working was effective throughout”

“a positive culture that supported and valued staff”

“staff going above and beyond to meet the wishes of patients”

OVERALL
Royal Stoke
Good
Jan 2018

CARING
County Hospital
Good
Jan 2018

RESPONSIVE
County Hospital
Requires improvement
Jan 2018

“staff were highly motivated to provide high quality care”

“Staff told us they felt part of the trust and felt listened to and valued”

RESPONSIVE
Overall Trust
Requires improvement
Jan 2018

“The last stages of life were prioritised by staff in all roles across the trust”

WELL LED
Overall Trust
Good
Jan 2018

OVERALL
County Hospital
Requires improvement
Jan 2018



The team on SSU have taken extraordinary measures to help vulnerable patients feel valued again

Staff donate clothes to vulnerable patients

A ward at Royal Stoke has been helping vulnerable patients by providing them with fresh clothes to wear when they are discharged. Many patients treated on the Short Stay Unit require extra support for ongoing drug and alcohol-related problems. Staff on the unit have been donating items from their own wardrobes so that patients can go home clean and comfortable.

Alan Bethel, Matron, said: "We treat a wide variety of patients on the unit and people can come in to us for anything from treatment for diabetes to help with drug or alcohol dependency. Many of the latter patients only have one set of clothes and very often these are dirty and not warm enough for the winter weather.

Members of my team have taken it upon themselves to delve into their own collections at home and bring things in for patients to wear. I think this is absolutely amazing. They don't have to do this, but they do it because they want to help these patients feel valued again. They have helped give people their dignity back."

The team have been going above and beyond in other ways too and staff have recently won the Team of the Month award in recognition of their extraordinary work.

Alan said: "We recently cared for a patient who was coming to the end of his life. He told staff that he really missed his rescue dog, so they arranged for the dog to come in for cuddles and the patient passed away with his dog at his bedside. It was very moving and yet another example of this amazing team in action. These little acts of kindness not only help patients to feel they are being well cared for, but it helps their families too, because it's so much more reassuring to know you're in the hands of a team who will make that little bit of extra effort with your loved one."

"My staff do an incredible job and really deserve this award. Not only do they work very hard as a clinical team, they go far above what is expected and I am very proud of their strong work ethic and compassion."

First of its kind ARTU patient forum

A patient forum aimed at providing former patients the opportunity to develop the service and offer support to current patients has taken place at Royal Stoke University Hospital.

The Acute Rehabilitation and Trauma Unit (ARTU) at Royal Stoke welcomed former patients back to the unit to launch the scheme. 12 patients attended the session, which lasted for over 3 hours with some passionate and emotional discussion about their experience. The scheme will also hope to pair up former patients with those patients who are still on the unit, with the focus on mutual support during what can be an extremely challenging time for the patients.

Donna Bailey, ARTU Discharge Facilitator, said: "The forum is an ideal opportunity for us to gather feedback from patients who have been through the whole major trauma journey and provides us with the chance to shape our service using their experience. In addition to gathering feedback, we're also encouraging former patients to support our current patients where appropriate and we're really positive about the benefits that will have upon those patients who are continuing their recovery. We're extremely excited to see how this initiative develops."



Meet the Matrons



Claire Hughes

Claire Hughes is Matron for Critical Care at UHNM, which covers the Critical Care Unit and Surgical Special Care Unit at Royal Stoke University Hospital and the High Dependency Unit at County Hospital.

“I’ve worked at UHNM since 1998 when I joined as a

staff nurse on the Critical Care Unit so this is in fact my 20th year at the Trust. It’s been a very exciting journey as I’ve progressed through the ranks and I became Matron for the unit three years ago. The critical care family is a huge team with over 450 staff, but along with my deputy and aspiring matrons, we have put in place a network where the team are really motivated and enthused.

“By the very nature of working on the Critical Care Unit, we know that our patients will be very sick when they arrive here. However, the sense of achievement when we’re able to discharge patients is incredible and I think the families of patients can really see how committed the staff are to getting their loved ones on the road to recovery. As a unit I’m really proud of some of the feedback and statistics that we have managed to accumulate over the past few years.”



Janet Hagan

“My name is Janet Hagan and I’m the Matron for Child Health at UHNM. I’m really fortunate to work alongside a fantastic group of matrons in Child Health (Kim Wooliscroft and Theresa Wilson) and we work across a wide area of the directorate.

Day to day the role can be incredibly varied, from supporting the staff on the children’s wards, meeting with parents and families, to developing workforce plans for the future and services to meet our patient’s needs.

“Of course the role is at times incredibly challenging as we are there to support families who may have lost their child. They receive difficult news and that’s a very difficult time for the families to go through but hopefully with our combined experience we can help them through. Undoubtedly that is one of the toughest parts of this job, but it’s crucial that as Matrons we’re visible and there for our patients and their families and staff during the very difficult times.

“If you were to cut me in half you would find UHNM running through me and that’s a philosophy that is consistent in not only our staff in Child Health, but throughout our hospitals and is what I believe sets UHNM apart.”



Deb Challinor

“My name is Deb Challinor and I’m the Matron of a number of different wards at County Hospital.

“Being a Matron is a very varied role and no two days are the same. There are obviously some very challenging times but this job is also incredibly rewarding.

It can be quite difficult to pin down exactly what the role of a Matron is, but for me one of the key aspects is to motivate, encourage and support all my staff on the wards to ensure that they’re in the peak condition to be able to look after our patients and provide the highest standard of care.

“Communication is key to the role of a Matron and it’s an aspect of my development that I’ve personally tried to work on over the past five years. I think it’s something we’re continuing to improve as a whole across UHNM.

“The feedback we receive for our care on the wards is overwhelmingly positive. Over the past few years the facilities at County Hospital have continued to improve and that means that the environment in which our patients are cared for and our staff work in is much more pleasant.”



Julie Cumberlidge

“I think the most important thing I’ve learned in my time as a Matron is to respect, empower and encourage my staff. These are the people that really make everything tick in a big acute Trust like UHNM and it’s imperative that they are motivated and able to carry out their job to the best of their abilities.

“It makes me very proud to see the facilities that we available for UHNM, at both UHNM and County Hospital. Being a Matron is something which I absolutely love. I’m very much a firm believer that by looking after our staff, quality patient care will follow. One of the proudest moments for me personally is the introduction of the Purple Bow scheme, which I helped bring across from Bradwell and have implemented here at UHNM. The fact that the scheme is now used throughout our hospitals on every ward is extremely pleasing and shows how even the simplest of ideas can make a real difference.

“My role is constantly developing and at a time when services throughout the NHS are under increasing pressure, I’m looking forward to the challenge of ensuring we deliver great care, meet our Cancer and referral to treatment targets whilst managing flow through the inpatient beds.”

THANK



After a very pressurised and prolonged winter period during which so many colleagues went far above and beyond the call of duty, the Executive team and Board wanted to do something a bit different to show our appreciation to colleagues throughout UHNM. Staff often tell us that they really value it when their efforts are recognised and acknowledged with a simple thank you, so this year we have decided to dedicate the whole week commencing March 19th to doing just that!

Our partners Sodexo are providing the refreshments for a series of breakfasts and afternoon teas for some of our recent award nominees, a number of local businesses, stakeholders and others have sponsored a variety of raffle prizes the winners of which will be picked at random from all staff on our payroll; we are holding a bake-off featuring thank you themed cakes; and throughout the week will be sharing messages of appreciation from the public and from members of staff to one another via social media and our other communications channels. All colleagues will receive a special thank you card, and each of our acute hospitals will proudly display a banner celebrating our "outstanding for caring" rating from the CQC.

We hope everyone will get into the spirit of thank you week and take just a few minutes to seek out the people that have really helped them during the course of the year, particularly over the last few difficult months. Our thanks in advance!



YOU!



I would like to thank the entire team in the Nurse Bank Office for all their hard work over the last few difficult months, they have been fantastic and do a brilliant job filling all the shifts across UHNM to support the wards during this very busy period. Also thank you to all the bank and pool staff for their hard work and support on the wards, working long hours and offering to work at very short notice. **Barbara Walsh**



I would like to thank all staff in the Central Treatment Suite/Radiology for putting up with my constant requests for them to cover my Saturday lists. They are always extremely pleasant and courteous no matter how many times a day I pester them and this includes the clerical girls in CTS. **Joy Bowler**



I'd like to thank Donna Hickey, who always goes out of her way for any of us. She raised a lot of money along with members of 'Support Stafford Hospital' to buy a baby hip scanner for our Paediatric clinics. She has also supported me in being my mentor during a course I attended, she is a fantastic teacher who always goes out of her way for us. We feel she deserves recognition for all she does. **Candy Ogden**



I attended the breast clinic for a screening appointment. I was very distressed and absolutely petrified. I was initially seen by two student doctors and then Professor Kirby. The service I received was excellent. All of the team demonstrated great emotional intelligence throughout. I just wanted to say thank you, I genuinely valued the kindness shown to me. **Claire Cartwright**



How fantastic are your staff! My Grandad is in AMU and we visit each night. The hospital staff are absolutely incredible. They are so kind, caring and cater for all of the needs of the patients. Words cannot describe how impressed I am. The staff are so efficient and helpful and I have never been more impressed, I can't tell you how much respect I have for the staff. **Matthew Wright**



A very heartfelt thank you to the midwife Yasmin, who helped bring my daughter into the world. I've never had a hospital stay before and I was dreading it. Yasmin instantly made me feel at ease, her calm, friendly and really warming personality makes her a perfect midwife. She was so bubbly and nice. I'm so grateful that she was my midwife. **Noosh D'Avola & Baby Lorena**



The care mum received in A&E was outstanding, doctors and nursing staff always kept the family informed and on Ward 122 every member of staff were kind, patient, understanding, caring, thoughtful and amazing. Nothing was too much trouble, my sisters and I were also thought about, by drinks, biscuits, a reclining chair and more as I sat beside mum through her final hours. Sadly mum died and yet again staff were there to support, comfort and do what was necessary. **Margaret Hughes**



Nursing Assistant becomes fully registered Nurse with UHNM help



Staff Nurse Jyothi Kurien Pulliyil and Senior Sister Tracey Mellor

UHNM has actively been supporting a group of Nursing Assistants, who gained their registration outside of the UK, to become fully registered nurses with the NMC. Jyothi Kurien Pulliyil, who currently works on Ward 233, is the first Nursing Assistant to achieve her full UK nursing registration through a locally developed process at UHNM.

Kate Hackett, Senior Nurse for Workforce and Development, said: "We recognised that we had an incredibly committed, dedicated and motivated group of staff who were determined to make that transition from a Nursing Assistant to a fully qualified nurse."

"Our locally developed process encompasses the key elements of the NMC registration requirements along with the Nursing Assistant's existing experience of working at UHNM. It's a huge testament to Jyothi's commitment and professionalism that she is the first to achieve her registration through this process, and we're confident that she will be the first of a new generation of Nursing Assistants who make the transition."

"Jyothi has worked on Ward 233 for two years and has spoken about how the support she has received from a wide range of colleagues at UHNM has significantly helped her on this journey. I would like to wish Jyothi all the best as she starts her career as a registered Nurse and look forward to many others following in her footsteps."

Orthodontics keep Stoke smiling with new instagram campaign



Royal Stoke Orthodontics Team

The Orthodontic team at Royal Stoke University Hospital have taken to Instagram to launch a #keepstokesmiling campaign. The team, who are internationally famous for producing nice smiles, want to make sure the smiles match the good nature of the people of Stoke.

The five-strong consultant-led team have treated thousands of children and adults from across the North Midlands, transforming both their teeth and their lives.

Karen Juggins, the Consultant Orthodontist who is leading the initiative, said: "Social Media is a fantastic way to educate our patients and promote orthodontics and good dental health. Instagram offers us an opportunity to share reliable information with patients about their orthodontic treatment and oral health in general. Instagram is a place where you see so many people smiling so it's the perfect place to talk about #keepstokesmiling."

"Our department strives for excellence and our motto of 'good enough is not good enough' is very apparent when you visit the clinic. We've covered the walls and display cabinets display with certificates and trophies for the straightest teeth and perfect smiles. Everywhere you look there are posters and leaflets for patients with information on how to keep their teeth in tip top condition. It's all part of their long standing campaign to 'Keep Stoke Smiling'."

You can follow the Stoke Orthodontic Team on #keepstokesmiling



HRH The Duchess of Cornwall visits UHNM



Chief Nurse Liz Rix (left) HRH The Duchess of Cornwall and Emergency Medicine Consultant Ed Rysdale

HRH The Duchess of Cornwall visited Royal Stoke University Hospital on Tuesday 28 November 2017 to learn about the vital role the NHS plays in tackling domestic abuse. During the visit the Duchess met UHNM staff and patients in Children's A&E and Adult Minor Injuries on a tour of A&E with Dr Ed Rysdale and Chief Nurse Liz Rix.

SafeLives, a national domestic abuse charity, and local charity, Arch, hosted the Duchess on her visit. During the visit, the Duchess spent time with domestic abuse professionals from the local service, specialist domestic abuse charity Arch. They have an invaluable role in supporting survivors to become safe. Her Royal Highness also met people affected personally by domestic abuse and took the time to talk to survivors as well as those who have lost a loved one to domestic abuse.

Paula Clark, Chief Executive University Hospitals of North Midlands NHS Trust, said: "We very much welcome this visit by Her Royal Highness as it will raise general awareness of the important work the NHS and its partners are doing to ensure survivors can be supported in hospitals. Our emergency services often have an invaluable role in supporting survivors to become safe.

We will also be using this visit to remind any of our own NHS staff who may be experiencing domestic abuse that support is available to them whenever they are ready to access it."

Diana Barran, Chief Executive of SafeLives, said: "We are hugely appreciative of Her Royal Highness taking time again to meet domestic abuse survivors and finding out about the amazing efforts of professionals who seek to help them. She is truly committed to this cause, and always takes the time to privately talk to the women affected to ensure their stories are properly heard. We know 80% of survivors never call the police. We need professionals in places like hospitals to reach people sooner and help them become safe."

Diane Lea, Chief Executive of Arch, said: "We are enormously grateful that Her Royal Highness is highlighting the role that Independent Domestic Violence Advisors (Idvas) play. The support Idvas offer in hospitals to both victims and other health professionals is essential in our daily mission to end domestic abuse."

For more information about the two charities visit www.safelives.org.uk and www.staffshousing.org.uk

Wi-Fi at UHNM now available for teenage cancer patients



Teenage cancer patients at UHNM now have access to Wi-Fi following an innovative project involving partners KCOM and Teenage Cancer Trust (TCT). UHNM has worked alongside KCOM since 2007, with their on-site team running a fully managed service including IPT, telephony and wireless technologies.

The idea for a dedicated patient Wi-Fi service was initially raised by staff from the Cancer Centre at Royal Stoke University Hospital before being realised by the on-site KCOM team. The project has showcased what can be achieved by collaborative working between different organisations and has helped to create a truly unique and valuable service for patients.

Ian Chamberlain, Haematology Advanced Nurse Practitioner, said: "The response from our patients has been wonderful. Many of them, especially the teenagers, want to stay together in the centre but value the connection that their devices give them to their friends and family back home. It's been lovely to see their reaction to the new service."

Debbie Adams, Regional Services Manager for Teenage Cancer Trust, said, "For many young people, cancer treatment can be lonely and isolating. Having a sense of normality can be incredibly beneficial and the new Wi-Fi setup allows them to stay connected with the world and their friends, helping to make their time in treatment that little bit easier. We're so grateful to KCOM for being so generous with their time, resource and expertise. We hope that through the funding of this dedicated Wi-Fi, all young people having their cancer treatment at UHNM will benefit."



The team from Ward 8 at County Hospital

Ward 8 receives the platinum CEF award

Ward 8 at County Hospital has received the coveted 'Platinum award' in the Care Excellence Framework awards.

The locally developed Care Excellence Framework (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 framework provides an award system for each domain and an overall award for the ward/department based on evidence. The awards range through bronze, silver, gold and platinum. Julie Williams, Ward 8 Senior Sister, said: "I'm absolutely delighted that we've received this prestigious award, especially given how hard all the team have been working towards this achievement.

"It's a difficult set of criteria to meet to get the platinum award and it's a real reflection on the dedication and professionalism of the team. I'm really fortunate to have the team that I've

got here and getting the platinum award was something that everybody on the ward wanted to achieve. I think that really shone through during the assessment. It's been a real team effort from the receptionists and housekeeping staff through to the nursing team. Everyone has worked together so closely since the ward opened.

"It's also important to note that we received platinum across all of the domains, something which very few wards or departments have achieved and that's something which the whole team can be very proud of. Of course there were also areas in which we can improve, and we have taken on board all the comments from the team and look forward to developing the service.

"Very simply our main objective is that every single patient we see receives the very best care they can get. Their journey is so important to us and we just want to ensure that when they leave the ward they are happy and satisfied with the care they've received, and judging the overwhelmingly positive feedback we've received I think we're achieving that objective."

County Hospital Outpatients CEF award

The Outpatients Department at County Hospital has received the coveted 'Platinum award' in the Care Excellence Framework awards. The locally developed Care Excellence Framework (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.

Carol McCormack, Senior Sister, County Hospital Outpatients, said: "We were overwhelmed when we received the platinum award and it was very pleasing that we managed to successfully demonstrate the hard work and high standards that are achieved each and every day in the department.

"This award not only recognises the dedication, professionalism and commitment of our staff but it also highlights to our patients that we're meeting all our expectations when it comes to safety and quality of care. The team are incredibly dedicated and the patient feedback we've received has been consistently positive with many comments focusing on the compassionate care we provide."



Nursing Assistant helping Theatres to run efficiently



Maria Solano (centre) is one of 11 overseas nursing students working hard and making a difference at UHNM

Nursing Assistant Maria Solano has been working above and beyond her role to help improve the efficiency of theatres at UHNM. She recently undertook a project to organise, monitor and rotate stock and has even been working nights to ensure the work can be completed with fewer interruptions.

Maria is already an experienced nurse in her home country of the Philippines and she is now one of 11 overseas nursing students working towards their UK qualification at UHNM. Maria said: "It was so lovely to win the award, although I don't feel like I've done anything really special. I always think that whatever job you do, you should always put 'something extra' in."

Sheila Cook, Post-Anaesthetic Care Unit Co-ordinator, said: "Maria has worked incredibly hard and I can honestly say the stock rooms have never been so tidy and organised. She really is a credit to the organisation."

Surprise celebration for Staff Nurse's 50th year



Staff Nurse Lyn Wright (centre in blue) receiving flowers

Colleagues paid a surprise, emotional tribute to Staff Nurse Lyn Wright as she celebrated her 50th year in nursing. Lyn, who currently works on Ward 225, Trauma and Orthopaedics, at Royal Stoke University Hospital was surprised by fellow staff with a bouquet of flowers and a number of presents.

Lyn said: "This is probably the most surprising and memorable moment I've had in my time in nursing! I'm incredibly grateful to everyone for putting this on for me and it's a pleasure to work alongside such a dedicated team. I started as a nurse trainee in 1968. Obviously things have changed a lot since then, but the one thing that hasn't is the care and compassion that we provide for our patients."

Karen Whitehurst, Matron for Trauma and Orthopaedics, said: "50 years in nursing is a fantastic achievement, I would have been just six years old when Lyn started. I'm absolutely delighted that we're able to celebrate this achievement."

UHNM is setting the standard for European School of Colposcopy



For the past few years UHNM has been established as the hub for the European School for Colposcopy. As part of this achievement, UHNM has been responsible for training a number of European doctors and helping them develop and implement colposcopy programmes in their own countries.

Mr Charles Redman, President of the European Federation for Colposcopy, Consultant Gynaecologist, said: "It's a fantastic honour for UHNM to be involved in such an

innovative and engaging initiative. The reputation of UHNM across Europe has increased significantly as a result of this programme and it also highlights the world-class standards that we employ for our patients here in Stoke-on-Trent and Staffordshire.

"During this time we have helped to set up the colposcopy service in Latvia, trained up the Director of the Norwegian Cervical Screening Programme and educated doctors from Slovakia and Georgia. In addition, Dr Uliana Tabuica is being supported by the Moldovan government to set up a colposcopy service there. Dr Tabuica also founded the Moldovan colposcopy society and is now developing a tertiary service."

The plan, and ultimate goal, is to continue our efforts to educate and train doctors from across Europe with the methods that we use here every day at UHNM. By doing this we hope to continuously raise the standard of Colposcopy throughout Europe and ensure that people across the continent have access to the same quality of treatment that we do in the UK.

UHNM Doctor awarded prestigious 'Physician of the Year 2017'



Foundation Trainee Doctor Dr Tirej Brimo

A Foundation Trainee Doctor at Royal Stoke University Hospital has been named as one of Medscape's Physicians of the Year for 2017. Dr Tirej Brimo was given the prestigious award after achieving his dream of becoming a doctor after a long journey from the war in Syria.

Tirej Brimo, a refugee who fled the Syrian war, finally became a doctor in 2017 after 10 years, four countries, four medical schools and 21 houses. In 2012, just 10 months shy of graduating with a medical degree at the University of Aleppo, war forced Dr Brimo to flee his homeland, crisscrossing the Middle East before arriving in Britain in 2013. In August 2017 he graduated from St George's University of London.

Dr Brimo currently works in the Stroke Unit and has worked at both Royal Stoke and County Hospital. He said: "War can take everything from you except your passions and your love. For me it's important to not give up on my dream and on who I am. I simply rejected the unfairness of life. It's an absolute privilege and great honour to have been given this award.

"In St George's University of London, regardless who you are and what your background is, you will always be loved and looked after. I met some wonderful people along the way and in the UK. Their endless love and support is what made my journey possible and helped me to become a doctor."

Dr Nick Munyanyi, Consultant in Acute Medicine & Foundation Training Programme Director, said: "On behalf of the Foundation team at UHNM, I would like to congratulate Tirej Brimo on achieving this fantastic accolade at such an early stage of Foundation training. I hope that this will be an inspiration to other doctors who may have had similar experiences in life and will be a clear demonstration that nothing is impossible and you will achieve your goals as long as you work hard for it and never give up, even when things look very tough.

I have no doubt that Tirej will become a role model for other Foundation doctors and his achievements will be another demonstration of how our Foundation programme is now a leading and shining example in the country. The programme team at UHNM will continue to work hard and provide support for development of all our trainees. We want to help them realise that UHNM is the place to be to achieve their highest career targets." Dr Brimo was one of 13 professionals listed by the prestigious global medical website Medscape in December as physicians of the year 2017.

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In depth | Mechanical Thrombectomy



Stroke Physician Dr Girish Muddegowda and Consultant Neurologist Dr Sanjeev Nayak

Since 2009 UHNM has been at the forefront of pioneering the revolutionary Mechanical Thrombectomy stroke treatment. Over 400 patients have received the treatment since the turn of the decade, with a dedicated 24/7 team providing specialist support to a potential patient population of over three million.

The procedure involves carefully removing blood clots from deep within the brain, using a 3ft-long wire. A stent at the end of the wire envelopes the clot and pulls it out, allowing blood to flow freely to the brain. However, the treatment is only effective in a certain number of patients and with most cases needing to be seen in under 12 hours the importance of a 24/7 team on standby really shines through.

Although this treatment isn't available to all stroke patients, it has already proved to be life-changing for many. Patients with severe strokes previously had a mortality risk of 50%, whereas this treatment has reduced mortality to 17%, one of the lowest for such severe strokes in the UK. Consultant Neuroradiologist Dr Sanjeev Nayak spoke about the history of mechanical thrombectomy at UHNM and how the service has developed:

"One of the biggest highlights since we set up the service came in 2017 when NHS England commissioned the service to be carried out nationally on the back of data and evidence we have submitted. When we first started providing the service we had to select patients on a case by case basis, but over time as we've seen the outstanding outcomes for patients and the increasing positive results of clinical trials, the service has now been provided to over

“We were the first hospital in the UK to provide a 24/7 mechanical thrombectomy service”

400 patients. The obvious benefits are that the treatment can provide significantly improved outcomes for patients, reducing the mortality risk from 50% to 17% in patients who have suffered severe strokes. Also, around 90% of patients who have the thrombectomy treatment are discharged to their own home with 23% within a week. Considering these patients have suffered severe strokes, these figures really speak for themselves.

"We were the first hospital in the UK to provide a 24/7 mechanical thrombectomy service and UHNM has

very much been at the forefront of pioneering the procedure nationally.

"Another development that we've continued to work on is looking at whether we could extend the time period that the treatment would still be effective within. For example, back in 2009 the procedure was seen as most beneficial for patients who arrived with us within 6 hours of having their stroke. However, with the help of clinical trials and our own experience, we are now confident that in a select group of patients with specific indicators the treatment can be effective up to 24 hours from the onset of symptoms."

Stroke Physician, Dr Girish Muddegowda, said: "Stroke management has advanced massively over the past few years and the mechanical thrombectomy treatment has played a huge part in revolutionising the way in which we treat our patients both in terms of their assessment, operation and eventual outcomes.

"Time is very much of the essence and we're very proud with how quickly we're able to treat patients. The average time for a patient to be treated from the time they arrives at A&E to their clot being removed is around 140 minutes, which highlights the commitment from the whole team to providing timely and life-

saving treatment for our patients. "In terms of the recovery, once the procedure is finished they are taken initially to recovery and then to the stroke ward. The difference with thrombectomy is patients who have the treatment are looking at a matter of days in hospital rather than weeks.

"Working on the stroke ward we've had a number of instances where patients' relatives have travelled from a distance to visit their loved one and they can't believe that they have actually suffered a severe stroke, because of how good the recovery can be."

Nurse Emma Marsh works tirelessly on pressure ulcer campaign



Emma (centre) helped to organise a special campaign which will help keep patients safe - all on top of her day job

A nurse at UHNM has been working tirelessly to help educate staff about pressure ulcer prevention. Emma Marsh organised a series of special events for 'Stop the pressure' week, an awareness campaign held in October 2017. Staff from the tissue viability team visited wards during the week to teach staff about how to protect patients from pressure ulcers and launch the '5 Moments for Pressure Ulcer Prevention' campaign. All of this was done on top of Emma's day job as a Tissue Viability Nurse.

Rachel Beckett, Tissue Viability Clinical Nurse Specialist, said: "Pressure ulcers can be very dangerous for patients

because ultimately they can lead to infection, so it's vital that we do everything we can to prevent them. Organising this campaign week was extremely time consuming for Emma, but she rose to the challenge with her trademark enthusiasm and engaging manner and the week was a great success."

As part of the week, Emma co-ordinated sponsors, support staff and promotional material. She also arranged for a trolley to be decorated and filled with freebies to attract attention on the wards and help get staff involved. Emma has now won Employee of the Month in recognition of her hard work.

Rachel said: "Emma is great to work with: hardworking, approachable and engaging. She never stops and has done a really great job for the team. She thoroughly deserves this award and it's lovely to see her hard work acknowledged."

Emma said: "I have a real passion for this field of work and for improving the service we provide to patients and I think if you just try to let this shine through in everything, it really makes a difference. Organising the 'Stop the Pressure Week' was a first for me and it was challenging but really fulfilling. I am lucky to be part of such a wonderful team and feel truly honoured to have won Employee of the Month."

Hospital worker "walked miles" to help patient find their lost car



Mark walked miles around the hospital site to help Mrs Diana Scott M.B.E. after she'd lost her car

Hospital worker Mark Nolan walked miles to help a patient. Recently Mrs Diana Scott M.B.E attended Royal Stoke for an appointment, but when she returned to the car park she couldn't remember where she'd left her vehicle. Mark, a divisional assistant in the supplies and procurement department, came to the aid of Mrs Scott, walking around the site to help find it.

Mrs Scott said: "I had a follow up appointment that morning after surgery. Having this sort of appointment can be stressful enough and to add to this it was the first time I had ever driven to the hospital. I was able to park and find

my way to my appointment, but on coming out of the main building I lost all orientation and couldn't find my car. "I scoured the main car park and was exhausted and near to tears when I saw a young man coming towards me who had hospital ID, so I asked him if he could help. I had to get back to Eccleshall to pick my husband up for an appointment later and time was running out, so at this point I felt really desperate.

"The young man was Mark. He was amazing, patient and very kind. After walking all around with no success, he sat me on a chair and carried on the search by himself. Eventually he found my car. I can't tell you the relief, Mark really is a credit to the hospital. He came to my rescue and instead of choosing to walk by, he walked miles on my behalf."

Mrs Scott has given Mark the UHNM Hero award in appreciation of his assistance.

Mark said: "When Mrs Scott approached me I could tell she was a little concerned, so I said I'd help her. It was lovely because she was so grateful and thanked me, which made it all worthwhile. I'm sure anyone else would have done the same in my position, but I'm delighted to receive the award."



UHNM Community Wards Team help to increase bed numbers



The Community Wards team

Patients now have more beds available to them, thanks to the help of a self-sacrificing group of staff. A team from UHNM were recently asked to move out to Haywood Hospital and open up 20 extra beds, increasing the overall number available to patients. This was an extra challenge for staff at an already busy time and required them to move out of their comfort zone in the acute care setting.

Amanda Pateman, Matron, said: "The team settled really well into their new environment and, thanks to their hard work and dedication, were able to transfer 20 patients over with them. These teams were put together especially for this purpose and suddenly being thrown into a new environment with new people was really quite daunting for staff. But their team spirit has achieved excellent results and although the new systems of working took a while to get in place, staff worked effectively together and in a professional manner, demonstrating care and compassion. The team has received many 'Thank you' comments from patients and families, which has been lovely."

Staff with many different skills were called upon to become part of the multi-disciplinary team, who won Team of the Month for December 2017.

Amanda said: "The team worked really hard, delivering a positive patient experience and safe and effective discharges. We have also taken part in completing 'Continuing Healthcare' assessments and liaised with social services to provide future care for patients, so that this high quality of care can continue. Everyone has worked extremely hard in a different and challenging situation. All the team deserve some recognition for their hard work, from Medics to Management, as well as staff working on the shop floor caring for our patients and the therapy staff that come out to the Community Hospital."

New laser-based technology helping to treat cancer patients



ENT Consultant Mr Ajith George

The new laser-based technology will help speed up procedures and helps keep UHNM at the forefront of innovation in the NHS.

UHNM Ear Nose and Throat Consultant Mr Ajith George has been speaking about the benefits that the new CO2 laser system will bring to patients in Stoke-on-Trent and Staffordshire:

"We're delighted to have received delivery of the new CO2 laser system, which will help treat patients via endoscopic laryngeal surgery and upper aero digestive tract surgery. Essentially this means that we're now able to treat cancers in the oral cavity and larynx with higher precision because of the advanced make-up of the lasers used in the procedure. "Unfortunately there is currently a worldwide trend of cancers developing in the back of the throat (tonsils and tongue) in younger patients than we have traditionally treated.

Therefore it's crucial that we continue to find new methods to treat these cancers as the side effects of the traditional treatments such as chemotherapy and radiotherapy aren't suitable for this age group. This treatment has the potential to help patients recover quicker and get back on with their normal lives with less side effects.

"Worldwide, the management of head and neck cancer is moving in this direction and as a teaching hospital it's really important that we continue to invest in new technology and move with the times. By keeping up to date with the latest equipment ensures that we can provide quicker procedures, which in turn allows us to be more innovative to deal with the ever developing trends in the type of cancers that we're seeing. Our patients deserve to have access to state of the art facilities, and I'm delighted that we're able to provide that."

Employee and Team of the Month - Nominate today!

Do you know a person or team who go above and beyond? Have they made a real difference to you or your colleagues? If you know people who deserve recognition, nominate them now via the Intranet.



U·H·N·M charity

raising funds for university hospitals of north midlands



The generosity of the general public and UHNM staff continues to amaze as UHNM Charity reports an incredible £2,069,000 donated during 2016/17.

From that total, over £1.3 million has been spent in the same period across all areas of care with the remainder set aside for projects to be delivered in 2017/18. This money has been raised from donations, charitable activities, legacies and investment income and enables UHNM Charity to improve patient experience and support clinical teams across UHNM by purchasing state-of-the-art medical equipment and improving facilities.

UHNM staff continue to provide an invaluable contribution to that total and throughout 2016/17 have taken part in challenges, organised their own events and held raffles to generate funds. This included a sponsored trek of Snowden by Cheetham's Children Centre staff who helped raise over £12,000. Their colleagues in Children's Oncology also helped raise over £5,000 from various fundraisers, including a fun day, to help UHNM Charity support the care of local children with cancer.

Adela Appleby, Head of UHNM Charity, said: "We're incredibly grateful for the continued generosity

of our many supporters and we're constantly amazed by the incredible things that the public and our staff are achieving in order to raise funds for UHNM Charity.

"The re-investment of these funds has enabled to us to make improvements across a number of different areas including; equipment, facilities, research and the environment. The feedback we've received from patients and staff has been overwhelmingly positive and it's incredibly rewarding to see the hard work of all those who donate go directly towards helping improve the experience of our patients.

"I'd like to thank everyone who has helped support UHNM Charity over the years and help make us an established and integral part of the UHNM family. Moving forward I'm really excited about the projects we're embarking on, which will continue to provide substantial support to our clinical teams via the world-class equipment and facilities that we're able to invest in."

To find out more about UHNM Charity, including upcoming projects at Royal Stoke University Hospital and County Hospital, please visit:

www.uhnmcharity.org.uk/

County Hospital Bowel Cancer screening up and running

Set up in September 2017, patients now have a dedicated bowel cancer screening service at County Hospital that has already provided bowel cancer screening in clinics to over 100 patients.

The UHNM bowel cancer screening team worked closely with the screening national office to set the service up at County Hospital following the success of the service which has been running at Royal Stoke University Hospital since 2008. This expansion of the service ensures that the programme will help raise awareness of signs and symptoms and early diagnosis across the whole of Staffordshire.

Shirley Roberts, Endoscopy Unit Manager, said: "We're absolutely delighted to have the bowel cancer screening service up and running here at County Hospital. I'm really enthusiastic about the service and the benefits that it can bring to the local population in Stafford. Getting checked for bowel cancer is a relatively simple procedure, but it's one that could potentially save your life. The team are all committed to supporting our patients through what can be a difficult time in their lives and the feedback we've received about the compassion and expertise of the team has backed this up."

The bowel cancer screening programme has been linked to bowel cancer deaths dropping by a third since 1995 as it has helped improve early detection and treatment, which continues to be an incredibly important tool in the fight against bowel cancer.

Dr Alison Brind, Consultant Gastroenterologist, said: "It's very important to have this service here at County Hospital, which now means we have two excellent Endoscopy facilities across UHNM. With bowel cancer it's so important we continue to raise the awareness of the condition to the public, especially those over 55, so they get themselves tested and if necessary we can detect and treat the cancer early.

Those aged 55-60 are offered a flexible sigmoidoscopy examination, whilst those patients over 60 are invited to have additional bowel cancer screening using a different kind of test. Patients who haven't received a testing kit or who would like to speak with the Bowel Cancer screening team, can call 01782 676643."



Colposcopy Unit now largest in the West Midlands after integration



Lead Colposcopist Mr Charles Redman being awarded Employee of the Month certificate by Senior Nurse Helen Inwood

UHNM's colposcopy unit is now the largest in the West Midlands, following a project to integrate services at Royal Stoke and County Hospital. The unit has an excellent reputation and is where the European School for Colposcopy, which provides training to doctors from countries such as Norway, Latvia and Georgia, was created. A recent survey of over 1,000 patients demonstrated a rate of 100% satisfaction in key areas such as privacy and dignity.

Mr Charles Redman, Lead Colposcopist, said: "I'm pleased to say that standards at UHNM are incredibly high and we

have a reputation which is now internationally acclaimed. At UHNM, we have been commended for our diagnostic accuracy and efficiency and we concentrate very much on patient experience, making sure patients are kept informed and that care is individualised.

"We also utilise new technologies to try and improve colposcopy and we are one of the few units in the country to use a new development called 'adjunctive technology'. This means we take fewer biopsies and that the biopsies that we do take are more accurate, which all translates into better patient care."

Phyllis Dunn, Clinical Lead for the Central Treatment Suite at UHNM, said: "NHS England recognised that there had been a major service change with the amalgamation of two units and they were particularly pleased with the evidence of good leadership. The integration was led by Mr Redman, who is an exceptionally experienced clinician and has an excellent reputation both nationally and internationally."

Mr Redman won Employee of the Month recently for his outstanding leadership of the integration. He said: "It is a complete surprise to win this award and a lovely feeling to know that you've been nominated by your colleagues."

Centre of Excellence award in Myeloma care presented to UHNM



Myeloma UK has recently recognised the outstanding quality of care provided to myeloma patients by UHNM, by awarding the hospital the Myeloma UK Clinical Service Excellence Programme Award. Myeloma is the second most common form of blood cancer and affects around 17,500 people in the UK. Although we have effective treatments for myeloma, we cannot yet cure the disease.

We can often control the myeloma and relieve symptoms for prolonged periods but the disease inevitably comes back. That is why it is so important to continue to invest in research, and constantly strive to improve the treatment and supportive care available to myeloma patients.

Dr Kamaraj Karunanithi, Consultant Haematologist who leads myeloma service in UHNM, said: "Every day 15 people are diagnosed with myeloma in the UK. Myeloma is often difficult to diagnose, as symptoms may be non-specific. In the last 10 years, with improvements in treatment and care, survival rates are increasing faster than most other cancers. Despite this, the diagnosis is often delayed, and most patients ultimately die from their myeloma.

"The work we are doing here at UHNM ensures local myeloma patients can access top-quality care and ground-breaking research. I am delighted we have been given this award."

UHNM provides comprehensive myeloma care with dedicated myeloma clinics, and dedicated Myeloma clinical nurse specialist and it also has well attended Myeloma support group for the patients in the region.

Patient Malcolm Scovell said: "The Haematology Team really understand and deliver first rate clinical and client service. As a Myeloma patient under their care for the last three years I have experienced and benefitted from most of the services that are offered. They have gained my trust and I would recommend the entire Team to anyone."

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