

Page 2

Ground-breaking 100,000  
Genomes Project

Page 10

Nursing assistant efforts  
translate into great care

Page 13

£47m investment at  
County Hospital

Page 16

Stoke City F.C. star visits  
the Valley Centre



# A Night Full of Stars

Turn to  
page 4

# Foreword



Paula Clark  
Chief Executive

The extraordinary, every day. That's what I saw when I was with many of our staff at the "A Night Full of Stars" staff awards. It was a great privilege to celebrate with them and to hear about the fantastic work that has taken place across our organisation.

Well done to everyone who was nominated, shortlisted and especially to our wonderful winners. I had a great night and hope that all those who went along thoroughly enjoyed themselves.

It's important to me that our staff feel valued, cared for and supported as it's their commitment, professionalism and dedication that really makes a difference to the services we provide.

I believe that a culture of compassion is vitally important. Celebrating success and treating each other with compassion are important to me and I'm pleased we are doing both at UHNM.

Paula



Dr Christopher Clowes with Chief Executive Paula Clark

# 100,000 Genomes Project

UHNM has recruited its first patients for the ground breaking 100,000 Genomes Project 32 rare disease patients and eight cancer patients have now been recruited.

This follows UHNM recently being officially granted 'Go Live' status to recruit cancer and rare disease patients to the nationwide project. The aim is to create a new genomic medicine service for the NHS – transforming the way people are cared for both today and in the future. Whilst the project won't directly cure a patient's cancer or disease, patients may be offered a diagnosis where there wasn't one before and in time there is the potential of new and more effective treatments.

UHNM is one of 18 NHS trusts across the region which have come together

to form the West Midlands Genomic Medicine Centre (WGMGC) – one of 13 such collaborations in England delivering the programme.

Nationally, the project will sequence 100,000 genomes from around 70,000 people. Participants are NHS patients with a rare disease, plus their families, and patients with cancer.

Dr Christopher Clowes, Genomics Ambassador, said: "The 100,000 Genomes Project is a hugely significant national project, which will hopefully help us discover better ways of treating our patients and in turn help future generations.

"Progress has been very encouraging so far in terms of recruitment at UHNM, and we are delighted that to date we have 32 people

for rare diseases and eight cancer patients.

"This project is a flagship for the NHS in its move towards a strategy of personalising medicine for patients and treating patients based on underlying cause and personal responses.

"Our target is to recruit at least 121 patients before the end of April 2017 to the project. We are confident of achieving that goal and happy to be providing this diagnostic opportunity to these patients who need it."

You can find out more about the 100,000 Genomes Project by visiting:

[www.genomicsengland.co.uk/the-100000-genomes-project/](http://www.genomicsengland.co.uk/the-100000-genomes-project/)





Royal Stoke (above) and County Hospital (below) Maternity teams

# UNICEF Breastfeeding Award for Maternity

The maternity units at University Hospitals of North Midlands have been fully re-accredited by the UNICEF UK Baby Friendly Initiative awards, with County Hospital's Free-standing Midwifery Unit receiving the recognition for the first time.

The UNICEF UK Baby Friendly Initiative is an accreditation programme based on the Global World Health Organization/ UNICEF Baby Friendly Hospital Initiative. The health and well-being of all babies is at the heart of the UNICEF UK Baby Friendly Initiative. A strong mother-baby relationship is the foundation for a baby's future health and well-being, and breastfeeding supports this loving bond, making a vital difference to health.

UHNM is the first large unit in the country to achieve the new, more challenging standards that incorporate infant feeding bonding and the neurological development of the child.

The awards are in recognition of excellence by maternity units in supporting parents to build close and loving relationships with their baby and support to feed their baby in ways that achieve optimum health. They are based on a set

of interlinking evidence based standards for maternity, neonatal, health visiting and children's centres, thus promoting consistency across all areas. UHNM has been fully accredited since 2002, and has successfully undergone reaccreditation in 2004, 2007, 2011 and 2016.

Fiona Garrington, Lead Infant Feeding Co-ordinator said: "We are extremely proud that the Trust has once again received this recognition from UNICEF and has been fully re-accredited on the new maternity standards. It's also a great achievement for the Free-standing Midwifery Unit at County Hospital, which became fully accredited for the first time in March 2016.

UHNM is one of only a few trusts who have held the award for so long, which is testament to the continued commitment, professionalism and expertise displayed by our staff in supporting parents and their babies."

In November 2016, the maternity and neonatal units will be officially recognised for achieving the award at the annual UNICEF UK Baby Friendly Initiative conference in Birmingham.



## Polish patient supported after trauma

UHNM treated a Polish patient who had suffered trauma in an accident recently.

The patient spoke very little English and required surgery urgently. After the team caring for him tried without success to find an interpreter, Ward Assistant Bartłomiej Kuzba stepped in to help.

Bart stayed nearly two hours past his shift time to sit with the patient, relay medical information and have a friendly chat.

He even missed a family gathering to do this. As a result of his outstanding efforts, the patient was able to receive their surgery and to express themselves with dignity.

# and the winners



**Rising Star of the Year**  
Deborah Sumner



**Apprentice of the Year**  
Melissa Adams



**Learner of the Year**  
Parul Chandra



**UHNM Charity Award**  
Sarah Ann Lake



**Leading with  
Compassion Award**  
Julie Cumberlidge



**Volunteer of the Year**  
Rita DeMatteo



**Employee of the Year**  
Karen Henshall



**Improving Patient Care Through  
Innovation**  
Pleural Service



**Clinical Team of the Year**  
Royal Stoke Multiple Sclerosis Team



**Non-clinical Team of the Year**  
People & Organisational  
Development Team



**UHNM Research Impact Award**  
Neuro-Degenerative Research  
Joint working Team



**Engagement Initiative of the Year**  
Executive PA Team

# mmers are...



**Organisational Improvement Through Innovation Award**  
Older Adults Services

The annual UHNM 'A Night Full of Stars' Staff Awards took place on Friday 18 November 2016 at the magnificent Kings Hall in Stoke-on-Trent.

The event follows on from last year's inaugural event as a newly integrated Trust and recognised teams and individuals who have improved patient care or made a significant impression on the Trust.

Over 400 doctors, nurses, administrative staff, support staff and many more professions came together to applaud some of the outstanding work done to help patients.

There were 14 prize categories recognising a wide variety of work throughout the Trust. The awards have grown year-on-year to become an integral part of the UHNM calendar.

Also in attendance was singer Tom Bleasby, who kept the audience entertained throughout. The evening showcased some of the fantastic work that goes on at UHNM each day and provided staff with a well-earned opportunity to relax and unwind with their colleagues.

Paula Clark, Chief Executive, said: "I attended the "A Night Full of Stars" staff awards last Friday. It was a great privilege to celebrate with you and to

hear about the fantastic work that has taken place across our organisation.

"The standard of the nominations was incredibly high and the Staffordshire and Stoke-on-Trent community can be extremely proud of the staff at the hospital. Well done to everyone who was nominated, shortlisted and especially to our wonderful winners."

To find out who were highly commended please visit [www.uhnm.nhs.uk](http://www.uhnm.nhs.uk).

# Do you have:

---

- A lung disease
- Kidney or heart disease
- Diabetes
- Another long term condition
- Or do you suffer from breathlessness?

Cold weather can make you more likely to catch a winter illness that could become very serious.

So even if it's just a cough or cold, seek advice from your pharmacist before it gets more serious.

---

**STAY WELL  
THIS WINTER**

Having your flu jab protects yourself, your family, colleagues and patients. It's a serious illness that can result in death.

More than 6,000 members of staff have been flu fighters and had their flu jab. To get yours please visit the Intranet and search 'Flu'

[nhs.uk/staywell](https://nhs.uk/staywell)



Leyla Hannbeck, Pharmacist

# Research Team wins coveted national award



The Research and Development Department at UHNM has added another national award to its ever growing collection.

The award was received by the Acute Research Team at the prestigious 2016 Nursing Times Awards ceremony on Wednesday 26 October 2016 at the Grosvenor House in London.

With 22 targeted categories, the awards cover every aspect of the nursing profession, from 'Nurse of the Year' to 'Patient Safety Improvement' and 'The HRH The Prince of Wales Award for Integrated Approaches to Care'.

After setting up the UK's first ever 24/7 research service in March 2015, the team entered this year's awards under the 'Clinical Research Nursing

Category. Its entry, "optimising opportunities and equalising access to acute research", was shortlisted, beating other entries from around the country in what was a record-breaking year for entries to the Nursing Times Awards.

Since starting the service in 2015, the team has been recruiting patients into research studies around the clock, seven-days-a-week. Many of these patients would not have had the chance to take part in potentially life-saving trials, had they arrived out-of-hours.

The Nursing Times Awards are the most admired and relevant awards in the nursing and healthcare sector.

Holly Maguire, Research Sister for the Acute Research Team at UHNM, was in attendance to receive the award

with her team members, who won against nine other shortlisted entrants in the category.

She said: "We are absolutely delighted with our win. I am so proud of my team and what we have been able to offer stroke patients locally. To gain national recognition for our work is fabulous and hopefully this will be the beginning of us being able to share our model wider afield, meaning all stroke patients may have the choice and opportunity to access acute research 24/7."

Judges of this year's awards said: "This team has demonstrated high levels of innovations as they identified patient needs. The service they have developed is responsive and illustrates fantastic clinical research care, empowering patients."

RESEARCH  
needs YOU™

Compose new Tweet ×

Did you know that UHNM @UHNM\_Research now have their own Twitter account? Why not give them a follow and find out more about what they do!



2

Tweet



# A quick guide to help you get started on Twitter

We use social media such as Twitter on a daily basis, it's a great way to share news with staff and the public.

University Hospitals  
of North Midlands  
NHS Trust



## Why should I join?

### Free and instant

Twitter makes global communications fast and cheap! You also have the potential to have your comments seen around the world.

### Knowledge is power

It has the ability to connect you with experts from your field and is also a good way of increasing your digital skills as more and more services move online.

### Get your voice heard

It's another opportunity to let us know what great things you and your colleagues do everyday

### Be a part of something

Become part of a worldwide community. Our senior team are on it, patients are on it and no doubt some of your family are!

## Join Twitter today

### Sign up

Go to [www.twitter.com](http://www.twitter.com) and click sign up. Fill in the blanks and click sign up.

### Your profile

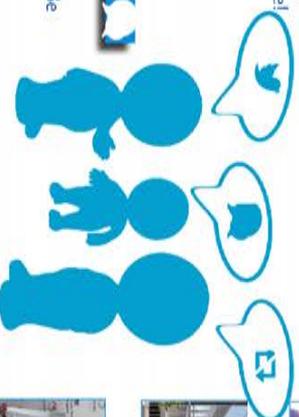
As this is your personal profile you will need a picture of yourself. Twitter's default picture is an egg.

### About yourself

Write your short bio - What's your job? What are your interests? Once completed you can now search for people to follow!

### Time to tweet

You have 140 characters to play with (including spaces) Be yourself and get involved.



**Your username should be your name so people can find you.**

**Upload a profile picture so people can recognise you.**

**Keep it short and keep it simple**

**Express yourself!**

## Know the Jargon

**Tweet:** A 140-character message (including spaces and links)

**@Username:** This will be your username/handle on twitter and how people will find you.

**Mention (@):** A way to reference another user by his username in a tweet. (e.g @UHNM\_NHS)

**Retweet (RT):** Re-sharing or giving credit to someone else's tweet.

**Feed:** The stream of tweets you see on your homepage. It's comprised of updates from users you follow.

**Favourite:** Clicking the loveheart on twitter is the same as liking something on Facebook.

**# Hashtag (#):** A way to denote a topic of conversation or participate in a larger linked discussion (e.g. #Brexit, #StokeCityFC). A hashtag is a discovery tool that allows others to find your tweets, based on topics.

## Things to know

Read our Social Media Policy

You're representing our hospitals, don't say anything you wouldn't say in public

Make sure your post is fair and accurate. If in doubt, don't post it

Once you have posted something on social media, it's really hard to delete it

Information Governance laws still apply online in the same way it does with your work emails and face to face conversations

Any questions? email [communications@uhn.nhs.uk](mailto:communications@uhn.nhs.uk). Tweet us @UHNM\_NHS Inspired by @BHR\_hospitals

Who to follow



Liz Rix @LizRix\_UHNM  
Chief Nurse at UHNM



Tom Evans @RMNtom\_UHNM  
Clinical Lead Nurse - Mental Health at UHNM



Mandie Burston @mandiejosh  
RCNi Nurse of the Year



Emma Robertson @UHNMCharityEm  
UHNM Charity Deputy Manager



UHNM @UHNM\_NHS  
The official Twitter feed for UHNM



UHNM Charity @UHNMCharity  
The official Twitter feed for UHNM Charity



Julie Cumberidge @juliecumbo  
Oncology Matron



UHNM R&D @UHNM\_Research  
The official Twitter feed for R&D



Senior Sister  
Elaine Khan and  
Chief Executive  
Paula Clark

# Senior Sister leads the way in motivation

## A four-year-old's wish comes true

When four-year-old Harry Lightfoot was recovering from surgery in hospital, he never dreamed he'd get to see a real-life helicopter. But his wish came true, thanks to Senior Sister Nicola Beckett. He even got to meet the crew!

Harry suffers from disabling stiffness and pain, caused by Perthes' Disease. The Lightfoot family gave Nicola the UHNM Hero award after she made a special effort to persuade the crew to hang on whilst she found Harry on the ward.

Harry's dad Chris said: "This really made Harry's week. I get a tear in my eye just thinking about it."

A Senior Sister has been recognised for her outstanding work in motivating staff. Elaine Khan, who cares for respiratory patients on Ward 8 at County Hospital, is known for creating new initiatives which inspire her staff and improve the working environment. Elaine's hard work won her the CEO Award for September 2016.

Amongst other initiatives, Elaine has created 'star awards', which she gives to deserving members of staff on a monthly basis. She also awards gold medals for various achievements and demonstration of compassion, teamwork, innovation, dedication, supporting others and communication. Elaine said: "I had absolutely no idea about winning the award, but it's lovely and I'm really thrilled. My team work incredibly hard and the award is theirs too."

Paula Clark, Chief Executive, said: "Elaine values her staff and she makes this very clear to them. This really makes a difference to how they feel at work and therefore how they perform, which means better care for patients. Her dedication to her role is really admirable and I am very pleased to give her this award."

Elsewhere, Critical care nurse Emily Brownsill has received huge praise from student nurses for the level of support she provides through preceptorship – the transitional period of development from student to qualified professional. The work won Emily the Employee of the Month Award for September 2016.

Lara Baxter, Senior Sister on the critical care unit, said: "Emily really deserves this award, because she has helped a lot of people and we've received a lot of great feedback about her. She is

a very genuine person who has the ability to put people at ease and makes them feel welcome. She simplifies learning so that it is not too jargonistic and the student feels like they are making progress."

Finally, UHNM's oncology ward has won Team of the Month for September 2016. Ward 202 cares for cancer patients who require chemotherapy as part of their treatment course.

Gemma Healey, Matron, said: "When caring for patients you become a part of their lives too. Some of our patients have very complex needs, which can be difficult to care for, but every member of our team, from the domestic staff to Nursing and Medical are fantastic and deserve recognition for what they do."

# Nursing Assistant's efforts translate into great care



*Nursing Assistant Iwona Wawrzaszek and Chief Nurse Liz Rix*

Polish nursing assistant Iwona Wawrzaszek has been going the extra mile to help patients who do not speak English. On top of her demanding role on Ward 110 at Royal Stoke, Iwona has been providing an interpretation service to a number of patients on the ward and elsewhere throughout the Trust.

Iwona said: "I love my job because I like being able to speak to the patients and make them feel at ease. It must be scary for patients being in a foreign country and not being able to understand what is going on. I like being able to help them and make a difference." Because of the compassion and selflessness that Iwona demonstrated in caring for patients, she has now won Employee of the Month for October 2016.

Pippa Winnington, Sister on Ward 110, said: "Although the hospital does liaise with outside providers to offer an

interpretation service, it can sometimes be a challenge to get everything in place for patients, especially when those patients come in under emergency and trauma situations.

"Iwona recently helped a young man who had been admitted under traumatic circumstances and required intensive care. She supported the nurse to explain in detail what was needed to make a complex discharge less difficult and ensured that he understood exactly what was needed following discharge. She has also been called upon a number of times when physiotherapists have been having difficulty communicating."

Staff who work behind-the-scenes to deliver thousands of pieces of linen at UHNM have won Team of the Month for October 2016. Linen Services are a small but dedicated team and face a considerable challenge

in serving the whole of the Royal Stoke. The service they provide has a direct impact on patient care.

Hazel Smith, Linen Services Manager, said: "Ours is an essential service, but one which is rarely at the forefront of people's minds. The team have a fantastic work ethic and are constantly looking to improve the service we deliver."

The doctor who implemented the 100,000 Genomes Project at UHNM has been given the Chief Executive's Award for October 2016 in recognition of his work. Dr Christopher Clowes, Genomics Ambassador for UHNM, has worked tirelessly to instigate this national initiative, launched by NHS England. Dr Clowes said: "Receiving this award is both a great honour and very humbling. However, the award really represents the hard work of many people and great teams from within various disease specialties."

## Patient thankful after 'mini stroke'

Patient Adrian Oulton was brought into Royal Stoke recently after suffering a suspected transient ischaemic attack, better known as a 'mini stroke'.

Adrian said: "Staff showed a high level of dedication and clearly enjoy looking after people. The care that I received was of an exceptionally high standard."

Although my experience on the ward was only a short one, it was positive and helped make a stressful situation a bit easier to deal with."

Dr Indira Natarajan, Clinical Director of Neurosciences, said: "It is fantastic when staff are recognised for their hard work and we really appreciate this award."



# Teenage Cancer Trust art installation for relaxation



*Ian Chamberlain, ANP, Stephanie Holland Staff Nurse and Dr Srinivas Pillai, Consultant Haematologist*

An art installation has taken place at the Royal Stoke University Hospital Cancer Centre to provide young adults an age appropriate area to relax whilst having treatment. The project is in conjunction with the Teenage Cancer Trust and features wall glamour, new furniture, an Xbox console, films and an iPod docking station.

Patients and staff at the centre provided input into the design to ensure that the area is comfortable during what can be

an extremely stressful time for patients. Dr Srinivas P Pillai, Consultant Haematologist, said: "We are delighted to have been able to deliver this new art installation in the Cancer Centre at Royal Stoke. We are committed to providing a comfortable environment for our patients during their treatment and we believe that this new area will achieve just that. We are constantly looking at new ways to improve the experience for patients and this installation shows our commitment to engaging with patients and partners to achieve just that."

Debbie Adams, Regional Services Manager, Midlands, Teenage Cancer Trust, said: "This project is extremely important, as working in partnership with UHNM we are able to provide access to facilities and resources that will provide distraction, comfort and stimulation to young people in treatment. The project will enable young people to feel more comfortable within an age appropriate space, which can have a positive impact on their time in treatment. It will also raise the profile of the Teenage and Young Adult Cancer Service at Royal Stoke and the support that is on offer to young people before, during and after diagnosis."

## Fresh Hair Salon now open at County Hospital

The Fresh Hair Salon at County Hospital has officially opened. This follows the success of the salon based at Royal Stoke University Hospital. Patients suffering hair loss through illness or cancer treatment at UHNM now have their very own state of the art wig and beauty salon based in the new Oncology, Haematology Treatment Suite at County Hospital.

Whilst cancer treatment undoubtedly saves lives, the side effects can have a huge impact on a patient's appearance. Fresh Hair Wigs and Wellbeing offers patients the opportunity to have a one to one appointment with an experienced wig fitter and a choice of over 80 different wigs, which can be fitted and styled there and then enabling the patient to leave the salon wearing their new hair.

The salon is the brainchild of former cancer patient Fiona Ford, who during her own illness found it difficult getting the right wig. Fiona said: "The side effects of chemotherapy can be devastating and one of the hardest things for a woman to deal with is losing her hair and in my case eyebrows and eyelashes as well. I felt there was a real need to provide a bespoke wig salon at the hospital so that women could choose a wig from a wide selection in a welcoming salon

environment. For me wearing a wig helped me to look normal and if you look good you feel better. Having a positive attitude definitely helps in your recovery— Fresh Hair Wigs and Beauty is the dream come true".

*Diane Eaton, Wig Fitter, Ema Ronan, Operations Assistant and Gaynor Muir, Fresh Hair manager.*





*Beat the Cold Manager Martin Peake, Head of Environmental Sustainability Louise Webster, Consultant in Elderly Care Dr Amith Arora and Estates Officer Sarah Bloor.*

# Community Energy Scheme hits funding target

UHNM has installed more than 1,000 solar panels in what is the largest ever installation at an NHS hospital following an ambitious fundraising project. Over £335,000 was raised by members of the public and UHNM staff to ensure the scheme will go ahead.

The innovative project is a partnership between UHNM, charity 'Beat the Cold' and Southern Staffordshire Community Energy and has installed a total of 1,089 solar panels. Investors have helped generate a community fund, which will be used to tackle fuel poverty in the area.

By helping the Beat the Cold charity the Trust will not only be helping improve the living conditions of the local population, but it is hoped that this project can have a measurable long-term impact on the health and wellbeing of those currently affected by fuel poverty.

Dr Amit Arora, Consultant in Elderly Care for UHNM, said: "A cold home

can have serious implications for health and wellbeing, particularly if you are already vulnerable from respiratory conditions like COPD and asthma.

"We are really excited to be part of this project as it not only makes our hospital more environmentally friendly, but also generates much needed funds that can be used to help tackle fuel poverty in the Stoke area."

Louise Webster, Head of Environmental Sustainability, said: "We are delighted our target to raise over £335,000 to install solar panels across the Trust has been achieved. This project will deliver real benefits for the community of Stoke-on-Trent and Staffordshire by helping tackle fuel poverty in the area. In addition, the Trust will also become more environmentally friendly which will provide both financial and health benefits."

## Best Performing Trust Research Award

The 2016 West Midlands Regional Research Awards were held recently.

UHNM won the Research Support Services Award (Imaging), the Collaboration in Research Award (Neurology with Combined Healthcare) and the overall Best Performing Trust Award.

Dr Darren Clement said: "This is an amazing achievement and I believe the whole team deserve recognition for this exceptional performance.

"They have clearly demonstrated how research has a massive impact on our patients and the Trust as whole."



# County Hospital sees investment pass the two year mark



Jeremy Lefroy MP opens new MRI unit

Progress on the £47m investment into facilities at County Hospital continues to take shape after passing the two year mark. The major improvement programme is in line with the Trust's wider commitment to improve facilities at both County Hospital and Royal Stoke University Hospital.

The work at County Hospital is due to finish in November 2017, at the end of the three year integration of Stafford Hospital (part of the former Mid Staffordshire NHS Foundation Trust) with University Hospital of North Staffordshire.

Mr Robert Courteney-Harris, Medical Director, said: "This investment at County Hospital is a clear indication of our commitment to providing the highest level of care to the people of Staffordshire. The programme covers a wide range of services and we're excited by the improvements that these works will bring

to patients' experience at County Hospital and the working environment for our staff."

The £47m programme is part of a record £250m investment aimed at improving healthcare services for people across Staffordshire. Improvements already completed at County Hospital include a newly refurbished midwife-led maternity unit and a new laminar flow 'clean air' theatre constructed.

A permanent MRI scanner, which was officially opened by Jeremy Lefroy MP, was one of the first new areas to come online. In addition, a new Renal Unit has officially opened and the first two wards were completed. The last unit in 2016 to be completed was the Oncology, Haematology Treatment Suite.

Sue Malbon, Matron for Oncology, Haematology, Medical Physics and

Immunology, said: "At this difficult time in people's lives we want to ensure the patient experience is the best it can be and that the environment is comfortable, spacious, and relaxing with ample space for both patients and their visitors. It means a lot to staff that the Trust has taken the opportunity to improve their working environment.

"The team were very excited about the development of the new unit. The improved environment not only benefits patients but relatives and carers alike, improving the experience of treatment."

Later in 2016 and during 2017 the Trust will open three new wards, an improved Emergency Department and refurbished Outpatients facility. The full completion of the works will be achieved by November 2017.

## Senior Sister presentation

Senior Sister Katie Cheadle represented UHNM at the national British Association of Critical Care Nurses (BACCN) conference in Glasgow recently.

Sister Cheadle delivered a presentation which focused on the nature of patient 'bounce back' to Cardiothoracic Intensive Care.

Matron Janet Cooke said: "Through her dedication and hard work, Katie has not only acted as a positive role model to staff, she has affected the patient's journey in a positive way on a local and possibly national scale."



1.1m

calls to  
switchboard



28,562Kwh

generated since installation  
in September 2016.  
Enough power for...

836k

visits to  
www.uhnm.nhs.uk

360k

via mobile phone

29k

we're from outside  
the UK



5,918

flu jabs given  
to staff



**UHNM**  
in numbers

**2016**



1.3m  
cups of  
tea

274k  
hours of  
TV



2,176

new starters this year



685k

people reached  
on Twitter



361k

video views on  
Facebook



630k

outpatient  
appointments



Porters Gary Loftus and Chris Mason

# Porters pushed into the limelight for their efforts

The family of an 86 year-old patient have thanked two hospital porters for the outstanding level of care they demonstrated recently. Gary Loftus and Chris Mason cover miles every week helping to transport patients from ward to ward. They work over the whole of the extensive Royal Stoke site, providing assistance wherever needed.

The family of the patient did not wish to be identified, but asked for Gary and Chris' efforts to be recognised. They said: "We were so impressed by the treatment our father in law received from Gary and Chris when they moved him from the frail elderly care unit to Ward 76A recently.

"During this time, they made sure that they introduced themselves, asked how he was, told him what they were doing and checked that he had all his things with him. It may seem nothing, but the care and attention they showed meant a lot to him and us.

"What especially impressed us was that they took the time to inform the nursing assistant that he was suffering with pain in his legs. The assistant thereby stored a bag of his personal belongings underneath the bed during transfer, instead of on top as normal.

"This seemingly small act of kindness made all the difference and that, on top of their absolute insistence on protecting his dignity during the short trip, made us feel that the hospital has a couple of staff who really live up to the Trust's values and are a credit to UHNM."

The family gave Gary and Chris the UHNM Hero award in recognition of their efforts. Naomi Duggan Director of Communications, said: "Gary and Chris exemplify the Trust's Proud to Care motto. We're very proud of them for making a difference to the patient and their family. They really deserve this award."



## Endoscope-i revolution

Mr Ajith George is revolutionising patient care in the ENT Department at UHNM, by utilising a smartphone gadget to optimise efficiency and performance.

# Stoke City ace visits the 'Valley Centre'



Stoke City FC star Charlie Adams visits the new Valley Centre

Stoke City's Charlie Adam has officially visited the new 'Valley Centre' at Royal Stoke University Hospital. The £3m centre has two state-of-the-art MRI scanners, bringing the total number of scanners run by the Trust to six.

Unveiling the new MRI scanner aimed at detecting early cancers at the hospital's Valley Centre, Charlie said: "To raise that amount of money is incredible.

"It's not just the million pounds spent on the machine, but the staff working on the machine 12-hours-a-day every day of the year except Christmas Day and Boxing Day.

"It's an amazing investment for the hospital and we should be very proud of the

## "It means a lot to the staff"

Dr John Oxtoby

people who have got it here." Dr John Oxtoby, Medical Director and Consultant Radiologist, said: "I'm delighted Charlie came to visit the new Valley Centre. It means a lot to the staff that Charlie came to see the fantastic unit, which is a testament to their hard work. Increasing the Trust's imaging capabilities ensures we can continue to diagnose patients quickly and ensure they receive the appropriate treatment.

"This centre means that patients don't have to wait as long for their scan. The Valley Centre is a fantastic development. The two scanners will be used to identify a wide range of

conditions and illnesses, allowing our clinicians to make informed decisions about the best choice of treatment."

Gillian Hall is a team leader, has used MRI for the past 20 years. She said: "The technology has changed massively in that time. It can provide very detailed information so we know the best course of action."

The development of the Valley Centre was made possible thanks to a £1m donation from UHNM Charity. Steve Rushton, UHNM Charity manager said: "Providing our clinicians with the very latest technology is one of UHNM Charity's goals and I'm delighted we have been able to support the installation of an MRI scanner."

## Heart warming trek up Snowdon

The Children's Intensive Care Unit Team at Royal Stoke have raised a fantastic £6,664 from trekking up Snowdon in October 2016!

The team have organised a number of events since launching their appeal to raise £60,000 to buy a state-of-the-art heart scanner for the unit.

The team are now onto planning more fundraising events including 'hot chocolate and mince pies' at Christmas.





U·H·N·M  
**charity**

raising funds for university hospitals of north midlands



UHNM Charity is a registered charity which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort at County Hospital in Stafford and Royal Stoke University Hospital in Stoke-on-Trent.

By supporting UHNM Charity you will be part of something special. You can be assured that by choosing to donate to us you are helping to improve the health, comfort and hospital experience of local people every day.

Visit [www.uhnmcharity.org.uk](http://www.uhnmcharity.org.uk)



*Clinical Lead for Mental Health, Tom Evans*

# EMPOWERS at Child Health

The Child Health Department has launched a new mental health programme called 'EMPOWERS'. A 'We're Proud to Talk about Mental Health' event took place on 7 November 2016 at the North Staffs Medical Institute, with another scheduled on 28 November 2016.

The new mental health programme is designed to help staff better understand the picture of local and national Mental Health, share best practice among colleagues and hear patient experiences from Stoke and Stafford.

Tom Evans, Clinical Lead Nurse for Mental Health, said: "We are delighted to

host these two events. The EMPOWERS programme will help our staff engage with their peers to not only better understand mental health, but also experience real life case studies from patients across Stoke-on-Trent and Stafford. Two patients talked about their experiences with mental health at the event. Hospital Teacher Donna Mitchell also talked about the Teaching Service and how it helps with mental health."

The Child Health Department is also launching the Child and Adolescent Mental Health Services (CAMHS) Task Group at UHNM, which is aimed at improving mental health across the directorate and will be chaired by the

Child Health Matron. The task group will deliver a number of initiatives, including resource folders to be available at patients' bedsides, kits to help create a calm and therapeutic environment and teaching packs to be taught as part of on-going education to all child health nursing and medical staff.

In addition, patients can also benefit from art and music therapy and smoking cessation via direct referral to a specialist team to help children and young adults stop smoking. A new pathway that is designed for those coming into hospital will also help improve patient experience.

## Young cancer patient raises £15k

Patient Max Crompton with friends and family donated £15,000 to the Children's Oncology Unit.

The money was raised through a fabulous ball to say thank you for the care that Max received from UHNM during his treatment for cancer.

The donation will be used to purchase an interactive light floor which will make a huge difference to the experience our young patients have here!

# UHNM remembered the past on 11th November



*UHNM Staff who are part of the HM Forces on armistice day*

UHNM would like to thank all those who attended its Remembrance Day Services. The Trust held services at Royal Stoke University Hospital and County Hospital on 11 November 2016, led by members of the Trust's Chaplaincy service and involving staff who are part of HM Forces.

Simon Davies, Major Trauma Nurse Specialist, said: "The 11th November is an incredibly important day for the Armed Forces, and what we've done at UHNM is bring together as many regular and reservist personnel who are currently serving at the hospital and those who have retired.

"The commemoration has been going on at the Trust for three years and it has grown year on year to become one of the seminal events in the UHNM calendar. The event first started following the recovery of commemorative plaques from the Royal Infirmary site, and with the

number of military personnel who are based at the Trust it was only right that we organised a fitting tribute."

Christine Wright, Trust Chaplain, said: "The Armistice Day services at UHNM are very special for me as everyone takes a few minutes out of their busy day to remember and reflect. It's great that the Trust recognises those who have given up their time as regulars and reservists to serve their country.

"We make every effort to have representation from the community, including local schools, the British Legion and other groups that care for veterans. It's also important to commemorate our great prestige and history of staff who have served as doctors and nurses both at home and abroad in conflict."

During the services a bespoke ceramic poppy wreath commissioned by UHNM Charity was laid. The

wreath was designed and produced by the British Ceramics Biennial (BCB), who are involved in an arts project at Royal Stoke University Hospital.

Children from two local primary schools, St. Chad's Primary School, Red Street, Newcastle and Burnwood Community Primary School, Chell Heath, attended the service and read out poems they had written as part of their Remembrance Day commemorations.

Emma Robertson, UHNM Charity Deputy Manager, said: "We have lots of staff who serve in the military and of course lots of other staff, patients and visitors that wanted to pay their respects on this important day."

**Tweet us**



[www.twitter.com/UHNM\\_NHS](http://www.twitter.com/UHNM_NHS)

**Like us**



[www.facebook.com/UniversityHospitalsofNorthMidlandsNHSTrust](http://www.facebook.com/UniversityHospitalsofNorthMidlandsNHSTrust)

**Watch us**



[www.vimeo.com/uahn](http://www.vimeo.com/uahn)

**Visit us**



[www.uahn.nhs.uk](http://www.uahn.nhs.uk)

# Social Media



## Twitter Top Tweets

## Facebook Top Posts

**Top Tweet** earned 1,463 impressions *Nov 2016*  
AWARENESS | As part of **#NationalPathologyWeek** we spoke to Medical Laboratory Assistant Dave about his role [vimeo.com/181780991](http://vimeo.com/181780991)

**University Hospitals of North Midlands NHS Trust** *Nov 2016*  
Published by Tom Peace [?] · November 11 at 1:24pm · €  
Watch our video below, to see how Trust staff, members of the armed forces and the local community came together today to mark Armistice Day at University Hospitals of North Midlands.  
#LestWeForget #UHNM

**Top Tweet** earned 6,201 impressions *Oct 2016*  
□ | We're with **@BBCRadioStoke** this morning at County Hospital as they talk with staff about recent improvements.  
[pic.twitter.com/g3CK0nn8nO](http://pic.twitter.com/g3CK0nn8nO)

**University Hospitals of North Midlands NHS Trust** *Oct 2016*  
Published by Rachel Harrop [?] · October 25 at 6:00pm · €  
Staff that care for stroke victims have been given the UHNM Hero award. Patient Adrian Oulton wanted to thank the stroke unit (ward 232) for the outstanding quality of care they provided after he was brought in following a query TIA (transient ischaemic attack). Read more:  
<http://www.uhnm.nhs.uk/.../Stroke-unit-given-UHNM-Hero-award...>

**Top Tweet** earned 2,845 impressions *Sep 2016*  
NEWS | Paula Clark to take up position as **#UHNM** Chief Executive from 1 October 2016. [uhnm.nhs.uk/news/pages/Pau...](http://uhnm.nhs.uk/news/pages/Pau...)  
[pic.twitter.com/2KudUPDPSw](http://pic.twitter.com/2KudUPDPSw)

**University Hospitals of North Midlands NHS Trust** *Sep 2016*  
Published by Rachel Harrop [?] · September 28 · €  
A critical care nurse who helps students to progress in their careers has won Employee of the Month. Emily Brownsill, who works at the Royal Stoke site, has received huge praise from student nurses for the level of support she provides throughout preceptorship – the transitional period of development from student to qualified professional. Read more:  
<http://www.uhnm.nhs.uk/.../Critical-care-nurse-wins-award-for...>

## Vimeo Top Videos



# Do you need to go to A&E?



University Hospitals of North Midlands has developed a new app which gives the public live waiting times at the Trust's A&E departments.

The app gives regular updates on urgent care services to ensure patients receive the most appropriate treatment as quickly as possible.

The app is available on iOS for Apple device users as well as Android app users

The app can be downloaded by searching for 'NHS Wait Times' on the app store.



 @UHNM\_NHS

 /UniversityHospitalsofNorthMidlandsNHSTrust