



REVOLUTIONARY 3D PRINTING JAW SURGERY

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Paula Clark
Chief Executive

I'm delighted to introduce the spring edition of UHNM News, which showcases a range of fantastic achievements across the Trust.

We are committed to continuous improvement and innovation so that our patients can benefit from the latest technological and medical advances. Our revolutionary stroke thrombectomy service and 3D printing jaw surgery are great examples of this, and the successful launch of our Medway electronic record means that all relevant information about patients is now captured in one place and can be easily accessed by those treating them.

Research remains an important part of our work, and we have recently attracted worldwide interest for our study into patients' reactions to radiotherapy - with the aim of reducing the fear factor associated with treatment. Our colleagues are skilled, compassionate, energetic and innovative, which is reflected in the wide range of award successes and fundraising initiatives captured here. They make me proud.

Paula



Mr Robert Courteney-Harris (right) officially opened the Chemotherapy Unit

New £2.1m Chemotherapy Unit at County Hospital

The new £2.1m Chemotherapy, Oncology and Haematology Unit at County Hospital was officially opened in December 2016.

The Unit, which first opened its doors to patients back in August 2016, is a state-of-the-art facility that serves patients requiring treatment for a range of cancers, including the treatment for blood related cancers such as Leukaemia, Lymphoma and Myeloma. The Unit also looks after other non-cancer blood related conditions.

The Unit features a number of private consultation rooms and a room reserved for procedures. These areas have helped improve privacy for patients and relatives. Opposite the waiting room is the new Fresh Hair Salon, similar to the one that

has been at Royal Stoke University Hospital for the past four years. Patients suffering hair loss through illness or cancer treatment now have access to wig fitting and other beauty services. The UHNM Charity funded salon offers practical help and support to those facing the often distressing cosmetic side effects of chemotherapy.

Mr Robert Courteney-Harris, former Medical Director, said: "I was delighted to be able to officially open this state-of-the-art Chemotherapy, Oncology and Haematology Unit at County Hospital. The staff on the Unit have a long tradition of providing the highest quality of care for patients and support for relatives, during what can be an incredibly stressful time." Kerry Pearson, Senior Sister,

said: "The Chemotherapy, Oncology and Haematology Unit at County Hospital has been open now for more than six months and the feedback we have received from patients and relatives has been overwhelmingly positive.

"From the team's point of view, the new facility provides us with a much improved working area to carry out our day to day tasks and it's been very pleasing to see how quickly everyone has settled in.

"Having worked in the old department for 12 years I have witnessed the growth of the service, this new environment provides us with a fantastic opportunity to enhance the patients' journey and means a lot to our staff, patients and relatives."



Revolutionary 3D printing jaw surgery



Consultant Mr Gahir with patient Stephen Waterhouse

Staff from the Oral and Maxillofacial Department at University Hospitals of North Midlands are using the innovative technology of 3D printing to create exact patient-customised models for surgical procedures.

This approach, which the Trust has been carrying out for two years, has a number of advantages for both surgeons and patients.

Stephen Waterhouse, one of the UHNM patients to undergo this procedure, said: "In terms of my recovery since the operation, everything has been first class. Mr Gahir initially told me that he would be using the 3D printing technology during my treatment at one of my early consultation meetings and I was all for it.

"From the moment I started at UHNM all of the staff I've encountered have been absolutely superb, and my personal results following the surgery have been excellent."

The technology enables the surgeon to prepare much more efficiently for procedures as they can now create an accurate model of a patient's jaw within a few days. In addition to preparation time being saved for

surgeons, the time that the patient spends in surgery and subsequent recovery are also reduced. The aesthetic and functional results of the surgery are also beneficial for patients.

Mr Daya Gahir said: "By utilising the 3D printing technology in this way, we are putting UHNM at the forefront of innovation in the NHS. The procedure is cost effective for the Trust and provides significant benefits for our patients. Julie Strzala, Deputy Manager, Prosthetics Lab, has been a huge help in ensuring the success of the surgery here at UHNM.

"From the moment a cancer patient is diagnosed as having a tumour which is growing into their jaw, we can get to work on producing personalised 3D models of the patient's jaw. In the past, our estimations would have been much less accurate and therefore we can now carry out this surgery with much more precision.

"Myself and a number of colleagues have attended training courses to help understand the technology better, and we hope that one day this is a procedure that will be rolled out more widely across the NHS."

Award win for older adults team

The team behind the 'Sit up, Get Dressed and Keep Moving' initiative at UHNM have won NHS Fab Stuff's 5127 award for January 2017. Dr Amit Arora and his team's initiative is aimed at trying to stop older people becoming deconditioned in hospital or after their discharge. For every 10 days of bed rest in hospital, the equivalent of 10 years of muscle ageing occurs in people over 80-years-old.

Deconditioning occurs when older people in hospital lose their abilities to do daily activities over time, due to inactivity in hospital. Reconditioning can take twice as long as deconditioning. If it has taken one month to get to this low level of function, it may take two months of hard work to return to their original level. Sometimes this prolongs a hospital stay.

Consultant Geriatrician Dr Arora said: "A prolonged hospital stay, bed rest and other risks lead to loss of muscle power, strength and abilities. This is something we surely need to avoid.

"Preventing deconditioning in hospitals requires an approach that includes physical therapy, maintenance of nutrition, medical management, and psychological support. We should encourage patients to wash and dress independently, walk to the toilet where possible, provide appropriate mobility aids earlier on and encourage patients to keep their arms and legs moving in bed or chair. Even moving arms, legs and sitting up in bed offers a small degree of physiotherapy. It sounds so simple yet very often it just doesn't happen."

Amanda Futers, Clinical Nurse Specialist, said: "Staff and families have an important role to play in preventing deconditioning. There is sometimes a misconception by families that staff should be doing everything for their loved one because "they are in hospital". Educating patients, relatives, carers and staff about the dangers of deconditioning is vital, since bed rest continues to be expected during a hospital stay, despite the considerable evidence showing potential adverse effects from inactivity. Of course there are times and conditions when bed rest would be advisable, but more often than not this is not the case."

UHNM invests in state-of-the-art clinical software - Medway



Mark Bostock, Director of IM&T, and some of the IM&T Team

UHNM has invested in a multi-million pound software system to integrate services across the newly formed Trust. The Medway electronic patient record software will also give clinicians on the spot access to detailed patient information, supporting the delivery of first class care. The new electronic patient record system, System C's Medway v4.6 EPR, was rolled out at Royal Stoke University Hospital and County Hospital over the weekend of 27 January and 28 January 2017.

Mark Bostock, Director of IM&T, said: "We have embarked on a new beginning as an organisation with an ambitious programme for service delivery and improving patient care. We are delighted to be working with UK software company System C to integrate systems and services across our two hospitals. The

Medway electronic patient record software is a single system which will manage all patient activity across Royal Stoke University Hospital, County Hospital and all other Trust facilities and services.

"It will record all relevant information about a patient from the day a GP makes a referral or a patient arrives in A&E, to the day their care is completed. This means that everyone involved in managing services and treating patients, wherever they are based, can see the same information about where a patient is in the system and what needs to happen next. Clinicians will be able to update the records as they go along."

The 'go-live' follows the migration of millions of records and a merger with an existing patient administration system.

Mark said deployment had been "successfully completed and rolled out" at the two hospitals. "Deploying a system of this breadth at

a hospital with multiple sites and over 11,000 staff is a complex task. 7,500 users were trained for the initial go-live. Success relies on strong partnership and I am very pleased that Trust teams and System C have worked so well together to deliver this project smoothly. We have a lot of work to do together over the coming month as the system settles and evolves and we look forward to progressing together", he added.

Medway will also handle clinical tasks such as the automated ordering of blood tests and the electronic reporting of results. For the first time clinicians across the whole of Staffordshire will have access to clinical notes, test results and clinical correspondence.

This state-of-the-art software will replace the existing disparate systems, a key step in improving efficiency and reducing risk. Information from other clinical systems used in the Trust, such as X-Ray

images, can also be integrated into the same patient record.

Zia Din, Acute Medicine Consultant and Chief Clinical Information Officer, said: "We are looking to this IT solution to make the way we work across the new Trust much more efficient and to support the highest quality of care. We will have access to all the information we need – information about patients' diagnoses and their treatment - whenever we need it and wherever we are at that point in time. This will allow us to give our patients a smoother and more effective service."

Markus Bolton, joint CEO of System C, said: "We are really pleased to be working with UHNM to streamline acute care provision across the North Midlands. The Medway software will give clinicians access to a single digital care record, meaning a more joined up and efficient service and improved care for patients."





Visit from the Merlin Team at UHNM Children's Centre

Christmas gift to UHNM youngsters

Father Christmas made a special delivery to the UHNM Children's Centre before Christmas, with a gift that helped put a smile on the faces of those admitted over the festive period.

Two fully-themed and innovative mobile media units providing play and respite, donated by Merlin's Magic Wand and curated by the Merlin Magic Making team based at Alton Towers Resort, were delivered and unveiled by staff and patients at the ward on Thursday 22 December 2016.

The units will support some of the 15,000 young people who access the hospital ward each year, helping provide respite and play during their stay.

Melissa Hubbard, Consultant Paediatrician and CWD Divisional Chair, said: "The units will be a superb

addition to the much-loved Merlin playroom and teenage relaxation room that were opened in 2013 to help support children during their stay.

"Some of the children are unable to access the playroom due to illness for example, and the units will help ensure they don't miss out as they can be taken to the patient's bedside. We are excited to be able to offer this to the children and their families."

Merlin's Magic Wand is a charitable organisation, set up in 2008 by Merlin Entertainments, to deliver magical experiences to seriously ill, disabled and disadvantaged children across the world.

The charity provides memorable days out, as well as outreach work, bringing magic to children's projects.

Sandra Hazel, Head of Merlin's Magic Wand, said: "We are delighted to be providing further help and continue our support of University Hospitals of North Midlands and the Magic Making team have enjoyed working on such a special project."



Student doctor thanks emergency consultant for outstanding support



Trish Rowson, Director of Nursing for Quality and Safety, and Dr Ruth Kinston

A recently qualified student doctor has thanked an A&E consultant for the outstanding support she provided. Sophie Burnage was mentored by Dr Ruth Kinston whilst she worked a placement in Royal Stoke's busy Emergency Department. She witnessed Dr Kinston's dedication and professionalism in both the clinical and educational

environment. Sophie said: "I have never met a doctor that works harder. What I observed then was her incredible work ethos and the truly patient-centred care she delivered. Now, as a qualified doctor, I have witnessed her - having already performed a day of teaching from 8am - then starting her clinical shift at 4pm.

"Dr Kinston is really able to take charge. She manages all the staff, ensuring everyone knows their role and works together, and keeps staff morale high. She works relentlessly often not leaving till after 8am the next morning, enabling waiting times and patient risk to be brought to a manageable level. I feel her determination, hard work, and ability to achieve what seems impossible should be recognised. Her work recently was not a rarity, this is the dedication she gives to every shift."

Dr Kinston won Employee of the Month for her outstanding commitment to her work. Dr Kinston said: "I feel rather overwhelmed that someone should have said such kind things about me. I know that I'm not alone in trying hard - many others do so too. Being an emergency medicine consultant is a tough but amazing job. I work with a team of absolute heroes who amaze me by the size of their hearts, tenacity of their efforts and sheer good humour in the face of a challenge."

University Hospitals Estates team transform challenge into triumph

UHNM's Estates team achieved the impossible recently when they managed to replace an essential piece of electrical equipment at the hospital within just a few hours. A three-tonne 11-000 volt electrical transformer, which helps to power the Trent Building at Royal Stoke, failed due to an internal fault. Moving a transformer of this size is a huge task and normally requires weeks of advanced planning, but the team managed to complete the replacement and restore power to the building, where many patients are cared for, within just 27 hours.

Chris Eccles, Assistant Director of Estate Management, said: "The team have so much grit and determination; a real "let's roll up our sleeves and get on with it" attitude. Everybody pulled together to turn a potential catastrophe into a huge success."

Staff from all parts of the Estates team poured in to help get the job done, working through a Friday night and late into the next day. The logistics of sourcing the transformer and then transporting it through the hospital were extremely

challenging, but the fortitude of the team, along with assistance from local contractors, saw the job completed with minimal disruption. Staff have now been given the Team of the Month Award in recognition of their achievement.

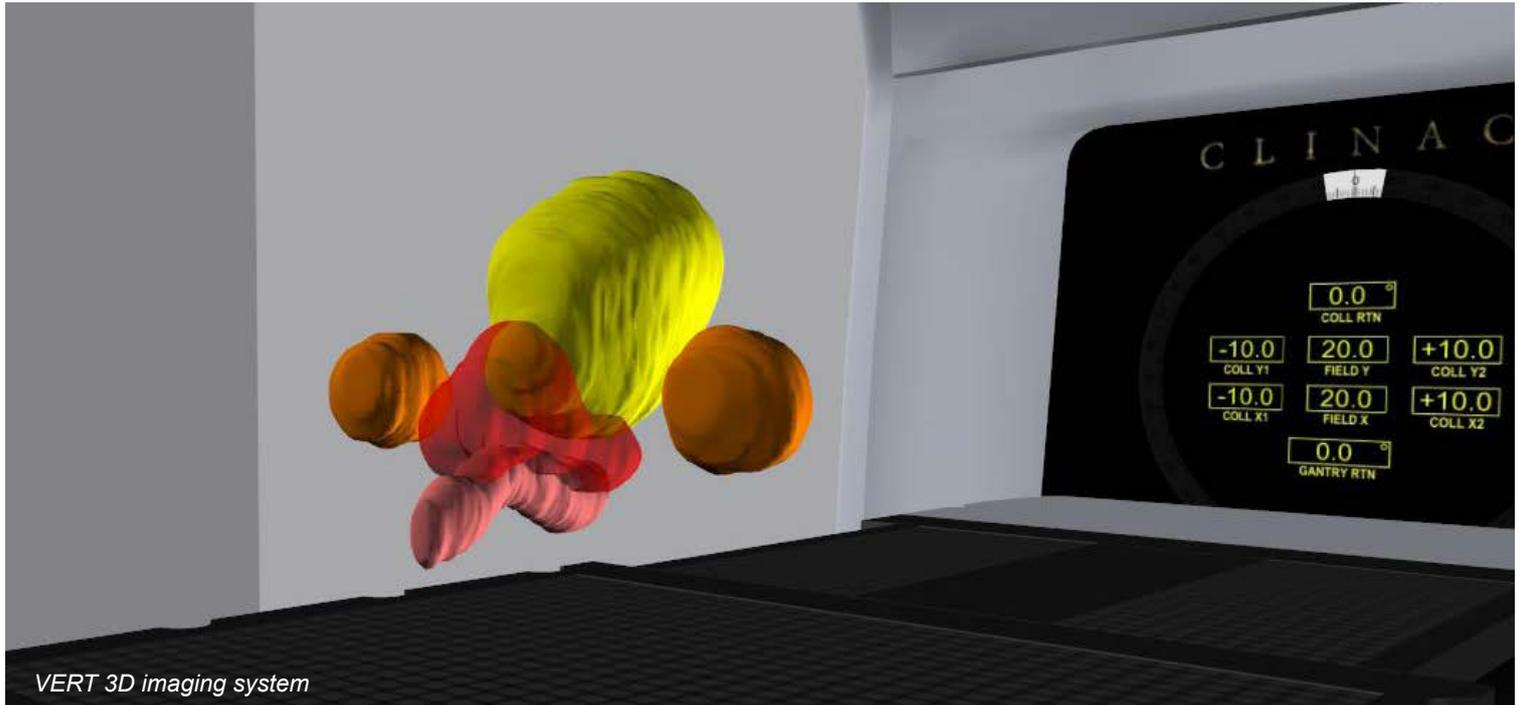
Paula Clark, Chief Executive said: "We owe the team a really big, heartfelt thank you. Their team spirit and swift action saved the day for lots of patients and staff."



Paula Clark with Estates Operations Team



Research at the UHNM Cancer Centre attracts worldwide interest



The Cancer Centre at University Hospitals of North Midlands NHS Trust has attracted worldwide interest following the success of a first of its kind, a home-grown radiotherapy research study.

This study, led by Professor Josep Sulé-Suso, Professor of Oncology at the Trust, is the first in the world to provide information on a one-to-one basis to cancer patients on how their radiotherapy treatment is planned and given, using a 3-Dimensional (3D) imaging system.

The Virtual Environment Radiotherapy Training (VERT) 3D imaging system was used prior to patients' radiotherapy. The VERT study was aimed at reducing the fear factor and improving patients' satisfaction. A new study has started following this to identify whether patients are more compliant with treatment when it is explained to them in this way and whether side effects from treatment are reduced.

A webinar on these studies has been held, during which the study team presented and discussed the benefits of this approach to an audience from Canada, USA, Europe, South Africa, Hong Kong and Australia.

Prof Josep Sulé-Suso, James Bisson, Senior Practitioner, and Simon Jassal, Advanced Practitioner, both in therapeutic radiography at UHNM, worked together to deliver this webinar. The team at UHNM now hopes to hold a larger clinical trial, and to also become a reference centre globally for this type of information delivery.

Prof Josep Sulé-Suso said: "The recently published outcomes showed that patients welcomed the extra information, as it helped them to better understand the planning and delivery of radiotherapy. This reduced the fear factor and improved patients' satisfaction.

"This work led to a change in clinical practice, and we now try to show all patients with cancer receiving radiotherapy how their treatment is planned and given using the VERT 3D system."

Prof Tony Fryer, R&D Director at UHNM, said: "This is a very exciting development that has the potential to provide patients with valuable information and reassurance at a very difficult time in their lives. It showcases how well our oncology and radiography teams work together".

UHNM Research Firefighter Awards

The winners of the first ever UHNM Research Firefighter Awards, funded by the North Staffordshire Medical Institute (NSMI), were revealed in December 2016.

Dr Arun Kurup, Consultant Gastroenterologist, won a grant of £10,000. This will fund his research looking at the possibility of using a small capsule that is swallowed and takes a video as it travels through the bowel, as an alternative to colonoscopies.

Dr Jacqueline Mclennan, Consultant in Emergency Medicine, won a Firefighter grant of nearly £6,000. This grant will be used to assess the feasibility of using a clamp to stop spontaneous nose bleeds, as opposed to manual pressure.

Mr Stuart Harrisson, Consultant Neurosurgeon, won a £10,000 Firefighter grant. Mr Harrisson's research will be used to test a new sensor to measure potential biomarkers, to see if these biomarkers can be reliably used to detect and monitor brain injuries.

Mr Robert Courteney-Harris says goodbye to UHNM after 21 years!



UHNM Medical Director retired in March 2017 after 21 years at the Trust and nearly 35 years with the NHS. Mr Robert Courteney-Harris, an ENT Consultant, joined the Trust in 1996 and became Medical Director in 2008.

During his time as Medical Director the Trust built Royal Stoke University Hospital, integrated with Mid Staffordshire NHS Foundation Trust and has increased the number of consultants to over 400. Mr Courteney-Harris also spent six months as Chief Executive of the Trust during 2016.

Paula Clark, Chief Executive at UHNM, said: "Rob's achievements as Medical Director at the Trust over the past decade have had a profound effect on healthcare in Staffordshire. He has overseen the move into a new 21st Century hospital, ensured that integration of County Hospital into our new Trust was implemented safely and overseen the growth of consultants so that we have more expertise now than we have ever had before. We are incredibly grateful for

his dedication to healthcare during this time and wish him well."

Liz Rix, Chief Nurse, said: "I have enjoyed working alongside Rob immensely over these past eight years. Rob is a Medical Director who commands a great deal of respect from across our Trust and health professionals across the West Midlands. His leadership qualities have driven this Trust forward to become one of the largest in the country, including one of the best respected for Major Trauma. I will miss his professionalism, his dedication and his humour."

Dr John Oxtoby, Royal Stoke Site Medical Director, said: "Rob is an inspirational figure amongst clinicians at the Trust. His years of experience in meeting difficult challenges have been instrumental in making UHNM one of the best places to work as a doctor. He has also been integral in making County Hospital a vibrant modern local hospital. I will very much miss his wisdom, calmness and humour and wish him well in what I'm sure will be an active retirement."

Rob and his family have now embarked on a new adventure in Dubai where he is to take up the role of Chief Medical Director at the American Hospital. We wish them all every success.

Charlie Cox energy manager



UHNM Energy Manager Charlie Cox has become the first Energy Manager's Association (EMA) Recognised Energy Manager. Charlie received the recognition after demonstrating extensive knowledge and skills in energy management.

Charlie said: "It is nice to have the official endorsement of the EMA. Working as part of a dynamic sustainability team and finding new ways to make a real difference to our organisation is great fun."

The Energy Manager's role at UHNM is wide ranging and varied. On the technical/engineering side, Charlie is responsible for the Energy Centre at Royal Stoke University Hospital, and also ensures that the existing equipment in plant rooms is working efficiently. Another key area of the Energy Manager's work is identifying projects to save more energy or water within the Trust.

Julie Knall goes the extra mile



IT worker Julie Knall has been recognised for her outstanding commitment. Julie is a Patient Administration System (PAS) Manager at Royal Stoke, and was nominated as Employee of the Month.

Heidi Poole, IM&T Deputy Head of Service Development, said: "Julie leads her team by example. There has been a significant amount of work for the team to undertake and their effort to complete not only the configuration, but also testing of numerous systems, is often unseen and understated."

Julie manages a team of six people, which supports a number of trust-wide clinical systems. Over the last few months the team has pulled together and shown tremendous support to each other.



County Hospital Endoscopy team achieve first JAG Accreditation



Endoscopy Team at County Hospital

The Endoscopy team at County Hospital have achieved formal 'JAG Accreditation' for the first time. JAG Accreditation is the formal recognition that an endoscopy service has demonstrated that it has the competence to deliver against the Endoscopy GRS Standards.

The JAG Accreditation Scheme is a patient centred and workforce focused scheme based on the principle of independent assessment against recognised standards. The scheme was developed for all endoscopy services and providers in the UK.

Shirley Roberts, Endoscopy Unit Manager, said: "Obtaining JAG accreditation shows that the highest quality of endoscopy services and training are provided at County Hospital. This recognition provides us with the opportunity to expand our services to

provide screenings as part of the Bowel Cancer Screening Service.

"Coming into the team as the new manager in May 2016, we knew that we had a lot to do if we wanted to achieve accreditation. However, as a result of all the hard work and commitment to the development of the service from the nursing staff, support staff, nurse endoscopists, consultants and management, we received our official JAG accreditation certificate last week.

"Following the visit, the assessment team congratulated our team on the 'calm environment' and 'patient focused' service and also noted that they would be happy to come to the Unit for a procedure themselves.

"For us however, the hard work will continue as we need to maintain and protect our accreditation status."

Patient Story: 100,000 Genomes project with Rhiannon Craggs



Stoke-on-Trent mum Rhiannon Craggs is hoping that taking part in a pioneering NHS project at University Hospitals of North Midlands will provide some answers about the mystery health issues faced by her young children.

The family are hoping that by taking part in the nationwide NHS 100,000 Genomes Project, the first of its kind in the world, they may find out what is causing their children's problems.

"I feel that by taking part in the project we are getting the best chance of getting

a diagnosis for our children, which we hope will improve their treatment options in the future," said Rhiannon, who also has an older child who is unaffected.

"While we know there are no guarantees, being part of the 100,000 Genomes Project offers the chance of getting a diagnosis for our children but also to help shape the future of the NHS. It is great that we get to take part in a project that could make a real difference to patients in the future."

UHNM Genomics Ambassador Dr Christopher Clowes added: "The 100,000 Genomes Project is the first step towards establishing a genomic medicine diagnostic service in the NHS."

Sustainability and Transformation Plan (STP) Ambassador programme

Are you passionate about effective local health and care in Staffordshire and Stoke-on-Trent?

BECOME AN
AMBASSADOR



In December 2016 health leaders submitted their proposals for the Sustainability and Transformation Plan (STP) in the area. Prior to this the engagement exercises, organised by watchdogs Healthwatch Staffordshire and Healthwatch Stoke, were a chance for residents to quiz senior managers and clinicians and to have their say.

Jan Sensier, Chief Executive of Engaging Communities Staffordshire, which delivers Healthwatch Staffordshire, said: "Stoke and Staffordshire is one of 44 areas across the country which must produce an STP as part of NHS England's Forward View initiative. The area needs to show how services and processes can be improved to make them more sustainable with the aim of creating a combined saving of £20 billion in five years.

"An initial plan for this area was submitted to NHS England in June 2016 and updated proposals, featuring details of how services may be affected by change and options for how it will happen were submitted in 2016."

Engaging Communities Staffordshire, the non-profit community interest

company, has been commissioned to co-ordinate the ambassador programme for the STP initiative. It will seek to recruit volunteers from across the county who, having been fully briefed, would help to raise awareness of the plans in their community.

Ms Sensier added: "We're looking to build an army of ambassadors who will talk to community groups in their area, explain all the facts behind STP and the five-year forward view and gather feedback. They'll be given proper training to ensure the same message is communicated to as many people as possible and will also provide support at our own engagement activities. It's an important role and I hope there is a great deal of interest."

The health deficit in Stoke-on-Trent and Staffordshire alone was over £150 million in 2015/16 - a figure that does not include social care. Factors included high A&E attendances, increased need for services to support an ageing population, the length of stays in hospital and high admission rates.

Figures show the recurring deficit, if there were no changes, would reach over £200 million by 2020/21 and with additional cost pressures in social care for both Staffordshire County Council and Stoke-on-Trent

City Council, the forecast rises to over £300 million.

Ms Sensier added: "The final plans are still being formulated, so while we're not yet in a stage of formal consultation, now is the time for people to get involved and influence them. We'll make sure feedback is passed on as it's a key priority for us to ensure the views of people from this area are represented."

Simmy Akhtar, chief officer for Healthwatch Stoke-on-Trent, said: "The Conversation Stoke and Staffordshire events were a real opportunity for people to learn more about what the STP means for our local area, to ask questions and give their views. We want to ensure the public are engaged in the STP process and encouraged as many people as possible to attend. Going forward we are keen to ensure that people also have the opportunity to be an Ambassador or to hear from an Ambassador so that they continue to be actively engaged with the process".

A number of UHNM colleagues have already undertaken the training and are using their networks to talk about health and care with our local communities.

For more details please email contactus@ecstaffs.co.uk



Dedicated Nurse Pam Pearson celebrates 70th birthday at UHNM



Chief Nurse Liz Rix with Nurse Pam Pearson

A nurse at Royal Stoke celebrated a milestone birthday recently. But in spite of turning 70-years-old, Pam Pearson is determined to keep working.

She has been employed at UHNM since 1998 and currently works as a staff nurse on a general surgery ward. Carol Lloyd-Bennett, Matron for General Surgery, said: "There really are very few nurses who are still working at 70, so it is important that we celebrate this amazing

achievement. We bought Pam a lovely big bunch of flowers as we wanted to make a fuss of her and let her know she is very much valued and appreciated."

Pam started life as a machinist before commencing her career in healthcare as a nursing assistant. She then progressed to complete her 'Enrolled Nurse' training and spent the next 18 years at The Nuffield Health North Staffordshire Hospital.

Pam was happy to celebrate her birthday with her colleagues on Ward 108, where she works. She said: "Although it was a special day, I worked into the night. The staff on the ward are like a family to me and I will be here, doing the job I love. It was a lovely surprise to be visited by the Chief Nurse. I certainly wasn't expecting it."

Liz Rix, Chief Nurse, said: "It is wonderful to see someone with so much passion and dedication. Pam doesn't look her age, but to still be working away at this rate at 70 is amazing. I want to congratulate Pam and wished her all the best on the special day."

UHNM A&E Live Waiting Times app rolled out into North Wales Trust

The A&E 'Live Waiting Times' App, developed by UHNM, has been taken on and implemented by Betsi Cadwaladr University Health Board in North Wales.

Now, people in that area who need treatment for an injury can get up to the minute information on waiting times for emergency departments via their smartphone or tablet.

The App also provides opening times, contact details and directions to the different units, as well as outlining the types of care they provide.

Liz Rix, Chief Nurse, said: "The waiting times App is an innovative way of helping the public choose which health provider best suits their needs, whether that's an A&E or a local minor injuries unit. It's often the case that patients with minor conditions can be treated without the need to visit an acute hospital.

"The App gives real-time information on waiting times and show how busy the departments are at any time during the day. This is about empowering patients to make the most appropriate choice for them."

The UHNM version of the App can be downloaded for free from the Google Play Store or the Apple App Store by searching for 'Live Wait Times'.



The App is available to download on the Google Play Store or Apple App Store

UHNM heart failure nurse Vicky Baines wins national patient award



Patient Lauren Walker and Nurse Vicky Baines

UHNM heart failure nurse Vicky Baines has won a national award after being nominated by one of her patients. Vicky is one of only eight people from across the UK to win a 'You're Simply Marvellous' award, given by The Pumping Marvellous Foundation.

The awards are measured by patient experience and reflect the direct impact healthcare professionals have on individuals and in the local community. Vicky, who is based in the Heart Failure Unit at County Hospital, nurses patients requiring varying plans of care such as symptom control and fluid management, education, support and advice. She was nominated by patient Lauren Walker, who was diagnosed with heart failure after attending the clinic following an acute admission.

Lauren said: "All the staff are superb, but Vicky is an absolute ray of sunshine. She makes you feel better the minute you walk in. I've lost count of the times we've laughed together. On top of being an incredible nurse, her positivity knows no bounds. I've now been discharged from the clinic and I miss going. I never imagined I'd feel like that about visiting hospital, but it always felt more like visiting friends. They all deserve awards, but Vicky is an absolute superstar."

Vicky said: "I feel very honoured to have received this award for doing a job that I absolutely love. It was a total surprise as I didn't know anything about the nomination. I am part of a fantastic team where we all work together to achieve excellent results for patients." The Pumping Marvellous Foundation emphasises the importance of patient perspective in recognising and rewarding health care professionals.

Hospital governors help influence change and development at UHNM

UHNM's Shadow Council of Governors have been busy over the past month monitoring the performance of the Trust. The Council is made up of 12 representatives from across the area, including staff representatives.

NHS Foundation Trusts have a Council of Governors, which holds non-executive directors to account for the performance of the Board and represent the interests of members and the public. Although the Trust isn't a Foundation Trust, it has a Shadow Council of Governors who are performing the same role. The Trust Shadow Governors hold elections every three years and the council is expected to work with, and represent the members of their constituency to help influence the Trust's plans for the future.

John MacDonald, UHNM Chairman, said: "Our Shadow Council of Governors has a major influence in many areas of the Trust. The council is the voice of local people and helps set the direction for the hospitals. I would encourage anyone who is passionate about health services and enjoys working with others, listening and sharing ideas, to get involved and work with us to really make a difference."

The role of a Shadow Governor requires a commitment of around two days per month, depending on how involved a person wants or is able to be. No special skills or qualifications are required, just enthusiasm and an interest in the work of UHNM. The main roles and responsibilities include reflecting the interests and views of members, representing the interests of local organisations influencing change and development.

Further information about the Shadow Governors is available at www.uhnm.nhs.uk



UHNM Shadow Governors



Stroke team recognised by Chief Executive for outstanding work



UHNM Stroke Team and Paula Clark

UHNM's stroke team have been thanked by the hospital's Chief Executive for saving the Trust over £130,000. Paula Clark visited the team on the stroke ward to present them with a certificate. The team have been given the Chief Executive's Award in recognition of their outstanding work.

The team, led by Dr Indira Natarajan, was able to provide evidence that they are delivering high quality care across a set of three national best-practice clinical quality measures.

This means a reduction in mortality and morbidity rates for patients, which will be achieved through use of an interdisciplinary working model, the establishment of a seven-day service and restructuring of the stroke prevention team.

Paula Clark, Chief Executive, said: "I was very pleased to visit the team personally to thank them for their

efforts. The standard of care a person receives after suffering a stroke can make the world of difference to their recovery, quality of life and general wellbeing. Our team of dedicated staff continue to strive for extremely high standards and this accomplishment demonstrates the extent of their work."

Dr Natarajan said: "The effects of a stroke can be devastating. It is a serious, life-threatening medical condition that occurs when the blood supply to part of the brain is cut off. Like all organs, the brain needs the oxygen and nutrients provided by blood to function properly, so if the supply of blood is restricted or stopped, brain cells begin to die. This can lead to brain injury, disability and possibly even death. This achievement has made a huge impact on the Trust and is all down to the incredibly hard work of the team, who work extremely diligently to improve the Stroke Service."

Colorectal cancer nurse-led service rated "Excellent"

UHNM's colorectal nursing team have been rated as "excellent" by 98% of their patients. The innovative team have recently instigated a fully nurse-led pathway for people being treated for cancer.

The survey, which was conducted by the hospital's clinical audit department, asked people how they felt about the new service and their overall experience.

Deanna Latham, Colorectal Clinical Nurse Specialist, said: "It is unusual for a full nurse-led pathway to exist for this type of care, but there are lots of advantages to patients.

"It means that instead of seeing a different doctor every time they come to the hospital, they see a nurse who they are able to get to know a bit and feel

comfortable with. Continuity of care is very important in helping patients to feel reassured and confident in the care they are receiving.

"We also provide a more holistic approach to care. Rather than just conducting physical examinations, we look at the whole person, taking into account their psychological and emotional state. This helps to ensure that patients receive the best and most person-centred care possible."

Staff who run the service have won Team of the Month in recognition of their work. They were nominated by Karen Eptlett, Associate Chief Nurse.

Karen said: "Patients say they find the nurses knowledgeable, easy to talk to, understanding and supportive."

What is an STP?

Nationally there are 44 Sustainability and Transformation Plans (STPs). These capture how different communities intend to transform local health and care services so that they meet people's changing needs now and in the years ahead

Does Staffordshire and Stoke-on-Trent have one?

Yes! Ours is called Together We're Better and is a partnership between all local NHS organisations, the County and City Councils and both local Healthwatch organisations.

Why is it needed?

The NHS is nearly 70 years old now and has served us all well. However society has changed beyond recognition during that time, particularly in terms of our expectations around health and care. This means we need to have some honest conversations about how services need to change to better meet the needs of everyone within our communities both now and in the future. Collectively the local NHS and care system is spending far more money than we receive to provide services and we need to put this right.



STP

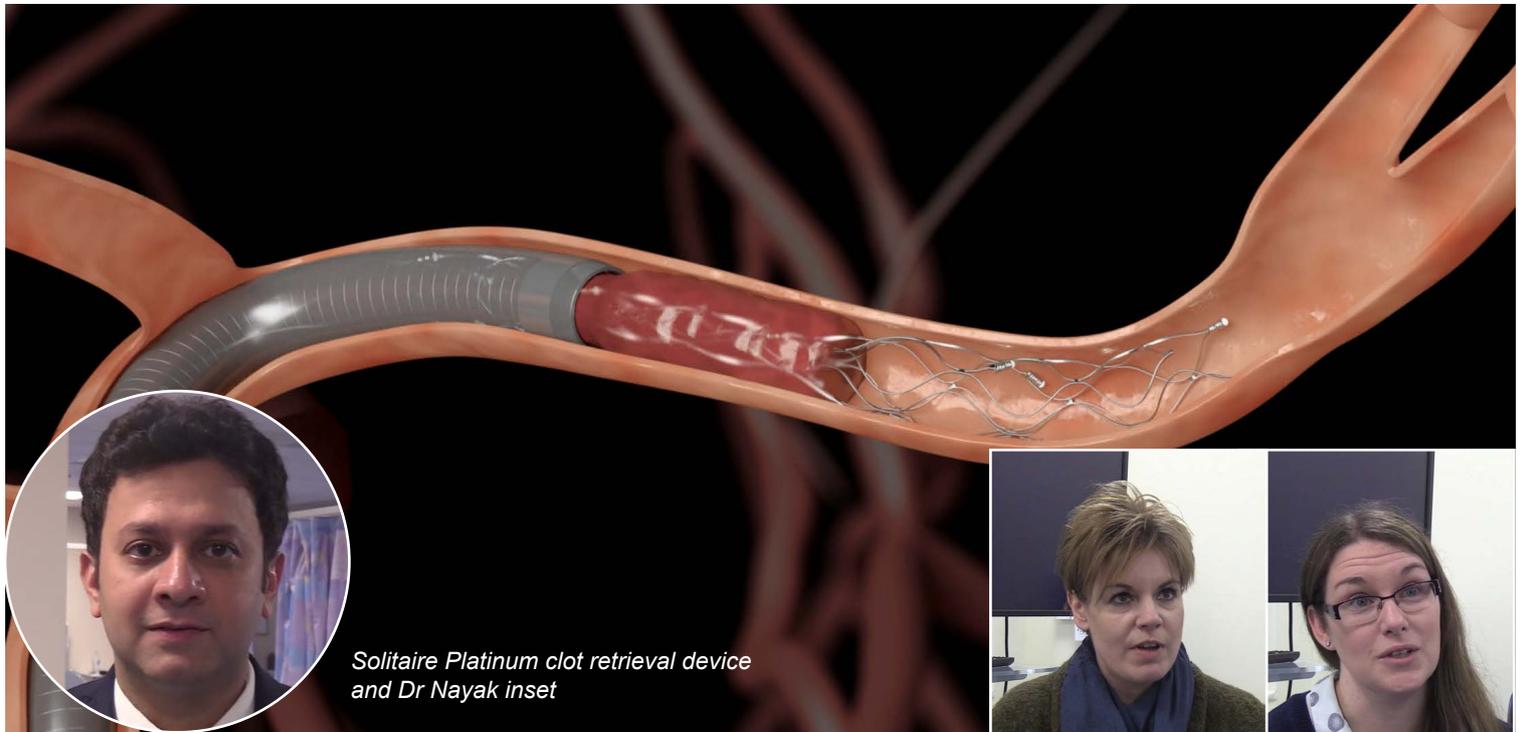
What's it all about?

What are the benefits?

This partnership is an exciting opportunity to map out what excellent health and care would look like in the future and to plan a route to get there! This is likely to include more care within community and primary care and within people's homes, a greater emphasis on mental as well as physical health needs and more focus on the prevention of illness.

How can I find out more?

We've produced a short document outlining our proposals which you can find at www.twbstaffandstoke.org.uk. The website will be updated regularly to keep you informed about progress including details of any public engagement events.



Solitaire Platinum clot retrieval device and Dr Nayak inset



Lorna Edwards and Rebecca Moore speaking to ITV Central earlier this year

UHNM's Pioneering Thrombectomy service

Two patients who suffered a stroke at the end of last year have returned to University Hospitals of North Midlands to thank the team responsible for saving their lives. Lorna Edwards and Rebecca Moore had their recovery dramatically improved thanks to a revolutionary procedure that pulls the blood clot from the brain causing the stroke.

Mechanical thrombectomy involves a specialist inserting a catheter into the arm or leg and removing the clot from the blood vessel to the brain using a mesh which captures the clot and allows the blood to flow back into the brain. It is a more effective treatment than clot-busting drugs alone for acute stroke caused by blockage of a large blood vessel by a clot, and can substantially reduce disability if carried out within six hours of the onset of symptoms.

UHNM is one of a handful of hospitals in the UK that performs these procedures on a regular basis thanks to the dedication of the team that includes Dr Sanjeev Nayak, Consultant Neuroradiologist. Across the UK only around 600 patients a year receive this treatment with UHNM proudly responsible for performing 350 a year procedures since the treatment was rolled out in 2009.

Dr Nayak, said: "This is a truly pioneering service which is available at UHNM and has provided very good outcomes for hundreds of patients so far. One of the major benefits of this treatment is the speed of recovery, patients can be at home and recovering well within a matter of days."

Lorna Edwards, from Wolverhampton, suffered a stroke in November 2016. Lorna only remembers a little of what happened next. The ambulance took her to New Cross Hospital where she received thrombolysis. They told her that

this hadn't worked and arranged for her to be transferred to Royal Stoke 31 miles away to receive a mechanical thrombectomy from Dr Sanjeev Nayak. She remembers waking up in the recovery room and being told that the procedure had been completed successfully. Lorna spent two days recovering at Stoke, one further night in New Cross and was home by Friday evening – just three days after suffering the stroke.

Rebecca Moore, from Derby, was in the process of making some toast for her daughter Libby's lunch when she suddenly kept falling backwards as she approached the fridge. At that moment Rebecca's mother-in-law walked into the kitchen just as Rebecca blacked out and fell to the floor.

Rebecca's mother-in-law called Rebecca's husband and immediately phoned 999. Rebecca was taken to Derby Hospital where she remembers getting a CT scan and being given a thrombolysis drug. She remembers the team discussing the time since she suffered the stroke and agreeing that there was enough time to send her to Stoke in order to receive a mechanical thrombectomy. Rebecca was blue-lighted to Stoke where the blood clot from her brain was removed. She was unaware that she had been one of the lucky few stroke victims in the UK to receive a mechanical thrombectomy. The next morning she was at home.

Dr Nayak, said: "In both these cases the impact of the stroke on the lives of Lorna and Rebecca could have been devastating. If we had not been able to pull the blood clot from their brains they may still be in hospital facing a lengthy rehabilitation programme or confined to a life of severe disability. The fact that they were both able to walk into the hospital and meet the team is amazing."

Janette Johnson, a nurse with an eye for detail wins hero award



Liz Rix, Chief Nurse with Janette Johnson and the Ophthalmology Team.

An ophthalmology patient has been successfully treated for eye cancer after an abnormality was identified by a nurse during a routine appointment.

David Nind received some unexpected news when he attended Royal Stoke for what he thought would be just a simple glaucoma examination two years ago. During the examination Janette Johnson, who is a specialist nurse, spotted an irregularity, which had previously gone undetected in Mr Nind's right eye.

Mr Nind said: "I'm so glad that Janette was able to identify this abnormality, as it meant I could receive treatment as soon as possible.

"The care I received was fantastic. Janette made all the necessary clinical

arrangements for me whilst I was still in the Outpatients Department, so there was no inconvenience for me.

She returned to examining other patients, but constantly updated me of the progress that she had made throughout her very busy schedule. This gave me so much reassurance."

"The care I received was fantastic"

Mr Nind began a course of treatment at UHNM and the Royal Hallamshire Ocular Oncology Department. He nominated Janette for a UHNM Hero Award because he was so pleased with the level of care that he had

received and the personal touch that Janette had demonstrated.

Mr Nind said: "Not only was the service fantastic the first time, but Janette conducted my recent glaucoma check and amazingly, she could fully recall the examination that she undertook two years prior - without looking at my notes. This really made me feel like an individual, as opposed to just a patient number."

Liz Rix, Chief Nurse, said: "What Janette did is to make a patient feel special. We know that this makes such an impact on people and enhances their experience at UHNM.

"She has done a marvellous job and should be congratulated for the difference she made to this patient."

A UK first course hosted by UHNM

A Breast Reconstruction course hosted by UHNM and Keele University, and held in November 2016, was the first of its kind to be conducted in the UK.

Mr Soni Soumian, Consultant Oncoplastic Breast and General Surgeon, said: "We were delighted to host this course and the feedback we have received from the delegates has been very positive. This was a one-day course, with 17 attendees who are all consultant oncoplastic breast surgeons. Some of the new techniques that were discussed provoked interesting discussion between the panel and delegates, which led to a really vibrant and interactive session."



Another national award for UHNM Supplies and Procurement Team



Supplies and Procurement Team and Sarah Preston, Director of Finance

The Supplies and Procurement team at University Hospitals of North Midlands picked up the 'Procurement and Supply Chain – 2016 Team of the Year' award at the national Healthcare Supplies Association (HCSA) awards ceremony.

The award is the 26th time that the team has received recognition at local, regional, national and international level over the last eight years.

Nathan Joy-Johnson, Associate Director Procurement and Commercial Services, said: "We are delighted to announce again be recognised for the hard work of the Procurement and Supplies team. This award in particular was extremely pleasing to receive, as we beat competition from over 400 organisations across the country including, acute trust, mental health trusts, commissioning organisations, community trusts and national collaborative procurement organisations.

"I would like to thank the team for their continued professionalism and commitment, which has had a real positive impact on how UHNM operates."

The recognition achieved by the team includes the first procurement department in the NHS to reach the new DoH Standards of Procurement Level 1 (2014).

Quick-thinking team help deliver baby outside Maternity Centre



Maternity Centre at Royal Stoke

The Midwifery Team at UHNM helped deliver a new-born baby in the back seat of a police car. The unusual delivery occurred on Friday 13 January 2017 after Mum Emily McBride had gone into labour and was en route to Royal Stoke University Hospital when she and partner Tom Carson became stuck in traffic on the edge of Clayton.

Father-to-be Tom spotted police dealing with a nearby accident and asked for their help. Emily ended up giving birth just yards from the Maternity Centre with the expert help of the Maternity staff.

Sharon Wallis, Head of Midwifery, said: "The police responded and brought them to the hospital after the family broke down, but mum did not make it out of the car. Maternity staff were in attendance and both mother and baby are well. The police officers did a great job and the staff would like to thank them for their assistance."

PC Chris Kramarczyk, of Newcastle police station, said: "We were working the morning and we received reports of a broken down car in Clayton Road. We were made aware of a vehicle across the road and that Emily was in labour and needed help, we had the decision of calling an ambulance to get to them or running them up in our car and I think we made the right decision.

"As Emily was getting in the car her waters broke, we got to the maternity hospital on time and were able to get assistance for Emily and minutes later Darcey was with us."

Darcey Carson-McBride was born at 8.56am – on Friday 13 January 2017 weighing in at 6lbs 9oz.



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

Head of Charity Adela Applebey joins UHNM



Adela Applebey, Head of UHNM Charity

Adela Applebey joined UHNM in January 2017 as Head of UHNM Charity. Her role is to support the development of the Charity so it can help our Trust to provide a level of patient care beyond what NHS funding alone can deliver.

What I love is meeting and chatting to people and finding out how our work has made a difference. It's a great privilege to be able to hear people's stories and share in their experiences, it motivates you to do the very best you can.

Adela has over 20 years' experience of working in the charitable sector, in both national and local organisations, taking a pivotal role in organisational strategy and operations.

"It's great to play a role in an organisation that so closely affects my family and friends, and having seen from afar the great work of the Charity, thanks to Steve and the team, I'm looking forward to getting involved."

She said: "I've been fortunate to work in a number of organisations, including UHCW NHS Trust charity, Mencap and Marie Curie.

Adela plans to increase the awareness and support for UHNM Charity across the North Midlands.

Theatre Team 24 Hour Walkathon at Royal Stoke

A team of nurses from the Theatres and Post Anaesthetic Care Unit have completed a 24 hour walkathon, which took place in the Atrium at Royal Stoke, for UHNM Charity. The team, who call themselves the Theatre Trotters, last year won the charity's Sponsor My Steps challenge.

The money they raise from the walkathon will be put towards making theatres more comfortable for people who may have to spend more time in recovery than usually expected.



Cardiothoracic Critical Care Unit spin their way to success!



Cardiothoracic Critical Care Unit Team

Just before Christmas 2016 a team from the Cardiothoracic Critical Care Unit pulled on their lycra leggings and climbed onto four static bikes in the Atrium at Royal Stoke University Hospital to raise funds for UHNM Charity. Not content with doing a six or 12 hour stint they instead challenged

themselves to do a whole 24 hours of peddling, although they did become less sure of their decision the closer it got to the big day.

Emma Robertson, Deputy Charity Manager said: "This is a fantastic achievement, huge congratulations to them from everyone at UHNM Charity.

"The event almost didn't go ahead after one of the team's colleagues, Sandra Timmis, sadly passed away, but after talking it through, and with her husband's blessing, they decided to continue and do the spinathon in Sandra's memory. Spurred on by the singing from two school choirs, numerous deliveries of food and a steady stream of donations from the public and staff, they made it through and still had a smile on their faces as a crowd of supporters counted down the final seconds.

"As they hobbled away whispering 'never again' we thought we'd experienced a one off event, but within days the team bounded into the charity office asking us to sign them up for 'spinathon 2017!' The team raised an amazing £5,409.68 for UHNM Charity to enhance the care of cardiothoracic patients in their care."

CICU Team put their heart and 'Sole' into raising funds for scanner



Children's Intensive Care Unit Team

Over the last few months Children's Intensive Care Matron Teresa Wilson and her team have worked tirelessly to raise funds for a state-of-the-art heart scanner for the unit, which costs £90,000.

After hearing that the scanner would enable local children with heart problems to stay in Stoke, rather than having to travel to a hospital in another area, the team set about

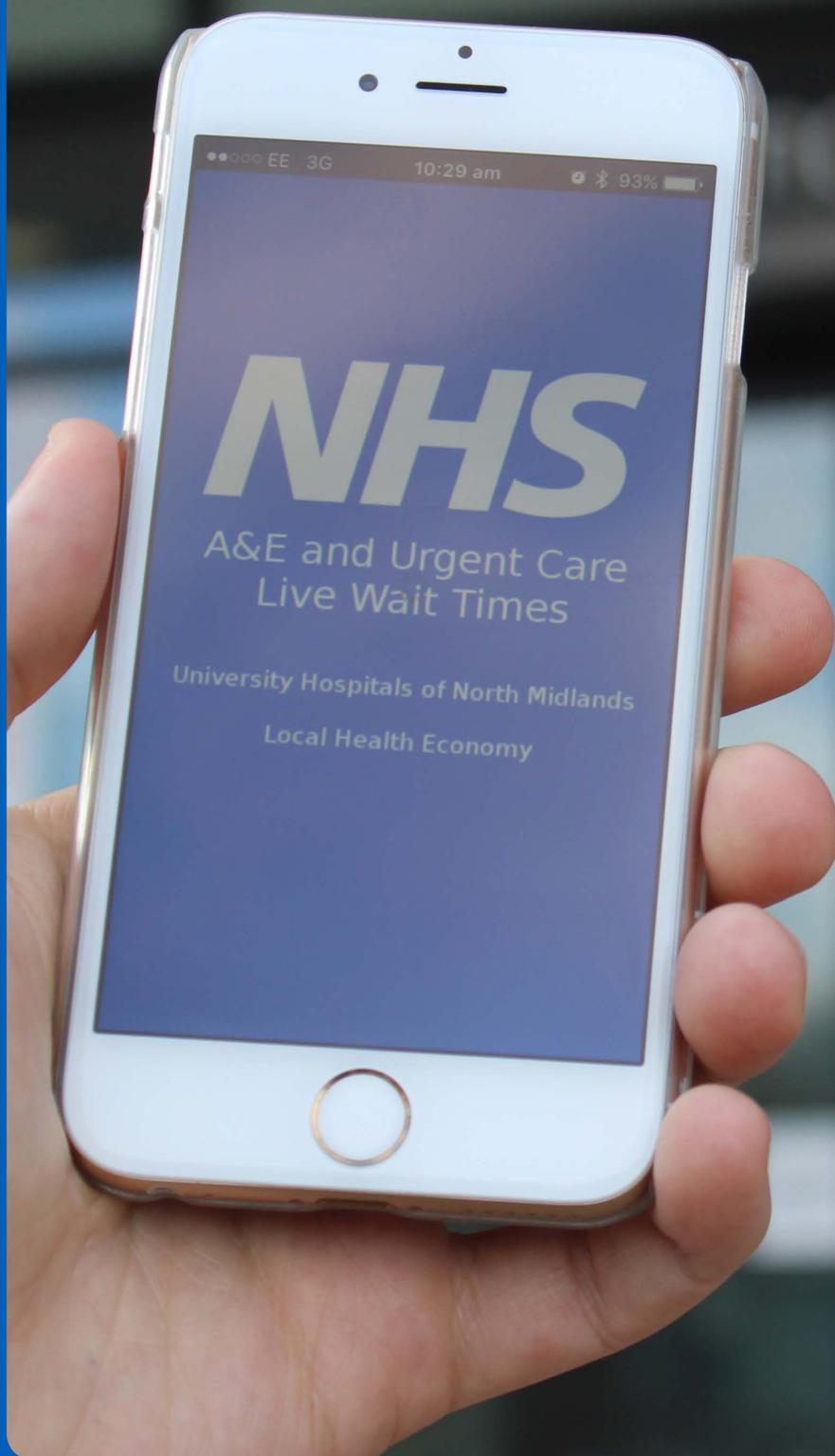
planning how they were going to raise the money. They installed a 'donation thermometer' on the unit and organised a range of fundraising activities, which included raffles, cake sales and a charity ball. In October 2016 a 48-strong team trekked to the top of Snowden battling rain, wind and fog to reach top and raised over £6,500. Family and friends of children treated on the ward have also been very generous, and carried out their own fundraising events, as well as making donations.

This fantastic fundraising raised £60,000, and with donations received for the care of heart patients (North Staffs Heart Committee Fund), UHNM Charity will now be able to fund the scanner. It will soon be on the Unit making a huge difference to poorly children in this area.

The Children's Intensive Care Unit team now have the fundraising bug. They are already planning more fundraising events throughout 2017 to raise even more money for UHNM Charity to fund items which will enhance the care and experience of the children cared for on the Unit.

Emma Robertson, Deputy Charity Manager said: "Everyone at UHNM Charity is overwhelmed by what Teresa and the team have achieved in such a short amount of time and we'd like to say a massive congratulations and thank you to them for all their hard work, you are amazing."

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'

