



MAJOR TRAUMA CENTRE RANKED NO.1 IN THE COUNTRY FOR SURVIVAL RATES

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Foreword



This edition showcases a range of fantastic achievements across both our hospitals. It will be a real challenge to pick the winners of our staff awards in November!

Having access to a Major Trauma Centre with the best survival rates in the Country really is great news for local people and those from surrounding counties who find themselves in need of such expert treatment. What a fantastic testament to the talent and dedication of our clinicians.

I am also delighted that the innovative ideas of our Cardiology Team have been recognised by their peers through the prestigious British Medical Journal Awards. Both teams make a vital contribution to the quality of care we provide in our busy A&E departments.

The opening of new wards at County, and the Radiology Day Case Unit at Royal Stoke, signal our commitment to providing excellent facilities, and the best possible patient experience.

Paula Clark
Chief Executive



Sister Elizabeth Baker and her team from Ward 14

New wards 12 and 14 open at County Hospital

Two wards at County Hospital have moved into their new homes on Wards 14 and 12 respectively. General Medicine and Respiratory have both made the move in recent months, with the new areas offering a host of benefits for staff, patients and visitors.

The new wards provide an increased area for staff to work and they are a more comfortable environment for both patients and visitors. The wards also feature a spacious and bright day room, with a quiet room also included to provide a confidential space for conversations between staff, patients and relatives.

Elizabeth Baker, Deputy Ward Manager on Ward 14, said: "We are delighted to have successfully moved into the new Ward 14 at County Hospital. The move went smoothly and I would like to thank all the staff for ensuring it was a seamless transition. The 28 medical patients on the ward said they and their relatives have had an overwhelmingly positive experience. We're proud to have such a modern facility to treat our patients and it's exciting to know that this will be our permanent home moving forward. The benefits for patients also extend to the enhanced privacy and dignity that comes with having an added number of side rooms, which all have en-suites and shower areas."

The new Ward 14 and Ward 12 are located on the second floor at County Hospital.

Supplies and Procurement team win two national awards

The team picked up two awards in the 'Go Procurement Team of the Year Award – Health' and 'GO Procurement Leadership of the Year Award' categories at the recent National Government Opportunities (GO) Excellence in Public Procurement Awards 2017/18.

The ceremony was held at Hilton Manchester Deansgate.

Nathan Joy-Johnson, Associate Director - Procurement and Commercial Services, said: "We're delighted to have received these two prestigious, national awards. We have a long history of success at these award ceremonies and the continued hard-work of the team has again been recognised. I would like to thank the whole team for their dedication and professionalism."



Cardiology team rated NO. 1 after British Medical Journal award win



The winning Cardiology Team at the award ceremony

The Cardiology team have won the prestigious British Medical Journal (BMJ) 'Cardiology team of the year' award. The award win follows the work of the Cardiology team to help improve their input and involvement in the emergency portals.

The BMJ Awards, now in their ninth year, are the UK's leading medical awards. They recognise and celebrate the inspirational work of healthcare teams across the country. Over a six month period more than 350 teams submit entries, which their distinguished judges whittle down to 60 shortlisted teams and 15 eventual winners.

Four years ago the Cardiology team met with consultants from the Emergency Department and Acute Medical Unit to discuss ways of improving cardiology input to the emergency portals. Six senior cardiac nurses were recruited and underwent formal health assessment training with Keele University and then progressed to an 18 month cardiology specific training program, with a consultant mentor throughout, culminating in achieving a post graduate diploma in Cardiology. The team now provides 24 hour a day cardiology opinions to the emergency portals, supported by the on call cardiology Registrar.

Dr Rhys Beynon, Consultant Cardiologist, said: "It is a fantastic honour to have been recognised in

this way by the BMJ and to have won this prestigious award. To come out on top against competition from a number of the other top cardiac centres in the country is extremely pleasing.

"The whole team have put in a lot of work to improve the fluidity of our work with the Emergency Department here at UHNM and we have received lots of positive feedback about the high-level of cardiology presence within the department. The rapid decision making that the team can provide in the emergency portals to patients is crucial and highlights the positive inter-departmental work that is going on here at UHNM."

Dot Morgan-Smith, Advanced Nurse Practitioner IHT coordinator for Cardiology and Cardiothoracic Surgery, said: "To be named 'Cardiology Team of the Year' is incredibly pleasing. The department as a whole continues to innovate and improve, which enables us to provide consistently high levels of care to our patients. The team is extremely popular with both patients and hospital staff. Patient satisfaction surveys were recently undertaken by all members of the team and were highly favourable.

"This is a whole-team effort and is a superb example of how effective and efficient work between departments can lead to outstanding results."

UHNM support National Lesbian and Bisexual Women's Health Week

UHNM has been supporting the campaign by encouraging the public to talk to us about breast screening, cervical screening, sexual health, smoking cessation and living well with cancer.

The aim of the week was to raise awareness about lesbian and bisexual women's health inequalities, and to make it simple for service providers to empower service users. The week was also an opportunity to celebrate, highlight and learn from the work of groups and services which provide dedicated support to lesbian and bisexual women.

Gina Newman, Health Improvement Practitioner at the County Hospital Breast Care Unit, said: "I worked in collaboration with Staffs LGBT to help raise awareness of #LBWomensHealth17 week. This yearly campaign is in its second year and the week was spent in different areas of Staffordshire, talking to individuals about the importance of attending for screening and any female health related issues.

"We are one of the few screening services in England to highlight this campaign and promote it in our communities, so this is a really proud moment for myself and for UHNM."



Major Trauma Centre Ranked No.1 in the country for survival rates



The University Hospitals of North Midlands Major Trauma Centre now has the best total rolling survival rates of any adult major trauma single site centre since 2013. The figures published by the Trauma Audit and Research Network (TARN) show that for every 1,000 major trauma patients treated at UHNM, 13 more people survived who would otherwise not have been expected to.

In addition, the Centre, based at Royal Stoke University Hospital, also had the best survival rates for adult major trauma in 2015/16. During this year there were an additional 15 survivors per 1,000 patients than expected.

Dr John Oxtoby, Medical Director, said: "To have the best survival rates over four years of any major trauma centre is a phenomenal achievement. This is a huge accomplishment for our staff and will only enhance our ability to attract top quality doctors, nurses and support staff nationally and internationally to work in our major trauma centre. To have the number one centre in the country shows what

an excellent service we provide to the people of the North Midlands, North Wales and beyond."

The Trust serves a population of nearly three million people, stretching from Anglesey to the Peak District. The Trust's major trauma service is the fifth busiest in the country and the busiest for spinal injuries. Within the Emergency Department alone the centre has 22 consultants and more than 250 staff in total. The service opened a bespoke Acute Rehabilitation & Trauma Unit at Royal Stoke a year ago and works within the North West Midlands and North Wales Trauma Network supporting five trauma units and three local emergency hospitals.

When anyone is seriously injured in incidents such as vehicle collisions, falls, or assaults, they are taken either directly to Royal Stoke or transferred from our partner trauma units within the network. They arrive by helicopter or land ambulance and are greeted by a consultant-led trauma team. This includes a consultant in emergency medicine and





Click here to watch a short video

Major Trauma Centre includes ARTU (top left), Theatres (top right and bottom left), Emergency Medicine (bottom right), Critical Care and many other departments



a consultant in trauma resuscitation anaesthesia, together with specialists in orthopaedic and general surgery. They have rapid access to our full range of consultant surgeons and interventional radiologists for management of life threatening bleeding.

Dr Richard Hall, Chair of the Trauma Council, said: "To be ranked top out of the 22 adult Major Trauma Centres nationally is an exceptional achievement that reflects the effort, commitment and determination that our staff put into their roles. I'm proud of our multi-disciplinary approach from resuscitation at the scene right through to rehabilitation, including care in our operating theatres, intensive care unit, and acute wards."

Dr Ann Marie Morris, Clinical Director for Emergency Medicine, said: "We have made great strides since we were designated a Major Trauma Centre in 2012. Our partner hospitals in Crewe, Shrewsbury and North Wales and our three Ambulance services have all contributed to the

excellent standard of care. The other important parts of the system, such as the Acute Rehabilitation and Trauma Unit, mean that we can provide severely head injured patients with early specialist rehabilitation in an optimal environment. It can also cater for patients with other serious injuries, particularly when they involve multiple parts of the body."

Mr Simon Shaw, Clinical Lead for the Major Trauma Centre, said: "The major trauma service is the epitome of multi-disciplinary and multi-service working. What is particularly important is the consistency of our positive survival rates since the Major Trauma Centre went live. This reflects the hard work of everyone involved in every step of the patient pathway both within Royal Stoke and within the Trauma Network as a whole. The dedication and drive of all parts of the service is second to none and our over-riding philosophy is the continued improvement of trauma care in our region."



Emily Bard, Clinical Nurse Specialist, patients Jenny Lowe and Janet Matthews, and Caroline Clark, Transplant Sister

Mother and daughter kidney transplant

A mother and daughter from Stoke-on-Trent who underwent a kidney transplant are hoping to raise awareness about the need for more live donors in Staffordshire. Jenny Lowe donated her kidney to mum Janet Matthews nine months ago and the results have been outstanding.

Jenny said: "Whilst at the start of the process it was quite daunting, the kidney transplant team have been absolutely brilliant right through from our initial consultation to post-operation support and rehabilitation. Before the transplant my mother's health had deteriorated quite significantly following her diagnosis for polycystic kidney disease. The transformation since the procedure has been unbelievable. We're hoping that by raising awareness of our positive story more people are encouraged to think about donating their kidney."

Caroline Clark, Transplant Sister, said: "We have a dedicated team here at UHNM that are focused on providing rehabilitation, advice and support throughout the kidney transplant process. It is true that in the West

Midlands patients do face lengthy waiting times to undergo a transplant. However, the Transplant First Project involving all units in the West Midlands has strived to find ways to improve this. Promoting the service and positive patient stories such as Jenny and Janet's will hopefully encourage more live donors.

"Usually, live kidney transplants are done between families or close friends. However, it is also now possible for altruistic donors to give their kidneys either to be matched with someone on the list or they can specify who they would like the kidney to go to."

At UHNM, there is a long history of helping kidney transplant patients during their rehabilitation and for the life of their kidney and the first live donor in Stoke-on-Trent was completed in 1985. The actual transplants themselves take place at a small number of specialised centres across the UK, and most UHNM patients will undergo their surgery at either Manchester or Birmingham. However, it's key that the team at UHNM maintain a positive relationship with colleagues across the NHS.

Equality and Diversity - Disability is no barrier

As the largest employer in Europe with over 1.3million staff, the NHS has a responsibility to remain at the forefront of the inclusion and fairness agenda. Almost one in three working age people in the UK have a long term health condition, with one in eight UK employees having a disability. UHNM is committed to ensuring that disability is no barrier to having a great career in the NHS.

Charlotte Lees, Raising Concerns & Workforce Equality Manager, said: "We provide advice and support about working with a disability and practical information about reasonable adjustments. We've also launched two new guides, one for managers about supporting their disabled staff and one for employees about how we as an employer commit to providing a fair and supportive work environment.

"What has been really encouraging is that some of our staff have been sharing their personal stories of how having a disability has shaped their careers in a positive way. What we now need is to encourage all our staff who haven't declared that they have a disability to do so, which will allow us to give them greater support."



Lymphoedema nurse Rebecca Elwell raises the Trust's profile



Rebecca Elwell (centre right), Nurse Specialist receives award from Liz Rix, Chief Nurse

A nurse specialist is helping to put UHNM on the map for care of lymphoedema patients. Rebecca Elwell, who is based at Royal Stoke, has enhanced the Trust's reputation on a national scale by speaking at several high-profile conferences recently, including the British Lymphology Society Annual Conference, the British Journal of Community Nursing Annual Lymphoedema Conference and the Internal Vein Congress.

She has also won an award from the British Journal of Nursing, published a number of articles in highly-regarded medical journals and helped to develop the lymphoedema service at the Trust.

Julie Cumberlidge, Matron, said: "Rebecca has an endless passion for nursing. She has been in the same post for many years and is always keen to do more and more to search out new ways of working for her patients. Her energy and enthusiasm is infectious and she is still keen to embark on new research projects. She also recently managed to secure Macmillan funding for an extra nurse for the service, which means an even better quality of care for patients."

Lymphoedema is a distressing and disabling condition which affects people of all ages and for a variety of reasons. It is a chronic swelling that can affect any part of the body, but most commonly affects arms and legs. Rebecca has recently been given the Employee of the Month award in recognition of her achievements in caring for patients with the condition.

Rebecca said: "It's lovely to win this award. I am determined to work to raise the profile of both chronic oedema and the lymphoedema service at UHNM. This will help healthcare professionals to recognise what is a little-known condition and help more patients get prompt treatment."

New mums say thank you to NICU



The NICU Team with Chief Nurse Liz Rix

Two new mothers have thanked staff for their outstanding care and compassion. Both women suffered traumatic circumstances following the births of their babies, but felt that the support they received from staff carried them through. Jessica Wagner's daughter Erin was born a month early and underwent treatment for breathing issues and suspected meningitis.

Jessica said: "My first child Erin was whisked away right after birth due to breathing issues. She had jaundice and on

her fourth day began treatment for suspected meningitis. I cannot praise the staff we encountered enough, they were kind and caring and treated us with respect and dignity.

"Whilst there are lots of people who deserve special recognition, there are two people who stand out for me. Firstly, a healthcare assistant called Natalie Taylor. Her reassurance, compassion and kindness made a real difference to me at the time. She handled my child with genuine care and was so gentle. Secondly, Dr Lee Abbott really took the time and trouble to explain in detail and in a language we could understand what issues and options we had. He gave us confidence in asking questions and making choices that felt were right at the time."

Laura Berry's baby Jorge was transferred to Royal Stoke after his birth in mid-January suffering with pneumonia and pneumothorax. Both Jessica and Laura nominated the NICU team for the UHNM Hero award to thank them for their care.

Laura said: "Jorge was transferred to Royal Stoke in the middle of the night. The staff all showed exceptional care and attention and supported us throughout the entire process."

Father thanks Imaging Team for support of daughter's career



A father has thanked UHNM's radiography team for the help and support they gave to his daughter. Bethan Davies, who intends to study radiography at university, was having difficulty finding a place to gain work experience, but thanks

to the enthusiasm of the Royal Stoke team she was able to enjoy a week's placement at the Trust.

Guy Davies, Bethan's father, said: "Bethan absolutely loved the experience, she could not have had a better grounding in the range of work carried out by radiography departments. Everyone was so helpful and friendly. We have a special thank you for Louise Greenwood, who organised a comprehensive timetable across all the radiography disciplines.

"I know that in a busy workplace with so many other calls on resources it is not easy to find the time to offer work experience, so I am most grateful that this team did so. I have little doubt that in three years' time the NHS will have another radiographer to call on, which in part will be the result of your staff's efforts. Thank you once again for the opportunity provided."

Mr Davies gave the team the UHNM Hero Award in recognition of their contribution to his daughter's future career.

Student nurse thanks Acute Medical Unit for gran's care



A student nurse has thanked the team who cared for her grandma during the end of her life. Kristina Hartley, whose grandma Beryl was a patient on Royal Stoke's Acute Medical Unit, wrote to the Trust to say thank you for the exemplary care they had delivered. Kristina and her family have given the team the UHNM Hero Award in recognition of their outstanding compassion.

Kristina said: "The team's caring approach at this devastating time was unreservedly centred to meet the needs of our family, especially myself, as I wanted to be there to help with grandma's last offices.

"The Ward Sister, Jo Hargreaves, compassionately supported my decision to help wash grandma and prepare her for her onward journey, before introducing me to a nursing assistant called Sharon Rowley. Sharon led grandma's last offices with exemplary professionalism and compassion and at times, appropriate humour which helped to lighten the mood. Without judgement, Sharon understood the significance I had placed on providing this one last service for grandma. Her humanistic approach shone through despite the demands of the busy ward environment and I felt unhurried and supported throughout.

"Grandma's death has left an enormous void within our family and we will look to each-other for support through our grieving. We wanted to say thank you to all of the AMU staff for making us feel so supported and cared for in our time of bereavement. I hope that the qualities and care demonstrated by this team will stay with me throughout my training."



Local partnership established to battle alzheimer's disease



The NO GAP Team

The newly established Neurodegenerative Active Partnership (NO GAP) team has recently opened its first joint study, after the two NHS Trusts, UHNM and North Staffordshire Combined Healthcare NHS Trust (NSCHT), joined forces in late 2015 to battle neurodegenerative diseases. The partnership sees a first-of-its-kind role set up between both trusts to bridge the gap between research in primary care and local mental health services, improving patient care and treatments.

The new joint working team, set up by Emily Howard, Research Sister at UHNM, and Kerri Mason, Researcher at NSCHT, has already been recognised at the Clinical Research Network West Midlands annual awards, winning the 'Collaboration in Research' award.

Martin Booth, who holds the newly established Research Coordinator role within the NO GAP team, said: "When I was appointed to the role

a lot of work took place behind the scenes. This included engagement and strengthening collaboration between the two trusts in order to build fluid working relationships between the UHNM and NSCHT R&D clinical teams to offer these specialised clinical trials."

Prof Tony Fryer, R&D Director at UHNM, said: "This represents the first of what we hope will be many future studies, building on the partnership between the two organisations. It is a priority of ours to provide the latest research to local patients with neurodegenerative diseases and we are delighted that all the hard work is paying off."

Dr Buki Adeyemo, Medical Director at NSCHT, said: "We are delighted that this meaningful partnership will ensure that our patients and carers have access to high-quality Neurodegenerative research. We hope to continue to work together, bridging the gap in research delivery."

International Clinical Trials week 2017

Research went 'on the road' in a week-long series of events to mark this year's International Clinical Trials Day at UHNM, which takes place annually on 20 May. This year saw an unprecedented number of events take place at the Trust, with travelling research information, a research bus and a staff and student event.

Nearly 4,000 people a year take part in research at the Trust and more volunteers are constantly needed. Opening the week was the newly established NO GAP Team (see opposite column). The team truly took research on the road, travelling around various locations across the city for a full day on Wednesday 17 May 2017 to talk about local dementia research.

Research Nurses from UHNM then took part in a four-day walkabout around the Trust, visiting each outpatient clinic to talk to patients and family members about research trials that were specific to their conditions. Staff were equipped with a research trolley and all the information that patients and family members could need when considering taking part in a trial.

The Research and Development Team also held a staff and student event in the Atrium of the Clinical Education Centre on Monday 22 May 2017. This event was aimed at UHNM staff and students who wished to get involved in research. This 'one stop shop' allowed health care professionals and students alike to gain the knowledge needed in order to involve research in their everyday work.

Dr Darren Clement, R&D Manager, said: "We reached a huge amount of people across the week and I'm sure many more people will want to get involved in research following the many events."



The multi-disciplinary Frailty Team

Frailty Team patient safety finalists

An innovative scheme to help assess older adult patients at the front door of the Emergency Department, finished as finalists at the BMJ awards and has been shortlisted in the 'Best Patient Safety Initiative in A&E' category for the upcoming HSJ Patient Safety Awards 2017.

The initiative is named 'Managing Frailty at the Front Door' and involves a multi-disciplinary selection of staff identifying patients brought in by ambulance who can be assessed quickly.

Dr Amit Arora, Consultant in Elderly Care, said: "It's a great privilege to have been shortlisted for the HSJ awards and to have finished as finalists at the BMJ awards. The whole team are committed to providing an efficient, effective and safe service to our patients and we're delighted that our work has been recognised in this way. On average, we deal with 25 patients a day with 1,000 seen between July and October 2016.

"Managing Frailty at the Front Door' is crucial to helping our patients along their treatment pathway. We know that if we can identify potential problems early, then we can provide better care for them in our hospitals. The feedback we have received from patients has been very positive."

The HSJ award category itself recognises that A&E is an unpredictable environment – and that it is never possible to know what is coming through the door next. Ensuring consistently safe delivery of the right assessments and treatments at the right time is a never-ending challenge.

There is also the need to ensure nursing, medical and allied health professionals work well together, minimising the risk of safety incidents relating to poor communication between staff.

UHM Choir wins at the Newcastle-under-Lyme Festival of Music and Drama

University Hospital Choir have won a competition at the first time of asking. The Choir, which formed six years ago, entered its first competition and won its class with honours.

Sue Pantin, musical director, said: "The Adult Choir Class was new to Newcastle Festival for Music, Speech and Drama, so we didn't know what the competition would be like. It turned out to be stiff, with six other choirs singing to a very high standard.

"The win came with a certificate, a silver trophy and a £200 cheque, but what mattered most was the accolade and the sheer joy of performing alongside so many other singers. University Hospital Choir is a ladies choir. We rehearse on Tuesday evenings from 6 to 8pm at the Royal Stoke. We take our music seriously and generally perform four or five concerts a year."

To find out more about University Hospital Choir go to www.universityhospitalchoir.co.uk or find them on Facebook. If you think you might be interested in joining an award winning choir, email sue.pantin@btinternet.com.



Sustainability team nominated for two national awards



The Sustainability team at University Hospitals of North Midlands have been shortlisted for this year's NHS Sustainability Day Awards in the categories of Public Health and Innovation. The projects that have been shortlisted for the awards are the landmark waste project at County Hospital and the "Bags of Help" initiative.

This revolutionary waste project is based on the mixing of two non-hazardous waste streams and disposing of them together with approval from the local waste to energy plant and the Environment Agency.

Michelle Harris, Sustainability Manager, said: "This particular scheme has helped improve our efficiency with regards to how we manage the disposal of waste at UHNM. By undertaking this innovative approach, we are not only helping achieve significant cost savings for the Trust, but also improving staff engagement and awareness on the issue of sustainability. This engagement with staff has meant that UHNM waste segregation levels and procedures are performing amongst the best NHS trusts. Plans are already underway to extend the project across all of our sites."



New fleet of Electric vehicles

UHNM has recently taken delivery of nine new fully electric vehicles to help move away from higher polluting diesel vehicles. An important priority of the Trust's Sustainable Development Management Plan is to reduce the environmental impact from transport. The Transport Department were keen to take a lead on reducing the impact of their travel on the environment. Running costs are lower and the purchase costs included a government grant, making them even more cost effective.

The next step in improving the fleet is to install a C-Track system on each vehicle. This will allow us to more clearly understand the activity and needs of the fleet, fulfil our duty of care and achieve efficiencies to further reduce the impact of our fleet on the environment.



'Nest Box day' proves a hit

- UHNM are working with Stafford Borough Council, Sustainability Matters and other partners, on a project for County Hospital called 'A Healthy Place for Wildlife & People'. The aim is to enhance the wildlife and habitat in the grounds as well as put in place facilities to make it a more pleasant place to be for staff, patients, visitors and the local community.
- UHNM is committed to demonstrating leadership in sustainability and will continue to work towards creating a sustainable healthcare system. By creating the balance between improved education on health and wellbeing, reduced emissions from UHNM activities and improved financial position from driving efficiency savings the benefits of creating a sustainable healthcare system is clear.

New Board appointments at UHNM



Dr John Oxtoby



Richard Beeken

UHNM has welcomed two new members to the Board, with Dr John Oxtoby confirmed as Medical Director and Richard Beeken appointed as Chief Operating Officer.

Dr Oxtoby's appointment sees him move from his previous role as Deputy Medical Director. After qualifying from Edinburgh University in 1984, Dr Oxtoby undertook broad-based medical training in the UK and New Zealand until 1990. He trained in radiology and was appointed as a consultant in Radiology and Nuclear Medicine at UHNM in 1996.

Paula Clark, Chief Executive, said: "John brings a huge amount of experience to this Trust from his time as Deputy Medical Director and I'm sure he will be an excellent appointment. John will now be looking to build his leadership team over the coming months."

On Richard's appointment, Paula said: "I'm delighted that Richard has joined the UHNM family. He brings with him extensive experience and enormous energy, and I am sure colleagues will find him hugely supportive and constructive as we move forwards. We have now recruited substantively to all our Executive Director posts so are in a strong position to tackle the challenges ahead."

Richard has far-reaching NHS Leadership experience, including a number very senior executive roles. As CEO at Wye Valley NHS Trust, Richard led the organisation out of special measures. Most recently he was Delivery and Improvement Director for NHS Improvement West Midlands, and also co-led the Executive Team at Worcestershire Acute Hospitals NHS Trust.

Surgical Nurse Practitioners help improve care for patients



The Trust's surgical nurse practitioners have become part of a fully integrated service for patients, relatives, nursing and medical staff at the Trust. The team has now developed enormously from its original remit, as an out-of-hours service providing only emergency treatment, to one which is operational 24-hours-a-day, seven days-a-week.

Julian Dawson, Advanced Nurse Practitioner, said: "The team help to care for the ever-increasing number of patients admitted via the surgical assessment unit and ensure these patients receive the highest possible level of support."

The team have now been given the Team of the Month award in recognition of their work.

Liz Rix, Chief Nurse (pictured above with the team), said: "The team's work makes such a difference to patients and truly exemplifies the Trust's motto of being 'Proud to care.'"

Team who support apprentices recognised by Chief Executive



Over 150 apprentices from ages 16 – 60 are being helped to develop their career. The Trust employs a dedicated Learning Education and Widening Participation Team and a Care Coach team to help maintain working relationships with individual departments and support the upcoming workforce. Apprentices work across many different areas of the hospital and are able to gain experience and confidence as they develop their skills.

Ian Carruthers, Head of Widening Participation, said: "The team who recruit and support these fledgling members of staff are passionate about making sure people from all walks of life have the opportunity to enhance their career."

The team has now been given the Chief Executive's Award in recognition of their efforts. Paula Clark, Chief Executive (pictured above with the team), said: "It is incredibly important to nurture talent and encourage people, and the team are doing a fantastic job of making sure this happens."



UHNM Teams excel to receive platinum care awards

The locally developed Care Excellence Framework (CEF) is a unique, integrated tool of measurement, clinical observations, patient and staff interviews, benchmarking and improvement.

It provides an internal accreditation system providing assurance from ward to board around the domains of caring, safety, effectiveness, responsive and well led.

Liz Rix, Chief Nurse, said: "The Care Excellence Framework is specifically designed as an effective tool to continually improve patient care within the clinical areas at UHNM."

"The teams should be very proud to have received the platinum award and I would like to congratulate them on the outstanding service they provide to patients at UHNM."

Radiotherapy Team



Carolyn O'Donovan, Radiotherapy Service Manager, said: "The whole team have worked incredibly hard to provide exceptional care to our patients and we're very happy that this hard work has been recognised."

There were a number of positive comments from the visit covering all of the care domains, and this shows our all-encompassing approach to patient care. To receive the highest possible Care Excellence Framework award is extremely pleasing."

Medical Outpatients



Sue Morgan, Ward Sister, said: "We are delighted to have received this award. The platinum rating highlights our all-round excellent approach to patient care and it's fitting recognition for the continued hard work from all the team."

"It's important that we continue to work hard and build on the positive feedback received from the visit."

Surgical Outpatients



Lorraine Candlin, Surgical Outpatients Sister, said: "It's fantastic to receive this award. The standards we adhere to every day in the department are exceptionally high and we're delighted that the hard-work, dedication and professionalism of the team has been rewarded."

"A particularly pleasing aspect of the report, was the acknowledgment of our positive engagement with patients and the excellent relationship we have with them."

Ward 8, County Hospital



Elaine Khan, Ward 8 Sister, said: "We are delighted to have received the platinum award following our recent inspection by the Senior Nursing Team. The award recognises the continued hard work from all our staff and the high standards that we set ourselves every day."

"The CEF is extremely beneficial for us as we have been able to see what we are doing really well as a team and also the areas in which we can improve. The final report highlighted a number of positive aspects of our care for patients and we are determined to continue improving."



“Interventional Radiology at UHM has a national profile. Now this ground-breaking day case unit puts University Hospitals of North Midlands at the very forefront of treating patients who require Radiological Intervention. This new unit is a great example of the NHS adopting the best practices and the latest technology to treat patients the way they want to be treated and avoid a needless stay in a hospital bed.”

**Dr John Oxtoby,
Medical Director**

Members of the Interventional
Radiology Team



The CWD Divisional Team

New £1m Radiology Day Case Unit

A new £1m Radiology Day Case Unit has been officially opened at Royal Stoke University Hospital. The unit, which treats vascular, stroke, neurology and oncology patients requiring Interventional Radiology, was officially opened by Dr Nicola Strickland, President of the Royal College of Radiologists.

Dr Strickland, said: “I’m delighted to be able to open the new Radiology Day Case Unit at Royal Stoke. It’s a real exemplar of good practice in the United Kingdom. This unit should act as a beacon for other centres around the country and the patients will continue to benefit enormously from all the expertise at the hospital.”

Mark Smith, Superintendent for Interventional Radiology, said: “We’re delighted to have this outstanding new facility for patients who require Interventional Radiological treatment. The area can treat up to nine patients at a time, which means not only will it vastly improve patient experience, but we can carry out an additional 750 day case procedures a year, which would otherwise have occupied an inpatient bed.”

The new unit will also benefit other parts of the hospital by releasing beds on wards that would have been used for patients needing various treatments, such as CT guided biopsies, vascular stents, angiograms and hickman line insertions. It will also help to reduce cancelled operations as patients do not need an overnight bed and the whole patient experience can be reduced from 10 hours to just six. 2,000

cases a year already take place where the patient requires an inpatient stay.

Dr John Oxtoby, Medical Director, said: “This ground-breaking unit puts University Hospitals of North Midlands at the very forefront of treating patients who require Radiological Intervention. Previously these patients would have been admitted to a ward and waited for a bed to be available to be sent down to intervention and then be moved back to a bed to recover, but now they will be seen, treated and discharged in one single area in just six hours, which is incredible. This new unit is a great example of the NHS adopting the best practices and the latest technology to treat patients the way they want to be treated and avoid a needless stay in a hospital bed.”



Stroke Team shortlisted for national Health Service Journal Award



Dr Indira Natarajan (centre) and his team

The Atrial Fibrillation (AF) stroke team have been shortlisted in the HSJ 'Best Patient Safety Improvement Team' category. This award is all about driving up patient safety and it recognises not just initiatives focused on identifying a risk and reducing it, but also work to introduce a culture in which incidents are reliably reported, investigated and learnt from. This is a category celebrating the team making progress towards a zero avoidable harm environment.

The service, which was first initiated in July 2014 at UHNM, is a local service which is helping to improve access to care for patients with AF. It is a joint arrangement between secondary and primary care services providing and

improving patient choice and better management of AF. The effect is achieving effective self-management and consistent quality.

Jodie Williams, Atrial Fibrillation Nurse Specialist, said: "The team are delighted to have been shortlisted for this prestigious award. The AF Stroke Prevention Team is a unique service and the only initiative of its kind within the UK. We provide specialist, quality care to patients and as a team we have designed a service that delivers best practice care in line with current NICE Guidance. We have also found that there is an improved quality of life and life expectancy for our patients.

"Atrial Fibrillation is a type of irregular heartbeat and it means that your heart may not be pumping as well as it should. As a result, blood clots are more likely to form in your heart, increasing your risk of having a stroke. By working with patients early in their diagnosis, we have been able to prevent a number of AF related strokes, which is really positive.

"One of the most pleasing aspects for us since establishing the service has been the encouraging feedback we have received from our patients. They have really seen the benefit of what we're trying to achieve and it's very rewarding to hear their kind words."

Royal Stoke Multiple Sclerosis centre wins prestigious award



Royal Stoke Multiple Sclerosis Team

A 'Centre of Excellence' in Stoke-on-Trent which supports people with multiple sclerosis (MS) has been crowned the 2017 'MS Professional of the Year' at the MS Society Awards. The Royal Stoke MS Centre took the title for providing more than 2,500 people with MS in the North

Midlands and surrounding areas with improved access to treatments and support, and quick diagnoses.

The centre provides a high quality and accessible service that supports people in managing their MS right from diagnosis, throughout their journey with the condition. Their innovative on-call service "MS Response Stoke" also provides people with rapid access to a team of MS nurses, which has helped hundreds of people in the region.

With the addition of three MS nurses, two MS consultants and an admin coordinator to the centre's team of specialists, the regional service is now a 'Centre of Excellence'.

Dr Al-Araji, Consultant Neurologist, said: "Our patients say the whole service, from the nurses and infusions suite to the MS centre, is always excellent. Everyone is kind, caring, supportive, understanding."

MS is an unpredictable condition that affects more than 100,000 people in the UK. It's different for everyone, but is often painful and exhausting and can cause problems with how you walk, move, see, think and feel.



Colorectal nursing team rated as “excellent” by 98% of patients



Trish Rowson and the Colorectal Team

UHNM’s colorectal nursing team have been rated as “excellent” by 98% of their patients. The innovative team have recently instigated a full 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 the same 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 for the Trust’s surgical division.

Karen Eptlett, Associate Chief Nurse, said: “We have received some amazing feedback recently, with patients commenting that they find the nurses knowledgeable, easy to talk to, understanding and supportive. Clearly, the team’s dedication and hard work have paid off and the new service is making a real difference to patients. The team have done fantastically well and I am very proud of their work.”

Deanna said: “It really is an honour to win the award and we are so pleased to be recognised by our senior nurse. It’s lovely to be able to feel appreciated for the work that we have done in developing the service.”

Armed Forces Covenant signed



The signing of the covenant

Members of the Armed Forces were welcomed to the Trust to sign the ‘Armed Forces Covenant’. The covenant is aimed at promoting fair treatment for the Armed Forces community, removing disadvantage and ensuring that they get the same access to services as the civilian community. The Covenant also sets out the relationship between the nation, the government and the community. It recognises that the whole nation has a moral obligation to members of the Armed Forces and their families.

There are two main principles, the first is that the Armed Forces community should not face disadvantage compared to other citizens in the provision of public and commercial services in the area where they live. The second is that special consideration is appropriate in some cases, especially for those who have given the most, such as the injured and the bereaved.

Liz Rix, Chief Nurse, said: “At UHNM we are committed to working together with the Armed Forces community to help reservists, veterans and serving personnel. The Trust has a very positive, long-standing relationship with the Ministry of Defence and we currently have a number of current staff who are either reservists, veterans or serving personnel working at UHNM.

“Collaborative working between the Trust and the MoD is not just about fair treatment, but also about supporting our reservists to undertake their roles. Which is why we are proactive in helping our reservist staff complete their necessary training, and as such an additional two weeks of annual leave is provided for those staff members. In addition to this, six nurses are currently working at UHNM on transfer from the MOD Defence Medical Service, and we have a number of serving consultants currently working here. The positive relationship between NHS Trusts and the Armed Forces is crucial as there are so many transferrable skills that both organisations can benefit from, and we look forward to continuing our work with the MoD.”



U·H·N·M
charity

raising funds for university hospitals of north midlands



Volunteering for your local hospital charity can make a big difference

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

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

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

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

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

If you are interested and would like more information on becoming a volunteer please call 01782 79444 or email us at charity@uhnms.nhs.uk



Julie, Kelly and Sarah from the Children's Oncology Team



Research Nurse Donna with her sister Lucy



Adela Appleby
Head of UHNM Charity



Cardiothoracic Critical Care Team

Registered Charity Number 1054889 UHNM Charity, Main Reception, Royal Stoke University Hospital, Newcastle Road, Stoke-On-Trent ST4 6QG.



Take on the TrekFest Challenge



Thousands of people have taken on TrekFest challenge over the last four years – it's your turn to join them. Take on the TrekFest challenge and complete 25km or 50km on foot through some of the UK's most renowned and beautiful national parks.

Take it on for free when you fund-raise for UHNM Charity.
[Saturday 2 & Sunday 3 September 2017: Peak District](#)

The Peak District is home to stunning scenery and more than lives up to its reputation as one of Britain's most inspiring national parks. Both routes start in the beautiful Hope Valley – the heart of the Peak District home to picturesque and ancient landscapes.

The 25km route encompasses part of the enchanting Ladybower reservoir and the 50km route summits Kinder Scout – a moorland plateau that at 636m (2,087ft) is the highest point in the Peak District, Derbyshire and the East Midlands. Join us and discover the rugged beauty of the Peaks for yourself. Dates are available for 2018 events too.

Contact UHNM Charity office for more details, call 01782 679444 or email charity@uhnm.nhs.uk

Stafford 10K - Are you up to the challenge for your local hospital?



UHNM Charity are delighted to announce that our 'County Hospital, Stafford Fundraising Appeal' has been chosen as the charity for this year's Stafford 10k.

What's even better is that if you enter through UHNM Charity you get to run for free. UHNM Charity is fundraising to provide new facilities and comforting environments for all patients in County Hospital, including people fighting cancer and those who are living with dementia.

The 10k has quickly established itself as one of the 'must do' road runs in the area. Whether it's your first time or you are an experienced runner, it's a great way to support the hospital.

Your valuable sponsorship will help to provide important equipment and new facilities, such as wards designed to meet the needs of dementia patients and a sensory garden where cancer patients can relax.

There's a high demand for our places so please apply for your free place through UHNM Charity as soon as possible.

Call 01782 676444 or email charity@uhnm.nhs.uk

A Night Full of Stars

UHNM Staff Awards 2017



Hosted by

*Nick
Hancock*

A Night Full of Stars is a celebration of the outstanding contributions made by the staff of University Hospitals of North Midlands

This year we will be recognising and rewarding the fantastic contributions made by staff at a gala awards night at the Moat House, Stoke on Trent on Friday 3 November 2017

The night will include a 2-course meal and entertainment