

# WorcestershireWay

For patients, staff, visitors and volunteers

FEBRUARY 2018

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## Patient care on the front line



Dr Elma Wong, Consultant Anaesthetist, spent six weeks in an emergency surgical hospital in Yemen at the end of last year.

*to watch your child die because you cannot provide food. Because you have no access to food, you don't even have the opportunity, because you don't have the supplies that can reach you, because you're surrounded by gunshots and bombs."*

Since returning to Worcestershire, Elma has been thrown back into the daily workload of an NHS Consultant, working across our three Hospitals.

*"I have learnt that coming home is always more difficult. I am very fortunate to work with such fantastic colleagues. It really helps, when you are surrounded by people that support and look after you."*



Dr Wong, far right, with her Yemeni colleagues

### A Worcestershire doctor has spoken of her experiences helping to save civilians in war-torn Yemen.

As well as working full-time as a consultant anaesthetist at Worcestershire Acute Hospitals NHS Trust, Dr Elma Wong volunteers for Medicines Sans Frontières - Doctors Without Borders; a charity saving lives in conflict zones, natural disasters and epidemics.

The MSF response to the Yemen crisis led to the charity up-scaling their medical operations in the country during 2017 providing 1,600 expert staff across the country, including 82 staff members from abroad, working in 13 hospitals and supporting 18 more.

Dr Wong returned from six weeks in Yemen in December 2017, where she was working at an Emergency Surgical Hospital in Aden. She said: *"This is the largest humanitarian crisis in the world today; a war that has spanned three years, in the poorest Middle Eastern country. The Yemeni people are living with the constant fear of being hit by bombs and bullets. Airstrikes are demolishing markets, hospitals and schools. The world's largest crises of famine and cholera exist here. Eighteen million people need help. These people have seen far too much suffering, for far too long."*

Elma has undertaken nine missions with MSF, since becoming a doctor. They are always tough assignments that are at times emotionally challenging as well as inspiring.

She explains: *"Sadly, in the world we live, there are places that see so much injustice and suffering. It's difficult to forget that. I am inspired and motivated by the people you work with, the patients you try to help, the colourful memories you take away from each assignment. There is so much need I try my best to help."*

Dr Wong was recently interviewed by ITV News on her experience, where she explained her experiences of treating a young girl and shared her thoughts on the conflict:

*"What is happening in Yemen is happening to a generation of people," she said. "It's heart breaking. These are preventable diseases. I cannot imagine what it feels like*

*"One of the greatest gifts I gain from my overseas work is perspective on our NHS. I am proud to work in a free, accessible healthcare system for everybody. I see acts of kindness that inspire me every day. Despite the challenges and stresses, there is resilience, staff that are brilliant, caring and motivated."*

Read Consultant Anaesthetist Dr Nageena Hussein's story about working as part of a medical response team based in Sierra Leone dealing with the Ebola epidemic on page 7.

## Welcome



Michelle McKay, Chief Executive of Worcestershire Acute Hospitals NHS Trust

### Welcome to the latest edition of Worcestershire Way.

As anticipated, the two months since the last edition of Worcestershire Way have been extremely busy.

Winter in the NHS has been the subject of local and national headlines, and it's been hard to avoid coverage of the challenges facing our colleagues all over the country.

For us the Christmas and New Year period saw unprecedented levels of emergency activity.

However, the way that staff are working together, the innovative and creative solutions put into place, and the absolute commitment to serve the community through these challenges has been – and continues to be – incredible.

There are positive signs that the hard work is paying off. Our countywide winter plan is helping us to cope better with more activity (page 3), and our latest CQC report shows improvements in urgent and emergency care and medical care (page 2) reflecting the hard work and focus on improving safety and quality.

By the time you are reading this, the CQC will have inspected us twice more, and we look forward to seeing the result of these visits in a few weeks. In the meantime we continue to refine and refocus our Quality Improvement Plan.

Underpinning all of this is our journey towards culture change, and we will need to hold ourselves, and our colleagues, to account in whether, and how often, we are displaying our 4ward behaviours when we complete the next Checkpoint survey (open Feb 26 and March 8).

I look forward to seeing our culture score improving – the result will be a happier, more supportive and more productive working environment for us all. This will flow onto our patients and the community generally – the people we are here to serve.

# Inspectors find improvements

The Care Quality Commission (CQC) published its latest report on Worcestershire Acute Hospitals NHS Trust in January, following their inspection in November 2017. The inspection assessed the core services of urgent and emergency care and medical care (including older people's care) at the Alexandra and Worcestershire Royal Hospitals.

The report shows that all four of the core services inspected have improved from 'inadequate' to 'requires improvement' in the safe domain, urgent and emergency care at the Worcester site now rated 'good' in the effective domain and three of the four services have improved their overall rating from 'inadequate' to 'requires improvement'. Given that only four of the twenty-two core services were rated in this inspection, there have been no changes to the overall ratings of the hospitals individually or the Trust overall as a result of this inspection.

The CQC identified outstanding services in this review including medicines safety work by the Pharmacy Team in the Emergency Department (ED) at Worcestershire Royal Hospital, and care for patients with mental health conditions in the ED at the Alexandra Hospital. Evergreen Ward at Worcestershire Royal Hospital, which provides a rehabilitation area for inpatients waiting for discharge, was also singled out for praise for its outstanding work in promoting holistic care and timely discharge of patients.

The CQC also identified areas that the Trust needs to continue to improve. This includes further improvement in the levels of mandatory training, Venous Thromboembolism (VTE) risk assessments at 24 hours post admission, improved responsiveness by specialist doctors for patients in the Emergency Departments,



The latest CQC report found improvements in urgent and emergency care, and medicine.

timeframes for resolution of complaints and risk management processes.

Trust Chief Executive Michelle McKay said: "We welcome this report. It confirms that we are making progress and it also helps us to identify those areas where further work is needed over the coming weeks and months.

"Our improved ratings in a number of key areas reflect the hard work done by colleagues across the Trust and our focus on improving safety and quality in our hospitals.

"The Trust's leadership team are clear about the challenges which we still face. We understand that local people want to see more progress made, and we share their desire.

"However, we also hope that this report provides some welcome reassurance to all our hardworking and dedicated colleagues, and the people they care for, that we are moving the Trust in the right direction and making solid, sustainable improvements, underpinned by our ambitious Trust-wide three year culture change programme."

Michelle McKay added: "We will use this report to refine and refocus our quality improvement plan and we will continue to talk openly and honestly about the progress we are making, as well as the challenges that have to be overcome."

The full report is available at [www.cqc.org.uk/provider/RWP](http://www.cqc.org.uk/provider/RWP)

## Launch of #endPJparalysis helps patients get up, get dressed and keep moving

In January we launched a campaign called #endPJparalysis at Worcestershire Royal Hospital and Alexandra Hospital, Redditch.

#endPJparalysis is a national campaign which aims to help patients to get up, get dressed and keep moving in order to prevent them from deconditioning while in hospital.

Deconditioning happens when people remain in bed for longer than necessary. This impacts on mental and physical wellbeing, as well as increasing the risks of falls from muscle weakness and reduced balance. It can cause disorientation, confusion, constipation, incontinence and swallowing and digestion problems, which can all lead to a longer stay in hospital than is necessary.



The physiotherapy team dressed in their PJs to launch the campaign

We launched the campaign with our physiotherapists wearing their own pyjamas to work to highlight that patients (where possible) should be encouraged to be in their own clothes or pyjamas - not in hospital gowns and nightwear - to help promote a normal routine.

We are all working together as a team to help promote patients' mobility and function by encouraging them to walk to the bathrooms, dress in their own clothes and sit upright in a chair at meal times.

# Winter Update



Members of the British Red Cross Assisted Discharge Service Margret Tufnell, Volunteer; Clare King, Operations Manager Red Cross Central England; and volunteers Veronica Collette; Eileen Watson; and Martin Stevenson.

## Volunteers are helping to get patients home

Volunteers are helping to relieve winter pressures at Worcestershire Royal Hospital by supporting frail, older people and vulnerable adults return home.

The British Red Cross Assisted Discharge Service, which will run until the end of March, takes service users home from hospital and helps settle them back in at their own home.

The volunteers also undertake home safety checks, collect and deliver medication, do shopping, help to prepare meals and snacks and providing support and companionship. The service also offers enhanced signposting to other agencies and community support.

The initiative is one of several put in place by the county's health and social

care partners to improve patient flow through hospital and ease pressures on the Emergency Departments at what is a particularly busy time of year. The volunteers can take up to three patients home every day, which helps free up beds for other patients who need one.

Inese Robotham, interim Chief Operating Officer at Worcestershire Acute Hospitals NHS Trust, said: "We are very grateful for the support of the British Red Cross volunteers. The service has been in place since the start of January and we have been delighted with how it is supporting patients who are medically fit to get back to their own homes in a timely manner. It forms a vital part of our overall Winter Plan to improve patient flow through our hospitals at what we know is a very busy time."

Staff who wish to make a referral to the service should call 01905 450436 or 07595 278633.

The discharge service is available from Monday to Friday 10am to 6pm.

## Additional £3.9m of winter funding to improve patient flow

Worcestershire received an additional £3.9m of funding as part of the £337million winter resilience investment unveiled by the Chancellor in November's Budget.

Of the investment, £1.3million has been allocated to Worcestershire Acute Hospitals NHS Trust to help meet costs in providing urgent and planned care throughout the winter period – including opening and staffing additional beds.

The remaining £2.6million has been shared between NHS organisations across the county including the Acute Trust, the Clinical Commissioning Groups (CCGs), and Worcestershire Health and Care Trust, to further improve Accident and Emergency performance during the winter period.

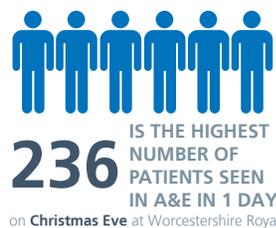
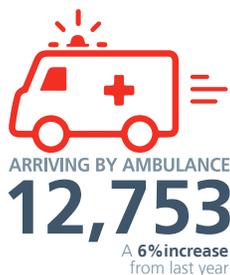
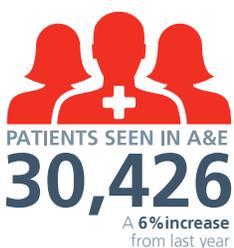
The money has been targeted at a number of initiatives in local hospitals and in the community, including:

- Further expansion and additional staffing of the Evergreen 2 ward at the Worcestershire Royal Hospital, providing specialist rehabilitation for patients who are medically fit but are awaiting discharge to an appropriate setting
- The purchase of additional nursing home beds for patients to support their discharge from hospital
- Increasing the opening hours of the countywide frailty unit at the Alexandra Hospital in Redditch to seven days a week
- Increasing the number of district nurses and other community-based health care staff available to care for patients in their own homes, reducing demand for hospital beds.



## Winter in numbers

Figures relate to Nov/Dec/Jan across both our A&Es



## Work set to begin on £3m link bridge

Work is set to begin in the Spring on a new £3 million link bridge at Worcestershire Royal Hospital, following funding approval by the Department of Health.

The bridge will connect the main hospital building and the second floor of the Aconbury East building, making it easier and quicker to move patients between the two, and avoiding the need for an ambulance.

Michelle McKay, Chief Executive of Worcestershire Acute Hospitals NHS Trust, said: "This is a really exciting development which will make it much easier and quicker to move patients from one part of the site to another, and increase the acuity of patients who can be cared for in the Aconbury beds – helping to improve flow and making a significant contribution to our planning for next winter."

The funding for the bridge is part of a £29.6 million capital funding application by the Trust. The money will fund the partial refurbishment of Aconbury East to create 81 additional beds in three modern ward areas, increased paediatric and obstetric capacity, a High Dependency Unit and 141 new car parking spaces.

At the Alexandra Hospital in Redditch plans include the refurbishment and modernisation of operating theatres and improvements to endoscopy facilities. Final approval is subject to a further business case.

## Specialist Nurses raise awareness of life-limiting lung disease



Respiratory Nurses; Emma Hurst, Nancy Howard and Alison Durie.

### Respiratory specialist nurses at Worcestershire's hospitals are leading the way in researching and raising awareness of a life-limiting lung condition.

Idiopathic Pulmonary Fibrosis (IPF) hit the headlines recently after well-known TV presenter Keith Chegwin died from the condition in December and celebrity Katie Price revealed her mother had been diagnosed.

Yet despite more than 6,000 people in Britain being diagnosed with IPF every year, the condition is still relatively unknown.

Respiratory nurses Emma Hurst, Nancy Howard and Alison Durie are leading researchers of the condition in the UK, recruiting patients with the condition to take part in two research programmes at the Trust with the aim of improving the rates of diagnosis, treatment and life expectancy for those with IPF.

Nancy said: "IPF is a condition in which the lungs become scarred and breathing becomes increasingly difficult. It's not yet clear what causes it, but it usually affects people over 70 years of age and is rare in people under 50.

"Some treatments can help reduce the speed at which IPF worsens, but there's currently no treatment that can cure or reverse the scarring of the lungs, so once diagnosed, a patient has a limited life expectancy.

"We need to raise awareness so that people don't get looked at blankly when they tell their relatives they have IPF."

The research carried out at the Trust aims to shed light on some of the causes of the disease, with the two studies involving the genetics behind the condition as well as whether a patient's occupation can increase exposure to lung fibrosis.

Alison said: "There is hope but it requires publicity - the more people we can get involved in clinical trials, the more research we have to go on."

Nancy has also set-up a support group in Malvern for patients and carers who are affected by lung fibrosis – of which, IPF is the most common condition.

"The problem is isolation," she added. "People with lung cancer have groups and support from charities that they can rely on, but there is nothing for people with lung fibrosis.

"And yet for these patients, their symptoms are worse - they aren't able to go out without huge supplies of oxygen. So they can become quite socially isolated. The group helps with that as they get to speak with other people going through the same thing as them."

The support group meets in the Link Room of St Matthias Church, Malvern, on the first Tuesday of every month between 1.30pm and 3pm.

If you'd like to find out more about the Malvern Support Group, you can contact Nancy via: [nancy.howard@nhs.net](mailto:nancy.howard@nhs.net)



Patient Kenneth Packwood and his wife, front centre, with (l to r) Dr Ed Mitchell, Clinical Director of ICU; Vikki Muller, Physiotherapy Team Leader for Critical Care, Medicine and Surgery; Laura Biles, Occupational Therapist; Laura Baylay, Critical Care Outreach Nurse; Chris Harris, Critical Care Outreach Nurse and Dr Olivia Kelsall, Intensive Care Consultant.

## Follow-up clinic offers support

A new intensive care follow-up clinic has opened at Worcestershire Royal Hospital, offering support and advice to patients who have suffered a critical illness. The clinic, which opened in December, offers a follow-up service to patients who have been in ICU for four or more days.

Patients are invited to attend the clinic two to three months after their return home from hospital to have their individual needs assessed by a specialised team - including an outreach nurse, occupational therapist and a physiotherapist. The clinic offers both physical and mental assessments of

each patient, signposting them to other services they may need. The service aims to improve patient experience by helping the survivors of critical illness and their families get back to living their normal lives as quickly as possible.

Mr Kenneth Packwood was one of the first patients to benefit from the service. He said: "Having spent 10 days in ICU and not really aware of what had happened to me, the clinic helped me to clarify some issues and understand the care that I had received and why. The additional input of the physiotherapists and occupational therapists is very beneficial."

## Cancer nurses take the plunge for St Richard's Hospice

Two of our specialist cancer nurses - Clementine Stott and Suzy Parker - have signed up to do a sponsored skydive for St Richard's Hospice.

Clemmy and Suzy are both good friends and Oncology ward sisters who work closely with the Hospice in offering personalised support to cancer patients.

Clementine said: "We've always talked about doing something for the Hospice, as it plays such a big part in the lives of so many of our patients.

"We're partners in crime, both a bit crazy and I don't think any staff or patients who know us will be surprised that we've decided to do this!

"We're not feeling too nervous just yet, but as the days creep by we're definitely going to be feeling the anxiety - which is only natural I suppose, considering we're going to be launched out of a plane at 10,000 feet!"



You can support the pair in their charity dive at: [www.justgiving.com/fundraising/clemmy-and-suzy-skydive](http://www.justgiving.com/fundraising/clemmy-and-suzy-skydive)

# Staff showcase 4ward behaviours



Following the launch of the Trust's long-term culture change programme 4ward, staff across the Alexandra, Kidderminster and Worcestershire Royal Hospitals have been showcasing how they are demonstrating the Trust's four signature behaviours in a series of short 'Fast4ward' films.

The 4ward programme aims to help all staff work better together, and make the Trust a happier, more supportive and more productive working environment. This will help us deliver our key priorities - our quality improvement programme, better patient flow and financial stability.

Teams – including Bowel Cancer Screening, Occupational Therapy, IT, Practice Placement and Transformation - have been explaining how they are positively demonstrating the behaviours and working together to achieve shared goals in a growing number of short Fast4ward films.

Mandip Sohan, Improvement Manager in the Transformation Team, explains how her team is working together and celebrating together after continuing to increase the number of patients who are screened for VTE on admission to A&E.

*"We've been working to increase our sepsis screening rates since 2015 – particularly through A&E – and the latest figures show we have reached 74% which is a great achievement. This demonstrates 'no delay, every day' and 'we listen, we learn, we lead'."*

## Our Signature behaviours:

-  Do what we say we will do
-  No delays, every day
-  We listen, we learn, we lead
-  Work together, celebrate together



The Kidderminster theatres team work together and celebrate together at a 5-a-side football match.



Senior Sister Michelle Medhurst shows off Birch Ward's 4ward information board.

You can visit the Fast4ward video gallery and find out more information on the 4ward programme at [www.4ward-waht.co.uk](http://www.4ward-waht.co.uk). To submit your own Fast4ward video, contact [wah-tr.communications@nhs.net](mailto:wah-tr.communications@nhs.net) or call ext 36741.

Ally Middleton, Practice Placement Manager, explains how her team are listening, learning and leading the way in the development of new nursing roles across the county.

*"She said: 'We are leading the way with the development of Nursing Associates. This new role bridges the gap between our extremely busy registered nurses and our Healthcare Assistant and will give us a flexible workforce to meet the needs of Worcestershire residents in the future.'"*

The growing collection of 'Fast4ward' films are shared each week to demonstrate how colleagues are working together to embed our four signature behaviours into day to day work, and inspire and motivate others to follow suit.

## 4ward Checkpoint 2 – open Feb 26 to March 8

Three times a year, every member of our staff will be asked to complete a confidential online 4ward Checkpoint survey so that we can see how we are progressing on our culture change journey. It's quick and easy. The more colleagues who take part the more successful and effective it will be.

The 4ward Checkpoint can be completed in a number of simple ways:

1. Look out for an email from [4WardCheckpoint@pulseaustralia.com](mailto:4WardCheckpoint@pulseaustralia.com) and click the link
2. Visit [www.4ward-waht.co.uk](http://www.4ward-waht.co.uk) and click 'Checkpoint'.
3. Visit the 4ward Checkpoint hub on each site where a 4ward advocate will be on hand to help
4. Look out for 4ward advocates visiting departments with iPads to help you complete your Checkpoint

For more information look out for the attachment with your February payslip or visit [www.4ward-waht.co.uk](http://www.4ward-waht.co.uk)

## Organ Donation Champion awarded a British Empire Medal

Michael Amies, the Former Chair of the Worcestershire Organ Donation Committee has been awarded a British Empire Medal (BEM) in the Queen's New Year Honours list.

Michael Amies has been awarded a BEM for his services to healthcare. Mr Amies, from Pershore, served as chairman of the organ donation committee for the Trust until recently.

He lost his adopted daughter Catherine to kidney failure and diabetes in 2010 aged just 38. She had been waiting for a double kidney and pancreas transplant for two years.

Catherine also registered as an organ donor before her death – an act unknown to Mr Amies – which benefited many others.

After her death, her liver was immediately used for a life-saving transplant for another woman. Mr Amies, along with his wife Elisabeth, has campaigned endlessly to raise awareness of organ donation in Worcestershire.

Mr Amies said: "There are still too many people who die while they are waiting for a lifesaving organ transplant. Catherine



Michael Amies and his wife Elizabeth with a picture of their daughter Catherine.

*helped to save or improve the lives of five people after her death. We're very proud she became a donor, virtually everyone can donate something."*

## Parents raise £700 for neonates

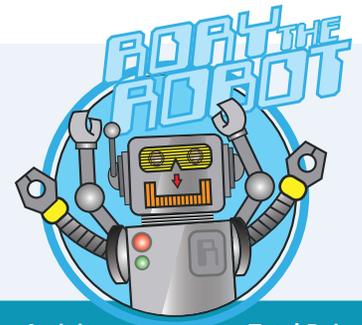


Parents Shelley Roberts and Mike Roberts, pictured centre, have raised an impressive £700 for the Neonatal Unit at Worcestershire Royal Hospital. The couple from Cleobury Mortimer decided to raise money for the unit after their baby girl Millie was born eight weeks premature, weighing just 3lb 4oz. Millie was looked after in the Neonatal unit for 5 ½ weeks.

The couple raised the money with impressive Christmas light decorations on their home in Cleobury, with visitors making donations to the unit as they passed. In addition, on December 1, Shelley and Mike provided mince pies and Mulled Wine and asked any visitors to make a donation to the Neonatal Unit.

Mum Shelley said the money raised is simply a "thank you" to the unit. "The care was second to none for both me and Millie and without the team on the Neonatal unit we wouldn't have a healthy and happy baby girl," she added.

## Rory the Robot roundup



The Rory the Robot appeal - to raise £1.6M for a surgical robot system to treat men with prostate cancer - is planning a number of exciting events for 2018.

First up is the 18 or 54 mile 'Ride for Rory' – which will take place on Sunday 22 April – starting and ending at the Alexandra Hospital, Redditch. This exciting bike ride event is open to anyone over the age of 12 and guarantees to be a great fun day out as well as raising money for a good cause. Nicky Langford, Fundraising Officer, Rory the Robot appeal, said: "We are really excited to be hosting this event again. This is now the third year and we're hoping to smash the previous target of £8000."

Further events in 2018 are planned including another Classic Car show in August, supported by the Chaddesley Corbett business community. Planning has also begun for a 'Rory Ball' later this autumn which will take place at The Elms Hotel, Abberley. Kathy Leather, committee member of the Rory Appeal, is leading the planning and organising for this glittering occasion.

Finally, we'd like to give special recognition and thanks to our local Kidderminster and Worcestershire Prostate Support Group, who have donated a staggering £15,000 during 2017 bringing the total they have raised since the appeal began in 2014 to over £70,000.



Some of the donations we received in 2017...

Company/Organisation	Activity	Total Raised
Mazak	Family fun day at Worcester Race Course	£250
Wednesday Club, Hotel Chocolat, Worcester	Women only event	£250
Droitwich High School and Droitwich Leisure Centre	Table Tennis marathon, Jar bazaar, tombola and cake sale	£3100
West Bromwich Albion Supporters' Golf Society at Kidderminster Golf Club	Golf day	£2000
Rotary Club Evesham	Charity auction and dinner	£6500
New Four Seasons restaurant, Powick, Rory appeal committee	Chinese gala dinner/banquet	£650
Chaddesley Corbett Business Community	Classic Car Show	£5000
Redditch Lions	A darts marathon, 1 player undertaking 2 half marathons and a Halloween fun run.	£2500
Andrew Graham, local business man and former soldier and policeman	24hr Ultramarathon	£125
Rowlands Trust		£25,000

To donate to the Rory appeal and help us achieve our target of raising £1.6 million please visit us online at [www.rorytherobot.com](http://www.rorytherobot.com)

## Patient focus: "Nothing is too much trouble for Marlow Unit staff"

Trevor Bedenham, a patient on Marlow Unit at the Alexandra Hospital, Redditch shared his story about how the team helped him to manage recovery from an extreme infection which affected his Chronic Obstructive Pulmonary Disease (COPD).

Mr Bedenham was admitted to Hospital by his GP as he had become acutely unwell at home and was struggling to breathe. He suffers from COPD, a long term progressive chronic condition affecting the lungs. Typically, COPD patients can end up becoming acutely unwell and spend days on intensive care. After being admitted to hospital the team on the Marlow Unit worked to stabilise Mr Bedenham and provide care with the aim of him returning home in due course.

Mr Bedenham told us: "The hours and the dedication shown by the team on this unit are amazing. Nothing is too much trouble. I am hoping to go home very soon and I'm working with the physiotherapy team to get-up and get dressed on my own. This is all part of my recovery plan and I'm determined to make this happen."

The nurse-led unit, located at the Alexandra Hospital in Redditch is the only Non-Invasive Ventilation Unit in the West Midlands which

is dedicated to looking after patients with respiratory illnesses who become acutely unwell. Whilst many patients who have COPD are effectively managed by teams in the community, when they become ill they are often admitted as an emergency patient and spend many days on ventilators in Intensive Care Units. During the winter months the demand on intensive care beds increases significantly and the unit provides effective, safe monitoring of these patients.

Binju Jacob, Clinical Specialist Nurse for the Marlow Unit explains: "We have consistently achieved a 99% rating for patient experience in the feedback we receive. We developed our own high care chart to monitor our patients. Our audits have proved that our average patient stay in the unit for acute type 2 respiratory failure such as COPD patients is five days - which is two days less than the national average. We will initially loan additional equipment with the aim of ultimately upgrading our current machines and are looking forward to further service improvement at the Alexandra Hospital during 2018."

The Marlow unit was named after Gareth Marlow who was a member of staff at the Trust who sadly passed away in 2013.



Unit Manager, Nurse Binju Jacob, and patient Mr Trevor Bedenham.

## Heart Failure Nurse is “marvellous”

Sarah Mills, Heart Failure Nurse Specialist, who works in Bromsgrove area as part of the specialist heart failure nursing team at Worcestershire Acute Hospitals NHS Trust, received a ‘You’re Simply Marvellous’ award back in December 2017.

Sarah was one of only three Health Care Professionals chosen to receive the national award. Pumping Marvellous is the UK’s patient-led heart failure charity and issues annual awards to healthcare professionals across the UK each year in recognition of their work supporting patients.

Heart failure patient Steve Squire commended Sarah for her outstanding patient care in enabling him to understand his condition. The award received by Sarah was accompanied with a personalised commendation letter explaining the reasons behind her selection.

Steve commented: “Sarah goes beyond her duties in my opinion not only dealing with the health side of things but also the emotional side. Following diagnosis, the advice she has given is invaluable and in addition she is a great listener. She is a real star of the NHS.”

Sarah works with patients living in the Bromsgrove area, under taking clinics and visiting patients in their homes, to provide treatment, advice and support on their heart condition.



Sarah Mills, Heart Failure Nurse Specialist and award winner.

Sarah said “I am very humbled to receive this award and very incredibly touched. It feels very special to have been nomination by a patient – thank you.”

The heart failure nursing team is a county wide service operating across Worcestershire

to support patients with heart failure. The team works alongside cardiologists, GPs and other health care professionals providing patients with treatment, advice, information, and emotional support about their condition.

### Five minutes with... Lyndsey Neate, Senior Theatre Practitioner



Lyndsey Neate is a Senior Theatre Practitioner working as a scrub nurse in a variety of areas including General and Breast Surgery and also in the post-operative recovery area.

She joined the Trust in December 2017 and is based at Kidderminster Hospital and Treatment Centre.

She says: “Theatres at Kidderminster are a dynamic environment, changing and adapting all the time to meet the needs of the service users which means it’s always interesting, there’s always something to learn and it is a pleasure to be part of a positive and friendly team delivering a great service.”

#### Who would you invite to a dinner party, dead or alive?

I’d love musician Nile Rogers. What a party that would be!

#### What was the last book that you read?

Broken Bones by Angela Marsons. She is an author of crime fiction who in the Stourbridge/Hagley area so there are lots of local places mentioned in her books giving them an extra edge of excitement.

#### What advice would you give your younger self?

Believe in yourself and the great things you will achieve if you do.

#### Favourite holiday location?

I love Goa in India. It’s the most beautiful place, miles of amazing beaches, friendly people and fabulous food.

#### Broadsheet or Tabloid?

I get all my news digitally these days - broadsheet variety.

#### Best thing about your job?

The best thing about my job in theatres is knowing that people access the service with a need, and that as a team we are going to help to resolve that need in an appropriate, safe and efficient way.

That might sound nerdy but it’s a great feeling and I love doing it.

#### Winter or Summer?

Summer definitely.

#### Favourite films?

Anything by Guillermo del Toro.

## Dr Nageena Hussein - My time in Sierra Leone

### CONTINUED FROM PAGE 1:

**Dr Elma Wong is not the only clinician sharing her skills to support international emergency medical response.**

Dr Nageena Hussein spent several weeks working for the charity UK Med, as part of a medical response team based in Sierra Leone dealing with the 2014 Ebola epidemic.

The Ebola crisis claimed some 11,300 lives in six affected countries in West Africa (Guinea, Liberia, Mali, Nigeria, Senegal and Sierra Leone) in Sierra Leone it claimed just under 4,000 lives. The NGO response (Non-governmental organisation) from charities including UK Med, were a critical element in managing the spread of the epidemic and supporting the local health care systems across the country.

The healthcare systems in many West African countries struggled to deal with the speed that this deadly virus spread through the population – education was a critical element as well as infrastructure and knowledge on infection control.

Nageena said: “I feel very blessed to have free health care in the NHS, it is good to be reminded about how lucky we are to live in the UK.”

As part of a team of 12 doctors, nurses and other health care professionals, Nageena worked as part of the UK Med team made up of NHS colleagues from across the UK and locally trained health workers providing

emergency medical support to infected people living in Sierra Leone.

The challenges of working in a country with little infrastructure or health care have left Nageena with many memories. “I found it particularly challenging to wear the specialist hazmat protective clothing each day. My coping strategy during my visits into the infected ‘Red zone’ was to sing songs to myself.”

UK Med, a charity based in Manchester, provided emergency medical care during the Ebola crises alongside other charities including Medicines Sans Frontieres and International Red-Cross as part of the United Nations WHO response to the crises. Through the charity’s Community of Practice, healthcare professionals who volunteer their services to respond at times of crisis and conflict are supported with training and development.

Nageena said: “We were only allowed to work eight hour shifts and were only ever inside the Red zone for a maximum of one hour during the daytime and a maximum of three hours at night because of the humidity and heat.”

Upon returning to the UK, Nageena was met by Public Health England and spent three weeks in quarantine, when she was required to take regular checks on her body temperature and check for signs and symptoms of the virus. Since her assignment, she has reflected on her experience, her



Dr Nageena Hussein in her hazmat suit.

personal resilience to challenges in the healthcare system and her motivation for continuing to work as a doctor in the NHS:

“We often find the day job in the NHS challenging but we don’t have to sell our cow to afford health care. It’s a good system here, it’s free. I’ve always looked at those who have less than myself and try to help them in their need. I think that is the root to happiness.”

## David Wase of Kidderminster LoF awarded British Citizen Award



Matt Allwright, left, Will Gore, right, present David Wase with his British Citizen Award

The Chairman of the League of Friends at Kidderminster Hospital has been awarded a British Citizen Award for his service to volunteering and charitable fundraising, having supported the hospital for almost 60 years.

David Wase first started working with the League of Friends at Kidderminster Hospital in 1959 becoming chairman in 1972.

During his time with the League, they have raised more than £4.5million to support the hospital, while encouraging more than 100 volunteers to join the League of Friends.

One of his biggest achievements was raising more than £400,000 in less than six months in 1999 for the Milbrook Suite. He received his honour on Thursday 25 January at the Palace of Westminster.

David said: "What a wonderful honour and I am very grateful to the British Citizen Awards for giving me this accolade. I feel very privileged to be able to work with such an amazing organisation as the League of Friends which can make such a difference to the lives of patients who are battling all manner of illnesses."

## Patients benefit thanks to the generosity of our Friends...

Patients with neurological disorders are set to benefit following a donation from The Friends of Worcestershire Royal Hospital.

The Friends purchased a specialist reclining chair worth £1000 which helps patients to relax while they are undergoing an electroencephalogram (EEG) examination.

EEG exams record brain activity so Physiologists can diagnose a patient's condition, but rely on the patient being as relaxed as possible so they demonstrate their normal brain function.

Clinical Physiologist Lydia Collins said: "The EEG can take as long as 40 minutes, so having a comfortable chair where our patients can relax and feel more natural is really important and allows us to get a more accurate measure.

"Some tests we carry out also require patients to be asleep, and so having a chair that fully reclines is very helpful and much more natural for our patients."



Clinical Physiologist, Lydia Collins with patient Mr Baines in the new chair.

Gynaecology patients at the Alexandra Hospital in Redditch are benefiting from faster, more efficient treatment thanks to a new piece of camera equipment generously funded by the League of Friends.

The £37,000 'Storz Camera', used in hysteroscopy and colposcopy procedures, provides high quality images on a larger screen which can be looked at immediately, enabling some patients to get the appropriate treatment on the same day.

The new camera also enables the team to see more patients per clinic, meaning patient waiting times are reduced. It has helped to establish a one stop PMB (Post-Menopausal Bleeding) clinic reducing the number hospital visits for the patients.



Pat Hadley, Chair of the Alexandra League of Friends, with (l to r) with nurses Liz Sears and Jenny Raybould, and Mrs Arya, Consultant Obstetrician and Gynaecologist.

### Contact your local League of Friends

Alexandra Hospital League of Friends - ☎ 01527 512009  
Kidderminster Hospital League of Friends - ☎ 01562 67653  
The Friends of Worcestershire Royal Hospital - ☎ 01905 458053

## New MRI scanner is officially opened at the Alexandra Hospital



Alex Wingrove, MRI Radiographer; Christine Phillips, League of Friends; Rachel Maclean MP, John Uren, Lead Radiologist; Dr Rob Johnson, Consultant Radiologist and Alison Harrison, Acting Divisional Director of Nursing.

A new and improved MRI scanner at the Alexandra Hospital, Redditch was officially opened on Friday 22 December by Redditch MP Rachel Maclean.

The new £1million MRI equipment includes innovative ambient technology which provides a visual distraction and a more relaxing experience for patients.

This ambient experience - generously funded thanks to a £36,000 donation from the Alexandra Hospital's League of Friends - is only available in a handful of NHS hospitals nationwide. It means patients can choose from a range of lighting effects and images which they can view whilst in the scanner.

Dr Rob Johnson, consultant radiologist said: "An MRI scan can sometimes be an anxious

experience for patients. The state-of-the-art ambient technology means patients attending MRI scans benefit from the new technology which provides a more relaxing and visual distraction during the scan. Feedback from patients has been extremely positive."

Alex Wingrove, MRI Radiographer said: "We are delighted to offer patients this enhanced lighting, sound and visual technology, and we are grateful for the additional funding which was provided by the League of Friends. It has made a real difference to patient experience."

Rachel Maclean, Redditch MP said: "It was fantastic to see the facilities first hand. It's clear to see how beneficial the ambient technology will be to patient experience."