

WorcestershireWay

For patients, staff, visitors and volunteers

2021 SPECIAL EDITION

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Multi-million pound redevelopment plan underway for Worcestershire Royal Hospital's Urgent and Emergency Care



An artist's impression of the new Emergency Department at Worcestershire Royal Hospital

Plans to transform urgent and emergency care services at Worcestershire Royal Hospital – which will see a relocation and expansion of the hospital's Emergency Department and the creation of an 'emergency village' hosting a wide range of diagnostic and treatment services - are well underway.

The plans were drawn up following an additional £15 million central funding to Worcestershire Acute Hospitals NHS Trust, to deliver improvements in urgent care facilities at the Worcester site.

The relocation and expansion of the Emergency Department (ED) will deliver an improved patient experience for patients receiving emergency and other urgent care services as well as providing clinical teams with a much better working environment.

The expansion of urgent care facilities will further contribute to the improvements being led by local health and care organisations to reduce waiting times, improve ambulance handovers and also introduce new and innovative models of care in and out of hospital.

The location for the new development is in the refurbished Aconbury East block, using two currently unoccupied floors, with an additional ground floor extension.

Dr Jules Walton, an ED Consultant and the Trust's Divisional Director for Urgent Care, is the clinical lead for the development. She says: "This is a really exciting project which will give us a bigger emergency department to care for the growing number of patients who need our services each year – but it will also be much more than that."

"Our plans also include a dedicated children's emergency department, X-ray and other diagnostic facilities and a range of same-day emergency care and short stay urgent medical services all in one unit."

"It will give us a better setting to care for our patients and an improved working environment for our staff."

"This development should make a really valuable contribution to the wider work we are doing – across the Trust and with our colleagues across the local health and care system, to reduce waiting times, improve ambulance handovers, and make sure that people get the right care in the right place at the right time."

"As part of a countywide network of urgent and emergency care services, our new development at Worcestershire Royal

will be at the heart of our efforts to put patients first."

Matthew Hopkins, Chief Executive of Worcestershire Acute Hospitals NHS Trust, says: "Despite the huge amount of hard work done by our urgent and emergency care teams every day, there is a recognition that on our Worcester site, the ED is simply too small for the volume of patients."

"This development will give us a bigger and better urgent care facility and that is great news for our patients and staff, but it is only part of the story."

"We have seen at the Alexandra Hospital how reconfiguring the ED and acute medical services has delivered real improvements in waiting times and patient experience and we are keen to build on that with the development on our Worcester site."

"The EDs and Acute Medical services at WRH and the Alexandra, as well as our Minor Injuries Unit at Kidderminster, all have an important part to play in our efforts to offer the best possible urgent and emergency care services to the people of Worcestershire."

"But it's also important that we continue to work closely with our partners, including the West Midlands Ambulance Service, community services and GPs and other primary care services, to build a network of high quality, accessible urgent care services."

"Our shared aim is to deliver as much care as possible for our patients as close to home as we can. For those patients who really need hospital care then we will do everything we can to provide the very best care possible, while also ensuring that as soon as they are well enough we have everything in place for them to go back home."

The new unit is due to be open to patients by the end of 2022.

Welcome



Sir David Nicholson, Chairman of Worcestershire Acute Hospitals NHS Trust



Matthew Hopkins, Chief Executive of Worcestershire Acute Hospitals NHS Trust

A welcome from Sir David Nicholson, our Chairman, and Matthew Hopkins, our Chief Executive

We would like to start this edition of Worcestershire Way with a huge and heartfelt 'thank you' to all our Trust colleagues who have worked so hard and achieved so much during another incredibly challenging year.

You will see over the following pages just a few examples of the many wonderful things that teams across our Trust have done.

Together we faced an unprecedented triple challenge in 2021 – the shifting threat of the Covid pandemic, record levels of demand for our urgent and emergency care services and a rapidly growing number of patients waiting for planned care.

Through it all, the dedication, commitment and compassion of our people has shone through. Trust teams have launched new services, helped to roll out the Covid vaccination programme, supported each other through difficult times and remained resolute in their determination to keep putting our patients first.

The last 12 months have been tiring, stressful and sometimes distressing for many colleagues. But we have also found time to work together and celebrate together. Our virtual staff awards provided an opportunity to showcase some of our achievements and we have also enjoyed success in a number of prestigious national awards.

We know the challenges will continue into next year. Our Board and the rest of our senior leadership team remain absolutely focussed on the wellbeing of our people and providing as much support as we possibly can.

We can also look forward to progress on a number of important developments in 2022.

Investing in new facilities and services, building new partnerships for mutual support and rolling out our Trustwide single improvement methodology will all help us to provide the best services for local people and build the most positive, supportive and compassionate working environment we can for all our colleagues.

Thank you again.

David and Matthew

Covid vaccination clinics for pregnant women prove to be successful at Kidderminster



Brooke Roper receiving her Covid-19 vaccine from Alexis Greenwood.

Weekly drop-in Covid vaccination clinics for pregnant women at Kidderminster Hospital and Treatment Centre's Maternity Hub have been proving popular with more than 100 vaccinations being given since the launch in October.

The clinics – which run from 9am to 1pm every Tuesday – are available for pregnant women, women who have recently given birth, breastfeeding women and partners. They offer first and second Covid vaccinations, as well as booster vaccinations when women or their partners become eligible.

They are in addition to the walk-in clinics already available across the county which anyone can use. It is hoped the convenience of being able to have the vaccine while at an existing antenatal clinic will further improve uptake.

Karen Chapman, Team Leader for Kidderminster Hospital and Treatment Centre's Maternity Hub, said: "COVID-19 is still circulating and can be serious for pregnant women. It is so important to have both doses of the vaccine and we are pleased the vaccination hub is further encouraging pregnant women and women who have recently given birth to get their jabs. The trial period – which saw us run a clinic a week for three weeks – was really successful with around 50 women and their partners receiving their vaccine, so we are

delighted to be able to continue to offer the clinics."

For further information on the drop-in clinics or to book an appointment, call the Maternity Hub on 01562 512376. You can also find out more by visiting the Kidderminster Maternity Hub page on Facebook or visit: www.worcsacute.nhs.uk/maternity-services

The vaccine has been proven in clinical studies to be safe for pregnant women and their baby and is recommended by NHS England, the National Childbirth Trust and the Royal College of Obstetricians and Gynaecologists.

To find details of all Covid vaccination walk-in clinics in Worcestershire visit: www.nhs.uk/covidvaccine



A BBC film crew filmed the clinic for Midlands Today.

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Community Diagnostic Centre will reduce waits for county patients awaiting tests

Worcestershire patients awaiting diagnostic tests will be seen quicker thanks to additional scanning and endoscopy capacity being put in place at Kidderminster Hospital and Treatment Centre.

Following a successful bid, Worcestershire Acute Hospitals NHS Trust has been given extra funding by NHS England and NHS Improvement to take part in a national programme to help the NHS further accelerate diagnostic activity and recover services from the impact of the COVID-19 pandemic as quickly as possible.

A new mobile CT scanner is up and running on the Kidderminster site and a mobile endoscopy unit is also being installed. Between them, the new facilities will mean around 8,000 more patients will be able to get the tests they need quicker and safely between now and the end of March 2022.

Additional funding is also in place for a permanent Community Diagnostic Centre which will provide an additional CT scanner, a brand new three room endoscopy unit which will provide double the capacity of the existing unit, and an additional ultrasound room in addition to the two already in place. The new permanent facilities are due to come on line in April 2022.

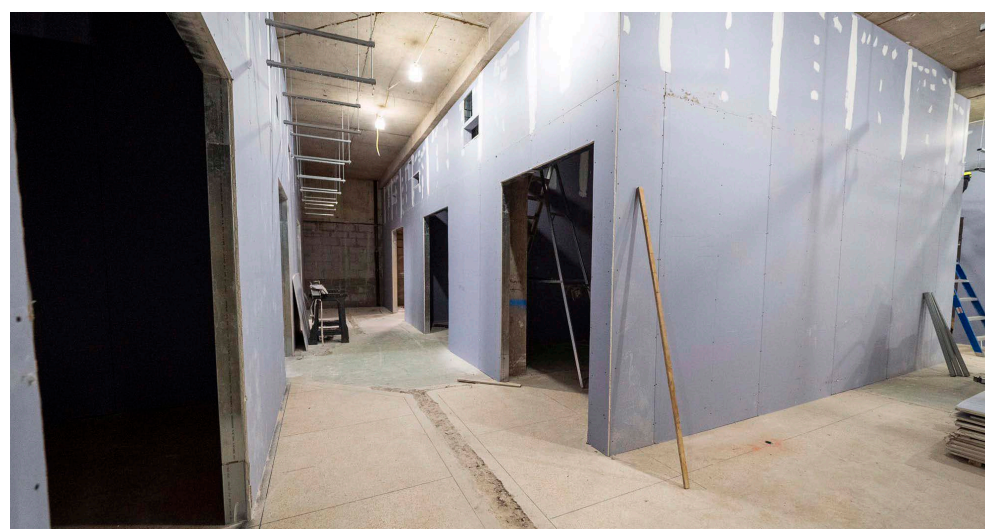
Work is well underway on a new development at Kidderminster Hospital which will reduce improve waiting times and improve patient experience for people needing requiring a range of potentially life saving- diagnostic tests.

The creation of the Community Diagnostic Centre will further help continue the momentum that has already begun on diagnostic recovery in the county.

Paul Brennan, Chief Operating Officer at Worcestershire Acute Hospitals NHS Trust, said: *"Thanks to the hard work and dedication of hospital staff, and the success of the vaccine programme, in recent months we have been able to deliver far more planned care for patients with non-COVID concerns than during the first wave of the pandemic."*

"The mission now is to increase this activity further, ensuring that as many people as possible get the tests and treatment they need, prioritising those with the most urgent clinical need, addressing the longest waiters, and being mindful of the health inequalities COVID-19 highlighted."

Dr Carl Ellson, Medical Director for NHS Herefordshire and Worcestershire CCG, said: *"We are pleased to be able to*



Endoscopy Unit taking shape

confirm that the first of these Community Diagnostic Centres (CDC) will be located in Kidderminster and that we've been able to use this Early Adopter funding to reduce waiting lists across Herefordshire and Worcestershire.

"We will continue to work together with system partners to expand this programme over the next five years. This will enable Herefordshire and Worcestershire to offer

additional diagnostic capacity at other CDC sites across the two counties.

"Our priority is to address the waiting lists that have grown during the pandemic and to use the additional capacity at the CDCs to ensure patients can get the investigations they require in a timely manner and meet growing demand for diagnostic tests in the future."

State-of-the-art mobile operating theatre opened at Alexandra Hospital

A new mobile operating theatre, opened in September at the Alexandra Hospital. It means an additional 200 patients a month will be able to have a range of planned procedures including breast surgery, minor vascular, upper and lower GI surgery, urology, and more.

The theatre provides an anaesthetic room, operating theatre, two-bed first-stage recovery area, staff changing room, and utility areas. A specially-constructed corridor and ramps join the main body of the hospital to the unit and ensure a seamless patient journey.

Trust Countywide Theatre Matron, Mathew Trotman, said: *"We are delighted that we have been able to introduce the new theatre. This enables our teams to utilise our theatres and facilities more efficiently, and more importantly see those patients who may have been waiting for their elective procedure following delays caused by the pandemic more quickly than we might otherwise have been able to do."*

"Our priority is to ensure we are delivering safe and effective care, whilst having a positive experience when in our care. This theatre enables us to see a high number of low complexity cases, allowing us to

perform more procedures, as we increase our capacity."

Robin Snead, the Trust's Deputy Chief Operating Officer added: *"The additional theatre forms an important part of our wider reset and recovery programme that is in place to help hospital and wider health services continue to keep putting patients first despite the continuing impact of the Covid pandemic."*

"We would like to thank our colleagues at Herefordshire and Worcestershire Clinical Commissioning Group for supporting this important initiative, as well as all the staff who have gone above and beyond to ensure this project has run smoothly."

Mari Gay, Managing Director and Lead Executive for Quality and Performance for NHS Herefordshire and Worcestershire CCG said: *"We know that despite the best efforts of hardworking NHS staff - the impact of Covid has disrupted non-urgent care. This new theatre allows us to treat patients quicker and forms a critical part of our wider system plan to address some of the Covid backlog."*

The new theatre will operate until April 2022.

MATERNITY NEWS IN BRIEF

Most premature identical triplets ever born in the UK go home with mum and dad

The most premature identical triplets ever born in the UK were finally all reunited at home together after spending four months on our Neonatal Unit at Worcestershire Royal Hospital.

Parents Lauren and Jack Mountain welcomed identical triplets River, Beau and Leo at Worcestershire Royal Hospital in January, but as they were born 10 weeks prematurely, they all required intensive care on our Neonatal Unit.

After 120 days in hospital, all three of the '200 million to one' triplets are now happily back home with mum and dad, with mum, Lauren saying: *"The unit became our second home and we're so grateful for the care, love and support that all the staff on the unit have given us."*



Meadow Birth Centre reopens to mums

We were delighted to re-open our Meadow Birth Centre for births in November.

At the start of the pandemic it was necessary to change the use of the centre at Worcestershire Royal Hospital to become an area where we could safely isolate mothers and babies who may have been in contact with, or had screened positive for, Covid-19.

The number of pregnant women testing positive for Covid-19 when they are admitted to the maternity unit has now reduced to a level where we are able to safely care for them in adapted single rooms on our Delivery Suite.

The first baby to be born in the reopened Centre was Millie in the Poppy Suite.

Drive-through service for Cardiology patients is first of its kind for county



Cardiac Physiologists going through checks with patient, Mr Adlington

Patients across Worcestershire with pacemakers and implantable cardiac loop recorders can now be seen via a drive-through cardiac clinic at Worcestershire Royal Hospital.

Patients with pacemakers need to have their device checked regularly, usually at least

once a year, but because of restrictions due to COVID-19, it has been difficult for the Cardiology team to see patients face-to-face in a hospital setting.

In order to reduce delays for patients the Cardiology team at Worcestershire Acute Hospitals NHS Trust have introduced the

drive-through pacemaker clinic. Via the drive-through clinic the team can see more patients for their yearly checks, but it also frees up capacity within the cardio-pulmonary department for other cardio-pulmonary investigations to take place within the hospital.

Patients are able to park under the sheltered, purpose-built pod and then have one of the cardiac physiologists download information from their pacemaker through their car window.

When patients arrive at the drive-through clinic they are greeted by a member of staff and a wireless header is handed to the patient through the car window to hold up against their chest over their implanted device.

The information is downloaded from the device onto an iPad or pacemaker programmer, which then sends the information on to the Trust's pacing database to be reviewed, which is usually done on the computer in the pod office.

While the information is downloading, specialised cardiac physiologists are able to have a consultation with the patient. The patient is then asked to wait for a few minutes while the information is reviewed, and then the results are given to the patient.

The whole process takes roughly five to ten minutes from start to finish for the patient.

On the introduction of the drive-through cardiac clinics, Highly Specialised Cardiac Physiologist - Device Lead, Becky Macdonald said: "We are delighted that we've been able to successfully introduce the drive-through clinics. The drive-through facility enables our team to utilise our department and facilities more efficiently, as we can see more patients in a setting where they feel more comfortable and safe, thus improving patient experience"

On the overall patient experience, Becky added: "We've received some really positive feedback from our patients regarding the overall experience when using the clinic, and as a result we have opened a second pod for ambulatory ECG monitoring. We are now able to safely see double the number of patients that we were able to see within the department due to this being a purpose-built clinic."

83-year-old patient, John Adlington commented on his appointment to the drive-through clinic: "The drive through clinic is ideal. You don't have to worry about parking and importantly with the worry of Coronavirus you feel more secure and the check-up is done in no time."

SPOTLIGHT ON COVID RECOVERIES...



Father-of-three given 10% chance of survival after catching Covid, climbs Snowdon exactly one year on

A father-of-three who spent the summer of 2020 in intensive care at Alexandra Hospital with Covid-19 managed to climb Snowdon exactly one year on from his hospital admission.

Leighton Webster, from Redditch, was so severely ill with Covid-19 that he was put into an induced coma for six weeks and was given just a 10% chance of survival by doctors.

But 12 months on after defying the odds, Leighton managed to climb Snowdon to raise money for Primrose Hospice. He was accompanied on his Snowdon climb by his daughter Chloe and some of the staff from Alexandra Hospital who helped save his life last year.

Leighton took on the fundraising challenge as a thank you to the hospice who supported Chloe and wife Emma after his family were told to 'expect the worst'.

Leighton said: "One of the nurses who looked after me I knew from when I was 13, and part of trying to pick me up, he said we'd do a walk up a mountain one of these days and get a photo at the top.

"I said 'I'll hold you to that' so when I left hospital they kept their promise and we put the plan into action."

Leighton added: "The whole experience was unbelievable from beginning to end. I looked back at pictures from where I was last year and it just spurred me on. I got to three hours and thought I can't do this then I thought back to when I was in hospital last year when I couldn't even walk and thought I can do this."

Dan says thank you and goodbye to the physios who helped him walk again after Covid

Dan Tracey spent seven weeks in Worcestershire's hospitals after catching Covid-19 earlier this year, including

needing weeks of treatment in the Intensive Care Unit.

During his stay, Dan built up a fantastic bond with the Physiotherapists who helped rebuild his strength and helped him to walk again, having been too weak to stand up.

As he left hospital after nearly two months of prolonged care and a few close calls Dan said: "There's nothing I can do to repay the kindness and brilliance of all the people they saved my life - time to live the life I've been given again!"

All the best for your future Dan!



A year in the county Oncology centre



Dr James Best - Consultant Oncologist, Daniel Bloomer - Therapeutic Radiographer, Richard Cormie - Therapeutic Radiographer and Claire Bode - Radiotherapy Service Manager

Oncologist, Dr James Best, and Radiotherapy Services Manager, Claire Bode, reflect on the challenges and achievements across cancer services throughout the pandemic.

With growing numbers of patients being admitted to our wards and Intensive Care beds with Covid-19 at the height of the pandemic, many non-urgent services had to be put on hold to ensure that bed capacity and healthcare staff could be freed up to deal with the pandemic response.

However cancer care and other urgent and emergency care continued - aiming to ensure patients in need of treatment could be looked after and cared for in spite of the challenges faced.

In the year from April 2020, our local hospitals in Worcestershire saw 19,744 patients with suspected cancer (compared to 18,981 the previous year).

Of those, 3,070 went on to receive treatment, including over 1,240 who started new courses of radiotherapy (totalling more than 14,000 treatments), and more than 400 patients who underwent surgery.

There may have been a misconception that cancer care was stopped during the pandemic, but that is not the case at all in Worcestershire.

As a Trust we followed national and specialty guidance about what tests and other procedures should and should not be carried out in an NHS hospital setting during the Covid-19 pandemic. In that context, we made a huge effort to ensure that where possible cancer patients continued to receive the care they need.

For large numbers of patients this means they have had the tests and treatment they needed, when they needed them, in as safe a setting as possible.

While the risk of becoming seriously ill from Covid-19 has reduced thanks to the successful vaccination programme, rates of Covid-19 in the local community are still high.

Many appointments continue to be carried out as telephone consultations, where it is appropriate, to ensure patients do not need to come on to the hospital site unless it is necessary. Where it is necessary for a patient's care we are continuing to see patients face-to-face in clinic.

Huge efforts have been put in place to ensure that our hospital settings are following rigorous infection prevention and control guidance - such as ensuring colleagues are wearing the correct PPE and continuing to maintain social distancing - to



Social distancing measures inside The Worcestershire Oncology Centre waiting room.

ensure that patients, visitors and staff are kept as safe as possible. This is particularly important to reduce the risk of coronavirus infection to clinically vulnerable cancer patients.

The Oncology Centre at Worcestershire Royal Hospital waiting area is still different - there are only half the number of chairs within the waiting area to enable social distancing, and patients are also asked to turn up at their appointment time only to help facilitate this.

Relatives and carers are only able to attend if patients require ongoing care or assistance whilst they are in the department. The café and shop facilities within the department are currently closed and the oncology centre remains a non-walk through area for staff not working within the centre to keep patients safe.

Some of this has been difficult for the patients because it has meant that the friendships and camaraderie that formed between patients waiting for their treatment in the past are not so easily made, and staff miss the chatter and banter between the patients, but we are keeping the situation under constant review and will begin to ease the restrictions as soon as we are safely able to do so. We know that the most important thing is keeping our patients as safe as we can.

Looking to the future beyond the pandemic, colleagues within the department are looking forward to the introduction of Stereotactic Ablative Radiotherapy (SABR) - a highly focused radiation treatment that gives an intense dose of radiation concentrated precisely on a targeted area of cancer while limiting the dose to surrounding organs. SABR delivers radiotherapy in fewer, higher-intensity visits, improving patient experience and clinical outcomes including overall survival.

There has been significant investment in updating our radiotherapy machines (Linacs), additional staffing and software. This has been supported following a fundraising campaign by Worcestershire Acute Hospitals Charity to raise £24,000 needed for additional equipment which was reached earlier this year.

We are so grateful to our patients and local communities - not only who have helped us raise the additional funds but who also clapped for us week in and week out at the start of the pandemic, and who also rallied round to support us and our fellow colleagues across our hospitals with care packages and donations that really helped lift our spirits and boost morale at what is undoubtedly the most extraordinary time any of us have worked through.

Worcestershire glaucoma patients first in the Midlands to receive high-tech new eye surgery

People in Worcestershire suffering from glaucoma were the first in the Midlands to benefit from a new type of surgery now performed in Worcestershire's hospitals.

Hydrus Microstent Glaucoma Surgery is a new type of stent surgery which has been proven to provide improved outcomes for patients.

Worcestershire Acute Hospitals NHS Trust is the first and only hospital Trust in the Midlands area to offer this type of

surgery, meaning Worcestershire glaucoma patients will uniquely benefit from this new procedure.

The new surgery can only be performed by highly-trained specialist surgeons, and Mr Tarun Sharma from Worcestershire's hospitals is the first surgeon in the Midlands to be qualified to perform this new procedure after its approval.

During the surgery, the highly flexible micro-stent - which is roughly the size of



Mr Tarun Sharma with colleagues from the hospital theatres team

an eyelash - is placed in the eye canal by a specially trained surgeon using high-tech equipment. This less invasive approach

results in fewer complications and faster healing times than in more traditional glaucoma surgery.



Recognition Awards 2021

Due to the ongoing restrictions and for the safety of our colleagues, this year's awards had to be held virtually. But what this did mean was that we could stream the whole awards show to any and all colleagues who wanted to watch the event, even from the comfort of your own homes!

The proceedings were compered by current Coronation Street villain Will Mellor, alongside our Chief Executive, Matthew Hopkins and our Chair, Sir David Nicholson.

The trio announced awards for a series of individuals and teams who were all been nominated by their colleagues or our patients.

Despite the awards being hosted virtually, we were able to hold three small, socially-distanced gatherings at each of our main hospital sites for some of the nominees and their colleagues.

The evening began with a specially-made introduction video, looking back on the past 16 months and what we've all achieved as a Trust. You can watch this intro video on Youtube <https://youtu.be/YTa8L3C1wwM>

You all deserve recognition for what you have achieved over the past year, and that was what led to the offer of the extra day's leave for every member of staff. But it was also heartening to see how many of you have jumped at the opportunity to use our Awards to say an extra special thank you to colleagues who you think particularly deserve one.

Congratulations to all those colleagues who were shortlisted for an award, but the winners on the night are listed right for you.



The proceedings were compered by Actor Will Mellor (centre), alongside our Chair, Sir David Nicholson (left) and Chief Executive, Matthew Hopkins (right)



Paul Gardner, Chief Nursing Officer, presenting Cearann Reen, Ward Manager with her Leader of the Year award



The Chemotherapy Suites received Highly Commended in the Putting Patients First category



Matthew Hopkins, Chief Executive, presenting Diane Cluley with her Lifetime Achievement Award



Adam Llewellyn, Siemens Workshop Manager, won Highly Commended in the Chair's Special Award category



Amy Hunt, Senior Information Analyst – Quality won Rising Star of the Year



Dr Baylon Kamalarajan and members of the Paediatric Oncology Team



Joanne Colley, Specialist Physiotherapist, won Allied Health Professional of the Year



Members of the Eldery Care Team. Left to right: Rebecca Lloyd, Dementia Clinical Nurse Specialist, Donna Kruckow, Lead Nurse for Older People and Alice Elderton, Safer Care Practitioner - Falls



The Emergency Departments and Minor Injury Units won the Chief Executive's Special Recognition Award



Bryan Madamba won the Healthcare Assistant of the Year Award



Kirsty Edwards won the Patients' Choice Award

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Putting patients first

Doctor of the Year
Winner: Dr Baylon Kamalarajan
Highly Commended: Dr James Walker

Clinical Team of the Year
Winner: Intensive Care Teams at Alex and WRH
Highly Commended: Countywide T&O team

Leader of the Year
Winner: Cearann Reen
Highly Commended: Emma Welch

HCA of the Year
Winner: Bryan Madamba
Highly Commended: John Murphy and Sarah Elcock

Rising Star Award
Winner: Amy Hunt
Highly Commended: Sarah Packer and Olivia Maglio

Putting Patients First Award
Winner: Paediatric Oncology Team
Highly Commended: Countywide Chemotherapy Suites

Lifetime Achievement Award
Winner: Diane Cluley
Highly Commended: Shaunee Irvine

Nurse or Midwife of the Year
Winner: Mini Isaac
Highly Commended: Spencer Harvey

AHP of the Year
Winner: Joanne Colley
Highly Commended: Nicola Davidson and Sally McNally

Support Services Employee of the Year
Winner: Tony Newman
Highly Commended: Elaine Chapman

Support Services Team of the Year
Winner: Anaesthetic Administration Team
Highly Commended: Countywide Mortuary Team

Fundraiser of the Year
Winner: Maternity Bereavement team
Highly Commended: Jeremy Burton

Volunteer of the Year
Winner: Barbara Pugh
Highly Commended: David Lawrence and KTC League of Friends Trolley Service

Outstanding Contribution to the Pandemic Response
Winner: Medical Short Stay Unit at WRH
Highly Commended: Materials Management Team

Patients' Choice Award
Winner: Kirsty Edwards
Highly Commended: Natalie Martin and Salim Shafeek

Chief Executive's Award
Winner: Microbiology and Infection Prevention & Control teams
Highly Commended: Emergency Departments & Minor Injury Unit; and Acute Respiratory Units

Chair's Award
Winner: Dawn Forbes
Highly Commended: Adam Llewellyn and Rebecca Brown

A look back at our 2021 Covid response



Rebecca Brown, the Trust's Incident Commander and Deputy Chief Digital Officer, and Dr Ed Mitchell, SCSD Medical Director for Patient Safety and Quality Improvement and Critical Care Consultant, take a look back on the Trust's Covid response over the last 12 months.

More than 18 months into the Covid-19 pandemic, and as the festive season gets into full swing, our staff and hospitals are still on high alert dealing with the third wave, and watching the Omicron variant numbers closely.

Our work and focus in the Trust has had to change to meet the demand of our patients. To meet the Covid19 challenge we've had a Gold/Silver/Bronze command and control structure running throughout 2021 to deal with all Covid-19 related issues; the constant changes in advice, and to allow rapid decision making. We've tried hard to listen to the great ideas that staff have brought to us (including picking up tips and requests from the staff Facebook page), and to be as responsive as possible.

Over the summer, members of our Bronze meeting reflected on how important it is to make well informed and quick decisions, but also on how having a supportive group around you can make all the difference during difficult times.

This support has been very important to us and our Bronze colleagues, and we know

many of you are also lucky enough to have supportive colleagues at work and loving families at home that give you the strength to continue through the hardships Covid-19 has brought.

The wellbeing services our Trust offers are a regular discussion point in Covid-19 command meetings and we think carefully about how accessible the help is, and what else the Trust can do to provide strong support for all our hardworking colleagues in these uncertain times. We hope that despite the pressures, everyone is able to take some time to care for themselves.

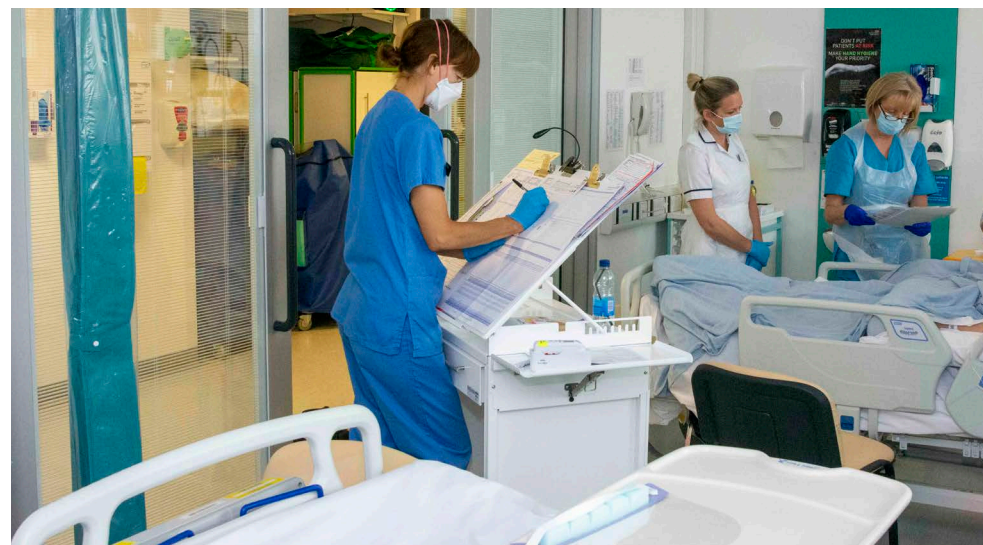
In 2020 we treated and discharged 1,170 Covid-19 patients across our hospitals, and this year 1,597.

We still have around 60 patients in our hospitals suffering from Covid-19 on a daily basis, some of whom are sick enough to be in our Intensive Care Units (ICU).

We anticipate, sadly, that we will continue to need to care for additional Covid-19 patients for some time to come. ICU capacity has increased and many of you will have seen significant changes to your services and the environment in which you deliver care.

Screens are commonplace, but also temporary rooms such as the Emergency Department 'flubicles' for isolation and the ICU 'pods' have been built. We've had whole wards delivering fantastic care to our Covid19 patients for the whole year on both sites. Our fabulous procurement team have overseen the delivery of 25 million items of PPE within our Trust this year, including masks, gloves, gowns, eye protection and hand gel.

We're now seeing smaller numbers of patients overall thanks to the vaccination programme, but we are learning that some people will still become sick despite the vaccines. Patients who have not been vaccinated still account for



An ICU 'pod' at Worcestershire Royal Hospital

disproportionately more seriously unwell cases, which continues to put us all under pressure.

Despite the rather bleak picture of Winter 2021, we see so many shining examples of compassionate care, creative ideas, team work and positivity that it is impossible not to have some optimism.

Our 4ward #ThankyouThursday on the staff Facebook page brings us all a smile as we hear about the amazing people we are lucky enough to work with across the Trust.

The roll out of our hospital vaccination programme made us especially proud, and this year as a hospital site, we have carried out nearly 9,000 Covid-19 vaccines, and 4,780 booster doses.

Thank you to everyone who has had their vaccine, and those who worked as vaccinators, administrators, and support staff in support of the vaccine clinics. We are also thrilled to be the first site in the county to offer vaccinations for pregnant women in

our Kidderminster maternity hub.

The pandemic has seen so many innovative and different ways of working to support patients and staff – be that the drive-through cardiac clinic service for patients with pacemakers and implantable cardiac loop recorders, drive-through blood testing for our young diabetic patients, significantly extending our telephone and video outpatient appointments, and the Location by Vocation pilot which sees many of our colleagues working from home for some or all of their working week.

There are so many small actions from our staff every day that make a difference to colleagues and patients, and we would like to say a big thank you for continuing to go the extra mile under such difficult conditions.

Putting Patients First is at the heart of what we all do, and that's why we work for the NHS. We see you doing the same, and we thank you.

#CaringForMe

Ensuring all colleagues have access to health and wellbeing support has remained high on the Trust agenda in 2021, with a number of initiatives put in place.

The health and wellbeing 'pinwheel' – where colleagues can access a range of information that includes psychological, physical, social and financial advice alongside civility and respect guidance, equality, diversity and inclusion information, and Covid support – was completely refreshed to make it easier to find relevant support and advice.

Consultant Anaesthetist Dr Sally Millett was recruited as the Trust's Health and Wellbeing Guardian in May. Sally's role is to support staff to speak up where they are not receiving the support they need

to protect their health and wellbeing at work, and to support managers to promote health and wellbeing.

Wellbeing Conversations were also launched in September, to give all colleagues the opportunity to have a regular, supportive conversation with their manager, team leader or another trained colleague about how they are, and over 60 colleagues received Mental Health First Aid training.

This means they are able to conduct supportive conversations with colleagues who may be experiencing a mental health issue or emotional distress, listen to them non-judgementally, signpost to appropriate professional support or self-help strategies, and escalate if necessary.

The #CaringForMe campaign which launched across the Trust in November aims to highlight the numerous health and

wellbeing support initiatives on offer and uses real case studies from colleagues who have benefited from these.

Our Clinical Psychologists for Staff Health & Wellbeing continue to provide much valued support to teams and individuals, alongside monthly wellbeing webinars and a wellbeing slot on Trust induction.

Felicity Davies, Deputy Director of People and Culture, said: "Staff have been working tirelessly throughout the pandemic to put patients first, and our health and wellbeing support package is a reminder that in order to do this effectively, colleagues need to ensure they are caring for themselves too."

"As we move into 2022 we will be continuing to work hard to further enhance what we offer as a Trust and that colleagues are supported and encouraged to access advice and support when they need it."



#CallMe project clinches BMJ “Digital Innovation Team of the Year” award



#CallMe project team

A new initiative developed in Worcestershire's hospitals which aims to ensure patients are called by their preferred name has won a prestigious national award.

The #CallMe project was recognised in the 2021 BMJ Awards last night (September 29, 2021), winning the “Digital Innovation Team of the Year” Award. The #CallMe project was spearheaded by Worcestershire Acute Hospitals NHS Trust Consultant Anaesthetist, Dr Michael McCabe.

In hospital patients are identified in many ways – NHS number, date of birth, hospital number and name. The default is for patients to be addressed by their recorded forename, despite the fact that up to a third of patients prefer to be addressed differently.

The simple #CallMe initiative, launched in April as part of the Experience of Care Week, sees an additional section added to patients' hospital identification wrist bracelets and name stickers, which can be completed with their preferred term of address, which will follow that patient throughout their stay in hospital.

Dr McCabe added: “We're delighted to receive the 2021 BMJ Award. We would

like to thank the judging panel for recognising the dedication of our hard-working #CallMe team in developing and evaluating a novel, simple, clinically led digital innovation that can improve patient experience, not just in our hospitals but across the NHS and even outside of the UK.”

“The impact of interacting with an individual in the manner they are comfortable is even more significant in our vulnerable patient groups such as the elderly, the confused, post-operative patients or end of life patients.”

“The introduction of #CallMe is very simple, but it's really important. We hope that it will give comfort and reassurance to patients that we respect their identity by addressing them with their preferred name and not assuming that they are most comfortable using their formal birth forename.”

On receiving the BMJ accolade, Matthew Hopkins, Chief Executive of Worcestershire Acute Hospitals NHS Trust, added: “#CallMe is a simple, clinically led, digital innovation which is having a profoundly positive impact on our patients, their families and their overall experience of care in our hospitals.

“I am absolutely delighted and proud that we are leading the way here in Worcestershire.”

In a recent audit of patients, it was found that one in four patients had recorded a different preferred #CallMe to that of their formal birth forename.

Paula Gardner, Chief Nursing Officer at Worcestershire Acute Hospitals NHS Trust, said: “We are delighted that #CallMe has been recognised by the BMJ for such a prestigious award, and is getting the credit it deserves.”

“Ensuring we are communicating with our patients using their preferred name is a valuable step in providing person-centred patient care, and helps us to develop a strong relationship with our patients.

“Patient respect, dignity, experience and care is the focus of our hospitals and of #CallMe and it shows how the smallest things can make the biggest differences to our patients and their experience in our hospitals.”

“To successfully implement this during the COVID pandemic is a credit to the team involved and their commitment and dedication to putting patients first. Being



addressed by your preferred name can reassure patients and have profound ability to put patients at ease during what can be a stressful time and ensure all of our patients feel included.”

The former England rugby star now tackling busy Emergency Department

A former England rugby star is now helping try to save lives in the Emergency Department at Worcestershire Royal Hospital.

Having won almost everything there is to win in the Women's game during a trophy-laden career, Dr Karen Jones, 43, is now working as an Emergency Medicine Consultant helping tackle emergency health problems in A&E.

Despite swapping her scrum cap for her stethoscope, Karen hasn't cut her ties with the sport as she continues to work part-time as the Club Doctor for Premiership Rugby side, Gloucester.

The former back-row joined Worcestershire Royal Hospital in July to be closer to home and because of the exciting plans for a brand-new, expanded Emergency Department at the hospital, which is expected to open by the end of next year.

"I feel lucky to be part of the team at Worcestershire Royal. It's a challenging time to start somewhere new but I feel very fortunate to work alongside such a lovely, caring medical and nursing team who work so hard and really care about their patients", said Karen.

With a history of sporting excellence, Karen is no regular NHS Consultant. Alongside studying for her Medical Degree at the University of Oxford, Karen twice competed in The Boat Race for Oxford against Cambridge.

After finding rugby later in her studies, Karen fell in love with the game and quickly rose through the ranks of her University teams before eventually playing in the prestigious Varsity Match against Cambridge three consecutive times, including captaining the winning side in 2001.

"I was a rower initially, I started that when I first went to Oxford and did The Boat Race in '98 and '99. Then I decided I wanted to

try a different sport so I took up rugby. I went across with not much knowledge of rugby, but I was fortunate to be taken under the wing of a few of the more experienced players who got me up to speed quite quickly and I ended up being involved in three Varsity matches in 2000, 2001 and 2002."

Having graduated from Oxford University and begun her NHS medical career, Karen took her rugby career to the next level, receiving a call-up to play for England in 2004 after good form at her club, Richmond.

Karen went on to feature for England 32 times, including a number of games as captain of the national side. Her international caps took her all around the world to games in New Zealand, Canada and Italy among many others, including winning the Women's Nations Cup trophy in 2008 and three consecutive Six Nations Championship triumphs from 2008 to 2010.

While working as an Emergency Medicine Registrar, Karen joined local Premiership outfit Worcester Ladies in 2009. During her time at the club, she even became player/doctor for the side, using her medical training to help patch up her injured teammates.

"I've stitched up lots of my teammates in many different places and there were lots of dislocations I've put back in", explained Karen.

In 2013 Karen was named club captain and went on to lift the Women's Premiership title for Worcester – becoming the first club outside of London to achieve this.

Having captained the Varsity winning side at Oxford, the Premiership title winning team at Worcester and the Nations Cup winning side with England, Karen had achieved almost everything in the women's game, and so finally hung up her boots in 2014.

After her retirement from playing Karen became a Consultant in Emergency



Medicine, but continued her medical involvement with Worcester rugby, taking on the role of Club Doctor for the men's Premiership team, Worcester Warriors following her Masters Degrees in Sports Emergency Medicine.

In 2019 Karen moved teams to join Gloucester Rugby as Club Doctor alongside her work as an A&E Consultant. In her rugby role, Karen can often be seen running onto the pitch, first on the scene to treat some of the biggest stars of the men's game including England international Jonny May as well as British and Irish Lions stars, Louis Rees-Zammit and Chris Harris.

"I run an injury clinic and deal with everything from coughs and colds through to major injuries, mental health or anything that comes up with the club really. I've built up a good relationship with the players which is part of what I enjoy", said Karen.

Now in her third season at Gloucester Rugby, Karen added: *"I do miss playing, but that's partly why I've ended up in men's*

sport instead of women's, as if I was sitting on the side of women's pitch I'd be too keen to get involved!"

During the Covid-19 Pandemic, Karen has been helping treat patients with suspected Covid coming to the Emergency Department, while also developing the Covid safety protocols for the Premiership club as Covid Medical Lead.

"I was the Covid Medical Lead for the club. We all went back into full time training during the first lockdown, so it was interesting getting back in and travelling abroad for games when no one else was really travelling."

Now settled in at Worcestershire Royal, Karen is pleased to finally be working at her local hospital.

"I've lived in Worcester for a long time so it's great to be working at my local hospital, and it's an exciting time to join with the plans for the new, expanded department in the near future."



Memorials installed across all three sites

We recognise the value of celebrating what we have achieved, not least all the lives we have saved, but we recognise it's also important that we remember the lives lost during the pandemic and the lasting impact that loss will have on many of us.

We have been thinking carefully about longer-term memorials and plan to have these on all three of our sites. We are currently working with local a local design company on what these will look like.

However, we also wanted to give colleagues a focal point for reflection and remembrance now. To that end, we have installed wall mounted memorial trees at the

Alexandra Hospital and Kidderminster Hospital and a similar freestanding one at Worcestershire Royal Hospital

Recognising each other's contributions, saying thank you and welcoming colleagues' success are all part of the compassionate, inclusive culture we are trying to build here, as are reflecting and remembering those we have lost.

We have been through a lot together, we have achieved a lot together and we deserve a chance to celebrate that together, while never forgetting the human cost of Covid-19.

Haematology care is in the blood for one family of Worcestershire doctors

Three generations of the same family have now worked on the same ward at Worcestershire Royal Hospital.

Consultant Haematologist, Dr Salim Shafeek has worked at Worcestershire Royal Hospital for the last 19 years treating patients with different forms of blood cancer. But Dr Shafeek was recently joined by his son Faheez, for a Junior Doctor's training placement at the same hospital and on the same ward as his father.

Faheez's placement on the Haematology ward makes him the third generation of the same family to work in the department, after his grandfather (and Dr Salim Shafeek's father) also worked as a Locum Consultant Haematologist in Worcestershire's hospitals for 18 months.

Interestingly, during the spell that Dr Salim Shafeek's father - Professor Kasim Salim - worked in the department, Dr Salim Shafeek was technically working as his own father's boss in his role as Clinical Director of Haematology.

A further coincidence can be found in the personal lives of the family, when in 2019 Dr Salim Shafeek was sadly diagnosed with blood cancer himself - having treated patients with the same condition since 2002.

Thankfully Dr Shafeek is now in complete remission, but the experience left a mark on his son, Faheez who has now started working alongside his father on the Haematology ward, helping treat patients with the same condition his father has been through.

Dr Salim Shafeek said: *"It is such a rare coincidence to have three generations of the same family to have worked in the same department. My father was one of the first fully UK-trained Haematologists in India and was inspirational for many Haematologists from India and he came back to the UK and worked here in Worcestershire."*

"I'm really proud to now have my son come to Worcestershire Royal Hospital by chance for his Foundation Doctor programme and work alongside me on the same ward. I feel privileged to be working in a family-friendly



Dr Salim Shafeek, Consultant Haematologist with his son Dr Faheez Shafeek

Trust like Worcestershire Acute Hospitals."

Dr Faheez Shafeek said: *"Medicine runs in the family with my father and grandfather both spending most of their lives treating blood cancer patients. But I never expected that the disease would directly affect my father in the way it did."*

"I feel lucky to be able to work alongside my father and follow in the footsteps of his father too by helping patients with blood cancer in Worcestershire."

Two teams shortlisted for national Health Service Journal Awards

Worcestershire Acute Hospitals NHS Trust was shortlisted for two awards in this year's HSJ Awards 2021, recognising outstanding contributions to healthcare in what has been an exceptional and challenging period for the NHS.

The Trust was a finalist in the Freedom to Speak Up (FTSU) Organisation of the Year Award and the Workforce Initiative of the Year Award.

The FTSU award shortlisting follows the Trust being named, in July 2020, in the three most improved Trusts in the country on the FTSU Index Score 2019, compared to the previous year.

Ensuring staff - as well as others working in our hospitals - feel safe and supported to speak up about improving the quality and safety of patient care is a key priority and work has continued throughout the pandemic to further raise the profile of FTSU and make it easier for colleagues to raise concerns in a safe way.

Key achievements over the last 12 months include the development of an innovative FTSU portal which enables staff to confidentially raise their concerns with ease and accessibility, and a particular focus on ensuring people from groups who may feel particularly vulnerable if they speak up are identified and supported.

Melanie Hurdman, Freedom to Speak Up Guardian at the Trust, said: *"We are so thrilled to have been shortlisted for the Freedom to Speak Up Organisation of*

the Year Award. We have worked hard to ensure that speaking up is as easy as possible for our staff, and is firmly part of 'business as usual' at our Trust."

"This recognition really does reflect the collaborative efforts and dedication of everyone, including our Freedom to Speak Up champions, who has worked so hard to successfully embed a Freedom to Speak Up culture across our hospitals. Knowing that there was such stiff competition this year really does make this announcement feel like a wonderful achievement for everyone involved and the nomination has been a tremendous boost to staff at the Trust."

The Workforce Initiative of the Year Award shortlisting recognises the work done by the ophthalmology team to expand the roles of supporting staff, and the introduction of a dedicated diagnostic hub - both of which are ensuring eye patients are seen quicker.

Mr Tarun Sharma, Clinical Director for Ophthalmology, said: *"Instead of waiting to see a consultant on the same day that diagnostic eye tests take place, nurses take patients through a series of rapid tests which are all completed within a 45-minute visit. Once seen in the diagnostic clinic each patient's assessment is then individually reviewed virtually by the consultants or a nurse practitioner and a plan for ongoing care is formulated."*

"Patients will then receive a letter informing them of the outcome of their tests, while some will be offered a telephone



Anita Day, Vice-Chair of the Trust and FTSU Board Lead and Melanie Hurdman, FTSU Guardian

appointment to discuss particular results and their treatment plan. Patients will only be asked to attend a subsequent hospital visit if the consultant sees something requiring urgent or personal attention."

"This new nurse-led approach reduces the time each patient spends in the clinic, and aims to improve the patient

experience. The diagnostic clinic has capacity for 280 appointments per week, which allows for more patients to be seen in a socially distanced format, but also frees up consultants for those patients who require specialist care or face-to-face appointments."

GREEN SCHEMES ACROSS TRUST, LEADING THE WAY IN BATTLING CLIMATE CHANGE

Oncology centre introduces reusable bottle scheme for Radiotherapy patients

The Radiotherapy team at the Worcestershire Oncology Centre have worked with Worcestershire Acute Hospitals Charity to fund reusable, biodegradable water bottles for patients undergoing pelvic radiotherapy treatment that follow a drinking protocol for treatment.

The bottles were introduced to help support patients in drinking the correct amount of fluid for their radiotherapy treatment and to drastically reduce the use of single use plastic in the Oncology department.

On the introduction of the new reusable bottle scheme Therapy Radiographer Richard Cormie added: "We are delighted to be able to introduce the reusable bottles for our patients undergoing pelvic radiotherapy treatment, thanks to the support of our friends at the Worcestershire Acute Hospitals Charity.

"Good hydration during cancer treatment is encouraged as it can help with treatment fatigue and can assist with flushing toxins from the body. We hope that individual patient water bottles will encourage good hydration and assist patients with

their bladder filling requirements during radiotherapy planning and treatment."

With Climate change posing a major threat to the health of patients, staff and the communities the team further hope that providing the bottles will reduce the departments' environmental impact and minimise the amount of single use plastic ending up in the bin and landfill.

Worcestershire Oncology patient Richard Stark said "The reusable water bottles are a wonderful idea; Patients know exactly how much water they are drinking due to the graduated scale on the bottle.

"They also dramatically reduce the quantity of single use plastic cups being used which is excellent for the environment as well as reducing the costs of replacement cups for the NHS, altogether a win-win situation."

Patients given a bottle have the option to make a charitable donation of £2 to Worcestershire Acute Hospitals Charity which will go towards purchasing more bottles for radiotherapy patients undergoing pelvic radiotherapy treatment.

Sophie Burt, Head of Fundraising and Community Development for



Therapy Radiographer Richard Cormie with Worcestershire Oncology patient Richard Stark

Worcestershire Acute Hospitals charity added: "We are delighted that we are able to support such a fantastic scheme, which not only focuses on putting patients first but also focuses on how we can make a positive contribution to protecting our planet, for our patients, staff and the communities we serve."

If you would like to make a contribution to the charity to fund water bottles for future radiotherapy patients you can donate by texting BOTTLE to 70085 to donate £2. (Texts cost £2 plus one standard rate message.)

Worcestershire Anaesthetist's dream to go green reduces hospitals' carbon footprint



The Theatre department and wider teams at Worcestershire Acute Hospitals NHS Trust have been working together to tackle climate change by using alternative anaesthetic gases to lessen their environmental impact.

Across the NHS, anaesthetic gases are commonly used as a part of everyday surgeries, when putting patients to sleep and managing pain. These gases alone are responsible for over two per cent of all NHS emissions.

Consultant Anaesthetist Dr Paul Southall and colleagues have been using alternative surgical anaesthesia options to reduce the use of one type of anaesthetic gas in particular – desflurane, which is one of the most harmful for our environment. Their work means desflurane made up just 4.8% of anaesthetic gases used at Worcestershire's hospitals in the last 12 months, down from 30% in 2014/15 – the biggest decrease amongst hospital trusts in the West Midlands, and one of the top performers compared to hospital trusts nationally. This is also well below the target of less than 10% set nationally by NHS England.

Dr Southall, who recently attended the Greener NHS regional roadshow as a guest speaker, to share best practice,

said: "Desflurane has 20 times the environmental impact of other anaesthetic gases, and using a bottle has the same global warming effect as burning 440 kg of coal.

"Caring for our planet, is caring for our patients. Our aim is always to provide excellent patient care, and why not do that whilst also caring for our environment?

"The reduction in our use of desflurane is a huge achievement from all those who work in our theatre departments across our hospitals. Simply by substituting desflurane for other anaesthetic gases, which are just as safe and effective we've managed to reduce our use of desflurane substantially.

"Compared to our usage back in 2014/15 we have seen an incredible reduction, which equates to a reduction of well over a million car miles within the last seven years."

Work is also under way looking at gas capture technology. This involves units that

absorb all of the anaesthetic vapours used before they are vented to the atmosphere. Significantly, these units can then redistill these vapours to be reused, reducing the overall environmental impact of all the anaesthetic vapours used to near zero.

Other initiatives are being worked on across the Trust to help protect our planet including, reducing the use of single-use plastic cups, rewriting countywide asthma guidelines to encourage prescription of Dry Powder inhalers opposed to commonly used inhalers which use propellants in the inhaler that have a significant impact on the environment.

On the recent sustainability developments Dr Julian Berlet, Divisional Director for Specialised Clinical Services at the trust, added: "Everyone has a part to play to help us reduce our carbon footprint. Any initiative no matter what the size can have a significant impact on improving patient care, whilst delivering sustainable healthcare for our communities."

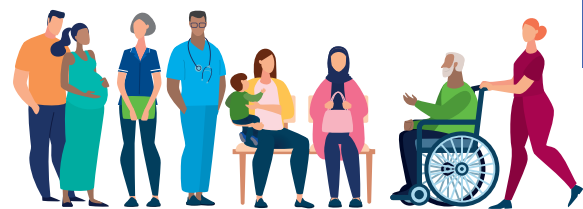
Trust Charity supports patients and staff



Worcestershire Acute Hospitals Charity exists to support the staff, patients and services of Worcester Acute Hospitals NHS Trust.

A key aim for the charity is to support and deliver projects that improve the facilities, the environment or the experience for patients, staff, volunteers and visitors at our hospitals. The charity is able to provide those added extras that can make the working day easier, the service more comfortable or the experience less difficult.

The charity is playing an integral role in supporting the Trust at an unprecedented time of Covid-19. As our NHS responded to one of the biggest challenges in its history our staff were given a much-needed boost by the huge amount of good will from the public with donations and offers of support flooding in.



The charity purchased tablets for the wards so that our patients could keep in touch with their loved ones at home.



The charity has reached its target of £24,000 to provide two abdominal compressors to be used during SABR treatment. The equipment will directly benefit prostate cancer patients with abdominal metastases – when tumours also appear in the abdomen, ensuring that Worcester patients have access to the most cutting-edge treatment and the best possible hospital experience.



When a child reaches the end of their cancer treatment our wonderful team celebrates with a personalised cake, our work with the Children of Worcester Cancer Fund allows this magical cakes to be brought to life



Thank you to everyone who ran the Worcester City Run half marathon and 10k. You have raised some incredible amounts of money for Worcester Acute Hospitals Charity



The charity purchased, packed and delivered 100s of care packages for our front line staff to help them take a break during the day.

www.wahcharity.org
info@wahcharity.org
01905 768954

3 Kings Court
Charles Hastings Way
Worcester WR5 1DD



Wonders of Worcestershire

Help Worcester Acute Hospitals Charity spread wonder to patients, families and staff this festive season and into the New Year



£5

Could pay for two comfort packs for family members who have to unexpectedly stay at the hospital with their loved ones overnight

£25

Could pay for a bespoke end of treatment cake for our young cancer patients

£10

Could pay for a set of games, puzzles or activity books for our play service to keep children entertained on the wards

£50

Could pay for a set of cold weather gear for our staff manning the outside COVID-safe drive through treatment pods



Please donate today

Text WAHCHARITY on 70450 to donate £5

Or scan the QR code to donate via Just Giving or visit justgiving.com/campaign/WondersofWorcestershire