

# WorcestershireWay

Commemorative Edition for patients, staff, visitors and volunteers

DECEMBER 2020

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Remembering the lives lost

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Thank you for your support



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Marvellous Maisie's fundraising mission exceeds expectations

# Our Heroes



**One of our very artistic colleagues is redefining PPE as 'Portrait Painting Exhibition!'**

Jo Keeley who works for our Abdominal Aortic Aneurysm (AAA) Screening Programme has been using her free time out of work to paint portraits of our staff for an online exhibition.

But with our staff wearing masks at work due to Covid-19, Jo came up with the idea of painting colleagues with their masks on, to reflect on the social aspect of how we

communicate emotions and the value of eye contact.

Jo's already painted more than 100 of our staff (turn to page 8 and 9 to see them), with over 300 more paintings in the pipeline.

The portraits have impressed so much that the George Marshall Medical Museum has created an online exhibition to showcase Jo's paintings.

You can see the full exhibition online at: [medicalmuseum.org.uk/eye-contact](https://www.medicalmuseum.org.uk/eye-contact)

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**

In this special edition of Worcestershire Way, we look back on the most challenging year in the history of the NHS.

2020 has tested colleagues across our hospitals like never before, and seen them go to extraordinary lengths to put our patients first.

The Covid-19 pandemic had brought fear, pressure and tragedy – and we mourn the passing of every patient and colleague we have lost.

But we also celebrate the countless examples of courage, compassion and dedication by colleagues, and the huge outpouring of goodwill from our local community as we faced the pandemic together.

We cannot possibly cover in a single publication every act of quiet bravery, selflessness and outstanding commitment from colleagues but we hope that the stories on the following pages will give you a flavour of what we achieved together.

As this edition of Worcestershire Way went to press, we were in the midst of dealing with the second spike of the pandemic, while also striving to keep as many core urgent and planned care services as possible running, as we headed into winter - which in any circumstances is our most challenging time of year.

But there were also some signs of hope. An unprecedented distribution exercise saw us get Covid self testing kits out

to thousands of our staff in a matter of days, and the availability of a Covid vaccine for frontline staff was coming ever closer.

And despite the huge challenges we faced, 2020 was also a year that saw us continue to move forward on our improvement journey.

Our progress in making the care we provide even better, safer and more efficient was recognised not just by our patients and our partners but by our regulators the Care Quality Commission as we were lifted out of quality special measures after almost five years.

All of this was achieved as colleagues not only rose to unprecedented professional challenges, but also had to cope with all the personal pressures that Covid brought for everyone else in the country.

To every colleague in every ward and department across our Trust we say a huge and heartfelt thank you. We know how hard you have worked and how tired many of you are, but you can look back at 2020 with a real sense of pride.

Together you have shown, in more ways than anyone can count, why the NHS holds such a special place in the hearts of people in the communities we care for.

Thank you – and please take care.

**David and Matthew**

# Quality and safety improvements lift hospitals Trust out of special measures

Back in September we welcomed news that regulators have recognised significant improvements in safety and quality of patient care in our hospitals, and praised staff for their hard work and dedication.

Matthew Hopkins, Chief Executive of Worcestershire Acute Hospitals NHS Trust broke the news that after almost five years the Trust had been lifted out of quality special measures by NHS England and NHS Improvement.

He said: *“This is fantastic news for colleagues across our Trust who have worked so hard to put our patients first and provide the safest, highest quality care they can.*

*“It is recognition of the progress we have made, and is another very important step forward on our improvement journey, following on from last year’s greatly improved CQC ratings and the way we have risen to the unprecedented challenges of the Covid-19 pandemic.*

*“I would like to take this opportunity to thank each and every member of our staff for the improvements they have helped to deliver.*

*“There is still much we have to do, and many more challenges to overcome, but this announcement is a huge vote of confidence in our ability to make sure that every patient coming through the doors of our hospitals gets the best, safest, most compassionate care.*

*“I would also like to thank our health and care partners across Worcestershire. Their co-operation and commitment to helping*

*us through some very difficult times has been greatly appreciated. Their delivery of an effective, joined up system-wide support package for us has also made an important and direct contribution to us being lifted out of special measures.*

*It is essential that we continue to work together to prepare for the twin challenges of winter and a resurgence of Covid-19 so that we can keep our patients and our staff safe and make sure that we provide timely access to the best care in the right setting for everyone who needs it.”*

Simon Trickett, Chief Executive of NHS Herefordshire and Worcestershire CCG added: *“This is fantastic news for patients. It is a great achievement and reflects the tremendous amount of work that has been put over recent years.*

*“Congratulations to everyone involved, and we’re looking forward to continuing to work closely with the Trust as they move forward on their improvement journey.”*

A spokesperson for NHS England and NHS Improvement in the Midlands said: *“This is great news for Worcestershire Acute Hospitals and the population it serves, and is testament to the commitment the trust and its staff has made to making key improvements.*

*“We will be continuing to work closely with the trust and the health system in Herefordshire and Worcestershire to help build on their efforts and this success.”*



# Coronavirus survivors offered advice and support to return to full health

**Critical Care Consultants, Outreach Nurses, Physiotherapists and Occupational Therapists from Worcestershire's hospitals are offering support and advice to patients who have survived Covid-19.**

Patients who have been on ventilators or continuous positive airway pressure therapy (CPAP), machines that help an individual with their breathing are invited to attend virtual video follow up clinics by Worcestershire Acute Hospitals NHS Trust after they have left hospital.

Each clinic provides survivors with support and guidance from a wide range of medical professionals to help each patient return to full physical and mental health.

As well as follow up clinics, staff have introduced virtual support groups that allow patients who have been discharged from an intensive care unit to talk to others

who have also gone through that same experience. This not only includes Covid-19 survivors but anyone who may have been discharged from an intensive care unit.

Critical Care Consultant Dr Liv Kelsall said: *"We are delighted that we can offer both the virtual clinics and support groups to our patients. It is vital that our patients get the necessary support they need to recover from the effects of time spent in the intensive care unit."*

*"Not only do patients get to interact with our clinical teams but also other patients who have experienced the same thing. Feeling you're isolated or that no-one understands can make it much harder when processing the trauma of surviving a critical illness like Covid-19."*

Survivors will get to interact with other patients that have been discharged from an

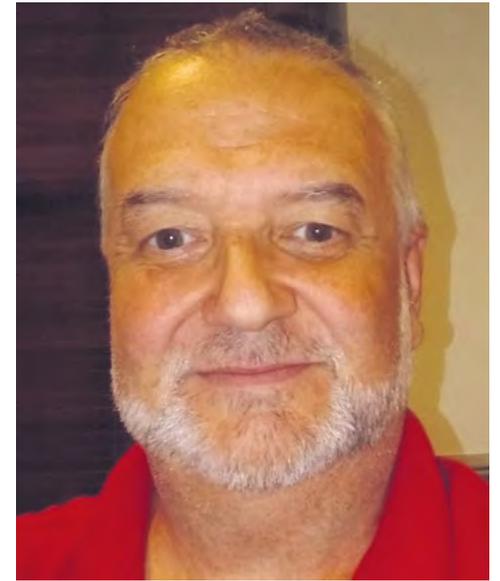
intensive care unit, providing them with the opportunity to talk with others who may be further down their recovery journey.

Dr Kelsall added: *"Being able to talk with people who have also experienced similar circumstances and actually understand you can help patients a great deal in moving on from the experience and getting their normal lives back."*

Patient, Neil Johnson, 54, was discharged in May after being in ICU with Coronavirus said: *"The support group is one of the most beneficial things that has happened to me after recovering from Covid-19."*

*"It gives me a place where I am able to open up about problems I'm experiencing since being on a ventilator and it's a great comfort knowing other people are having the same issues."*

*"I look forward immensely to the meetings."*



Neil pictured at home, after recovering from Covid-19



## Keeping patients and loved ones in touch during the pandemic

**Ensuring patients and their loved ones have been able to keep in touch has been vital at a time when visiting our hospitals has been restricted to keep patients and staff as safe as possible.**

Kind-hearted staff have put a number of solutions in place to support people to keep in contact as much as they can.

Thanks to the generous donation of over 130 iPads to Worcestershire Acute Hospitals NHS Trust from various businesses and charities, Virtual Visiting has allowed patients to have vital contact with their nearest and dearest via Facetime and Skype.

Patients' families and friends have also been invited to send letters and small gifts from home to bring cheer to their loved ones while they are in hospital. For patients in Covid wards, the 'Hearts in Hand' scheme is providing comfort.

Patients are given a small knitted heart, and their relatives receive the matching pair to remind them that, even though they are not able to be with each other, their loved is in safe hands and is not alone.

Vicky Morris, Chief Nursing Officer at Worcestershire Acute Hospitals NHS Trust, said: *"At a time when we have had to restrict visiting across our hospital sites to keep our staff and patients as safe as possible, these schemes have been invaluable. They allow us to connect families, so that our patients can see and speak or hear from their loved ones and get some comfort at what is an immensely worrying and anxious time for everyone."*

*"A huge thank you to everyone who has enabled us to make these projects possible. It means a lot to our staff, patients and of course their families."*



Hospital Volunteer Thomas Angell

## Volunteers provide comfort, care and support to patients

**Hospital volunteers have provided care and comfort to patients, and vital support to hospital staff during the Coronavirus pandemic.**

From helping with patient wayfinding to manning the staff wellbeing shops, our hospitals volunteers have been vital to our response to the Coronavirus outbreak.

Our volunteers are an incredibly diverse group, who bring together a wide variety of ages, faiths, cultures and life experiences to make such an amazing difference to our patients.

Sadly due to coronavirus the majority of our volunteers were shielding or self-isolating and were sorely missed.

Thank you, each and every one of you, for the valuable work you do to support our staff, patients and families!

**Can you support our patients and hospital staff during the pandemic?**

We are keen to hear from anyone who can spare a little time to help with activities that will provide additional comfort and support to patients and their families, including wayfinding and patient delivery services.

Anyone who is fit and healthy, over 18 and not displaying Coronavirus symptoms can offer their help.

Volunteers will be subject to an enhanced DBS check and occupational health clearance. To volunteer visit [worcacute.nhs.uk](http://worcacute.nhs.uk) and click on the 'Help our Hospitals' tab, or visit the site directly at [whatsapp-001-site1.ctempurl.com/AppOfHelp/](https://whatsapp-001-site1.ctempurl.com/AppOfHelp/). To talk about the roles or if you do not have access to the internet call our Volunteer team on 01905 733 159.

# Coronavirus: Remembering the lives lost

The devastating impact of the Coronavirus pandemic has been felt by all of us this year—but none more so than those who have lost loved ones. Three of our much-loved and valued colleagues lost their lives to Covid in 2020, while many colleagues have also had to come to terms with the death of colleagues taken from us too soon for other reasons. Our thoughts remain with their families, friends and colleagues. This edition of **Worcestershire Way** is dedicated to them.

**Julie Omar**, Sister on Ward 14, Alexandra Hospital

**Jodon Gait**, Healthcare Assistant on Medical Short Stay Unit, Worcestershire Royal Hospital

**Carlos Sia**, Healthcare Assistant on Avon 4, Worcestershire Royal Hospital

**Paul Dance**, electrician for our partners Engie at Worcestershire Royal Hospital

**Dr Elizabeth Maughan**, Consultant Haematologist

**Teresa Brown**, Senior Healthcare Assistant in Ophthalmology, Alexandra Hospital

**Norma Carter**, Housekeeper, Kidderminster Hospital and Treatment Centre

**Anna Boughton**, Cardiology, Worcestershire Royal Hospital

**Alison Lammas**, Staff Nurse, Ophthalmology, Worcestershire Royal Hospital

**Karen Perrygrove**, Theatre Support Worker, Alexandra Hospital

**Deb Ford**, Personal Assistant to the Deputy Chief Nursing Officers for Safety & Quality.



Coronavirus has touched all of our lives - from restrictions on our personal freedoms, to the real-life stories of those who have suffered the effects of the virus. But most of all, the family, friends and colleagues of those who have lost their lives to Covid-19.

Back in summer and on the eve of the Birthday of the NHS, we lit our three hospitals up blue as a mark of respect, remembrance and commemoration to the colleagues and patients we have lost to Covid-19.

The tribute was for them and for everyone in Worcestershire and beyond who has suffered, lost or mourned during this pandemic. But we must also celebrate how our 6,000 staff have worked together to put patients first and provide the best possible care for patients throughout this extremely challenging year.

Despite the pandemic being without doubt the most challenging period in the history of the NHS, our incredible staff across the county have delivered some amazing acts of care, compassion and professionalism.

Thanks to the hard work, dedication and care of our teams – including many who have had to shield themselves due to ongoing health issues of their own; those who have worked long shifts in tough conditions wearing head-to-toe Personal Protective Equipment (PPE); and those who have been redeployed from their normal role to help support or care for patients in a different way – nearly 800 people who were seriously-ill enough with Coronavirus to need to be admitted to one of our hospital wards, have so far recovered enough to go back home to their families.

Although there has been sadness and loss, every single day there has also been the sound of cheers, applause and bell-ringing as patients who have suffered terribly from the effects of Covid-19 have turned a corner and been told they are well enough to go home again.

Many of these patients have had to have serious, long-term care and medical attention – some were even thought to be unable to recover – but thanks to efforts of our staff, more and more patients have been going home, back to where they belong.

The incredible support of our local community for all of our staff has made all the difference, and you can read more about this on pages 14 and 15.



## Spitfire flies over Worcestershire Royal Hospital to honour healthcare heroes

An iconic Spitfire plane flew over Worcestershire Royal Hospital in August bearing the message 'Thank You NHS' to all of our healthcare heroes in appreciation of the efforts of NHS staff during Covid-19.

The Spitfire has been fully-restored by the Aircraft Restoration Company and had the words 'THANK U NHS' handwritten onto the plane.



# Welcome boost for hospitals' charity benefits patients and staff during Covid

Many of you may not have heard of your hospital charity this time last year but as our NHS responded to one of the biggest challenges in its history we were all given a much-needed boost by the huge amount of good will from the public with donations and offers of support flooding in.

The generosity of local people saw more than £30,000 raised for the Charity's Covid-19 Appeal and an astonishing £150,000 worth of goods donated directly, including 9,500 Easter Eggs!

Our Charity is also one of many across the country which has benefitted from the national wave of good will towards the NHS. National fundraising was directed to NHS Charities Together, (NHSCT) the membership organisation for around 150 hospital charities.

The first stage allocated £30 million to fund urgent projects at more than 200 hospital charities. Grants were based on the size of the trust and the numbers of staff who worked there. The funding received by Worcestershire Acute Hospitals Charity was initially used to fund the staff wellbeing shops, Recharge Rooms and Happy Cafés as well as a virtual visiting programme for patients.

Additional funds followed for larger scale and longer term projects and support for staff. At Worcestershire Acute Hospitals Charity funds have been allocated to support a network for colleagues from Black, Asian and Minority Ethnic (BAME) backgrounds, in recognition of the disproportionate effect



that the pandemic has had on NHS BAME staff nationally. Funds are also supporting the recruitment of additional volunteers as well as Covid-19 Memorials to help us remember and reflect on the lives lost and the lives saved.

Staff Wellbeing is the priority focus for all remaining funds from the Covid-19 appeal and first stage NHSCT grants. A Wellbeing Group is working to identify suitable longer term projects to support the physical and mental health of hospital staff through the ongoing response to the pandemic.

NHS Charities Together received an unprecedented sum of money from national partnerships with the likes of Marks and Spencer and of course from the now world

famous Captain Sir Tom Moore. They have since opened two further grant rounds which Worcestershire Acute Hospitals Charity can apply to. One focuses on Community Health Partnerships and the other on the Recovery of the Trust, our staff and our patients.

The charity will also be aiming to get some of its other appeals back on track following the disruption of 2020. The biggest being the Wellness Garden at the Alexandra Hospital in Redditch, which will see one of the unused courtyards transformed into a safe outdoor space for dementia patients, as well as a tranquil and reflective space for both staff and patients to enjoy. We aim to have reached our fundraising target of £125,000 by the summer of 2021.



Worcestershire Acute Hospitals Charity exists to support the staff, patients and services of WAHT. Funds provided by the charity support developments and activities which are over and above core NHS services. Our aim is to provide those added extras that improve the experience for everyone using or providing our services. Donations support the following key areas:

- Improving facilities for patients, visitors and staff.
- Supporting ongoing staff development and welfare.
- Funding additional medical equipment.
- Supporting vital health research.

To support the charity (or for help and advice for fundraising for your own departmental funds) please get in touch.

[www.wahcharity.org](http://www.wahcharity.org)

✉ [info@wahcharity.org](mailto:info@wahcharity.org)

☎ 01905 768914



The acute respiratory team wearing PPE with the new ID photos.

## The faces behind the masks

Staff working on the Acute Respiratory Unit at Worcestershire Royal Hospital have come up with a clever way to help Covid-19 patients feel a little less isolated and help them to see the person behind the Personal Protective equipment (PPE).

Their personal protective equipment obscures their faces entirely, preventing patients from recognising individual members of staff or preventing staff from offering so much as a reassuring smile.

Junior Doctor, Dr Kishu Pharasi came up with the simple but effective solution of adding large photos to staff PPE to bring back the human connection with their patients.

He added: "One of the most unexpected, yet challenging parts of Covid-19 for me has been caring for patients while being hidden behind a veil of full PPE.

"Within the first few weeks of the pandemic on the Acute Respiratory Unit, it became clear that not only were we struggling to recognise each other, but our patients couldn't tell us apart either.

"By making a large ID photo for every member of staff I feel that we were able to bring back a touch of human connection by emphasising the individual behind every facemask."

Dr Pharasi also added how well patients have responded to the photos. He said: "Not only has this helped us build a better relationship with our patients, but it's also done wonders for staff morale on the ward."

Vicky Morris, Chief Nursing Officer at Worcestershire Acute Hospitals NHS Trust, said: "Our staff are doing a magnificent job in working to put patients first through one of the most challenging periods in the history of the NHS.

"At a time when we have had to restrict visiting and also implement strict PPE measures to keep our staff and patients as safe as possible, this idea is invaluable.

"It allows us to build relationships with our patients and bring back that vital human connection that is so comforting to both patients and staff. It means a lot to our staff, patients and of course their families."



## West Midlands Police name German Shepherd puppy 'Royal' after hospital that saved Chief Superintendent's life

Meet the latest recruit to West Midlands Police, German Shepherd puppy – Royal!

West Midlands Police chose the name Royal for the adorable puppy as a thank you to all the staff at Worcestershire Royal Hospital who helped save the life of Chief Superintendent, Phil Dolby, who became very seriously-ill with Covid-19.

Phil was admitted to the Royal in the early hours of 29 March and days later placed on a ventilator in intensive care as he was



unable to breathe for himself and oxygen levels in his blood had plummeted.

He spent around a fortnight in intensive care, most of the time heavily sedated, as doctors and nurses kept him alive while his body fought back against the virus.

After more than three weeks in hospital Phil finally got to leave and go home to his family. Now he's fully recovered and is back at work for West Midlands Police.

Best of luck for the future Phil!



## Hospital staff feel more confident and supported to speak up about concerns



Staff at the Alexandra, Kidderminster and Worcestershire Royal Hospitals are feeling more confident and supported to speak up about improving the quality and safety of patient care according to a national report published earlier this year.

*matter of life or death. When workers feel psychologically safe, they will speak up to avoid harm, bring great ideas, and be able to express their concerns. A good speaking up culture makes for a safer workplace for staff, patients and service users, so I am really pleased that the work we have been doing in this area is recognised in this report."*

Matthew Hopkins, Chief Executive of the Trust, said: "This result is testament to the hard work of our Freedom to Speak Up Guardian Melanie and her predecessor, the late Bryan McGinity, who have ensured that speaking up arrangements and culture have remained at the forefront of safety and quality agenda. It is also recognition for those who support them – including our 37 FTSU champions across the Trust, who also provide a confidential, listening ear and advice for anyone who wishes to raise a concern that may impact upon patient care.

*"Of course, better never stops and we will continue to work on identifying how we can further support colleagues to speak up and to effect positive culture change in line with our 4ward behaviours – for example, working with our new BAME network - and make speaking up business as usual. However, this report shows that we are moving in the right direction and towards our purpose of putting patients first."*

To read the full report visit: [www.nationalguardian.org.uk/news/latest-freedom-to-speak-up-index-published/](http://www.nationalguardian.org.uk/news/latest-freedom-to-speak-up-index-published/)

The Freedom to Speak Up (FTSU) Index uses questions from the annual NHS Staff Survey to determine whether staff feel knowledgeable, secure and encouraged to speak up with suggestions for improvements, and whether they are confident they would be treated fairly if they raised concerns about an error, near miss or incident.

According to the latest FTSU Index, Worcestershire Acute Hospitals NHS Trust is in the top three of most improved trusts in the country on their FTSU Index score in 2019 compared to the previous year – rising 4.6 per cent to 78.5 per cent. The Trust also scores above average when compared to other Acute Trusts across the country (77.9 per cent average), with a score of 70 per cent or more perceived as a healthy culture.

Melanie Hurdman (pictured), Freedom to Speak Up Guardian at the Trust, who is also Matron for Maternity Inpatients and Intrapartum Care, said: "Freedom To Speak Up is vital in healthcare – it can be a

## Innovative maternity app gives mums real-time pregnancy information

Pregnant women across Worcestershire are now able to access a real-time summary of their maternity notes at their fingertips.

An innovative maternity app which has replaced paper records, will support women from their first contact in antenatal care through to the delivery of their baby and postnatal care.

It also means information can be shared directly with expectant mums from the maternity system, and they can also add personalised information – such as plans and preferences for birth – which can be discussed with their midwife. The app can be used on their smart phones, tablet device, or PC.

Midwives at Worcestershire Acute Hospitals NHS Trust say the secure BadgerNet system will improve the quality of care given to mums, while also helping staff do their jobs more efficiently.

Zoe Durall, the Lead Midwife for BadgerNet said: "The use of BadgerNet means that when an expectant mum is seen by Midwives in the community or arrives in the Maternity department at Worcestershire Royal Hospital, all the details of her pregnancy can be seen in real-time, from any location. These can be easily updated at each maternity visit or appointment, in either a community or hospital setting."

New mum, Claire Aspinall (pictured) said: "I feel that the maternity notes app allows better continuity of care, and convenience.



*"I can see how having the notes more accessible at any time will improve care. All the information is to hand. It's great that the care can be wrapped around the woman and be personalised."*

The introduction of BadgerNet also will enable the launch of "Single Point of Access" for newly pregnant women – meaning that they will be able to self-refer to the midwifery team rather than going through their GP. This means that their professional antenatal care and advice can begin at the earliest opportunity and women can have a choice of where they have their antenatal care.

Registration details and how to access maternity records either by an app or via the internet will be given at the first booking appointment and available on the Trust website: [www.worcsacute.nhs.uk](http://www.worcsacute.nhs.uk)

# Our Heroes

For the names of all of the portraits turn to page 16.





# An innovative new system transforms Ophthalmology services across Worcestershire



Richard Evans, Associate Nurse Practitioner using the new OpenEyes system

**A new web based electronic patient record system is now in use across Worcestershire's hospitals, reducing the need for patients to visit hospital for their procedures.**

The new digital system OpenEyes is a secure open source electronic patient record system that allows health professionals to share information electronically across health care providers across Worcestershire.

OpenEyes enables clinical staff to record data in real-time, eliminating the use of paper. The new system is also designed to be used in any ophthalmic setting across Worcestershire, meaning a patient's information will be instantly available to authorised and authenticated users regardless of time and location.

Working in Partnership with AB EHR Digital, who are an Apperta accredited Professional Services Partner, the clinicians have been directly involved in refining the care pathways to allow AB EHR Digital to tailor the system to the clinical needs.

Malcolm Woodcock, Consultant Ophthalmic Surgeon at Worcestershire Acute Hospitals NHS Trust, said: "OpenEyes enables quicker, more effective sharing of information across ophthalmic services across Worcestershire, therefore improving patient safety and quality of care."

*"It will enable more time efficient services, reduce the time required for administrative tasks by clinicians, improve the patient experience and improve the quality and availability of information stored about a patient."*

Matthew Hopkins, Chief Executive of Worcestershire Acute Hospital NHS Trust added: "This is yet another fantastic digital solution that has been implemented by our clinical and digital teams, that focuses on offering the best possible care to our patients."

*"Our teams continually look at ways in which our services can be improved that meets the needs of the people of Worcestershire."*

*"We would like to thank all our local health partners who have successfully worked together to get this system up and running."*

The software has been developed by a not-for-profit foundation run by UK NHS clinicians. This is available free of charge under an open source licence to provide a cost-effective electronic patient record system for eye care and ensure that its development always prioritises what clinicians really need.



## Unusual cake for young patient gets Hollywood seal of approval

**A young patient's unusual request for a cake to celebrate the end of her treatment has received star praise from Great British Bake Off's Paul Hollywood.**

Hunnie Morris, from Kidderminster, was diagnosed with leukaemia two and a half years ago but finally got to celebrate the end of her treatment in August.

Each child that finishes their cancer treatment in our children's clinic is asked what kind of cake they would like to help celebrate. So it came as a surprise when the 10-year-old chose a cake version of the Bristol Stool Chart!

When we shared a picture of the cake online, Hunnie's choice even caught the eye of Great British Bake Off presenter Paul Hollywood, who tweeted his approval of the design, writing "That looks delicious! Star baker."

Paul Hollywood went on to say: "I've nothing but praise for the NHS, but NHS and baking ... well done to all, thank you!"

Hunnie's mum, Lucy said: "We are relieved that Hunnie's treatment has now finished. We can't thank Dr Kamalarajan, Dawn Forbes and the whole team for their care over the last 2 1/2 years. They have become like a second family to us and we will be forever grateful."

The cake was made by Shropshire-based Cake Junky - daughter-and-mother duo Bethan and Fiona Mackintosh.

Bethan said: "That was the most unusual request we have had. The cake was plain vanilla with buttercream. And all the [poo] decorations were made of chocolate and fondant. It was all edible and we followed the NHS stool chart to make it!"



## Hitting Covid for Six!

Stars of the England Cricket team wore the name of one of our nurses during their first Test Match this summer.

Emily Blakemore, a nurse from the Alexandra Hospital had the honour of her name being worn on the back of England Cricket shirts as they said thank you to key workers from across the country who have helped save lives during Covid-19.

As well as her role as a nurse caring for Coronavirus patients at Alexandra Hospital, Emily is a keen cricketer at Astwood Bank Cricket Club.

# Tutu funny!

## Emma and Baylon go global with hilarious Swan Lake routine for ballet-obsessed Izzy as she battles leukaemia



**Two of our kind-hearted staff from the Children's Clinic at Worcestershire Royal Hospital have gone global after performing a ballet dance to cheer up dance-obsessed patient as she came in for leukaemia treatment.**

Five-year-old Isobel Fletcher was left beaming with joy as Dr Baylon Kamalarajan and Emma Mander tip-toed onto the ward while wearing multi-coloured tutus. The pair attempted to spin and pirouette to the Swan Lake theme music as delighted Isobel laughed on.

The video of the routine has since gone viral online and been watched over one million times around the world, as well as being featured on TV and newspapers from Sydney to Shanghai and from New York to New Delhi.

The pair even got special mentions on social media from The Royal Ballet Company and the Birmingham Royal Ballet.

Emma, one of our senior play specialists, said she wanted to surprise Isobel with the

routine and enlisted the help of consultant paediatrician Dr. Kamalarajan.

Ballet-mad Isobel keeps our staff on their toes with her love for ballet, and the dancing duo only had two minutes to prepare the special routine.

Isobel had previously completed two years of treatment in 2019, before sadly requiring further treatment this year.

Dawn Forbes, the children and young people's oncology nurse at the cancer unit at the hospital, said: *"Izzy is a delightful little girl and is taking everything in her stride. Both of our dancers did a very good job, they showed some impressive moves.*

*"They only had a quick two-minute chat outside the room before coming up with the routine!"*

*"Izzy continues to smile throughout her treatment, which is going well so far, and is an inspiration to us all."*

### Five minutes with...

Jo Keeley, Abdominal Aortic Aneurysm (AAA) Screening Technician at Worcestershire Royal



emotions and the value of eye contact. For more information see page 1, 8 and 9.

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

Frida Kahlo and Jenny Saville, Maya Angelou, J.K Rowling..... Terry Prachett and Stephen Fry would be awesome!

**What has been your go to Netflix programme during Coronavirus?**

The Crown.

**What do you do to unwind after a long shift at work?**

Painting! And enjoy a glass of wine!

**Mince pies or Christmas cake?**

Both! Especially this year!!

**I'm a Celebrity Get Me Out of Here or Strictly Come Dancing?**

I'm a Celebrity.

**Best thing about your job**

Working in a great Team!

Jo Keeley is an Abdominal Aortic Aneurysm (AAA) Screening Technician at Worcestershire Acute Hospitals NHS Trust.

This year, in addition to her important role, she has started painting portraits of colleagues wearing their personal protective equipment (PPE) to reflect on the social aspect of how we communicate

### Five minutes with...

Dr Ed Mitchell, Intensive Care Consultant and Medical Director for Patient Safety and Quality Improvement for the Specialised Clinical Services Division



Versailles, Jack Ryan, I generally prefer action type things.

**What do you do to unwind after a long shift at work?**

Exercise mostly - getting work out of your head is important from time to time, and going for a run, bike ride or just a long walk always shifts my focus.

**Mince pies or Christmas cake?**

I love a mince pie, but my mum was a cake maker, so I'll say Christmas cake as it always makes feel nostalgic to see all the white icing and marzipan.

**I'm a celebrity get me out of here or Strictly come dancing?**

Strictly Come Dancing is a bit of a guilty secret - I've watched it for years and it's got to the point of criticising the dancing as if I know what I'm talking about! I certainly can't dance.

**Best thing about your job?**

At last an easy question! The people I work with are the best thing - I love working for the Trust with so many friendly, approachable, caring and dedicated people. There are so many staff members I've met who inspire me both with their professional skills and their personal talents.

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

There are lots of staff members I'd like to get to know better, and perhaps once all of this is over a dinner party would be a good way of doing it!

For a pure fantasy guest, perhaps Barack Obama. I'd ask him how he keeps such a calm presence in such a turbulent world - he always seems to know what to do.

**What has been your go to Netflix programme during Coronavirus?**

I think I must be the only person alive without a Netflix account, but I've been working my way through lots of box sets on Amazon - Vikings, The Tudors,

## In sickness and in health: two weddings and an early new arrival

**Kind hearted staff have organised and celebrated two weddings and a new arrival over the last few months**

There wasn't a dry eye in the room as a patient married his long-term fiancée in hospital.

Malcolm Eyles, 68, and Maureen Blackwell, 67, were finally able to tie the knot after a 10-year engagement in an emotional bedside ceremony.

The couple, from Malvern, got married at Worcestershire Royal Hospital, after Malcolm was diagnosed with terminal cancer within days of being admitted to hospital with chest pains.

Malcolm was admitted to hospital back in August with chest pains but after scans he was given the devastating news that he had terminal lung cancer.

After receiving the devastating news, the couple decided to get married and staff at the hospital helped them arrange a bedside ceremony at short notice.

Two cardiology nurses witnessed the ceremony for them and other staff gathered around Malcolm's bed to be a part of the emotional ceremony.

The video we made has now been watched over 12 million times on social media, with the story being featured in the Daily Mail, Daily Mirror, and online publishers LadBible. The story has even now been picked up by American TV News Network, Fox News to tell the moving story in the U.S.

**After suffering a heart attack, Zoe finally married her long-time partner Iain from her hospital bed at the Alexandra Hospital.**

Thanks to hard work from our staff the couple's three children were able to watch the ceremony via a live stream on zoom alongside other family and friends.

**Congratulations to the Mrs and Mrs McDowell for finally tying the knot after 13 years together!**

**Lots of couples have had to cancel their weddings during Covid-19, but Kathleen**



**and Chris couldn't tie the knot for a different reason.**

Back in July, Kathleen gave birth to baby Elsie, 10 weeks before her due date - on the day they were due to get married!

They even brought along their wedding cake to share with our Neonatal team!

**Congratulations to Kathleen and Chris on your new arrival.**

## Nurses shortlisted for THREE national nursing awards



**Nurses from Worcestershire's hospitals are celebrating after being shortlisted as national finalists in three different categories for the prestigious Nursing Times Awards 2020.**

The judges chose Worcestershire nurses as national finalists in the categories of: Care of Older People; Nursing in the Community; and Infection Prevention and Control.

The Frailty Team based at Alexandra Hospital in Redditch were chosen in the Care of Older People category after setting up a specialist Frailty Assessment Unit and inpatient wards designed specifically for people living with Frailty. The service provides Comprehensive Geriatric Assessment for thousands of patients over-65, which prevents hundreds of these

patients from being unnecessarily admitted to hospital each year.

Worcestershire's Community Neonatal Service (pictured above) was chosen as a finalist in the Nursing in the Community category, after the team implemented a new seven-day neonatal community outreach service in the county.

Specialist nurses from Worcestershire were also shortlisted for an award for their work alongside Bangor University in the Infection Prevention and Control category. The team worked together with university lecturers to develop a custom-made online learning course for other nurses and healthcare practitioners on Infection Prevention and Control techniques.

## Advanced Nurse Practitioner claims national prize



**One of our Advanced Nurse Practitioners was chosen as a national winner by Health Education England in November.**

Heather Rimmer was picked as the winner for her work on

evaluating the experiences of Advanced Practitioners who were redeployed to an Intensive Care Unit during the Covid-19 pandemic.

This valuable work was recognised at the national Health Education England annual conference for Advanced Practitioners.

With a background of intensive care experience, Heather Rimmer was one of the group of nurses who were redeployed to the intensive care unit (ICU) at Worcestershire Royal Hospital during the first wave of the Covid-19 pandemic.

Surgical Advanced Nurse Practitioner Heather is currently completing the final stage of her Master's Degree.

Advanced Nurse Practitioners are nurses working at a level beyond their initial registration, using existing knowledge and skills to inform and further develop their practice.

During her time in ICU Heather recognised that there were varying experiences and emotions within the group of Advanced Nurse Practitioners and decided to explore this further by conducting a survey.

The entries were narrowed down to the top 10 by the organisers and then voted on nationally. Heather was announced the winner on the final day of the conference for her service evaluation.

Laurie Jewkes, Lead Practitioner for General Surgery added: "This is a massive achievement for Heather. She's put a lot of her own time and effort into this, and as her manager I'm immensely proud and this fantastic achievement really should be celebrated."

Heather's dissertation is due to be submitted in December and she plans on publishing her findings with the support of her university.

# More mums-to-be receiving care from a named midwife

More mums-to-be in Worcestershire are receiving their care from a named midwife, or a midwife from a small team, right through their pregnancy journey thanks to the launch of two new Continuity of Carer teams.

Team Emerald and Team Pearl, who launched in September, join teams Ruby, Sapphire and Opal in ensuring that women have continuity of the person looking after them during their maternity journey, before, during and after the birth.

This continuity of carer and relationship between caregiver and receiver has been proven to lead to better outcomes and safety for woman and babies, as well as offering a more positive and personal experience.

Continuity of Carer forms a key part of Better Births - the report of the National Maternity Review – which set out a vision for maternity services in England which are safe

and personalised; that put the needs of the women, her baby and family at the heart of care; with staff who are supported to deliver high-quality care.

Caitlin Wilson, Consultant Midwife and Continuity of Carer lead at Worcestershire Acute Hospitals NHS Trust, said: *“The number of women across Worcestershire who receive their maternity care under the Continuity of Carer model has been gradually increasing since the initial pilot began in March 2019. Since then more than 500 families have been cared for in this way. With the launch of Team Pearl and Team Emerald this will further increase the proportion of county women who benefit from Continuity of Carer.”*

Two more teams are due to start in early 2021 with the aim of continuing the roll-out to get up to 35% of mums receiving care in this way by March 2021, and over half of the counties’ families by March 2022.

*“Having continuity of care from the start to the end really made a difference to my pregnancy. I felt supported, cared for and well informed with any decisions made regarding myself and my pregnancy. Having someone to talk to that already knew my situation, my personality and the pregnancy made everything less stressful.”*



Team Emerald



Team Pearl

## Health and wellbeing cancer support is moved online

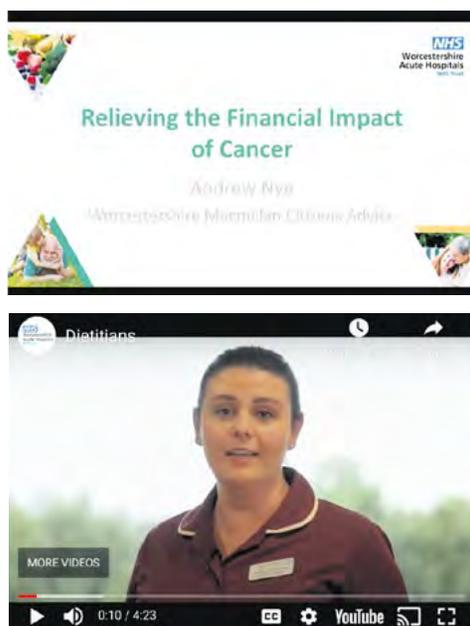
Cancer patients across Worcestershire can now access online wellbeing support thanks to work from the Cancer services team at Worcestershire Acute Hospitals NHS Trust.

In partnership with Macmillan Cancer support and Move More Worcestershire, staff had planned to hold a series of Health and Wellbeing Events over the course of the year, offering Support with self-management for people affected by Cancer.

However, due to the Coronavirus outbreak and for the safety of patients the live events could no longer take place. Staff have worked together to create a series of videos that can be accessed at any time, with the aim of providing those affected by cancer, their families and carers with advice and information.

The videos provide advice and guidance on a variety of topics including; dietary advice, keeping active and coping with fatigue, and relaxation and mindfulness techniques. The videos and guidance can be found on [worsacute.nhs.uk/health-and-wellbeing](http://worsacute.nhs.uk/health-and-wellbeing)

Elaine Stratford, Cancer Quality Assurance Manager said: *“In the current situation where coronavirus has dramatically changed the way we all live our lives, it’s understandable that many of our patients*



*will be feeling more anxious, stressed or frightened at this time.*

*“Our Cancer service team are trying to do everything they can to keep connected and keep supporting our patients and the online wellbeing videos are one way in which we are trying to achieve this. It is very important that our patients don’t feel isolated.”*

## Doctor breaks six world records in indoor rowing

Consultant Geriatrician Catherine Jackson has raised more than £1,700 for Lymphoma Action UK after achieving six world records in indoor rowing.

Worcester Rowing Club member Catherine, 35, achieved a total of six Women’s Lightweight (age range 30-39) world records on the Concept2 dynamic indoor rower over six consecutive days.

The competition is categorised by gender, weight and age.

Catherine achieved world records in the 2,000, 5,000, 6,000 and 10,000 metres, as well as in the 30 and 60-minute categories.

So far Catherine has raised more than £1,700 for Lymphoma Action UK during her challenge, a charity she chose after her father was recently diagnosed with a rare form of Non-Hodgkin’s Lymphoma.

She said: *“Since the beginning of June my life has been a bit of a blur.*

*“My dad started dramatically dropping weight and becoming more and more tired.*

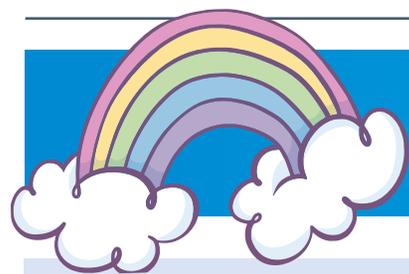
*“Thanks to a brilliant GP and specialist medical team he is now having treatment*



*but as a doctor myself, I’m not used to being on the other side of the fence.*

*“Whilst dad was stuck in hospital taking his brutal chemotherapy regime in his stride, I decided to do something to help both raise the profile of this horrible cancer and raise funds so that research to treat it can continue.”*

To donate to Catherine’s JustGiving page, visit [bit.ly/31FC7wm](http://bit.ly/31FC7wm)



# Thank you for your support

Coronavirus has touched all of our lives in one way or another, but our teams wouldn't have been able to do the jobs they've been doing without your help, support and well wishes.

Our staff across all our hospitals are doing a magnificent job in working to put patients first through one of the most challenging periods in the history of the NHS. This includes frontline staff working under tremendous pressure looking after Coronavirus patients and also those working tirelessly behind the scenes to support them. But throughout all of this we have received an immense amount of support from the people of Worcestershire.

The generous help and support we are receiving from our local community is both uplifting and humbling.

The support from the public and local businesses has provided a much-needed morale boost for our staff when at work or when travelling to or from our hospitals as they face the challenges that the Covid-19 outbreak has brought.

**We thank you for the amazing difference you have made in supporting our NHS Heroes.**

If any individuals, businesses or organisations are interested in offering donations they are welcome to contact the Trust's charity on **01905 768954** or email [info@wahcharity.org](mailto:info@wahcharity.org)



Thank You to our friends at Arrow Mill for providing cakes, cream teas and tasty supplies as a morale boost for three wards at the Alexandra Hospital.



An archway of balloons in the shape and colours of a rainbow has been placed in the main entrance of Worcestershire Royal Hospital. The archway is made up of around 100 balloons and was kindly donated by local business, Malvern Party and Balloons.



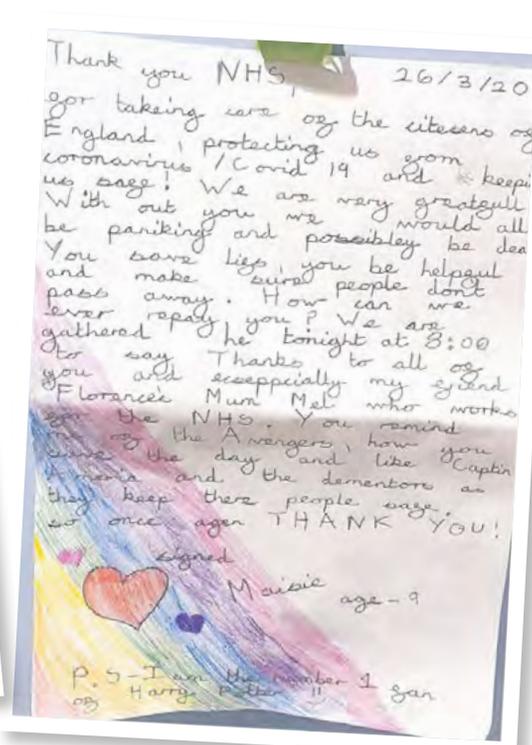
Mayor of Worcester City Council Allah Ditta and fellow trustees were on hand to deliver the vital equipment to hospital chiefs.



All these companies have also contributed to the care packages supporting our clinicians and support teams.



This lovely thank you letter made our day! It's from Olivia, who just wanted say thank you to all our amazing staff.



One of our members of staff came home to this letter from nine-year-old Maisie who just wanted to say thank you to all our amazing staff.



Thanks to DPD UK for their kind donation of snacks, toiletries, tea, coffee and more! The supplies are giving a big boost to our hard-working staff!



We are 'sew' grateful to the numerous sewers who have taken the time to make these for our theatre staff. The team really do love them! They are intended to be used for paediatric operating lists to help reduce anxiety amongst our younger patients.



Wolverley Stitches made drawstring washing bags for us so that our staff can wash their dirty uniforms safely.

## Marvellous Maisie's fundraising mission exceeds expectations



Maisie handing over her donation to Vicky Morris, Chief Nursing Officer.



Thanks to everyone from the 'Plate one up and pass it on' (Worcestershire) group for their donation to our children's ward.



Thank you to the two Kidderminster NisaLocal stores who have donated £2000 to our Worcestershire Acute Hospitals Charity.

At the beginning of the Coronavirus lockdown when seven-year-old Maisie Gibson decided to raise £50 to show her support for her NHS Heroes, she never thought that she would raise over £4000.

Inspired by seeing Captain Tom on TV and her grandmother, an NHS nurse at Malvern Community Hospital, survive her own battle with Covid-19, Maisie from Malvern wanted to do something to support the staff and patients of Worcestershire Acute NHS Hospitals Trust.



Thank you to the children at Lyppard Grange Primary School for making our imaging staff smile everyday when they see this fabulous masterpiece.



Thanks to the Christmas Decorators for this lovely display outside the front of Worcestershire Royal Hospital.

Supported by her mum Charlotte and her two sisters Heidi and Felicity, and with a few metres of rainbow ribbon and some safety pins, Maisie started decorating the ribbons, and through social media starting selling them to neighbours and local businesses, as well as sending hundreds to NHS staff.

Maisie set herself a target of reaching £3000 before she handed over her donation to the hospital charity. She surpassed that target, and the total amount is an impressive £4,057

In November Maisie reached another milestone, as she turned 8. Our staff decided to take this opportunity to thank Maisie for all her generosity, with some surprise birthday cards and presents.



Thank you to the children at Wyche Primary school in Malvern for making our delivery suite staff smile everyday when they see this on the entry to the unit.



Thank you to DRPG for making our staff smile, placing this beautiful rainbow opposite the entrance to Worcestershire Royal.

## Join in the conversation online

Here are some of the thousands of messages we received on social media in 2020:

Why not join the 95,000 people that follow us on our award winning social media channels and keep up to date with the latest news, announcements and stories from across Worcestershire's hospitals.

Get involved and join the conversation!

-  @WorcsAcuteNHS
-  @WorcsAcuteNHS
-  @WorcsAcuteNHS
-  /WorcestershireAcute
-  /WorcestershireAcute

### Sharon Williams

Thankyou is not enough! After 10 days in a coma and on a ventilator with covid at worcester all I can say is, You are totally amazing and without your dedication, compassion and round the clock care I would not be here, thankyou for my second chance at life! And for looking after me, my family and friends have me back!  
xxxxxxxxx



### Mal Rose

I was admitted to ward 6 a couple of weeks ago and the care was outstanding from all departments and nurse Lucy was amazing and also I had to go to A&E They was amazing as well keep up the good work. Well done the Alex Hospital ❤️  
❤️❤️❤️❤️❤️❤️❤️

### Vikki Marshall

The staff on ward 12 at Redditch Hospital are doing a wonderful job looking after our 94 year old grandad. Nothings too much trouble even when we ask to FaceTime him. Thank you 🙏🇬🇧

### Annie Milner

I have recently received excellent care from a number of the staff teams...there are not enough words to express my gratitude. Thank you. X 🍌❤️

### Sara Hill

No amount of thanks to you ALL can be said to show my appreciation for everything you do and have done..... Fortune has smiled on my family and I.....but none the less YOU ARE ALL AMAZING EVERY SINGLE ONE OF THE STAFF OF WORCESTERSHIRE HOSPITAL ❤️❤️❤️❤️ and the great NHS 🙌🙌🙌

### Bernie Laskey

These guys saved my life when I had covid ❤️ and did it with such care and nothing was ever too much trouble, and yesterday I returned to work after 8 weeks recovering, thank you so so much to all of you xxx

### Anne Ray

Thanks to your incredible care 500 patients are now on the road to recovery. My family will always be eternally grateful to you all.

### Jayne Allen

I was treated in A&E last week and in clinic yesterday staff were warm, friendly and very helpful thank you 🙌

### Carly Buchanan

We are so very grateful for the wonderful work that you've done! Working in full PPE alone must be extremely difficult, without all the other stresses that you've had to deal with on a daily basis! Cannot thank you enough xx 🇬🇧

### Spotted: Redditch

22 November at 22:06

Having spent over 2 days in the Alexandra I would like to express my appreciation and my improved health to the Doctors, Nurses and Healthcare Assistants. Their attention to detail, taking the time to chat with us in both Ward 3 and 4. The hospital was spotless. Thank you for your efforts trying to calm me when I was worried, frantic and in pain. You are all brilliant. Thank you.



## Our Heroes

### Front cover (left to right):

Ankur Munjal,  
Alison Staite,  
Adam Slonim,  
Alison Robinson,  
Amanda Field,  
Amanda Kings,  
Bechi Murphy,  
Beth Rose,  
Cassie Florence  
Broughton,  
Anneka Farrugia-Hunt,  
Charlene Chadwick,  
Emma Louise,  
Gary Hipkiss.

### Pages 8 and 9:

1. Claudia Waterhouse
2. Carol Checkley
3. Vicky Hooper
4. Sarah Compton

5. Jamyma Hossain
6. Joanne Hopkins
7. Natalie Meddings
8. Rachel Kirmond
9. Wendy Joberns
10. Helen Louise Cullen
11. Catherine Ball
12. Stacey Skyme
13. Tracey Parker
14. Yvonne Ralphs
15. Zoe Hunt
16. Sophia Bennett
17. Jo Wood
18. Michelle Holmes
19. Ellie Rose
20. Kirsty Edwards
21. Sarah Richmond
22. Sue Burne
23. Scott Davie
24. Sandie Bishop
25. Michelle Pittam
26. Justine South
27. Sarah Keating
28. Sharon Giles

29. Samantha Jones
30. Stephanie Stanway
31. Julia Lees
32. Penny Saunders
33. Lorraine Oxenbury
34. Gemma Palfrey
35. Michelle Keegan
36. Sophie Lines
37. Sue Sanders
38. Lindsay Nock
39. Samantha Wheal
40. Samantha Russell
41. Sara Ruck
42. Sophie Salter
43. Vicky Kite
44. Paula Marie Pearson
45. Victoria Whittall
46. Siobhan Gordon
47. Lucy Jane Flinker
48. Helli Higgins
49. Diane Phillips
- Goldstraw
50. John Stanton
51. Ana Lorefin Minel

52. Clare Williams
53. Katy Pitt
54. Claire Dimmock
55. Naomi Lee
56. Dawn Hooper
57. Abigail Smith
58. Kay Fisher
59. Maureen Lane
60. Emily Batson
61. Laura Jayne Smith
62. Nicola Smith
63. Catherine Hillman
64. Emma Clayton
65. Lesley Anne
66. Jenny Grocutt
67. Claire Hobby
68. Julie Barker
69. Dr Hannah Porter
70. Ben Murphy
71. Julia Rhodes
72. Ceri Williams
73. Pauline Wilson
74. Paula Hipkiss
75. Gemma Brocklehurst

76. Helen Hawkins
77. Elaine Scrafton
78. Helen Livett
79. Catherine Blundell
80. Tabbie Difford
81. Pauline Henley
82. Nicki Moss
83. Debbie Robertson
84. Julie New Hossack
85. Gillian Cheese
86. Helen Hopkiss
87. Charlotte Sperry
88. Debbie Harding
89. Claire Diment
90. Meg Olivia O'Connor
91. Samantha Gower
92. Karen Greenaway
93. Julie Lock
94. Tracy Fletcher-Howell
95. Susan Walton
96. Sarah Fletcher
97. Rebecca Harrison
98. Angie Stewart

## And finally...

A note from Sir David Nicholson, Chairman

*It is an absolute privilege to be your chair. I hope I can live up to the degree of professionalism, caring and kindness I see everyday from the people who work with us at Worcestershire Acute Hospitals.*

Love  
David

# THANK YOU