

# WorcestershireWay



NOVEMBER 2016

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## Recognition for Worcestershire's outstanding hospital mentors



Dr David Jenkins receives his Long Service Mentor award

**Mentors from Worcestershire Acute Hospitals NHS Trust have been recognised for the outstanding contribution they make to University of Worcester students' learning and training.**

The Mentor Awards, held at the University of Worcester Arena, acknowledged the fantastic support and advice being offered by hospital staff to university students in training.

Worcestershire Acute Hospitals NHS Trust staff were awarded in the categories of nurse, midwife, allied health professional and long service mentor. The trust also received the Outstanding Practice Learning Environment award for the Outpatients Department at Kidderminster Hospital and Treatment Centre.

Sarah Needham, Lead Nurse for Education, said: "We're proud to support this year's Mentor Awards in recognition of the commitment of our staff to student learning. On behalf of the trust I would like to say thank you to all our mentors who

make such a difference to the students they work with and offer our congratulations to this year's winners."

Jane Perry, Associate Head of the University of Worcester's Institute of Health and Society, said: "Excellent mentors are the key to successful practice learning for many students.

"In holding this award ceremony each year, we recognise and celebrate the professionals who make an outstanding contribution to our students."

Throughout the NHS, mentors are key to successful practice learning for many students. The awards ceremony celebrated the work of nurses, midwives, ambulance staff and social workers who make an outstanding contribution to the student's experience. Staff were nominated for an award by their students and colleagues.

Worcestershire's acute hospitals offer pre-registration nursing and midwifery placements across the Alexandra Hospital,

Redditch, Kidderminster Hospital and Treatment Centre and Worcestershire Royal Hospital.

This success comes after the nursing education team at the trust was only one of two trusts nationally whose mentorship programmes were rated as good across the board by the Nursing and Midwifery Council (NMC).

### Our award winners:

**Outstanding Mentor: Nurse** - Rebecca Clarke, Worcestershire Royal Hospital  
**Outstanding Mentor: Midwife** - Anna Meredith, Wyre Forest Community Midwives  
**Outstanding Mentor: Allied Health Professional** - Angela Goulden, Alexandra Hospital  
**Long Service Mentor**: Dr David Jenkins, Worcestershire Royal Hospital  
**Outstanding Practice Learning Environment** - Outpatients Department, Kidderminster Hospital and Treatment Centre



Pictured from top:

Rebecca Clarke receives her Outstanding Mentor: Nurse award

Anna Meredith receives her Outstanding Mentor: Midwife award

Angela Goulden receives her Outstanding Mentor: AHP award

Joan Lowe receives the Outstanding Practice Learning Environment award on behalf of the Outpatients Department at Kidderminster Hospital



## Welcome



Caragh Merrick, Chairman of Worcestershire Acute Hospitals NHS Trust

Welcome to my first column in this, our new Trust newspaper. Since starting in my role I have started to meet staff and key stakeholders and in the coming months my aim is to meet as many of you as possible.

My immediate priority has been to work towards providing a stable and permanent leadership team and I hope to be able to announce a permanent chief executive by the end of November. Following this we will be able to appoint to other senior positions.

I know that everyone is involved in preparing for our CQC re-inspection and I want you to know that everything that you are doing is greatly appreciated as is your commitment to providing the best possible care every day. Our staff are our greatest asset and I know that you are a great group of people and we can do great things here.

In four years' time my ambition is that the CQC comes into this trust and rates our service as outstanding. I'm not saying it is going to be easy, it isn't, but my view is that if you are not going to have that as an ambition why bother?

Meeting with stakeholders and improving our reputation is a key part of my role and I have been encouraged by the amount of support we have across Worcestershire and everyone I have met. MPs, councillors, our CCGs and the public want us to do well.

Having lived in Worcestershire for more than 30 years this is my local trust, and it cared for my late parents. I saw this trust through their eyes and my own as a carer. It has always meant a great deal to me and I am proud to have been appointed to this role and I look forward to working with you all too.

I can be contacted on the following email address [wah-tr.worcsacute-chairman@nhs.net](mailto:wah-tr.worcsacute-chairman@nhs.net) and look forward to meeting as many of you as possible in the coming months.

# Hospital porter in the running for national health heroes award



A porter from Worcestershire Royal Hospital is in the running for a national Our Health Heroes award – and he needs your vote to help him secure the title.

Steve Hartman is a national finalist in the Operational Services Worker of the Year category.

He was nominated by colleagues from Worcestershire Royal Hospital and his previous workplace, Basildon Hospital, for his compassionate nature and his tendency to go above and beyond for his colleagues and patients. Although Stephen is deaf, he has embraced his role and taught fellow members of staff sign language.

Stephen said: "I became deaf 15 years ago as a complication of flu. It was a shock but I was determined to turn the situation around. Over the course of two years I learned to sign and lip read, and followed that up with a teaching degree so that I could pass my skills on to others.

"At Basildon Hospital I began teaching staff to sign to help deaf patients who can find hospitals a very frightening place. Now I am in Worcester I am starting to do the same thing."

The awards celebrate the exceptional contribution made by healthcare staff including hospital porters, emergency care assistants and admin officers who are crucial



in the delivery of patient care yet rarely get praised for the work they do.

The awards received over 500 entries. Selected by a panel of industry judges, Stephen and the other finalists were chosen for their ability to put patients first, to act as positive role models to colleagues and to overcome personal challenges in their lives.

The names of those shortlisted as regional winners, including Stephen, will now go forward to a public vote to choose an overall national winner in each category.

Our Health Heroes awards, created by Skills for Health and the National Skills Academy for Health, in partnership with UNISON celebrates the nearly 800,000 staff across the UK's health sector who work as healthcare assistants, assistant practitioners, porters, cleaners, caterers, maintenance workers and administrative staff by encouraging people who have benefited from their support to share their stories.

To vote for Stephen as Operational Services Worker of the Year visit: [www.skillsforhealth.org.uk/ohh-vote](http://www.skillsforhealth.org.uk/ohh-vote) until 14th November 2016

## Your patient journey is important to us

Whatever your experience, please let us know so that we can continue to improve

There are lots of routes you can take:



Taking PRIDE in our health care service

### Friends & Family Test

Would you recommend us to friends and family? Simply complete a card and pop into the Friends & Family postbox before leaving. If you haven't seen one, ask a member of staff.

### Contact Healthwatch Worcestershire

Email: [info@healthwatchworcestershire.co.uk](mailto:info@healthwatchworcestershire.co.uk)  
Visit: [www.healthwatchworcestershire.co.uk](http://www.healthwatchworcestershire.co.uk)  
Call: 01386 550264

### Complete a survey

We have a range of surveys you can fill in on the bedside Hospedia system. Please ask if you need help to complete it. We also take part in national surveys where a small, random sample of patients will be contacted and asked for their views.

### Contact our Patient Experience team

Email: [wah-tr.PET@nhs.net](mailto:wah-tr.PET@nhs.net)  
Write to:  
The Patient Experience Team  
Worcestershire Acute Hospitals  
NHS Trust, 3 Kings Court (1st Floor),  
Worcestershire Royal Hospital, Charles Hastings Way, Worcester WR5 1DD  
Visit: [www.nhs.uk](http://www.nhs.uk) or [www.patientopinion.org.uk](http://www.patientopinion.org.uk)



# Team Haem raise thousands



**Congratulations to our 29 staff and patients who ran the Birmingham Half Marathon – and raised more than £19,000 for Cure Leukaemia in the process.**

Dr Nick Pemberton, haematology consultant, persuaded colleagues – along with three former patients - to take part as 'Team Haem' and fundraise for the Birmingham based charity that funds research nurses across the West Midlands and supports research into Leukaemia.

Kate Arthur, Haematology Research Nurse at Worcestershire Acute Hospitals NHS Trust, said:

"Cure Leukaemia have funded my post since 2009. During that time I have put many patients into trials in my role as a Haematology Research Nurse.

"Some of the team were experienced runners, with a triathlete and a few others who were on their third or fourth half marathon. Around half of Team Haem were running their first half marathon; others had never contemplated running as a pastime until Nick told them they really wanted to run Birmingham for Cure Leukaemia.

"The support and encouragement the team

received from patients has been amazing. Their kind words and generous donations have been quite humbling."

Former patient Victoria Bennett said: "In January 2013 I was diagnosed with Acute Promyelocytic Leukaemia.

"I was lucky though. I was being treated by an amazing team of doctors, nurses and other hospital staff who always gave me every reason to be positive about the outcome and the care I received throughout was second to none! They do such a fantastic job and I owe them so much."

## Patients getting home quicker thanks to new pharmacy role



Pharmacy Technician Janet Lowe (right) speaks to a patient in the discharge lounge.

**The creation of a new pharmacy role at the Alexandra Hospital is ensuring patients who are ready to leave hospital are benefitting from a speedier discharge and better information.**

Following close team working between the discharge lounge staff and the pharmacy team, a Pharmacy Technician role has been introduced to ensure patients receive a quicker prescription service.

The presence of new technician Janet Rowe in the discharge lounge also means that patients with more complex medication can get a better level of understanding about their prescription.

The new way of working also means there is a stock of medication in the lounge, so patients waiting for their prescription can receive continued care, and not miss out on their prescribed dosage while waiting to return home. A medicine cabinet has also been installed, saving multiple trips to the main pharmacy.

The idea came from Senior Staff Nurse Donna Preston, working with Specialist Pharmacist Chris Parry.

Donna said: "I'm really proud of this and how we all came together to make it work. Anything that makes patients' lives easier and helps staff to be more efficient is a result. Not only does it mean patients can get home quicker and with more information, the swift service also improves patient flow and frees up beds for surgical patients coming out of theatre."

## Give us your ideas

What would you like to see in the next edition of Worcestershire Way? Perhaps you are a patient who has an amazing story to tell about the treatment you have received? Or are you a member of staff whose team is working on an innovative new project? Maybe you run a support group and would like to advertise when the next session is taking place? Whatever your idea, please let us know by emailing [wah-tr.communications@nhs.net](mailto:wah-tr.communications@nhs.net) or calling 01905 760453.

# Improved experience for dialysis patients



Patient Margaret Priest undergoing haemodiafiltration, with ward sister Grace Malaban.

**Patients undergoing renal dialysis at Kidderminster Hospital and Treatment Centre are benefitting from an improved experience, with access to a newer form of dialysis and a refurbished environment.**

**Seven of the 20 dialysis stations in the satellite unit now offer haemodiafiltration which works by removing more toxins from the body than traditional haemodialysis. The unit, which is run in partnership with Dudley Group NHS**

**Foundation Trust, has also undergone a makeover, with the walls painted in warmer tones and new flooring throughout.**

Julie Hughes, Ward Manager at the Renal Dialysis Unit, said: "Our patients have welcomed the upgrades to the department. Haemodiafiltration cleans the blood in a better way, which is brilliant for those patients who find that traditional haemodialysis leaves them feeling unwell. We are hoping, over time, to replace all of our machines.

"The whole unit has also undergone a refurbishment, with warmer colours chosen as a direct response to patient feedback. Renal patients often feel the cold, so we have created a cosier feeling and the whole environment feels much cleaner and fresher."

Patient Margaret Priest has been receiving dialysis for 20 years. The 76-year-old, who has been having treatment at Kidderminster since August, said it was nice to come to such a lovely environment. "I'm here three mornings every week so things like that do make a difference," she added. "It's lovely here."

The unit currently treats 80 patients across two sessions, six days a week.



## Flu champions



More than 60 per cent of our staff had received their annual flu vaccination at the time of going to press – well on the way to our target of 75 per cent.

We are encouraging as many staff as possible to get their flu jab and protect themselves, their patients and their families against flu.

Flu is a serious illness that can result in death. The vaccine provides the best protection against an unpredictable virus, so be a flu fighter and have the jab.

### The flu jab can't give you the flu

- It's impossible to get flu from the having the flu jab because the vaccine doesn't contain live viruses. A very small number of people experience side effects such as aching muscles, but this is simply the immune system responding to the vaccine.

### The vaccine is one of the safest in the world

- Seasonal flu vaccine is given to millions of people in the UK each year. The specific strains of flu that are included may change from one year to the next, but vaccines are still thoroughly tested and are safe.

### You need the vaccine every year

- If you were vaccinated last year, you joined to fight against flu and took an extra step towards excellent patient care. Please do the same again this year. You won't be protected against the new strains of flu that are circulating.

### Pregnant women can be vaccinated

- Pregnant women can have the flu vaccination at any stage of their pregnancy. Vaccination helps protect women during pregnancy and their babies for up to 6 months after they are born.



# 1,400 years of service honoured at Long Service Awards



A staggering 1,400 years of NHS service by 54 members of staff from Worcestershire Acute Hospital Trust has been honoured at a Long Service Awards ceremony.

Members of staff who work for the trust received awards for either 25 or 40 years of service, hard work and commitment to Worcestershire Royal Hospital, Kidderminster Hospital and Treatment Centre and the Alexandra Hospital.

Those receiving an award were invited to bring a guest to share in their special day and enjoy afternoon tea at the Chateau Impney on Thursday 29 September.

Chris Tidman, Chief Executive for

Worcestershire Acute Hospital Trust, said: "Our hospitals have a very special place in people's hearts - they are not businesses or factories - they are very special places, and it's a privilege to be part of a workforce providing quality healthcare services in the community.

"My priority is that our staff are recognised and feel valued for the amazing work that they do. These awards demonstrate the commitment each person has made over the years and what they continue to do for the trust. I congratulate them all on reaching such a tremendous milestone."

Members of staff were presented with a glass trophy for 40 years of service, or a

silver paperweight for 25 years of service.

**"Our Hospitals have a very special place in people's hearts"**

Chris Tidman, Chief Executive

The Long Service Awards were created by the trust to recognise, acknowledge and congratulate the exemplary work carried out by staff across each of its three hospital sites.

## 40 years - Patrick Gaffney, Senior Orthopaedic Practitioner, Worcestershire Royal Hospital



Patrick has worked for the Trust for 40 years - first as a porter at the former

Worcester Royal Infirmary in Castle Street, before being asked to work in the plaster room. He is now based at Worcestershire Royal Hospital.

He said: "I can say without a doubt that working for the NHS in Worcestershire has changed my life. Helping people with broken bones, setting casts

and splints, and knowing they will heal and get better is so satisfying and rewarding.

"My place of work may have changed, but the attitude of my colleagues hasn't - we all work part of a team and do all we can to create a warm friendly atmosphere for patients. I love the people I work with and what I do. Working in this job is a vocation and I look forward to many more good years."

What his colleagues say:

"Patrick has a 'gift' for joints, bones, x-rays, plasters and splinting - he just knows how to do things and he knows when things aren't right. He is a great teacher to all the other 'Plaster Practitioners' and will also extend his knowledge with A&E staff and the Doctors. He always stays until the clinics have finished, the wards don't need any plasters changed, and has even been known to visit nursing homes if a patient has been too unwell to get to clinic. Nothing is ever too much for Patrick to do for patients or colleagues."



## 25 years - Michelle Franklin, Estates Clerical Officer at the Alexandra Hospital, Redditch



Michelle began her career working in the finance department at the former Bromsgrove and Redditch Health Authority, continuing in her role when Worcestershire Acute Hospitals NHS Trust was formed in 2000. She made a move into the estates team in 2008 and, according to her colleagues, has been the 'mainstay' of the department full of engineers ever since. As part of her role Michelle manages the service contracts for medical devices across four sites - liaising with contractors and organising engineers to ensure our vital equipment is kept up and running

with throughout that time have been wonderful."

What her colleagues say: "Michelle is a very kind lady; she has empathy and is always willing to help, no matter how busy she is. She is hard working and takes on a lot of responsibility. If you have a work related problem Michelle will try her best to help, she will apply her enthusiasm and intelligence and will come back with an answer - she has never let us down."

She said: "Working at the Alex is very worthwhile and rewarding, there's a real sense of community here and it's good to know you're working for the good of local people. Twenty five years is a long time, and I couldn't have done it unless I really enjoyed my job. Working in this department means I interact with lots of different healthcare professionals and non-clinical staff who help to keep the hospital running. I'm proud to work here and the colleagues I've worked



## 25 years - Jackie Evans, Healthcare Assistant, Kidderminster Hospital and Treatment Centre

Jackie began her career as a Healthcare Assistant in 1990. She started off caring for elderly patients on Franche ward, before moving to the gynaecology ward, then the Minor Injuries Unit and, since 2004, Outpatients.

She said: "I get great job satisfaction from meeting new people every day, and helping them in any way that I can. I also enjoy the continuity of the regular urology clinics that I assist with - seeing the same patients regularly and getting to know them is lovely, and the patients seem to like me. I enjoy getting positive feedback. My time here has absolutely flown by - I've loved every minute."

What her colleagues say: "Jackie continues to be a valued member of the team who is

popular with patients. Jackie's endearing personality makes every day at work with her a pleasure. She is kind, considerate, funny and hard working. She always shows great commitment to her role and we hope to retain her for another 25 years!"

## Congratulations and thank you to all our long serving members of staff

### 40 years

Glenis Adams, Matron - Kidderminster  
Linda Batchelor, Personal Assistant - Worcester  
Margaret Chivers, Healthcare Assistant - Worcester  
Patrick Gaffney, Plaster Technician - Worcester  
David Stephens, Technician - Alexandra  
Andrew Williams, Porter - Kidderminster

### 25 years

Tina Bater, Radiographer - Kidderminster  
Lynette Blundell, Theatre Nurse - Kidderminster  
Dawn Campbell, Oncology Officer Supervisor - Alexandra  
Ruth Clack, Senior Ward Manager - Worcester  
Susan Clark, Ward Clerk - Alexandra  
Michele Corbett, A&E Receptionist - Worcester  
Kim Dalley, Community Midwife - Bromsgrove  
Fiona Daniels, Senior Medical Secretary - Alexandra  
Catherine Doran, Housekeeper - Alexandra  
Jacqueline Evans, Healthcare Assistant - Kidderminster  
Jacqueline Fowler, Senior Ward Sister - Alexandra  
Michelle Franklin, Estates Clerical Officer - Alexandra  
Helen Gascoigne, Clinical Nurse Specialist - Alexandra  
Yvonne Graves, Senior Theatre Assistant - Kidderminster  
Miriam Greenway, Surgical Co-ordinator - Worcester  
Kay Gunter, MRSA Clerk - Worcester  
Leila Harris, Catering Assistant - Alexandra  
Sheila Harrison, Junior Sister - Worcester  
Joanne Heaselgrave, Senior Physiotherapist - Alexandra  
Jean Hogg, Phlebotomist - Kidderminster  
Vera Howells, Biomedical Scientist - Worcester  
Genarro Ienzi, Theatre Assistant - Worcester  
Stephen Lake, Consultant Surgeon, Worcester  
Timothy MacCormac, Senior Pathology Mortuary Technician - Worcester  
Christina McLaren, Radiographer - Bromsgrove  
Amanda Mitchell, Clerk - Kidderminster  
Kathleen Muratore, Secretary - Worcester  
Julie Omar, Junior Sister - Worcester  
Josephine Osmond, Housekeeper - Alexandra  
Lynn Page, Senior Medical Secretary - Worcester  
Robert Palmer, Superintendent Radiographer - Worcester  
Carol Payne, Catering Assistant - Alexandra  
David Pearce, Biomedical Scientist - Worcester  
Maureen Pickersgill, Housekeeper - Alexandra  
Denise Price, Midwife - Alexandra  
Janet Rowe, Senior Pharmacy Technician - Alexandra  
Linda Slater, Catering Supervisor - Alexandra  
Amanda Southam, Midwife - Alexandra/Worcester  
Julie Thorpe, Senior Healthcare Assistant - Kidderminster  
Helen Turner, Staff Nurse - Kidderminster  
Allison Warnes, Staff Nurse - Worcester  
Dawn Webb, Scheduling and Systems Manager - Worcester  
Briony Mills, Facilities Manager - Worcester  
Sarah Gural, Radiographer - Alexandra

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## Survey highlights positive cancer care experience

Nearly ninety per cent (88%) of cancer patients rated their hospital care as excellent or good, according to latest figures. The National Cancer Patient Experience Programme's 2013/14 survey of 794 cancer patients treated at Worcestershire Hospitals NHS Trust, shows performance has been maintained in several key areas, with improvements in 21 out of 62 areas.

Worcestershire remains in the top 20% in the country for:

- All staff asking patients what name they wanted to be called by
- GP Practice staff doing everything they could to support patients
- And the Trust also scored above 90 per cent in the following seven areas:
- Staff told patient who to contact if worried post-discharge
- Staff gave complete explanation of what could be done
- Doctor had right notes and other documentation with them
- Patient always given enough privacy when being examined or treated
- Patients got understandable answers to important questions all/most of the time
- GP given enough information about patient's condition and treatments
- Clinical Nurse Specialist (CNS) definitely listened carefully the last time they were spoken to

There were 11 areas where the Trust performed within the lowest 20 per cent of Trusts nationally and these areas - which include the number of patients being given the name of the CNS in charge of their care (84%), and hospital staff giving information about the impact cancer would have on work or education (64%) - will be incorporated into an action plan to make improvements.

Adel Makar, lead cancer clinician for Worcestershire Acute Hospitals NHS Trust welcomed this year's survey results. "It is important for us to continue to gather feedback from our patients on the cancer services that we offer. It is great to see that so many of our patients are pleased with their care as we aim to give all our cancer patients the very best care and to support them through their journey. Where our results are lower than we would have liked, we will be looking at these and developing action plans to improve,

Over the next few months we have some huge developments in cancer care in the county - including the opening of our state of the art radiotherapy centre - so I am confident that our results will continue to improve."

The full survey can be viewed at: [www.quality-health.co.uk](http://www.quality-health.co.uk)

## Breast cancer patients fish for therapy



(Left to right) Annie Cowley, Michelle Cheeseman, Carrie Spry and Brenda Willis.

**Breast cancer patients are offered many different treatments and therapies throughout their diagnosis, but few would expect to take up fly fishing as a way of helping recovery from the disease.**

In Worcestershire, thanks to the support of the Worcestershire Breast Unit Haven and the generosity of local fishing instructors, that's just what a group of women are doing.

The sport which involves a fishing rod and an artificial fly as bait, emerged as a form of breast cancer therapy in the United States in the late-1990s, and is now growing in popularity in the UK.

It may sound far-fetched, but the physical action of casting a line is similar to the physiotherapy exercises prescribed post-

surgery to breast cancer patients, helping stretch soft tissue and build up arm muscle.

There are psychological benefits too - fishing is well known as a relaxing pursuit and allows cancer survivors to take a mental break from their treatment, meet others and have fun.

The local Worcestershire and Gloucestershire 'Fishing for Life' group, support women going through breast cancer, at different stages of diagnosis and treatment. The group meets monthly at Broad Oak Lakes, Hanley Castle, near Malvern, providing cost-free days out fishing and eating in picturesque surroundings. The sessions give the women the chance to learn a new skill and spend time outdoors rather than dwell on their medical cases in a hospital environment. They also act like support

groups for breast cancer survivors at different stages of their treatment.

Michelle Cheeseman, a breast cancer survivor from Worcester said: "I heard about fly fishing through an open evening at the Worcestershire Breast Unit Haven where they had different people come along to talk about activities that can help with treatment for breast cancer.

"I had never been fishing before, and really wasn't sure if it was for me, but it was brilliant, learning a new skill is really positive and it felt very therapeutic. The lakes are in amazing locations, surrounded by pretty scenery which provides a really relaxing environment to share your thoughts or concerns with other people who have been through the same thing and know how you are feeling." Roger Patrick, Fishing for Life group instructor and fly fishing coach said: "The benefits of fly fishing

are both physical and psychological or social. Spending time focussed on trying to catch trout or tie a fly in beautiful, peaceful and scenic surroundings provides a respite to the challenges faced elsewhere." The Worcestershire Breast Unit Haven supports and promotes a number of activities or therapies to support patients and improve their quality of life, these range from physical activities such as pilates, yoga and walking, to 'Look Good, Feel Better' master classes, singing groups and even dragon boat racing.

The next fly fishing session with Fishing for Life is on Sunday 13 November. If you're interested in any of these activities, contact the Worcestershire Breast Unit Haven on 01905 733 786 or email [worcesterreception@breastcancerhaven.org.uk](mailto:worcesterreception@breastcancerhaven.org.uk)

## Fruit and veg stall at Alexandra Hospital

**Patients, staff and visitors now have the chance to pick up fresh fruit and vegetables when they visit the Alexandra Hospital, thanks to a new stall outside the main entrance.**

The stall follows the successful launch of a similar stand at the Worcestershire Royal Hospital site earlier this year.

It has been set up in conjunction with Fresh Ideas 4 You, to give staff, patients and visitors the opportunity to buy their five a day while on the hospital grounds.

James Longmore, Director of Asset Management and ICT, said: "We've worked closely with the company to make sure the stall is pitched right and hope it will be fully utilised by patients and staff. I think it will give a real boost to staff morale too. Part of the reason the stall was introduced is to try and discourage people from smoking around the entrance of the hospital. There's something about people not wanting to smoke around fresh food, so we hope it

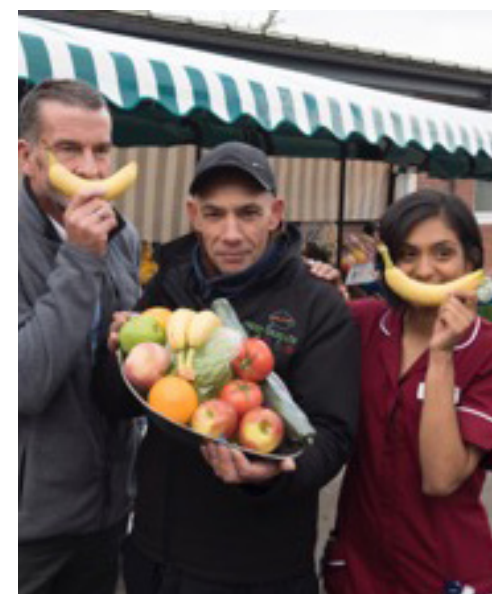
will help. This, along with the stall at the Worcester site, also encourages healthy eating and healthy living to staff, visitors and patients."

Jeminie Patel, Dietitian at the Alexandra Hospital, said: "It's so easy to buy it as you go into work or on your way home. It's ideal. It's also great to see visitors buying fruit for patients too."

The stall has been introduced on a trial three-month period and will become permanent if it's well supported.

David Woodhead, from Fresh Ideas 4 You, has been selling fruit and veg since he was 12. He said: "It's great to have a stall at the hospital where I'm able to provide quality produce for people visiting loved-ones and hard-working hospital staff."

The fruit and veg stall is situated by the main entrance opposite the ambulance bay and is open from 8.30 - 5.30pm Monday to Friday.



Martin Long, Head of Facilities; David Woodhead from Fresh Ideas 4 You, and Dietitian Jeminie Patel, at the new fruit and vegetable stand at the Alexandra Hospital.



Preparing for  
our Care Quality  
Commission visit



Our Quality Champions have been helping staff to prepare for a visit from the Care Quality Commission.

If you are at one of our three hospitals during the week that starts on Monday, 21 November, you may meet one or more of the Care Quality Commission (CQC) inspectors who will be visiting us to take a fresh look at our services.

The CQC is the independent regulator of NHS and privately-run health and adult care services in England. It's their job to make sure that these services are looking after patients safely and effectively and that they are delivering high quality care. They also encourage providers of hospital and care services to keep improving the way they do things so that patients can have a better experience of care.

At a hospital trust as large as ours, we expect to be welcoming around 60 inspectors - many of them highly experienced doctors, nurses and other healthcare professionals. They're free to go wherever they need to and we expect them to visit wards and departments, and talk to as many staff and patients as they can to get a clear impression of our organisation.

Their visit is a follow-up on one last summer, when the CQC gave our trust an overall rating of 'inadequate'. This was very disappointing for all our staff who had been working extremely hard to manage growing demand for our services, and unsettling for all the local people who depend on us for their care.

Since then we have been working on the areas where we know we have difficulties, and we have ramped up our programme of improvements. We know the inspectors understand the challenges we face and we are confident that they will see we're making real progress.

We expect to receive our final ratings from the CQC a few weeks after the inspection is complete.

Our Vision, Values and  
Focus for 2016/17

P

Patients

The needs of our patients will determine what we do. Everyone is entitled to privacy, dignity and compassion

R

Respect

We respect everyone. Treating patients, colleagues and the public as we would want to be treated ourselves

I

Improve and Innovate

We improve and innovate to deliver the best patient care. Thinking innovatively, valuing patient feedback and involving our stakeholders

D

Dependable

We provide dependable services recognised for delivering good care. We aim to get things right first time so we will be continuously learn and improve

E

Empower

We want to empower staff to deliver change that benefits our patients. Taking personal responsibility for our actions, challenging situations if something isn't right

Over the coming year we are committed to improving against the Care Quality Commission standards so that we are no longer an organisation rated as 'Inadequate' and placed in Special Measures. Our work focuses on four key areas:

Our People - Investing in our Staff

This includes training and development, a focus on high standard appraisals and a commitment to mandatory training. Wherever possible we will employ our own staff to reduce the need for agency and locum staff. Improving our staff engagement is a key focus for us.

Delivering Performance and Flow

Making sure that we reduce our waiting times for emergency and elective patients

and meet national standards is a measure of an organisation's safety.

Quality and Safety

We pride ourselves on the quality of care we provide and are committed to continuous improvement. Learning from complaints, incidents and near misses will help us to continue to improve the care we provide. We are focusing on reducing mortality, for example with our campaign raising awareness of sepsis and by improving how we do mortality reviews.

Stabilising our Finances

This is about us recruiting to vacant posts, reducing our reliance on agency staff and making sure we work within our budgets. It is about treating NHS money as if it is our own.

Our Values

Our PRIDE values are at the heart of everything we do. Patients at the centre, Respect for everyone, Improve and Innovate, Dependable and Empower. We recruit against these values for every post and they guide our behaviours – these values are non-negotiable and all of us, regardless of grade or job title are required to support them.

We are one Trust and all three of our hospitals are needed to deliver our acute service to Worcestershire patients. Over time hospitals must be able to adapt to new national standards and improved ways of working. Each of our hospitals play a vital role in how we deliver our services and are equally valued.

Our Vision

Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching and research. These values determine the vision of Worcestershire Acute Hospitals NHS Trust to be:

Working together with our partners in health and social care we will provide safe, effective, personalised and integrated care for local people, delivered consistently across all services by skilled and compassionate staff.

We will be sharing some of the successes we have enjoyed recently:

- Our ophthalmology service is the best glaucoma ophthalmology unit in the UK, according to the International Glaucoma Association. It was also cited as an example of best practice by Monitor (now part of NHS Improvement)
  - Our maternity units have been reaccertified by UNICEF's Baby Friendly Initiative (BFI)
  - The gastroenterology team have published some groundbreaking research and taken part in six live TV programmes devoted to health
- awareness
  - Our trust is one of ten acute trusts taking part in 'Building on the Best', a programme that supports improvements in the quality and experience of palliative and end of life care
  - Our endometriosis service has been accredited by the British Society for Gynaecological Endometriosis (BSGE)
  - We've introduced new equipment in our urology theatres that can destroy kidney stones more effectively
  - Our catering services have received a bronze award from food and farming charity The Soil Association



# Organ Donor memorial



Rev David Southall, Trust Chaplain, leads the service of reflection

Over 100 organ donors' families and hospital staff gathered at a memorial event at Worcestershire Royal Hospital to share in the dedication and blessing in memory of Organ Donors.

The event was organised to devote new plaques commemorating donors who, in the words of Rev. David Southall, "gave the wonderful gift of life".

David Southall led a service of reflection on Saturday 10 September. David said: "It was humbling to be involved in the blessing of this Organ Donor Memorial, so many wonderful people came along with moving and beautiful stories".

The event also heard from the Worcestershire Organ Donation committee's outgoing Chair, Michael Amies, who gave thanks to all those who have signed up to the register, and emphasised the on-going importance of organ donation.

## Listening into Action – the journey so far



Chief Executive Chris Tidman talks to staff at one of the Listening into Action events.

Having begun our Listening into Action journey back in late Spring with a 'Pulse Check' survey to gauge the mood and engagement of staff, we're now a few months down the road and are starting to see the successes Listening into Action (LiA) can bring.

LiA is about changing the way we work, allowing staff to remove the barriers that get in the way of delivering quality for patients. Following the pulse check survey, we held a series of 'Big Conversation' events for staff across the trust highlighting key issues and areas that staff felt need changes or improvement.

We have since been through a process involving staff developing their own ideas into changes, with leaders identified from people at different levels and in different roles within the trust.

All 10 of our initial work-streams are all progressing with some now very close to final delivery. A great example of the work are the patient education videos that will provide patients with access to education about diabetes at a time convenient to them, including information on how to administer their own insulin dosage.

Some 'quick wins' that have occurred so far as a result of LiA are:

- Hot food available for patients in the discharge lounge at the Alexandra Hospital
- Agreed plans for improvements to Early Pregnancy Assessment Unit at Worcestershire Royal Hospital
- 1 hour reduction for surgical patients waiting for TTO's via pharmacy technician support to discharge
- Improved food selection for Chemotherapy patients in Millbrook Suite with additional refrigeration to store the patient food at Kidderminster Hospital and Treatment Centre

The next step is to identify the next 20 workstreams that we will pursue. To make this happen we need staff to send their ideas either via a telephone call or via email to Robin Snead at [r.snead@nhs.net](mailto:r.snead@nhs.net).

Listening into Action

## Life support training



Eighty non-clinical staff at Worcestershire Royal Hospital have received training on a new defibrillator.

The life-saving equipment is located in Kings Court, where more than 300 Worcestershire Acute Hospitals NHS Trust staff are based.

Rachel Foley, IT Business Analyst and former nurse, asked for the defibrillator to be installed and carried out the training and awareness herself.

She said: "I have always been interested in resuscitation and want to teach as many people about how to do it well. Good chest compressions can save lives and improves outcomes. The chances of survival reduce by 7-10% every minute a shock is delayed; therefore to be able to deliver a shock as soon as possible is paramount.

"I was so pleased that 80 non-clinical people who would not normally receive training in this now know how perform basic life support and how to use a defibrillator."

## Making our charitable funds go further



From this month, patients, staff and visitors will start to see Gift Aid envelopes available in all of our wards.

If you're a UK taxpayer, Gift Aid increases the value of your charity donations by 25% because we can reclaim the basic rate of tax on your gift at no extra cost to you.

It means that for every £1 that gets donated to our charitable fund, Gift Aid gives us an extra 25p.

We have been using Gift Aid envelopes for receiving donations at the Worcestershire Oncology Centre and feedback shows that there has been an increase in the number of donations and that donations have been easier for staff handle.

Examples of how our charitable funds have been used in the last 12 months:

- The Cystic Fibrosis team have been able to improve the sports equipment they have available for patients;
- Meadow Birth centre use their charitable funds to buy their therapy oils and 'leaves' for new parents to add their baby's name to the

By extending the use of Gift Aid envelopes across the trust, we aim to make donating more efficient for both staff and donors – and importantly maximise the amount of funds we can use to spend directly on items that benefit patient care across our hospitals.

During the first six months of this financial year, if we had claimed Gift Aid on all of our donations we would have raised a huge £78,000 extra for our wards and departments!

If you would like to make a donation to Worcestershire Acute Hospitals Charity you can contact the fundraising department by emailing [wah-tr.fundraising@nhs.net](mailto:wah-tr.fundraising@nhs.net) or calling 01905 760 453.

tree mural in the centre. They have bought some more TENs Machines which are used as a drug free pain relief;

- Riverbank Children's Ward have redecorated their family room, purchased more fans for the ward and bought buddy beds so that parents can stay overnight with their children.