

WorcestershireWay

For patients, staff, visitors and volunteers

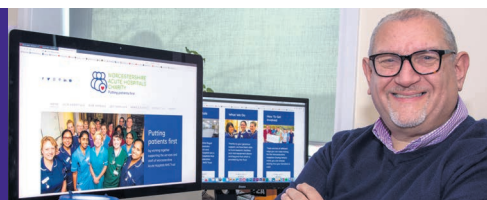
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Patient ties the knot on ward at Worcestershire Royal Hospital

A patient wedding took place at Worcestershire Royal Hospital last month, after ward staff came into work on their day off to help decorate the ward for the service.

Bride Lesley, a retired nurse herself, finally got to tie the knot with partner of 15 years, Nicholas Bailey on the ward where she was being cared for.

Following a diagnosis of throat cancer, the couple were forced to bring forward their wedding day, originally scheduled for January. With Lesley in need of on-going care, the team on the Head and Neck ward at Worcestershire Royal Hospital sprung into action and volunteered to host their nuptials on the ward.

Lesley and Nicholas, from Stourport in Worcestershire, were joined by more

than 20 of their friends and family - as well as some emotional ward staff - to tie the knot in a service which included a special reading from the hospital chaplain.

Health Care Assistant, Beth Furlong and Ward Sister, Abby Currie came in on their day off to help decorate the family room on the ward for the service, which was carried out by a county registrar.

Health Care Assistant and chief wedding planner, Beth said: "It was a big team effort from everyone on the ward to make this happen. Lesley was planning on getting married in January; she had the whole day planned out. Unfortunately, doctors advised her to bring her wedding day forward so we decided to organise today."

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Jemima the Sepsis Warrior fights off deadly condition



Jemima Moss is a promising young rugby player with Worcester Warriors Women. But last summer while awaiting her GCSE results, Jemima was rushed to A&E at Worcestershire Royal Hospital needing life-saving treatment for Sepsis.

Sepsis is a life-threatening reaction to an infection that kills 44,000 people a year in the UK. Sepsis is often difficult to diagnose because early symptoms can be confused with other conditions. When Jemima first became ill, she thought she had the flu.

But after deteriorating quickly an ambulance was called which rushed her to Worcestershire Royal Hospital's A&E department with a suspected burst appendix.

Initial investigations took place to confirm the diagnosis of a burst appendix, but after emergency scans and exploratory key-hole surgery, the team in A&E discovered her true diagnosis of Sepsis.

A week in Intensive Care followed, with Jemima's closest call coming on the Tuesday night when it was thought she might pass away. Fortunately she managed to pull through and a week later, on GCSE results day, Jemima was finally taken off life-support.

After a week in intensive care, she was finally given the tentative 'all clear' and was transferred to Riverbank Ward where she spent another seven days.



Jemima explained: "I realise that I'm incredibly lucky to have survived sepsis. I am truly thankful to the A&E, ICU and Paediatrics teams and the many other brilliant staff in the hospital for the care they gave me and for saving my life!"

The infection very nearly cost Jemima her life, but now she's back to her full strength and often stars in the Warriors' development team.

Jemima's experience has even inspired her to consider a career in Medicine once she's finished her A-Levels next year.

After being inspired by the care she received, Jemima is arranging a work placement shadowing staff from the Intensive Care Unit where she spent a week on life-support being treated for the deadly condition.

Welcome



Rev Dr David Southall, Chaplain

Welcome to the latest edition of Worcestershire Way.

Christmas is in full swing. I know that because I have a T-shirt with Father Christmas on which I wear with no shame.

And now we have had our hospital carol services. They are always great occasions and a chance for the hospital community to get together.

But for me I rarely get swept up by this season. I love the time of year, but somehow for me I want to hold onto both the joy, and also the sadness.

At Christmas time the isolation and loneliness which many are facing is somehow magnified. So I hold onto the smiles of the children from Hollymount School who came to sing to us at Worcestershire Royal. But I also want to acknowledge the grief in the eyes of the parents who just lost their baby.

I've thrown myself into the Christmas spirit as the Salvation Army Band played in the hospital; but share in the sadness of the people I meet in the foyer who I will take to the mortuary to see their loved one; or the families who are sitting with "mum" as her life comes to an end.

And, of course, whilst I am lucky enough to be healthy; I think of those within and without our hospitals who struggle with health problems, mental health issues, loneliness, isolation and so much more.

But perhaps it is not enough to just think and be mindful; it is a start, of course, but perhaps we need to take some actions. I think that if everyone does their little bit, small actions together can make big differences.

And our hospitals' collections for local foodbanks are a small start. Thinking leads to acts of love; and perhaps that is one of the central ideas of the festive season.

Helping to get our patients home safely without delay

Hospital staff, with the support of health and social care staff from across the county, are working together to put patients first and improve patient flow through our hospitals.

As we head into Winter, which is traditionally an even busier time of year for our already pressurised hospitals, colleagues are focussed on delivering HomeFirst Worcestershire – a programme aiming to reduce delays for patients and to improve care.

Marsha Jones, Head of Improvement at Worcestershire Acute Hospitals NHS Trust, said: "If we are to fulfil our purpose of putting patients first, our priority has to be to make sure we all work together to eliminate corridor care in our Emergency Departments, reduce long waits, improve ambulance handover delays and manage patient flow more effectively. This is our number one patient safety priority, and, with the support of our health and social care colleagues across the county, we are determined to make a positive difference."

The HomeFirst Worcestershire programme includes several streams of work. One of the aims is to avoid patients being admitted to a hospital bed if it's not necessary by providing appropriate care alternatives, such as Same Day Emergency Care. This ambulatory treatment model increases the

number of patients that can be assessed, investigated and treated without admitting them to a hospital bed. This is better for patients and helps create more space within the Emergency Departments and the hospital wards. In the last three months 80 per cent of all patients seen in our Ambulatory Emergency Care centre were discharged the same day. Similarly, a new dedicated assessment areas in the Surgical Clinical Decision Unit enables patients to be assessed rapidly by a surgical doctor and referred to one of our daily surgical clinics for continued investigation and care, if they do not need admission to a bed.

If patients do require admission to hospital, other work streams within HomeFirst Worcestershire aim to provide all our patients with an appropriate bed in a timely way and make sure that every day of a patients stay is of value – every day, every patient should receive an element of care that moves them along in their hospital

journey, ensuring that they can get home, or to a place they call home, with no delays.

Dr Jules Walton, Divisional Director of Urgent Care, said: "The whole of the Worcestershire Healthcare System is committed to improving care for our patients. The priority for Worcestershire has to be treating patients in the right place for them, be that home, in hospital or in an alternative care setting. Eliminating delays in the system and putting the needs of our patients first, will help us to achieve this. This is the aim of the HomeFirst Worcestershire programme."

The public can also help by choosing their health services wisely. For example, by accessing health advice through the NHS.uk website, by only calling 111 if their need is urgent and only attend A&E if it is an emergency.



More than 1,000 years of service!



Chief Executive, Matthew Hopkins and Chairman David Nicholson have been thanking some of our longest-serving members of staff across the Trust presenting them with long-service awards.

The presentation celebrated those staff who have reached either 25+ or 40+ years of Putting Patients First in Worcestershire.

Well done everyone.



Protect yourself, your family and your colleagues – get your flu jab

Every winter, we encourage all our staff to get their flu jab to protect themselves, their patients and their families from flu.

But it's not just NHS staff that should get their flu jab, we also want to encourage: adults aged 65 and over; people with certain medical conditions (including children in at-risk groups from 6 months

of age); pregnant women; children aged 2 and 3 and children in primary school.

Flu is a nasty illness that can lead to a number of very serious complications. Maternity Support Worker at Worcestershire Royal Hospital, Lesley Rose, told us how Flu has affected her life after her husband fell ill with the virus.

Flu changed my life forever - it nearly took my husband's life



There were so many hurdles during this time, he suffered several mini-strokes, seizures, he had pneumonia four times and he had minor brain damage from the sepsis.

In ITU I was even told to expect him not to make it at one point when he began to deteriorate again. In ITU around the same time as my husband's illness, there were and had been other middle-aged men with complications due to the flu. I was told that approximately 50% had died and 50% had survived the ordeal.

Eventually, after over two months on ITU, he was transferred to the QE in Birmingham for ongoing treatment and dialysis. He spent April until late June as an inpatient at the QE before finally getting to come home on 24th June having lost over five stone in weight and being told three separate times it was likely he would die.

Even nine months after he first got the flu, Simon has to have dialysis three times a week, he has poor short-term memory, is unable to shower because he needs to keep his 'tunnel line' dry, and he cannot go back to work as he still cannot drive or operate any machinery.

This virus has changed my life and my husband's life so much. I've had to change my working patterns, we are having to sell our home as he now struggles with the stairs up to the flat, he cannot travel or go on holidays as it is and the financial burden is huge.

You never think you will find yourself in this situation, but if you can do something as simple as getting your flu jab to help prevent someone you know or love getting this horrible virus, then why wouldn't you do it?"

The vaccine provides the best protection against an unpredictable virus, so don't run the risk - get your jab!

I knew flu was something that can make you feel very poorly for a few weeks, but didn't realise the significant damage it could cause to your lungs, heart, brain and kidneys and ultimately, could kill you. I knew the elderly could die from it, but never thought that a healthy, fit, middle-aged man like my husband could die from it.

Back in February, my husband Simon got the flu. He was just 52, fit and healthy, worked two manual jobs with no problems and never went to the doctors or struggled with illness.

After a few days with a bad cold, one night Simon really started to deteriorate. His temperature was soaring, he had a persistent cough, was confused and his fingernails and lips began to go blue. I began to think Simon was showing the symptoms of Sepsis, so I called NHS 111 for their advice.

111 called an ambulance for Simon and he was rushed to A&E at Worcestershire Royal. His oxygen saturation was really low and he was taken into Resus. The A&E team then diagnosed Simon with Influenza A.

Simon made it through the night, but he remained on a ventilator for eight weeks in ITU at Worcester.



Continued from front page.

Staff lined the corridor of the ward and applauded as Lesley walked 'down the aisle' to meet a nervous Nicholas in the ward's family room.

Lesley said: "The staff were all amazing. They gave me total care, both emotionally and physically and nothing was too much trouble. From the doctors, nurses, porters and support staff, they've all been totally unbelievable!"

Groom, Nicholas Bailey said: "I want to thank everyone for coming and for all the nurses for making the room look absolutely amazing for our service."

Beth added: "A few of us have brought all of the decorations in and spent this morning decorating and we dealt with the registrar to make it all official. It's about putting patients first and making Lesley's day special."



2nd birthday celebrations

The Acute Medicine team at Worcestershire Royal Hospital celebrated the 2nd anniversary of the Ambulatory Emergency Care centre in November.

The unit - which adjoins the A&E department - allows appropriate patients to be seen and treated more quickly, helping to free-up space in the main A&E department.

Patients who are referred to the AEC have their individual needs assessed by a specialist team - including a Consultant, Nurse Practitioner, Nurse and Health Care Assistant - and a plan of care put in place. The unit will take some patients who would previously have needed to be admitted from A&E to a hospital bed to have their treatment, as well patients who have been referred by their GP.

The main aim of the unit is to see, assess and discharge patients more safely and promptly. By discharging appropriate

patients back home on the same day they arrive, unnecessary overnight admissions can be avoided which helps ensure hospital beds are available for those who need them most.

Did you know:

- At least 80 per cent of all patients seen in the department for the last 3 months were discharged the same day
- 13,122 patients have been seen and treated in AEC since it opened
- 70 to 79 year olds make up nearly 22 per cent of attendances
- Headaches, chest pain and breathing difficulties are the three most common conditions seen and treated
- Average length of stay in the department is around 6 hours.

#WeAreVolunteering
Thank you to our volunteers!

Volunteers from across Worcestershire's hospitals were thanked and recognised at annual festive thank you events at Worcestershire Royal Hospital, Kidderminster Hospital and the Alexandra Hospital, Redditch.

Volunteers from across the Trust undertake a wide range of activities that play a key role in the day to day running of our hospitals. Chief Executive, Matthew Hopkins and Chief Nursing Officer, Vicky Morris attended events to personally thank our volunteers for all their hard work and commitment to our hospitals.

Our volunteers have also been involved in conversations that have been taking place over the past year, to shape the Trust's new volunteering strategy #WeAreVolunteering.

Anna Sterckx, Head of Patient, Carer and Public Engagement said: "The events were a great opportunity to give a little something back to our wonderful volunteers who give up so much of their time to help us. They were also an important way for us to continue the conversation on our volunteer strategy which we began last year at the NHS70 celebrations.

"We have some incredibly dedicated volunteers, with some great stories to share and we are committed to using these to help shape our strategy moving forwards. We've explored with volunteers, why people volunteer for us, what is



working well for them, and importantly, how we can improve and become the best volunteering organisation we can be."

"Volunteers are an integral part of our organisation, working together with staff to put patients first. Our strategy is developing as a partnership between our staff, our volunteers and the public. It will set out a clear plan to enable us to realise our ambitions, maximise on opportunities and ensure that our volunteers know that they are welcomed, supported and valued."



Emma Davies, second from right, treated staff to non-alcoholic cocktails to thank them for their alcohol awareness work.

Tailored advice to reduce ill health

Hospital patients who need extra advice and support to help overcome alcohol or tobacco use are being identified quicker and easier thanks to a new way of working.

A quick and simple screening tool that allows staff to more easily identify those using alcohol and tobacco at a harmful level is helping doctors and nurses to give tailored advice and information with the aim of reducing ill health.

Emma Davies, Alcohol Liaison Nurse, who has been training colleagues across the Alexandra, Kidderminster and Worcestershire Royal Hospitals on the use of the new tool, praised staff for embracing the new process.

She said: "The pilot aimed to increase patient awareness of the adverse effects to their health caused by smoking and

drinking alcohol above low risk levels and help them to make positive changes.

"The success of the pilot – which has seen screening and provision of brief advice compliance reach 91 per cent – means that the approach will now be rolled out across all of our hospitals, meaning all suitable patients will benefit."

To thank staff for their hard work, during Alcohol Awareness Week in November Emma and colleague Leah Richards, Quality Improvement CQUIN Lead, visited all areas involved with the pilot and treated them to non-alcoholic mulled wine and sparkling cranberry punch!

Emma added: "It was a nice way of working together and celebrating their success together – and the drinks went down a treat!"

Celebrating Christmas across our Hospitals

Venue: WRH - Worcestershire Royal Hospital
ALEX - Alexandra Hospital, Redditch



Date	Venue	What's on...
Sat 14 Dec	WRH	Santa Paws visit to Riverbank Children's Ward from 2.30pm.
Sun 15 Dec	WRH	Santa Paws visit to Avon 4 from 2.30pm.
Tues 17 Dec	ALEX	St Anne's Church Carol Service main foyer at 10am.
Thur 19 Dec	WRH	Worcester Wolves bring Christmas cheer to Riverbank Children's ward at 12noon.
Fri 20 Dec	WRH	Last foodbank collection - Main reception outside Chaplain's Office. For details of what to donate visit worcester.foodbank.org.uk
Fri 20 Dec	WRH	Christmas Requests on Choice Radio Chart Zone from 10pm - 11pm. On Hospedia Radio Channel 5 or visit https://choiceradio.org.uk/
Sat 21 Dec	WRH	Santa Paws visit to Riverbank from 2.30pm.
Sun 22 Dec	WRH	Santa Paws visit to Avon 4 from 2.30pm.
Tues 24 Dec	WRH	Choice Radio Christmas Eve Special including Christmas Eve carol service 10pm-1am. On Hospedia Radio Channel 5 or visit https://choiceradio.org.uk/

Children from St John's School entertaining patients, visitors and staff at Kidderminster Hospital and Treatment Centre.



A big thank you to Kidderminster Harriers Football Club who visited Riverbank Children's Ward at Worcestershire Royal Hospital to donate Christmas presents.



Exciting expansion plans for our county hospitals' charity



An experienced fundraiser has been appointed to lead exciting expansion plans for our hospitals' charity.

Jason Levy, a former charity director, will be working to ensure Worcestershire Acute Hospitals Charity – which has raised and donated more than £10 million to Trust projects since 1996 – continues to grow, providing additional funding for health services and equipment across the county.

Jason, Head of Fundraising and Development, said: "We've already approved a new Charity Strategy and over the coming months I will be working to increase awareness amongst local communities, patients and staff, and attract new support to fund additional services and equipment, and create a stimulating environment that puts patients and their families first".

Jason will be working hard over the coming months to identify new appeals that support the charity core purpose - to provide anything that is over and above core NHS Trust services.

A new charity website has also been launched, giving further information about the charity and how to donate, plus useful downloadable tools and templates to help existing fundraising.

Jason added: "Patients, staff and volunteers of the Trust have done incredible work going the extra mile raising funds for their wards and departments over the years and our new strategy aims to complement, not hinder, all the existing good work."

"I'm looking forward to increasing awareness of the impact we have on our

patients and building confidence and trust with the local community that charitable funds are directly supporting medical and health research, and excellence in healthcare for our staff, patients and their carers".



For more information
(including how to donate)

www.wahcharity.org

[@worcscharity](https://twitter.com/worcscharity)

Five minutes with...

Jason Levy, Head of Fundraising and Development

Before joining the Worcestershire Acute Hospitals' Charity in September I spent the last 10 years in the charity sector as Fundraising and Marketing Director at Midlands Air Ambulance, before joining a national children's charity.

I enjoy working in an open, transparent organisation, that fosters a culture of shared ambition and collaboration. I thrive in taking ideas from inception to reality that make a real lasting difference.

In my time at the air ambulance, I encountered some amazing inspiring people and I have to say since joining the Trust, I cannot speak highly enough of about the people that I have met.

I am really excited by the opportunity to grow and develop this charity into something that will be one of the most recognised, successful and trusted charities in Worcestershire.

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

Nelson Mandela, Freddie Mercury, Kirk Douglas, Morgan Freeman and Abraham Lincoln.

What advice would you give your younger self?

Save your money.

Favourite holiday location?

Florida.

Favourite sport?

Football.

Favourite Christmas Song?

Slade 'Wish it was Christmas everyday'.

Christmas pudding or Mince Pies?

Pudding.

Best thing about your job?

Empowered to make a difference.

Day surgery patients benefit from improved waiting area

Patients visiting Kidderminster Hospital for scheduled day surgery are benefiting from a newly improved waiting area before their operation.

The refurbished waiting area means male and female patients can now wait in their own dedicated area - enhancing privacy

and dignity and improving their overall experience. It also gives a calm, quiet, private space where surgeons, anaesthetic and nursing staff can go through any concerns or queries with patients before their procedure. Being located just a short distance from theatres, it also means that theatre lists can start promptly, avoiding any unnecessary delays.

Tammie Mason, Ward One Manager at Kidderminster Hospital and Treatment Centre, said: "Listening to and learning from the feedback provided by patients and their carers through our Friends and Family test, we know that providing dedicated same-sex waiting areas enhances

privacy and dignity for our patients who are waiting for surgery and is key to improving their overall experience when visiting the hospital."

Funding to enhance the theatre assessment area came from Worcestershire Acute Hospitals NHS Trust charitable funds. Ward manager Tammie added: "We are extremely grateful for the funding that has enabled us to introduce same-sex waiting areas in the department. Our priority is always providing safe, dignified, compassionate care for our patients, and a safe and supportive working environment for our staff, with everyone focused on putting our patients first."

Come and join us

We're looking for the next leading lights to join our friendly, talented team. Join us and we'll put you centre stage, with excellent opportunities to progress, improve, and consolidate your skills.

All the current opportunities are advertised on www.jobs.nhs.uk

www.worcsacute.nhs.uk

[@WorcsAcuteNHS](https://twitter.com/WorcsAcuteNHS)

[@worcsacutenhs](https://twitter.com/worcsacutenhs)

Multi-million pound investment for new state-of-the-art endoscopy equipment

Patients undergoing endoscopy procedures in Worcestershire will benefit thanks to a multi-million pound investment in brand new, state-of-the-art equipment at Worcestershire's acute hospitals.

The new equipment will be used in the Endoscopy units at Alexandra Hospital in Redditch, Evesham Community Hospital and Kidderminster Treatment Centre.

The £4.2million investment will mean that patients having endoscopy procedures for gastrointestinal, respiratory or urology-related conditions will receive more advanced investigations, including high-definition cameras and top-of-the-range optical technology – all of which allow for clearer examination of patients.

An endoscopy is a procedure where the inside of the body is examined by using a long, thin, flexible tube that has a camera at one end for diagnosis or treatment. The units in the county – run by Worcestershire Acute Hospitals NHS Trust – see over 20,000 patients every year.

The unit at Redditch's Alexandra Hospital was recently awarded national accreditation for providing the highest quality of care to patients. This new equipment will also help the units at Kidderminster and Evesham to provide a similar service.

The updated, advanced equipment will also help the departments to retain high-quality endoscopy staff, as well as recruit



Staff from the Endoscopy Unit at Alexandra Hospital.

additional staff as the service expands to meet the growing demand for endoscopy investigations, both locally and nationally.

Mr Richard Lovegrove, Clinical Lead for Endoscopy at Worcestershire's hospitals said: "Endoscopy is an extremely important tool in diagnosing cancers and pre-cancerous conditions within the bowels, lungs and urinary tract. We have an

extremely busy endoscopy department and this investment, together with the recent accreditation and improved Care Quality Commission report, all show we are working towards delivering the best possible care to the people of Worcestershire."

"This new equipment will provide a real benefit to both surgeons and physicians

undertaking endoscopy procedures, and patients undergoing investigations with us.

We also hope this investment will help us to retain and recruit the best and most talented endoscopy staff for our patients."

The new equipment is expected to be installed and in use by January.



The examiners for the Royal College of Pathology's FRCPATH Haematology Part 2 exam at Worcestershire Royal Hospital.

Worcestershire Royal only Midlands hospital hosting Royal College of Pathology final examination

Worcestershire Royal Hospital has established itself as a regional leader in Haematology education, after holding the Royal College of Pathology's FRCPATH Haematology Part 2 exam.

There are just five hospitals in the whole of the UK registered as centres for this Haematology exit exam and the Worcester site is the only one in the West Midlands.

The Royal College of Pathology conduct exit exams for doctors who are completing their five years of specialist training before going on to hopefully become Haematology Consultants.

One of the hospital's two main examiners, Dr Salim Shafeek said: "Worcestershire Royal is one of only five centres in the whole country that are able to host this specialist postgraduate exam. This year we hosted the exam for eight candidates, including two students who had travelled from abroad.

"We have had really positive feedback from our students here and our Lead Examiner, Dr Nick Pemberton is proud to host this examination in Worcestershire."

Continuity midwives (and stars of the silver screen) in the running for award



Continuity of Carer midwives showcased their service at a recent event, highlighting the positive impact on both families and staff.

Midwives from Worcestershire have been shortlisted for a national award from the Royal College of Midwives (RCM).

Team Ruby and Team Sapphire – the new Continuity of Carer midwives from Worcestershire Acute Hospitals NHS Trust – have been nominated for Team of the Year in the RCM Awards 2020 – a unique celebration of the profession's best and brightest talent.

The roll out of the continuity of carer model – which aims to ensure that more mums-to-be see their named midwife, or a midwife from a small team, right through their pregnancy journey including birth – started earlier this year, with the aim that most pregnant women across the two counties will receive their care this way by 2021.

The teams recently showcased their service at Herefordshire and Worcestershire Local Maternity System's Continuity of Carer Day – giving practising midwives and student midwives a chance to hear how this way of working is having a positive impact on both the staff in terms of job satisfaction, and families who often form a strong bond with their midwife. They even launched a short film about their work which is available to watch on the LMS' Birthways website at www.birthways.nhs.uk/birthwaystv/

Caitlin Wilson, Consultant Midwife and lead for the Continuity of Carer work, said: "Continuity of carer and the 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.

"It 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 which is continuously improving.

"I'm absolutely thrilled that the teams have been recognised nationally and wish them the best of luck at the awards."

Worcestershire Acute Hospitals NHS Trust is currently piloting two further continuity of carer teams, with plans in place for a further five teams in the coming months.

Winners will be announced at a glittering awards ceremony at The Brewery, London on Tuesday 5 May.



Watch the film at: www.birthways.nhs.uk/birthwaystv/

Health and wellbeing advice at new monthly event

Patients, families and carers affected by cancer can benefit from a new monthly programme of health and wellbeing events across Worcestershire launching in the new year, aimed at encouraging a positive approach to moving forward after diagnosis.

The events, developed by the Cancer Services Team at Worcestershire Acute Hospitals NHS Trust, will be held at venues across the county, and will be a 'one stop shop', providing advice and information across a range of topics.

Elaine Stratford, Cancer Quality Assurance Manager at the Trust, said: "We are really looking forward to welcoming patients, families and carers and hope that the events will provide the practical and emotional support and information they need at what is a difficult and anxious time.

"A range of topics will be covered, including dietary advice, keeping active and coping with fatigue, relaxation and mindfulness, finance and benefits advice, and emotional health and help for carers.

"These events form part of a series of improvements we are making to cancer care across the county, and will help us to meet the aims of the national NHS Cancer Plan by March 2020."

The first event will take place on Wednesday, February 26, at Waitrose in Worcester. Patients who wish to attend the event – and future events – are asked to book a place in advance, and are welcome to bring a friend or family member with them on the day. Refreshments and a light lunch will be provided.

For more information on future events email caroline.herman@nhs.net or call 01905 763333 ext 38609.

Health and Wellbeing Events

Supporting Self-Management for People affected by Cancer

What is a Health and Wellbeing Event?

Our monthly programme of events aims to provide those affected by cancer, their families and carers with advice and information on how to feel as well as possible during and after treatment. We aim to promote positive lifestyle changes and confidence following a cancer diagnosis. There will also be the opportunity to speak to others attending and share experiences away from the hospital setting.

There will be a number of stalls showcasing local support services in Worcestershire and Health Professionals will be available to answer any questions.

Topics covered include:

- Dietary advice
- Keeping active and coping with fatigue
- Emotional health
- After Chemotherapy and Radiotherapy
- Relaxation and Mindfulness
- Finance and benefits advice
- Information on Courses and support available
- Help for Carers

The events will be held at various venues across the county; Worcester, Redditch, Kidderminster and surrounding areas.

You will be welcome to bring a friend or family member with you on the day.

Refreshments and a light lunch will be provided, so **booking is essential**. If you would like to attend one of these events please let us know by email or telephoning the number below.

caroline.herman@nhs.net
01905 763333 x38609

From the slums of Manila to Worcestershire – Ryazan's journey into the health service



The NHS is known for having an incredibly diverse workforce, but one member of staff from Bromsgrove has a more unusual story than most.

Ryazan Tristram grew up in the slums of Manila, the capital city of the Philippines, where many children have no access to healthcare let alone dream of working in it.

She was born and raised in Tondo, considered to be the poorest area of the Philippine capital. Tondo is most famous for 'Smokey Mountain' - a gigantic 50-

metre high mountain of rubbish holding more than two million tonnes of landfill waste - where children can be seen sifting through the rubbish to sell in local junk shops to help feed their families.

"It was a very humble beginning, just trying to make ends meet", explained Ryazan.

But Ryazan was one of the lucky ones, managing to earn a scholarship through a church in the city to get the opportunity to attend a school in the city. She worked hard throughout school and went on to earn a further grant allowing her to go to college in Manila. Within a few years, Ryazan had graduated from the University of Manila with a degree in Tourism.

Then in 2009 Ryazan was offered an opportunity of a lifetime, to come to the UK to study the tourism industry in Europe. Ryazan didn't know what to expect when she first arrived in the UK and beginning a new life in Worcestershire came with its challenges.

"I went through a number of jobs in the UK at this time, to help sustain me and my family, as well as studying for my course through the weekends. But then I met my husband and he helped me settle before we eventually got married in 2011", said Ryazan.

Then in 2013, her life changed again when she decided to take a job at Kidderminster Hospital. Initially working part-time on the main reception desk, Ryazan impressed colleagues and began to be offered more hours at the hospital.

The next year she joined the NHS full time in the Validation Team at Worcestershire Royal Hospital. The team carry out audits on the progress of patients through their healthcare journey to prevent hold-ups and ensure that patients get their treatment more quickly and smoothly.

Five years on and Ryazan is still working full-time with the Validation Team and is proud of her journey into the NHS.

"I'm really proud to work for the NHS and help people get the best out of their healthcare. Coming from Tondo, I can really appreciate what the NHS offers people. Back home, people can't access free healthcare, so to help people like this makes me happy", said Ryazan.



Happy Café

Happy Café is a place where hospital staff can connect over a coffee and learn science-based skills for enhancing psychological wellbeing.

Here at Worcestershire Acute, we want to support all our colleagues, by making sure we look after each other so that we can continue Putting Patients First.

4Ward Advocate and NICE and Key Documents Manager, Elaine Chapman came up with the idea to hold Trustwide Happy Cafés to support the health and wellbeing of colleague. They were launched in October.

Our Happy Cafés include refreshments, fun games and crafts, open discussions, writing gratitude letters, crochet poetry, action calendars, listening to podcasts, helpful handouts, mindfulness and lots of other fun!

We have seen a number colleagues attend our Happy Cafés at the launch and our festive themed cafés. The feedback from those who attended the events has been overwhelmingly positive with many colleagues already contacting us to see what we will be doing next.

Join in the conversation online

Here is some of the best of social media from November/December 2019:

Why not join the 30,000 people that follow us on our award-nominated 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!

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