

WorcestershireWay



DECEMBER 2016

Page 3

Children's cancer care closer to home

Page 4-5

Our shining hospital stars



Page 7

Stopping eye problems in their tracks

Therapy on hand to help patients with dementia

PATIENTS living with dementia are benefiting from a new form of therapy which helps calm, stimulate and reduce agitation during their hospital stay.

Digital reminiscence therapy kits have been in use on six wards across the Trust since November and are already proving to be beneficial for patients with cognitive decline, memory and mobility problems.

The kits – which include a TV style monitor and a tablet – offer interactive activities and games such as jigsaws and bingo; and nostalgic music, films, TV and radio programmes.

Kirsty Stanton, Ward Manager on Ward 12 at the Alexandra Hospital where one of the kits is in place, said: "This kind of therapy is known to be extremely powerful for patients with dementia and we are already seeing how it can calm patients down. It can help de-escalate the situation if patients become distressed and it also reduces feelings of isolation.

"It's powerful because we can also tailor content to individual patients - families can upload personal things like photos and music that their relatives can then watch and listen to. The reaction from the patient is often immediate."



Ward Manager Kirsty Stanton and Dementia Support Worker Karen Wilson with one of the Digital Reminiscence Therapy kits.

Karen Wilson, Dementia Support Worker, said the kits had been well received by staff, patients and families. "We see over 3,000 patients a year with dementia so these kits will form an important part of our aim to deliver high quality care for them and their carers.

"I have found that they are particularly beneficial in ward bays as the content often prompts conversation and memory sharing between all of the patients in the area. It also means staff have an effective communication tool for the patients in their care."

The kits, introduced by Donna Kruckow, Lead Nurse for Dementia and Older People, are an integral part of the Trust's wider Dementia Strategy which will be formally launched next year. The dementia team are now looking at securing charitable funds to purchase reminiscence packs – which includes things like old newspapers and replica items from days gone by – to use alongside the kits and act as memory triggers.

The kits are currently in use on Silver Unit, Avon 4 and Trauma and Orthopaedics at Worcestershire Royal Hospital, and Wards 2, 12 and 17 at the Alexandra Hospital.

Celebration time for our star staff



The achievements of NHS staff from the Alexandra, Kidderminster and Worcestershire Royal Hospitals were celebrated at an awards ceremony on Friday 18 November, with Olympian and World Record Holder, Colin Jackson on hand to congratulate winners and present awards.

Staff from every division and staff group were recognised for their outstanding achievements and some inspirational stories were told as an audience of nearly 300 people celebrated the 17 different awards on offer on the night.

This year, a record number of nominations were received from staff and patients during the summer.

Shortlisted staff were then invited to the awards ceremony at the Chateau Impney in Droitwich, where Colin Jackson shared his story and presented the awards alongside compere for the evening, Michael Collie of the BBC, the trust executive team and local sponsors of the event.

Chris Tidman, Chief Executive said: "This is the time of year when we come together to celebrate all our stars. This year we've seen a record number of nominations from patients and colleagues across all disciplines and I'd like to place on record my admiration for everything our staff do, each and every day to provide great care for the people of Worcestershire."

Turn to page 4 for a full round up of all the winners.

Welcome



Caragh Merrick, Chairman of Worcestershire Acute Hospitals NHS Trust

Hello and welcome to the December edition of our Trust newspaper. Reading it really does help bring our work and the stories of our staff to life.

This month I want to say thank you to everyone for the hard work in the run up to, and during, the CQC inspection in November.

The inspectors' feedback at the end of their visit reflected only their preliminary observations and a full report will follow when they have completed their unscheduled visits and reviewed the documentation they have requested.

I know that everyone working at the Trust will continue to deliver the same high standard of care for our patients with the same passion and commitment you always have.

I have started on a programme of staff visits and clinical engagement. If you want me or one of the non-executive directors to visit your team please email wah-tr.worcsacute-chairman@nhs.net and we will do our best to come and see you.

Throughout the organisation there's been a real emphasis on, and drive to, improve quality - not just from our perspective but from the patients' point of view. The genuine interest in service improvement shown by everyone I have met is a strength we can build on as we seek to provide excellent care for our patients.

Looking ahead to 2017, I have confidence in our strengths as an organisation and in the impact our work has on people's lives. I'd like to thank everyone for their commitment, and to wish everyone a Happy Christmas and all the best for the coming year.

A tale of three Chaplains

As Christmas approaches, we caught up with our hospital chaplains – Rev David Southall, Rev David Ryan and Rev Guy Hewlett – to find out about their roles and what this time of year is all about for them.

Across the Trust our three chaplains lead varied roles – alongside dedicated volunteers – providing spiritual and emotional support across wards and departments to patients, families and staff, whatever their beliefs.

Whether it is blessing a baby who has died, supporting a family with a loved one who is close to the end of life, teaching staff about spiritual care or doing the weekly communion service, there is no 'normal' day in chaplaincy. Our roving reverends also enjoy a sing song, leading singing groups and choirs who regularly entertain both patients and staff.

David Southall said: "No day is dull but I try to have as many happy moments in the day as sad ones- and that includes laughs with my staff friends."

David Ryan agrees that it's important to focus on the positives. "Many funny things happen in our work," he said. "The Chaplaincy singing group is affectionately called Dave and the Wardettes. During one of our times on Ward 5 at the Alexandra Hospital we were singing "Daisy, Daisy" when one of the HCAs took a patient by the arm and they waltzed around the bay.

Rev David Ryan



Christmas is a season of joy and goodwill. The story of the first Christmas was about a baby born in deep crisis, and it can be a time of stress and crisis as well for patients, families and indeed staff. Hopefully in sharing together, whatever we are facing through the season, that joy and goodwill can be all the more important for us.



Rev David Southall ready to spread some Christmas cheer with the Voices 4 Health choir

Even Strictly Come Dancing couldn't beat the joy there was in that moment."

All agree that being invited into the lives of families who are going through some of their most difficult times is a privilege. Guy said: "In the midst of work of the hospital we see all of life – great joy at the birth of a baby, relief at receiving positive news, tears in the eyes of people leaving the hospital when we can only guess what is happening; being alongside patients, family and staff when there is deep sadness. For me the greatest privilege

Rev Guy Hewlett



I have been known to be a bit 'bah humbug' about Christmas. I find the commercialism just too much. In our hospitals something about the on-going care being given to people in their deepest need speaks more about what Christmas is really about for me. Seeing the reality of love shared, lives changed and people being valued – long may that continue.

Rev David Southall



It is fair to say that as many of us catch the spirit of the Christmas season, those in hospital need special care and attention. I have seen staff go the extra mile on Christmas day to give the love and support that people need. I would like to let relatives and carers know that their loved ones will get first class care this Christmas. I also want to spare a thought for the staff who are working over this period, sometimes away from their family and friends, and let them know they are doing a fantastic job.

Christmas Carol Concert dates

Our Christmas Carol Concerts are open to all patients, visitors and staff. This year's concerts take place on:

Alexandra Hospital: Wednesday, December 14 @ 3.30pm – League of Friends coffee shop

Kidderminster Hospital and Treatment Centre: Thursday, December 15 @ 2pm – main foyer

Worcestershire Royal Hospital: Monday, December 19 @ 3pm – main foyer



Children's cancer care brought closer to home



Worcestershire children with a cancer diagnosis will be able to have more of their care locally from next year.

Staff in the paediatric oncology shared care unit (POSC) at Worcestershire Royal Hospital are working on plans to develop it into a level two oncology shared care unit, which will enable staff to provide additional types of chemotherapy.

Around 20 children in the county are

diagnosed with cancer each year and all are referred for initial care and many of their follow-up treatments to Birmingham Children's Hospital. Our POSC, which is located in the Children's Clinic, Worcestershire Royal, already offers some forms of chemotherapy and provides additional support for children who develop infections and other problems during their treatment.

Dawn Forbes, Children and Young People

Oncology Nurse Specialist, says that the POSC is recruiting the necessary additional nursing and pharmacy support and that the development will offer important benefits for about half of the children it supports each year. She said: "We will be able to save children who face three or four hours of chemotherapy from having to travel an hour or more in each direction to receive it. This will also save their families time and money."

Join one of our 8000 followers and keep up to date with our latest news and announcements



 facebook.com/worcsacutenhs
 [@worcsacutenhs](https://twitter.com/worcsacutenhs)
 www.worcsacute.nhs.uk

Occupational Therapy week activities reach thousands



Our Occupational Therapy (OT) team celebrated national OT week (7 - 13 November) in style!

The team held information stands for patients, visitors and staff to promote Occupational Therapy and gave a presentation about new roles in the department at an event for Allied Health Professionals (see page 6).

The team also launched a new Twitter account promoting and sharing information about the Occupational Therapy service at the Trust. Over 90,000 people saw the social media posts about OT week, and the team now have almost 200 followers on Facebook and Twitter. You can follow them at @WAHT_OT





Our shining hospital stars



Nurse of the Year

Laura Ellis

Staff Nurse - Ward 11, Alexandra Hospital



Doctor of the Year

Dr Martin Ferring

Consultant Renal Physician



Midwife of the Year

Trudy Berlet

Bereavement Support Midwife



**Health Care Assistant
of the Year**

Maura George

Health Care Assistant, Outpatients Department,
Kidderminster Hospital and Treatment Centre



**Allied Health Professional/
Health Care Scientist of the Year**

Kelly Bill

Clinical Service Manager - Neurophysiology



**Non-clinical Employee
of the Year**

Deb Boden

Ward Clerk - Children's Ward, Alexandra Hospital



**Leader/Manager
of the Year**

Cathy Garlick

Divisional Director of Operations -
Women & Children



Team of the Year

Medical Assessment Unit

Worcestershire Royal Hospital



**Enhancing Patient
Experience Award**

Andrea Madkins

Ward Clerk - Medical Assessment Unit,
Alexandra Hospital



Patients' Choice Award

Laurel 2

Worcestershire Royal Hospital



Apprentice/Student of the Year

Samara Harvey

Business Administration Apprentice - Hawthorn Suite, Worcestershire Royal Hospital



Volunteer of the Year

Fiona Charny

Chair of Worcestershire Breast Unit Campaign



Rising Star

Sharon Banyard

Sister - Surgical Decision Unit, Worcestershire Royal Hospital



Friends & Family Award

Ward 11

Alexandra Hospital



Life Time Achievement Award

Dr Marie Hanlon

Consultant Paediatrician



Chief Executive's Special Award

Martin Long

Head of facilities



Chairman's Special Award

Lara Greenway

Ward Manager - Riverbank, Worcestershire Royal Hospital

National leader impressed by best practice case studies

Specialised healthcare staff working across our hospitals showcased their work to Professor Sue Hill, Chief Scientific Officer for NHS England, at a celebratory event in November.

Allied Health Professionals and Health Care Scientists look after patients in fields such as blood sciences, audiology, physiotherapy and reconstructive science. The event highlighted some of the work that is being carried out in these areas to improve patient experience.

Case studies included:

- An on-screen demonstration of prosthetics showing how this area of work can totally transform a patient's life with amazing results. The presentation covered prosthetic rehabilitation and the new types of materials used, such as wax, adhesive and the use of metals and glass.
- Physiotherapists spoke about their on-call service in A&E which means patients are able to be seen and treated quicker.
- Speech and language therapists discussed how feeding is vital for rehabilitation in order for patients to get better quicker, and be discharged so they can recover in the comfort of their own home.



Ian Collins, Consultant Maxillofacial Prosthetist; Jan Stevens, Interim Chief Nursing Officer; Professor Sue Hill, Chief Scientific Officer for NHS England; and Kelly Bill, Neurophysiology Department Clinical Manager at the AHP and Healthcare Scientist event.

Attendees also had the opportunity to hear Professor Hill deliver a keynote speech focusing on care and quality, health and equality and doing things right first time to reduce costs in the NHS. She also spoke about the NHS's five year plan and how she

is leading the delivery on how genomics and personalised medicine is set to transform the NHS.

Jan Stevens, Interim Chief Nursing Officer at the Trust and Allied Health Professionals/

Health Care Scientists champion, said: "A lot of good patient care could not be achieved without the involvement of AHP and HCS staff.

They do a fantastic job looking after our patients in some of the lesser known fields. As well as raising the profile of our staff, it was also an opportunity for colleagues and patients to hear excellent case studies, good practice and how we're delivering first-rate patient care."

The day also included information stalls at Worcestershire Royal Hospital, Alexandra Hospital and Kidderminster Hospital & Treatment Centre.



Information stands were manned at all three hospitals.

Save the date for cancer conference



Health and Social Care professionals are being invited to save the date for a 'Living Well, with and Beyond Cancer' conference.

The event, being held on Friday, April 7, 2017 at Charles Hastings Education Centre, Worcestershire Royal Hospital, will enable healthcare staff to hear directly from cancer patients about

what they need when they complete treatment, as well as the impact and consequences of treatment. It is being organised in partnership with Worcestershire Health and Care Trust and the University of Worcester. To book a place contact

WHCNHS.Learninganddevelopment@nhs.net or call 01905 681682.

Five minutes with... Sharon Chadwick



Sharon Chadwick is the Trust's Macmillan Neuro-Oncology Clinical Nurse Specialist. She works with patients with

brain tumours, co-ordinating their care, helping them with decision making and answering any questions they may have. She also keeps them informed about what is happening whilst they are hospital, and signposts them to other services they may need.

What was the last book you read? Sue Perkins - Spectacles

Who would you invite to a dinner party, dead or alive? My Mum and my Nan

Strictly or X Factor? Definitely Strictly!

What advice would you give your younger self? Enjoy life

Favourite place? Wales

Facebook or Twitter? Facebook

Best thing about your job? The opportunity to meet such a diverse range of people

If you had a superpower what would it be? Time travel so I could be in two places at once!

Turkey or Goose? Neither – I am a vegetarian!

Tell us a joke - I don't know any! I am more of an anecdote sort of person...

Would you like to appear in the next edition's Five Minutes With...? If so, let us know!

Email wah-tr.communications@nhs.net

Nurses team up to stop eye problems in their tracks



Nurse Practitioners Samantha Hood, Helen Hipkiss and Susan Derrett are looking forward to expanding their AMD service.

Three new Advanced Nurse Practitioners are joining the ophthalmology team at Kidderminster Hospital and Treatment Centre to help meet growing demand for sight-saving treatment.

The nurses have been trained up following a growing increase in the number of patients needing monthly injections to ward off age-related macular degeneration (AMD).

Nurse Practitioners Helen Hipkiss and Susan Derrett have been providing the service at Kidderminster for the past three years and they have taken the lead on training the new team members.

Helen said: "AMD is really common among people over 55 – the NHS has estimated that about one person in ten aged over 65 has it to some extent.

"This injection can halt the disease for a very long time, but it must be given monthly. Training nurses to provide the treatment frees up doctors for other things and patients often say they prefer receiving their monthly care from us. We have a different approach that many people say they like."

Two of the new Nurse Practitioners completed their training ahead of schedule in early December and will join the team

immediately; the third will join early in the New Year. This means that the hospital can expand its service from ten clinics per week to 12.

The Trust's ophthalmology service has already been highly commended in the Health Services Journal (HSJ) 'Value in Healthcare Awards' for its work to improve staff knowledge and skills - and particularly for training Nurse Practitioners to take on some of the tasks traditionally handled by doctors.

Giving radiographers a chance to shine

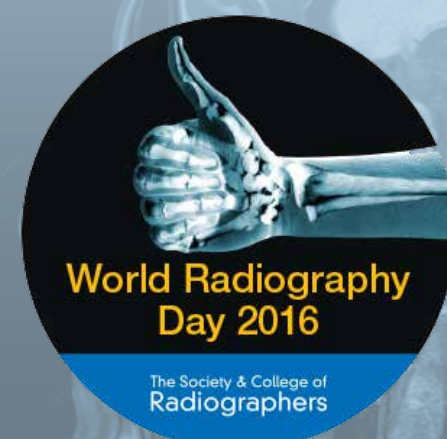


Staff from the diagnostic imaging team manned a stand, answered questions and gave information about what they do and how their role helps patients on World Radiography Day (Nov 8).

Kirsty Garman, Fluoroscopy/Interventional Deputy Lead Radiographer at the Alexandra Hospital, said: "We play a vital role in our hospitals as about 90 per cent of people come through X ray, CT, ultrasound or MRI at some point - so we're very much part of the patient journey. We only have around 5-10 minutes with our patients, and within that time we have to gain their trust and make them feel comfortable - which is a real skill that can be taken for granted.

"I love my job and would recommend this profession to anyone."

For further information about World Radiography Day and radiography in general, please visit www.sor.org/



Neonatal team raise £870 for Bliss

Staff from the Neonatal Unit at Worcestershire Royal Hospital held a stall in the main entrance on November 17 – World Prematurity Day - to raise awareness for prematurity and partner charity Bliss.

The team raised £870 holding a tombola, and selling cakes, jams and baby items, all homemade or donated by staff from the unit.

Bliss has a close working partnership with the Trust and neonatal team, providing support, signposting and counselling for parents and families who experience prematurity.



Neonatal staff on their World Prematurity Day stand

Cancer care survey

We would like to point out that article on the National Cancer Patient Experience Programme survey in the November edition of Worcestershire Way should have referenced the 2015 survey, not the 2013/14 survey. Nearly ninety per cent (87%) of cancer patients in Worcestershire rated their hospital care as excellent or good, according to latest figures. The full survey results can be found at www.quality-health.co.uk

Diabetes patients benefiting from improved health thanks to education sessions



Pictured l to r: Diabetes team Jessica Stokes, Maria Major, Rosanne Dunkley, Billy Law, Sue Rogers and Angela Williams with their award.

People living with Type 2 diabetes in Worcestershire have seen improvements in their health after attending group education sessions to help manage their condition.

Worcestershire Acute Hospitals NHS Trust, which runs the sessions throughout Worcestershire, has received a national X-PERT Health award for the fourth year in a row, for the impressive number of patients attending diabetes education sessions.

More than 100 people are being diagnosed with diabetes every month in Worcestershire and currently the county has more than 35,000 sufferers with the condition, 90 per cent with the lifestyle-affected Type 2 diabetes.

New options have been introduced including classroom-based groups and online help to one-to-one sessions with health professionals. Over 2000 people have attended one of these courses with the diabetes team this year.

Diabetes Specialist Dietitian Rosanne Dunkley said: "2016 saw us with the greatest number of participants on these courses than anywhere else in the country. Waiting times are now down to less than a month and are often just two weeks. 80 per cent of patients starting a six week course now finish it.

What the patients say:

'The session was excellent, well presented and informative- I actually feel excited about being able to do something in a more manageable way to help my diabetes and weight issues.'

'The course has already improved my degree of self-management and health.'

'It's nice to be able to talk through any concerns with others in a similar situation.'

"In addition to our longer courses we're now running more than 50 first steps taster courses a year and 92 per cent of people who attend them realise they need to make changes to their lifestyles."

The scheme has been so successful that it is achieving twice the reduction in blood sugar levels set by Government targets – and is doing as well as many medications and without the side effects.

Not only that but the programme has also empowered patients and in some cases successfully reversed the disease.

Rosanne added: "A lot of people are used to going to the doctor and being told what to do but with diabetes we are looking more at self-management. As one patient said, 'it brought home to me my responsibility to myself'."

Newsagent gets a healthy make-over at the Alexandra Hospital



More variety, healthy options and a brand new layout are all part of the new look WH Smith shop at the Alexandra Hospital.

The shop has a new healthy approach and will cater for patients' needs, stocking new items such as pyjamas, slippers and necessities for those who are staying in hospital. Staff, visitors and patients looking for healthy options will also have more choice.

WH Smith Manager Lucy Crutchley said: "We've cut the chocolate stand by half, so there'll be no more chocolates and sweet sugary products at the till points any more. We've increased our healthy snacks, including fruit, snack bars and healthy style drinks and more water. This decision puts us more in line with the hospital's stance on healthy eating."



Tell 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 or calling 01905 760453.