



# WorcestershireWay

MAY 2017

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## Worcestershire's trainee nurses on track to play crucial new role in NHS



The 58 trainee Nursing Associates in their uniforms, ahead of the start of their in-hospital training.

**Worcestershire hospitals' nurses of the future began their training last month – and the role they will be fulfilling will be a brand new one in the NHS.**

Nearly 60 students have started the Trainee Nursing Associate course at the University of Worcester, supported by Worcestershire Acute Hospitals NHS Trust and Worcestershire Health and Care Trust.

The two-year foundation degree will train a brand new group of Nurse Associates to play a crucial role of filling a gap in skills between current health care assistants and registered nurses.

Once they have completed their course, the Nurse Associates will be able to work in NHS hospitals working alongside both health care assistants and qualified nurses to deliver high quality patient care.

The course will enable the nurses to take a lead in decisions on a patient's hospital visit and deliver 'hands on' compassionate care.

The Trainee Nursing Associates will gain hours of practical clinical experience in a range of healthcare settings over the two years of the course, as well as academic sessions at the University, which is noted for the outstanding quality of its education.

Ally Middleton, Practice Facilitator for Worcestershire Acute Hospitals NHS Trust said: "This new nursing role is really important for Worcestershire and for the future care of our patients. It is vital to give a new generation of staff the enhanced education and skills required to deliver great, hands-on care to all patients. The work-based learning programme taking place in clinical areas, will give our trainees the perfect experience to help shape them in to this future role."

Trish Cerrone, Deputy Director of Nursing at Worcestershire Health and Care Trust, said: "The role is really key to developing

the next generation of nurses who have the skills to deliver the kind of integrated care we need. Through the programme they will get an opportunity to work in different parts of the NHS system, including in community nursing roles, community hospitals, primary care and in an acute hospital, which will give them a greater understanding of the health economy."

Professor David Green, the University of Worcester's Vice Chancellor and Chief Executive, who is known for his consistent campaigning for more nurses to be trained, said: "The University of Worcester is delighted to welcome our new Nurse Associate students. They will make a positive difference to care in our hospitals and health settings from day one. By the time they qualify, these students will be very valuable members of the health and medical teams. The University is deeply committed to working closely with all our partners to ensure that an outstanding health care workforce for tomorrow is created today."

***"The role is really key to developing the next generation of nurses who have the skills to deliver the kind of integrated care we need".***

Dr Jan Quallington, Head of the Institute of Health and Society at the University of Worcester, said: "This Nursing Associate role, and the already established Physician Associate role also pioneered by the University, are the first of a number of new roles in health and social care and they will make a significant contribution to the successful delivery of care in the future."

The first Nurse Associates in Worcestershire will finish their studies and qualify in April 2019, after which they will be able to work in local NHS hospitals.



## Welcome



Michelle McKay, Chief Executive of  
Worcestershire Acute Hospitals NHS Trust

### Welcome to the latest edition of Worcestershire Way.

The past few weeks have seen us celebrate both International Day of the Midwife and International Nurses' Day. With our midwifery and nursing staff totalling around half of our workforce, it is only right that we recognise and highlight the fantastic work that they do across our hospitals. In this edition you can read about award-winning staff Meadow Birth Centre and its fabulous team, as well as the nurses of the future who are just starting out on their journey with us. I hope it will be a long, rewarding and enjoyable one.

I am delighted that by the time you are reading this, the majority of the executive directors at the Trust will be permanent appointments. One of the key issues has been the interim nature of the Trust's management in recent years. This is an important milestone for the Trust and will help us plan for the long term future of our services. You can see the complete Trust Board membership on this page. One of our key priorities is to improve staff engagement, so we will be out and about visiting wards and departments as well as team meetings. Please say hello if you see us, and if you would like any one of us to come to your area please don't hesitate to let us know.

At the May Board meeting in public I presented a detailed way forward for the next few months. While the Executive are not yet ready to map out a longer term plan, this reflects the early areas of focus. The plan will be updated monthly. You can read the way forward at:  
<https://tinyurl.com/m2xnmga>

Since I took up post at the end of March I have been very busy meeting colleagues from across the Trust as well as across the wider healthcare system. There is wide acknowledgement about the number of challenges we need to tackle, but what has struck me is the overriding passion from everyone to work together to improve healthcare for our communities.

## Worcestershire Acute Hospitals NHS Trust Board of Directors



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The current Endoscopy Decontamination Unit is being replaced by a new state of the art unit.

# Work gets underway on new Endoscopy decontamination unit at Alexandra Hospital

**Work has begun to provide a new state of the art Endoscopy Decontamination Unit at the Alexandra Hospital.**

The new unit will provide the Trust with the very latest disinfection and sterilization techniques.

The unit will clean the endoscopes and cystoscopies used in around 9,000 procedures every year at the Alex, and have the capacity to process up to 12,000.

Marek Waliszewski, Endoscopy Unit Manager at the Alexandra Hospital, said:

"The benefits of the new unit will be huge when it comes to the decontamination and storage of flexible endoscopes.

"We are moving it to a larger area which will mean we will be able to have a separate 'clean' side and 'dirty' side which will reduce the risk of cross contamination of endoscopes that we use.

"We will also benefit from a new vacuum packing facility which will mean clean endoscopes will be available to use for a longer period of time".

The new unit, which is expected to be ready for use in around three months, will also mean the Trust achieves the nationally recognised standards set by the Joint Advisory Group for Gastro Intestinal Endoscopy (JAG).

The JAG ensures the quality and safety of patient care by defining and maintaining the standards by which endoscopy is practised.

The new unit will be situated in an area on Ward 15.

## Five minutes with... Staff Nurse Sue Gibbons



Sue has worked for the NHS continuously since September 1971 and is still as hard working as ever! Sue, who is based in the Trust's Burlingham Ward at Evesham Community Hospital, admits, discharges and provides pre and postoperative care to patients attending for elective day case surgery and clinical investigation procedures.

**What was the last book you read?** I have just re-read Waiting For Wednesday by Nikki French.

**Who would you invite to a dinner party, dead or alive?** Winston Churchill.

**What advice would you give your younger self?** Family first, job second.

**Favourite place and why?** Penzance. Many holidays spent here when my children were young and my Dad was alive.

**Broadsheet or tabloid?** Tabloid.

**Best thing about your job?** The people that I work with.

**If you had a superpower what would it be?** I would like to be able to be like the "Flash".

**Tea or coffee?** Tea

**Tell us a joke.** Two Policemen went past an elderly lady in a car who was knitting. The Policemen asked her to pull over. She replied "No, a pair of socks."

## Crufts award for Aero

**Aero - the Therapy Dog who comforts and relieves anxiety for dementia or stroke patients - and his owner Lesley Fage, are celebrating after winning the Volunteer of the Year award at Crufts dog show last month, primarily for their work at Worcestershire Acute Hospitals NHS Trust.**

Border Collie Aero and Lesley, who are members of Therapy Dogs Nationwide, have been visiting Worcestershire Royal Hospital since September 2016, as part of a pilot project to help reduce patient isolation.

Therapy Dogs Nationwide is a Charity founded in 2016 managed solely by volunteers and not for profit. The volunteers have the unique privilege of volunteering with their own temperament tested Therapy Dogs; some with over 10 years' experience, across a wide range of settings.

Lesley said: "I joined Therapy Dogs Nationwide because my Mum had Alzheimer's and when she had to go into a care home I would take Aero to visit Mum and all the other residents. I realised what joy this could bring to people and what a talent Aero had for making people smile. Since volunteering at Worcestershire Royal Hospital we have had nothing but positive comments from staff, visitors and patients, many of whom have said

what a wonderful thing we are doing and that the hospital is brilliant for allowing it. On many occasions, patients who are not very responsive or barely communicating respond to Aero, their faces light up when they stroke him and they happily chat to us and love to hear all about Aero."

Lesley has been actively recruiting more volunteers and therapy dogs and we hope to be able to expand the visiting to other hospitals this year.

More information on the charity can be found at [www.therapydogsnationwide.org](http://www.therapydogsnationwide.org)

**Congratulations Aero and Lesley!**





# Celebrating International Nurses' Day

Nurses and midwives across the Trust were celebrated on International Day of the Midwife on Friday, May 5, and International Nurses' Day on Friday, May 12.



To mark **International Day of the Midwife**, Head of Midwifery Fay Baillie, along with the Trust's RCM representatives Becky Wilde and Louise Webster, signed the Royal College of Midwives (RCM)'s 'Caring For You Charter' which aims to guarantee the wellbeing of all maternity staff.



The Charter was launched by the RCM and commits Trusts to working with the RCM's health and safety representatives to improve the health, safety and wellbeing at work of midwives, student midwives and maternity support workers. This will then in turn enable staff to provide even better care for women, babies and their families.

Becky and Louise also took time to go around the maternity wards, delivering some small gifts and a smile to midwives on the day.

## National acclaim for our Meadow Birth Centre at MaMa Awards 2017



Meadow Birth Centre staff: Lesley Rose, Maternity Support Worker; Kate Humphries, Midwife; Lorraine Grummett, Midwife; Julie Cooper, Midwife; Louise Turbutt, Team Leader and Kathy Dewhurst, Midwife.

**The Meadow Birth Centre at Worcestershire Royal Hospital has been named Birth Centre of the Year.**

The centre - which is run by experienced midwives rather than doctors - was one of just three birth centres in the country to be shortlisted for the prize in the MaMa Awards 2017.

The annual MaMa Awards, recognise outstanding health care environments or midwifery staff, in ten different categories through entries from across the UK each year.

The Meadow Birth Centre - which is the first of its kind in Worcestershire - gives women more choice over where their baby is born and offers a comfortable environment where birth is treated as a 'normal' process rather than a medical one. The four self-contained rooms have seen over 1,500 babies born since opening to expectant mums in April 2015.

The centre has three purpose built birthing pools, and has seen over three quarters of its babies have a water birth, with mothers from across the county and beyond giving glowing reviews of the care they have received in the centre.

Parents, Emma and Arron from Worcester, decided to come to Worcestershire Royal Hospital for the birth of their first child together so they could experience the calming environment of the Meadow Birth Centre.

Emma said: "I'd heard about the Meadow Birth Centre from my friends and a local yoga class I went to. It really does live up to its reputation; the facilities here are fantastic and almost like a hotel. I'd recommend it to anyone; it's been a truly amazing experience here.

Dad Arron said: "It's been great as a partner as well as I've been able to be so involved in it all and experience the birth in such a nice environment.

Being able to spend that quality time together with each other and Ava as well before leaving was so important too, it meant would could relax and not be rushed."

Meadow Birth Centre midwife team leader, Louise Turbutt said: "We're so proud of what we've achieved so far and to win for this award is very special.

It's a testament to the whole team and how hard everyone has worked to give mothers to have the best possible birth experience they can in a relaxing and homely environment.

"We've far exceeded our expectations of how many babies would be born in the centre and that's fantastic news, not just for us, but for the women of Worcestershire and beyond who have experienced giving birth in this unit."



# and International Day of the Midwife



Nursing staff on Ward 18, Alexandra Hospital.



Nursing staff from Laurel Unit, Worcestershire Royal Hospital.

On **International Nurses' Day** the Trust's own 'superhero' nurses were announced. Staff and patients were asked to nominate their own nursing hero, by explaining how they have gone above and beyond in their every day role. The winners were:

- **1<sup>st</sup> prize - Anja Potze necklace**  
Mardalin Marbaniang - Ward 18, Alex
- **2<sup>nd</sup> prize - 2x T20 tickets**  
Reji George - Matron, Alex
- **3<sup>rd</sup> prize - Bouquet of flowers**  
Chris Oldaker - Endoscopy, Alex
- **Patient nomination award - flowers**  
Angie Lord - Junior Sister, Worcester

Vicky Morris, Chief Nursing Officer at the Trust, said: "Nursing staff are the superheroes of health care. They're there when needed most, changing lives with their unique set of skills. This was an opportunity to say thank you to our fabulous team across our hospitals and demonstrate why they are so valued."



Chief Nursing Officer Vicky Morris, third from right, and Jewellery Retailer Anja Potze, second from left, with our prize winning staff. Left to right: Angie Lord, Chris Oldaker, Mardalin Marbaniang and Reji George.

## Come and join us - recruitment days coming up!

Exciting medical and nursing opportunities across the county's hospitals will be showcased at a series of recruitment event over the coming months.

If you are on the lookout for a new job, already working in the NHS, or looking to return, Worcestershire Acute Hospitals NHS Trust has vacancies to suit you at the Alexandra Hospital in Redditch, Kidderminster Hospital and Treatment Centre and Worcestershire Royal Hospitals. Full-time, part-time and flexible hours are all on offer.

If you're interested in finding out more about what's on offer, our forthcoming recruitment events are ideal. The dates for your diary are:

### Medicine careers:

- Thursday 29 June, from 3pm, Charles Hastings Education Centre, Worcestershire Royal Hospital

### Nursing Recruitment:

- Saturday 9 September, from 10am to 3pm, Alexandra Hospital, Redditch
- Tuesday 16 September – visit our stand at the Worcester News recruitment fair at the Guildhall, Worcester, from 9.30am
- Saturday 25 November, from 10am to 3pm, Worcestershire Royal Hospital

For information on the latest job, volunteering and apprenticeship opportunities available search for 'Worcestershire Acute Hospitals' on NHS Jobs - [www.jobs.nhs.uk](http://www.jobs.nhs.uk).



Nursing staff on Burlingham Ward, Evesham Community Hospital.



Nursing staff on Millbrook Suite, Kidderminster Hospital.



# Volunteers working Side by Side with people living with Dementia



Side by Side volunteers at Worcestershire Royal Hospital, (left to right) Ade Couper from Alzheimer's Society, with volunteers Jade Gormley, Chloe Dolphin and Becky Webb.

People living with Dementia in Worcestershire are being given extra support in our hospitals thanks to the help of kind-hearted volunteers.

Side by Side is an initiative run by the Alzheimer's Society, where people living with Dementia are visited on the wards by volunteers who talk to and comfort patients who find themselves in hospital.

Worcestershire Royal Hospital was one of the hospitals involved in the pilot of this project which is now being adopted nationally. The hospital now has over 30 volunteers who have been through both Trust and Dementia Friends training to enable them to carry out their role.

The volunteers visit five different wards at the hospital donating over 50 hours of time a week to helping patients with dementia by talking to them to reduce feelings of isolation or loneliness.

People living with Dementia can be frightened or confused by a hospital environment, and while nurses and full time hospital staff care for these patients, Side by Side volunteers are able to give extra time and attention to ensuring they feel less isolated or scared about their experience.

Jade Gormley who volunteers as part of Side by Side at Worcestershire Royal said: "I'm studying Health and Social Care at College and saw this opportunity come up

and thought I could offer my time and help benefit people living with Dementia.

"It's a really different atmosphere on the wards to my course, and I feel proud that I can help these patients in some way".

Ade Couper who runs the Side by Side initiative said: "Without these volunteers the service wouldn't be able to run. The commitment of our volunteers is central to providing that support for our people with dementia in this hospital."

**If you want to volunteer helping people living with Dementia**, get in touch with Ade Couper, [ade.couper@alzheimers.org.uk](mailto:ade.couper@alzheimers.org.uk) or phone 01905 621868.

## Great support for cancer conference

More than 70 staff health professionals from across Worcestershire's health system and beyond gathered at Worcestershire Royal Hospital earlier this month for a conference to learn about the long term consequences of a cancer diagnosis and treatment.

The conference on April 7 was organised by members of the Cancer Services team at Worcestershire Acute Hospitals NHS Trust, in collaboration with Worcestershire Health and Care Trust and the University of Worcester.

Clinicians and interested delegates came from across Worcestershire's health economy, local University and students, hospices and visitors from as far afield as mid-Wales and the Black Country.

The event included talks from patients, carers and health professionals, providing evidence and personal stories to demonstrate the impact of a cancer diagnosis beyond treatment. There were also workshops offering health professionals alternative ways of supporting patients and reducing social isolation.

The conference organising committee hope to hold a similar event for patients and carers next year.

### What the delegates said:

"Today has made me realise oncology is definitely the aspect of nursing that I want to go into."

"It opened my eyes to what extra lengths healthcare professionals go to, to make life easier for patients."

## Alexandra staff run 10k for charity

**Eleven kind-hearted staff from Worcestershire's hospitals raised £1000 for Macmillan Cancer Support by taking part in the Great Birmingham 10K Run.**

Senior Staff Nurse, Rashida Bashir and Theatre Sister, Lucy Young from the Alexandra Hospital, Redditch, have been raising money since January in support of Macmillan along with nine other colleagues to help them reach their £1000 target.

The team supported and pushed each other through training to make sure they could complete the distance. Rashida said: "It has been a privilege to be able to fundraise for such an amazing cause".

Macmillan Cancer Support is especially close to Rashida's heart having lost her mother to Breast Cancer in 2012. Macmillan provided valuable end of life support during her mother's final few weeks.

Rashida added: "I have nothing but admiration for the job they do so well especially at such difficult times. It was an emotional journey for the team that resulted in an amazing amount of money being raised".

You can donate to their cause on the following links:

[www.justgiving.com/fundraising/rashida-bashir](http://www.justgiving.com/fundraising/rashida-bashir)

[www.justgiving.com/fundraising/lucy-young13](http://www.justgiving.com/fundraising/lucy-young13)







Volunteer Severn Freewheelers rider Patrick Granger.

## Severn Freewheelers celebrate 10 years of helping our hospitals

A dedicated group of local motorbike enthusiasts are celebrating providing a decade of free service to the NHS.

The Severn Freewheelers are a group of advanced motorcyclist volunteers who provide a free out-of-hours courier service for medical items to hospitals in Worcestershire and beyond.

The group are celebrating their 10th anniversary this month and have covered well over a million miles delivering medical items to hospitals in the region. The volunteers now average over 150,000 miles and over 4000 call outs each year.

The riders carry blood and pathology samples, patient scans, drugs or any medical essentials between hospitals in the area for free. The service runs 'out of hours' - between 7pm and 7am weekdays, and 24 hours a day during weekends and public holidays - when normal hospital transport is out of use.

Covering from Wiltshire in the South, to Herefordshire and parts of Birmingham and the Black Country in the North, the team of Freewheelers all hold the advanced riding qualification and have all completed emergency response riding and the transport of sensitive goods training.

Volunteer rider for the Freewheelers Patrick Granger said: "We're a group of volunteers who love to ride motorcycles. We want to do something to help the community and by doing this we can help the hospital staff and help save the NHS money on paying for transport so it's win win".

The Severn Freewheelers were the founding members of the Nationwide Association of Blood Bikes which now has over 25 member groups covering almost all of the UK.

You can find out more about the Severn Freewheelers on their website [www.severnfreewheelers.org.uk](http://www.severnfreewheelers.org.uk)



The Trust's colorectal nursing team at the Bowel Cancer Patient Day.

## Inspiring stories at patient day

A Bowel Cancer Patient Day was held in April in the Charles Hastings Education Centre at Worcestershire Royal Hospital in partnership between the Trust's colorectal nursing team and charity Beating Bowel Cancer.

The free event - the first to take place in the Midlands - was an opportunity for patients, their relatives and friends to watch presentations and take part in interactive workshops. Over 180 people attended the event in total and feedback was positive.

Workshops included the physical and emotional effects of bowel cancer, practical advice on healthy living during and after treatment, a keep fit session, a carers' workshop, and information advances in surgery and treatment.

The event also saw an inspiring talk from two patient speakers, Sheena Wilson and Wayne Smith, who shared their stories and explained how they are coping with life after a bowel cancer diagnosis.

## Kind staff surprise Jessica with tenth birthday cake

Staff in the Children's Clinic at Worcestershire Royal Hospital made sure to make a fuss of Jessica Badland when she came in for treatment on her 10th birthday recently.

Jessica was surprised with a cake and a rendition of Happy Birthday from kind staff who wanted to make sure she had a special day.





## Focus on... Max Redmond, Occupational Therapist



Max with his family after waking up from his induced coma in 2010.



Max is now a qualified Occupational Therapist.  
Picture courtesy of the Worcester News.

**Max Redmond is an Occupational Therapist at the Trust. He spoke to *Worcestershire Way* to explain what it was that inspired him to embark on this new career path...**

Seven years ago Max Redmond had never heard of Occupational Therapy – until one day his life changed completely following a sudden and terrible accident.

Max, who was a factory operator at Worcester Bosch at the time, was out riding his motorcycle in mid-Wales with a group of friends when he had a tragic road traffic accident which would eventually set him on a brand new career path he had never considered.

The accident was so severe he spent over six weeks in an induced coma to allow his body to recover. Max was transferred between hospitals within the West Midlands spending time in Shropshire, Staffordshire, West Midlands and Worcestershire in order to give him the best care.

“The collision left me with multiple traumas from my legs to my head, I was in a critical condition and needed surgery”, recalled Max.

After surgery and when he came out of his induced coma, Max met an Occupational Therapist for the first time.

“It was when I started my recovery that I first met an Occupational Therapist. They assessed me and tried to help me to regain my independence”, said Max.

Max’s rehabilitation lasted from mid-2010 to the end of 2012, when he was finally able to walk independently - albeit with a walking stick.

During this time he received inpatient, community and rehabilitation input from Occupational Therapists around the region.

The care, dedication and professionalism that all the occupational therapists demonstrated throughout Max’s recovery

and rehabilitation inspired him to want to help others how they had helped him.

“They helped me so much at every stage of the rehabilitation process, from giving me a self-propelling wheelchair so I could move myself around and take trips off the ward, to fitting my home with minor adaptations like rails to help me get in and out of the bath and shower”, added Max.

“I started to feel that I wanted to become an Occupational Therapist to help improve the health and wellbeing of others. It was an occupational therapist who helped me apply to college in 2011, to complete an Access to Higher Education course, which would then give me the qualifications to apply for university”.

After completing his access course, Max applied for university, to study Occupational Therapy after the impact the therapists had had on him throughout his recovery.

Having graduated from Coventry University with flying colours, Max secured a position as a Band 5 Occupational Therapist at Worcestershire Acute Hospitals NHS Trust.

Max is currently working with patients on Hazel Trauma Ward at Worcestershire Royal Hospital alongside OT colleagues that helped treat him during his time as an inpatient on the ward in 2010.

Three months into his rotation at the Trust, Max said: “I am currently working with a great team and feel like I have settled in at hospital exceptionally well, I’m pleased to be here and be able to help people recover from similar things to me and to help try and raise awareness of the role of Occupational Therapists”.



Specialist Speech and Language Therapists, Leanne Bartlett and Helen Griffiths.

## New kit for Speech and Language Therapy and ENT

**A new state of the art piece of equipment is now in use by the Speech and Language Therapy and Ear Nose and Throat (ENT) teams at the Alexandra Hospital.**

The new portable nasendoscope stack – which was generously donated to the teams by the League of Friends - will allow Speech and Language Therapy to assess patients on the wards who have complex

swallowing difficulties and help prevent chest infections by identifying silent aspiration. Voice patients will also benefit from using the system for biofeedback when carrying out vocal exercises in Speech and Language Therapy.

ENT patients will also be able to see images of their examinations and recordings can then be used for teaching purposes too.

## Easter Bunny surprises children on Riverbank ward



**Children spending their Easter in Worcestershire Royal Hospital were given an Easter treat thanks to kind hearted staff from a local company.**

Lear Corporation based in Redditch, visited the Riverbank children’s ward at the hospital with a willing volunteer

dressed as an ‘Easter Bunny’ to donate gifts and Easter Eggs to children on the ward.

Joy Powell, play leader on Riverbank said the visit had brought a smile to the faces of the children.