



# WorcestershireWay

JULY 2017

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Beauty of county showcased  
in Trust recruitment film

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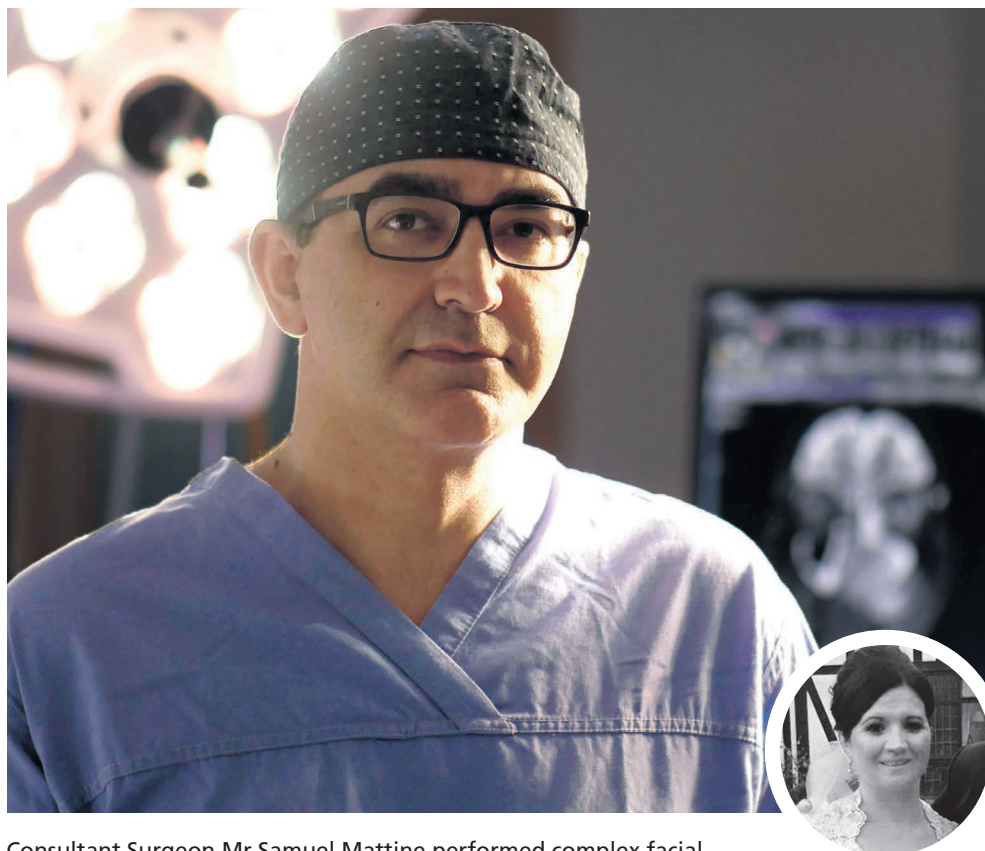
CCGs agree future of acute  
hospital services



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Strictly fabulous fundraising  
for Rory the Robot appeal

## Hospital honeymooner left scar-free following pioneering facial surgery



Consultant Surgeon Mr Samuel Mattine performed complex facial surgery to remove a tumour from Emma Jones' (inset) throat.

**A young woman from Kidderminster has been left amazed at the outcome of surgery which could have left her with permanent scarring down the middle of her face.**

Emma Jones and her partner Darren were devastated by the news that she required complex facial surgery in order to remove a tumour that was discovered in her throat.

Emma, who works as a Venue Consultant for a local events agency, was finalising plans for her imminent wedding when she was told.

After discomfort in her throat, Emma went to her GP who diagnosed her with bouts of tonsillitis and quinsy. Emma was referred to Kidderminster Hospital and Treatment Centre to have her tonsils removed.

It was only then that scans revealed the true source of her discomfort – a large tumour below the base of her skull.

Emma said: *"It was such a scary diagnosis to hear for me and my family, especially at that time for me. I'd been planning for my wedding for so long, I was really busy at work and I had my one-year-old daughter to look after.*

*It was just the worst possible timing to be given the news".*

Less than six months away from her wedding day, Emma was advised she might want to consider cancelling or postponing her wedding as it was not known the severity of the tumour.

Emma was then referred to Worcestershire Royal Hospital to the Maxillofacial Department and Consultant Surgeon Mr Samuel Mattine, who would carry out the operation to remove the tumour from her throat.

*"Mr Mattine was fantastic right from the start. He was so reassuring and understanding of my situation",* Emma added.

*"I was talked through the possible outcomes of the surgery, which included permanent facial scarring, with my face and jaw being split in the middle to get access to the tumour and permanent damage to several nerves in my face".*

The possibility of permanent damage to her face left Emma feeling terrified of how it would affect her big day, which she had been planning for two years.

She said: *"I thought about cancelling the wedding. I didn't want to have my memories of my wedding and the photographs with large scars down my face. It didn't want this to ruin the best day of my life".*

After weeks of consideration, Emma and Darren decided to go ahead with the wedding as planned on September 3<sup>rd</sup> 2016 – a week ahead of the operation - which Emma described as "the perfect day".

But instead of going away on a honeymoon, Emma found herself in Worcestershire Royal Hospital just days afterwards, worrying about the long-term effects of the operation she was about to undergo.

It was only during the procedure Consultant Surgeon Mr Mattine, discovered that he and his team would be able to perform an innovative surgical technique which would allow them to remove Emma's tumour without the need to split her face and leave her with permanent scarring.

Mr Mattine said: *"We performed a procedure on Emma which allowed us to access the tumour below the skull base through a limited incision in her natural neck skin crease. This avoided leaving her with serious debilitating long-term complications and significant scarring to her face".*

The department at Worcestershire Royal Hospital is one of the leading head, neck and facial surgery departments in the country, achieving some of the best outcomes, regularly pioneering new techniques surgical procedures to improve outcomes for patients.

Following her surgery Emma was delighted to have avoided severe nerve damage and permanent scarring to her face.

***"My job is very client focussed – I have lots of face to face meetings and I'm meeting people up close all the time – so it was important to me not to be left with serious scarring".***

*"Mr Mattine knew how conscious I was of my appearance and he was amazing with how he treated me, and I'm so pleased with the outcome of it all. If I'd have known how successful it was going to be beforehand I wouldn't have worried about my wedding".*

**Emma and Darren will finally get to take their honeymoon this September with their daughter, to mark their anniversary.**



## Welcome



Michelle McKay, Chief Executive of Worcestershire Acute Hospitals NHS Trust

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

It's great to read about so many positives – the opening of new facilities for Diabetes and Occupational Health at Kidderminster; the work of our 800 volunteers; and a host of fundraising and awareness raising activities.

Emma's story of her pioneering facial surgery is also a reminder of the ground breaking work that is carried out in our hospitals.

However, we've also had the publication of our latest CQC report, detailing the disappointing findings from their visit at the end of last year. Our Quality Improvement Programme is well underway and we are starting to see an improvement in a number of our key access targets. Our Red2Green work (more on page 4) is also helping to ensure our patients are getting home as soon as possible.

This month has also seen the long-awaited decision on the Future of Acute Hospital Services in Worcestershire (see page 7). The outcome will bring much needed stability and certainty for the Trust - in particular it will allow us to give assurance to both current and prospective staff about the future provision of services and will help us with both retaining and attracting staff.

Recruitment remains one of our key priority areas and as I write this, a team of staff are in India helping us to recruit to a number of medical vacancies. We have also launched a new recruitment film highlighting Worcestershire as not just a great place to work, but as a fabulous place to live. It reminds me of why I chose to come here.

There remains much hard work to do over the coming weeks and months but I know I speak on behalf of all staff when I say we have a shared determination to ensure our patients get the best care possible.

# CQC improvements underway

The Care Quality Commission (CQC) has recently published its reports on Worcestershire Acute Hospitals NHS Trust following their inspection at the end of last year.

Based on its findings the CQC has given the Trust an overall rating of 'inadequate' and has recommended that the Trust should remain in 'special measures' until further review. The Trust has been in 'special measures' since November 2015.

Chief Executive, Michelle McKay said: "We are disappointed with the CQC's findings, but we fully accept them. We want all our patients to get the best care possible and regret that this isn't currently always happening, but we're determined to put things right. Whilst we have made

improvements since the last inspection - our children's and maternity services have improved - we recognise we still have some way to go."

"I am pleased that the reports acknowledge that we are a caring organisation, rating care across our hospitals as 'good', and our end of life care as 'good'. Our staff continue to deliver compassionate care to the thousands of patients who use our services every day."

One of the key problems that the CQC identified was with leadership; the Trust has had an interim leadership team for many years. A new Chairman has been in post since September 2016 and since this inspection the Trust has made permanent appointments in four key executive roles.

The new Board and leadership team is determined to move forward and make the necessary changes.

Michelle added: "We are working hard to make the necessary improvements to make our services consistently better and safer and ensure that quality improvement is part of our daily business.

"Patients should continue to attend our hospitals for appointments, operations and treatment as planned. Whilst we have improvements to make in some services we are working with focus and pace to address them. Everyone across the organisation is focused on making the changes we need so we can consistently deliver high quality standards for patients across all our services."

### The Trust has already made improvements in some areas highlighted by the CQC.

- Updated our plans for dealing with significant peaks in the number of patients we see so patients have a better experience at busier times
- Updated our policy and the way we ensure male and female patients are treated in separate areas when clinically appropriate to do so, making sure we focus on their privacy and dignity
- Improved our systems and processes to make sure medicines are stored correctly and all staff receive full training around administering medicines safely
- Ensured we learn from mistakes when they do occur; with robust systems in place for reporting incidents, and improved induction and training for staff – as per best practice in other hospitals
- Ensured patients with fractured hips quickly receive the appropriate surgical treatment for their condition in our theatres which improves their experience and their outcomes from surgery
- Implemented new processes to our electronic systems, working with the Regional Safeguarding Board to ensure appropriate levels of safeguarding is in place for children in our care
- Introduced a system for senior nurses when they lead audits and reviews on professional standards, to make sure these are consistent across the Trust
- Ensured staff have received appropriate levels of training to care for the specific needs of children
- Launched a Trust wide dementia strategy to support staff to better care for the needs of patients with dementia
- Ensured patients with urgent gynaecological problems are fast tracked so they are seen quickly and offered the appropriate treatment as soon as possible for their condition.

## If your child is ill or injured, choose from the services below:

Children can recover from illness quickly but also can become more poorly quickly. It is important to seek further advice if a child's condition gets worse.



**Sore throat. Cough.**

### For wear and tear, minor trips and everything in between.

**Self Care:** You can treat your child's very minor illnesses at home. Some illnesses can be treated in your own home with support and advice from the services listed below when required, using the recommended medicines and getting plenty of rest.



**Mild diarrhoea. Mild skin irritations. Mild fever.**

### Do you need advice?

**Pharmacist:** Your local pharmacist can suggest medicines for your child, and offer advice on common illnesses like cold symptoms (runny nose, cough or sore throat) and skin irritations, without the need for an appointment. Many pharmacists have longer daily opening hours than GP surgeries, and some are open at weekends.



**High temperature. Cold symptoms. Tummy pain. Dehydration. Headache.**

### Does your child need to see a GP or nurse?

**GP Surgery:** Your GP surgery should be your first port of call for non-urgent, on-going illnesses or injuries. Many GPs are open longer hours now - including early morning, late evenings and Saturdays and offer emergency appointments for urgent cases. To access the GP Out of Hours service parents need to phone NHS 111.



**Minor burns. Sprains. Cuts.**

### Does your child have a minor injury?

**Minor Injury Units:** Minor Injury Units have trained staff able to treat a range of things including minor burns, small cuts/wounds, sprains and strains. The waiting times are often around 20 minutes and there is no need for an appointment. The nearest MIU is at the Princess of Wales Community Hospital in Bromsgrove. It's open 8am to 8pm (Monday - Sunday). Last appointments are at 7.30pm. X-ray service open 9am to 5pm (Monday - Friday).



**Choking. Loss of consciousness. Fitting. Broken bones.**

### Does your child need urgent medical attention?

**Call 999:** Call 999 if your child is experiencing any serious or life-threatening symptoms of injury or illness. These also include severe breathing difficulties, tummy pain that is not getting better or a very high temperature. If required your child will be taken to the most appropriate hospital.



**Unwell? Unsure? Confused? Need help?**

### Are you unsure if your child is unwell and needs help?

**NHS 111:** NHS 111 offers confidential 24-hour health advice and information which you can access by phoning 111. You will also be able to access out of hours GP appointments.





## Beauty of county showcased in Trust recruitment film

The Trust has launched a short film to help recruit outstanding doctors and nurses to come and work in our three hospitals.

The new recruitment film highlights Worcestershire as not just a great place to work, but as a fabulous place to live. It features breath-taking footage of some of the best landscapes and scenery the county has on offer, as well as highlighting some of the varied opportunities on offer at Worcestershire's hospitals.

The video, which was launched on social media at the end of June, is already proving popular – it has already been watched more than 24,000 times. The Malvern Hills, Severn Valley Railway, Arrow Valley Country Park, Kingfisher shopping centre, Worcester Cathedral and Diglis Basin are all featured.

Di Pugh, Deputy Director of HR at Worcestershire Acute Hospitals NHS Trust said: *"Recruiting high quality and permanent staff is one of the Trust's top priorities to add to our existing fantastic workforce and we are using social media alongside our more traditional recruitment methods to attract the best candidates that we can to come and join our team."*

*"The Trust offers some fabulous opportunities – but importantly Worcestershire is also a wonderful place to live with stunning countryside and great transport links to the rest of the country. We think the recruitment film really captures this and shows off our fantastic facilities."*



You can watch the video on Worcestershire Acute Hospitals NHS Trust's social media accounts:



@WorcsAcuteNHS



@WorcsAcuteNHS



[www.youtube.com/user/WorcestershireAcute](http://www.youtube.com/user/WorcestershireAcute)

You can also find out more information about vacancies at Worcestershire's hospitals on their website [www.worcsacute.nhs.uk/our-trust/work-for-us](http://www.worcsacute.nhs.uk/our-trust/work-for-us)

## Special Deliveries - Worcestershire Royal maternity staff have babies of their own

Seven members of staff from the Maternity Unit at Worcestershire Royal Hospital have had babies of their own in the last few months.

The group of midwifery staff are more used to helping bring others' babies into the world, but the five midwives, a ward clerk and a maternity support worker all gave birth between January and April in the hospital and wards that they work on.

**Congratulations to Kate, Zoe, Natasha, Lucy, Bryony, Becca and Rosie and their families.**



**Lucky mums:** Kate Staiger with baby Evelyn, Zoe Hughes with baby Oliver, Natasha Holloway with baby Albie, Lucy Laird with baby Rupert, Bryony Bell with baby Jocelyn, Becca Allison with baby Rose and Rosie Smith with baby Darcey.



## Hospital volunteers trained to help patients' nutrition

A training programme has begun for volunteers in Worcestershire's hospitals to teach them how to safely feed patients who require assistance with eating.

Good nutrition and hydration are vital to helping improve patients' health in hospital, and so ensuring patients receive a healthy balanced diet is a top priority.

The training enabled the volunteers to spend time with patients and provide dedicated 1 to 1 support. This support ensures that patients eat well which in turn means a better recovery and speeds up their return home. It also frees up nursing staff for more complex tasks.

The first training session took place at the start of July, and was supported by Worcester Community Action, a local group who help find volunteers to help good causes.

Project coordinator for Worcester Community Action, Sally Ellison MBE, attended the first training session and said: "My background is in nursing so I know the importance of having someone to sit with patients and helping them to feed. By training volunteers up to do this task, it gives them a fantastic opportunity to give dedicated time to patients and free up nurses for other roles".

Tessa Mitchell, Associate Director of Patient Experience at Worcestershire's acute hospitals, said: "This is a really important initiative that has been put in place as a direct response to feedback we've received from patients. A practical guide has been developed by our Lead Nurse for Nutrition and Hydration, Kate Title and Helen Gough, Speech and Language Therapist, so those with extra needs at mealtimes can have a dedicated team member with them to assist where necessary.



The first volunteer feeding training took place earlier this month.

"This will improve mealtimes and the experience of our patients who need assistance with feeding, as well as enabling our volunteers to help patients more directly".

If anyone is interested in volunteering for this project or any other voluntary opportunities within the county's hospitals, then please contact Heather Milnes, Volunteer Coordinator on 01905 733159 or via email [heather.milnes@nhs.net](mailto:heather.milnes@nhs.net)



Speech and Language Therapist Helen Griffiths adds her pledge to the Red2Green pledge wall.

## Red2Green

### Improving patient flow through our hospitals

The Trust has been focussing on improving the flow of patients through our hospitals in recent weeks.

There is clinical evidence to show that improving patient flow saves lives. As a part of this we have adopted the 'Red2Green' principles. This is the concept of classing each day of a patient's stay as either 'red' or 'green'.

Red days are where nothing happens to get the patient closer to being discharged from hospital, and Green days are where something actively

happens to further this journey. The idea is to make every day a green day.

But Red2Green is more than statistics, discharge figures and bed spaces - it's about making sure we try to eliminate wasted time in every patient journey, giving the best care and getting them home as soon as possible!

We set up a 'pledge board' earlier this month where staff visited and gave their 'pledge' stating how they would personally help every patient to have a green day, every day.

## How our three hospitals are helping the environment

Worcestershire's hospitals are set to become more environmentally friendly, with a number of efficiency measures in the pipeline over the next 24 months.

A wide range of measures designed to lower carbon emissions and energy costs at Worcestershire Royal Hospital, the Alexandra Hospital in Redditch and Kidderminster Hospital and Treatment Centre have been agreed.

The upgrades includes combined heat and power plants, boiler replacement, conversion to low temperature hot water from steam, and a low energy lighting retrofit.

They will support Worcestershire Acute Hospitals NHS Trust's five year Sustainable Development Strategy and Implementation Plan aimed at delivering healthcare business objectives by using a sustainable approach, additionally it aids

in us achieving our Department of Health and Lord Carter sustainability targets.

James Longmore, Director of Asset Management and ICT, said: "The Trust recognises its responsibilities in delivering excellent patient care and the impact of its activities on the social, economic and environmental wellbeing of the local communities. This project will help us to enhance the performance of our buildings and estates and further

promote environmental sustainability, conserve natural resources and reduce environmental impact."

Ray Cochrane, Head of Estates, said: "While this initiative will no doubt reduce our energy consumption and carbon footprint, it will also directly benefit the patient, visitor and staff experience by creating an improved and significantly more efficient healthcare environment."



# Clinical Commissioning Groups agree the future of acute hospital services in Worcestershire reconfiguration

Proposals to improve local health services in Worcestershire have been approved. The three Governing Bodies of NHS Redditch and Bromsgrove, NHS South Worcestershire and NHS Wyre Forest – who are responsible for buying healthcare services for Worcestershire residents – made the decision to support a clinical model which will bring stability and certainty to the local acute hospital service.

- The model, which has taken over five years' to develop, will see the:
- Centralisation of emergency surgery to Worcestershire Royal Hospital with skilled staff which will improve outcomes and patient experience
  - Creation of centres of excellence for planned surgery at the Alexandra Hospital
  - Retention of emergency and urgent care services at the Alexandra Hospital
  - Centralisation of inpatient care for children at Worcestershire Royal Hospital with the majority of children's care remaining local
  - Centralisation of births at Worcestershire Royal Hospital with ante-natal and post-natal care remaining local
  - Day-case and short-stay surgery increased at Kidderminster Hospital and Treatment Centre.

In addition they made a number of recommendations on future staffing levels, transport, maternity services and the quality of services.

The decision follows an extensive consultation process.

**Michelle McKay, Chief Executive of Worcestershire Acute Hospitals NHS Trust, said:** "We welcome the CCG Governing Bodies' approval of the clinical model and the further recommendations that they have made.

"This will bring much needed stability and certainty for the Trust - in particular it will allow us to give assurance to both current and prospective staff about the future provision of services and will help us with both retaining and attracting staff to the Trust.

"A number of enabling works now need to be carried out in order for us to be able to deliver the proposed clinical model. These include 81 additional beds,



All births will take place at Worcestershire Royal Hospital, with antenatal and postnatal care remaining local.

a High Dependency Unit and the creation of 141 new car parking spaces at the Worcestershire Royal Hospital.

At the Alexandra Hospital in Redditch plans include the refurbishment and modernisation of operating theatres and improvements to endoscopy facilities."

**The chairs of the county's three CCG's - Dr Richard Davies, Dr Anthony Kelly and Dr Clare Marley - said:** "Both national and local experts have agreed this is the right model for Worcestershire.

"We want patients to receive the highest standard of care and to know that they are safe when they are in hospital. We know that patients are concerned about a number of things such as travelling further for their care and the increased pressure on the Worcestershire Royal site. We have made a number of recommendations on future staffing levels, transport, maternity services and the quality of services provided to support the changes and to protect the quality of services for patients."

During the five years it took for the model to be developed, increased staff shortages meant that some services had to be moved on a temporary, emergency basis to keep patients safe. Although it was regrettable that temporary emergency changes in emergency bowel surgery, maternity and children's services were made, it did allow parts of the model to be tested and there

have been a number of improvements to patient care in these areas.

For example:

- Outcomes for patients undergoing emergency bowel surgery have improved
- Our Caesarean section rates have improved and are now in line with the national average
- There is a Senior doctor presence on our delivery suite for twice the number of hours as when we had two separate units, which means more women have immediate access to a senior doctor when they are in labour, should they need it
- Fewer children are being admitted to hospital – we've seen an 11% fall in admissions since the emergency changes due to the involvement of senior doctors who make the decision to admit

An Outline Business Case, which forms the basis for a bid for £29.6m of capital funding from the Department of Health to pay for enabling works, has been finalised and will be put forward for consideration during the summer months.

An action plan is in place to deliver these changes by May 2020.

Alexandra Hospital
<ul style="list-style-type: none"><li>• More planned surgery</li><li>• A&amp;E for adults (16+)</li><li>• Urgent Care Centre for adults and children</li><li>• Women's centre</li><li>• Improved theatres</li></ul>
Kidderminster Hospital and Treatment Centre
<ul style="list-style-type: none"><li>• More day-case operations</li><li>• More short-stay surgery</li></ul>
Worcestershire Royal Hospital
<ul style="list-style-type: none"><li>• All births</li><li>• All inpatient children's beds</li><li>• Emergency surgery</li><li>• Centre for emergency care</li><li>• A&amp;E for adults and children</li><li>• Urgent Care Centre for adults and children</li></ul>



## Five minutes with... Heather Milnes, volunteer coordinator for the RVS at the Trust



### What was the last book you read?

A Life that Matters by Dr K Salyer. An inspiring read about the great work of a Craniofacial Surgeon. I normally read True Crime so this was a real change for me.

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

It would have to be Jimi Hendrix along with his guitar.

### What advice would you give your younger self?

Follow your dreams!

### Favourite place and why?

Barcelona – I love the hustle, bustle, people watching and history all in one place.

### Broadsheet or tabloid?

Tabloid however it would depend on current affairs at the time.

### Best thing about your job?

Making a difference to as many people as possible!

### If you had a superpower what would it be?

Definitely time travel. I would love to go back in time to see what really happened!

### Tea or coffee?

Coffee – mines a flat white all day long!

### Tell us a joke.

What did the piece of cheese say to itself when it looked in the mirror? Halloumi (Hello me!)

# Trust celebrates Volunteers' Week

Earlier this month we marked the annual Volunteers' Week, celebrating and thanking volunteers from across the Trust who selflessly donate their time and effort to helping our staff ensure our hospitals run smoothly.

The week came as it was revealed that our army of over 800 active volunteers across our hospitals gave an incredible 60,000 hours of time in 2016/17.

This enormous figure highlights the range and variety of roles our volunteers undertake. In their roles volunteers frequently enhance the experience our patients receive.

***"We are so proud of our volunteers who have recorded over 60,000 hours of volunteering time across our hospitals this year."***

An example of this is the new focus on recruiting feeding volunteers who provide assistance and encouragement to our patients at mealtimes to help them during their hospital stay. Volunteers are equipped for this by completing a training programme to give them the skills and tips they need for this.

The Trust also work with various organisations that provide volunteers in our hospitals including; Macmillan Cancer Support, Age UK, The League of Friends', Choice Radio, Therapy Dogs UK, Alzheimer's Society, Breastfeeding Buddies, among many others.

Linda Price, Lead Nurse for Patient Experience said: *"There are so many reasons why people choose to volunteer. For many it's a chance to do something positive and help others. For others they simply have*



Volunteers in the Worcestershire Oncology Centre.

*time to spare that they wish to give to something that matters to them. No matter what your reason for volunteering, every person that gets involved is actively helping us improve patient experience across the Trust.*

*"We are so proud of our volunteers who have recorded over 60,000 hours of volunteering time across our hospitals this year and extend a huge thank you to them for their continued commitment. We are always actively recruiting volunteers and creating a wide range of opportunities, confident of the positive impact this will have for our patients."*

Volunteering helps both our staff and our patients, can be highly rewarding and can help develop new skills and confidence. It

can be a stepping stone into employment or training, creates opportunities to meet new people and make new friends and can improve health and wellbeing.

Both the Trust and the Macmillan Cancer Support hubs across our sites are looking for new volunteers to sign up and help out. If you or any one you know is looking to get involved or help out, get in touch with the Patient Experience team.

**There will be a formal celebration and thank you event for all our volunteers across the Trust in the summer.**

*For National Volunteers' Week, new volunteer coordinator for RVS at the Trust, Heather Milnes blogs about the role of volunteers at our hospitals.*

Hi, I'm Heather Milnes and I am the new Volunteer Coordinator for the Royal Voluntary Service in partnership with the Worcestershire Acute Hospitals NHS Trust.

After only a few weeks in the role, I realise that there is so much good work going on and I am relishing the challenge of raising the profile of volunteering across the Trust. I am part of the Trust's Patient Experience Team and will work across all three of our main hospital sites.

After working in the Private Sector as a senior manager for many years, I felt that I was ready to transfer my skills to a sector that I am more passionate about and this role was exactly what I was looking for. My tenacity and determination to make a difference to people, processes, lives and the way we communicate will all help build on the great work already done by my predecessor, Liz Williams.

At a time when pulling together is becoming ever more important, one of my objectives is to raise the profile of our fantastic volunteers and highlight just how valuable and more importantly, how valued their selfless support is within the Trust.

Last year, we recorded over 60,000 volunteer hours however; we feel that this number is significantly less than the true figure. I would very much like to show an increased number this year and one of my challenges is to raise awareness of the importance of recording volunteer hours.

My office is located within the Ambulance Office at Worcestershire Royal Hospital which is directly behind Costa Coffee in the main building. Please do pop in and see me. I would love to meet you, particularly if you are interested in finding out more about becoming a volunteer.

**If you would like to explore what volunteers could bring to your ward or department or maybe you have an idea or suggestion to enhance this very valuable resource then do get in touch.**

☎ 01905 733159 ✉ [Heather.milnes@nhs.net](mailto:Heather.milnes@nhs.net)







Performers on-stage at the Chateau Impney.

# Strictly fabulous fundraising for Rory

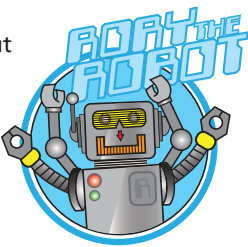
A glittering county dance competition has raised an impressive £27,000 for the Trust's Rory the Robot fundraising appeal.

The spectacular black-tie Strictly Worcestershire event – held at Chateau Impney on Thursday May 25<sup>th</sup> was organised by former strictly contestant Julia Williams and Granville Orange.

The event was a complete sell out attended by 750 guests, hosted by TV presenter Adrian Chiles and contested by eight couples from the county's business community.

The competition was won by Fiona Watson and Jon Bell, whose samba and American smooth routines really impressed the panel of judges led by Lord Digby Jones.

A number of events were held throughout July to support the fundraising activity for Rory. Fundraising Officer, Nicky Langford said: "We're really thankful for the donation we received. The Worcestershire Strictly evening was a fantastic evening of entertainment, glitz and glamour. It also raised an astonishing amount of money, which is still rolling in."



For future events visit the Rory the Robot website: [www.rorytherobot.com](http://www.rorytherobot.com) or contact, Nicky Langford, Fundraising Officer.

☎ 01905 768954 ✉ [nicky.langford@nhs.net](mailto:nicky.langford@nhs.net)

## Breast Cancer Haven trial extended at Worcestershire Breast Unit

An initial one-year pilot scheme for an outreach centre run by breast cancer support charity, Breast Cancer Haven (BCH), within the Worcestershire Breast Unit has been extended.

Since the centre opened in March 2016 – the first of its kind on a hospital site - Breast Cancer Haven has been offering supportive therapies one day a week from the £1.8m Worcestershire Breast Unit.

As well as an initial consultation with a Breast Cancer Haven breast care nurse, each patient receives up to five free therapies to help relieve the side-effects of breast cancer treatment; including counselling, acupuncture, and nutritional advice.

In its first year, there have been a total of 138 Visitors to the new Breast Cancer Haven outreach centre. Some key feedback found in the service evaluation includes:

- The therapies were 'very helpful' in alleviating both physical and emotional side effects of breast cancer treatment.
- The most frequently accessed therapy after BCH Nurse Assessment (which every Visitor receives) was acupuncture.
- Nearly all those surveyed stated that BCH therapies were either 'very important' or 'important' in helping them to cope with their experience of breast cancer.

- Over half stated that they intended to access further support from BCH in Hereford.
- Visitors were willing to travel up to 60 minutes to access BCH support services.
- Over 92% thought the environment of the Centre was excellent. Key words used included 'peaceful', 'calming', 'relaxing' and 'welcoming'.

Pamela Healy OBE, chief executive of Breast Cancer Haven said: "This new partnership marked an important step-change for the charity as it was the first time in our 17-year history that our integrated breast cancer support service became available from an NHS site."

"We are hugely indebted to the Worcestershire Breast Unit Haven charity, whose generous support makes our Worcester service possible."

Consultant breast surgeon, Steven Thrush said "We are so proud of the service provided at the breast unit and feel BCH is integral to our ethos caring for the individual. The WBUH charity ensures the continued provision of this service as well as continuing to improve facilities and care for the women of Worcestershire."

Chair of the Worcestershire Breast Unit Haven charity, Fiona Charny, added: "I am so pleased that every patient is offered the opportunity of accessing BCH services."



## Audiology team hold Tea4Tinnitus to help patients manage condition

The Audiology department at Worcestershire Royal Hospital held a special Tea4Tinnitus event last month to give patients with Tinnitus advice, information and support on dealing with their condition.

Audiologists and Hearing Therapists were available to provide information and answer questions throughout the day.

The team also gave patients and their relatives the opportunity to learn about mindfulness as a relaxation technique to help manage the symptoms of Tinnitus.

Practising mindfulness has been shown to have positive effects for people who suffer from Tinnitus. Research suggests that rather than trying to ignore and filter out the symptoms – as was previously advised – by actively acknowledging the sensation it can help decrease the feeling of suffering.

Tea and cakes were also on offer on the day for visitors, to help raise money for the British Tinnitus Association who raise awareness and support research into Tinnitus.



## New improved centre for diabetes patients

Diabetes patients in the Wyre Forest are benefiting after the re-opening of the Diabetes Centre at Kidderminster Hospital in a new, dedicated area.

The new centre has brought together all the Diabetes services on offer at Kidderminster Hospital into one integrated department, including new facilities to help improve the care of patients with Diabetes in the Wyre Forest.

The move has enabled the Adult and Paediatric Diabetes Specialist Nurses, Consultant Diabetologist, Paediatric Clinical Psychologist and Dietetic Department, which were previously split around the hospital site, to all be housed in the same place.

A new education room has also been added to the centre include state-of-the-art training facilities to help staff develop their skills.

The centre - named the Fred Holland Centre for Diabetes in honour of local Diabetes champion and campaigner – has been developed especially to be airy, welcoming and modern and is already receiving positive feedback from both patients and staff.

Diabetes Specialist Nurse and Centre Team Leader, Jadwiga Borna said: *"This is a very positive move for both patients and staff."*

*"The centre now allows for a more unified and high standard approach to our service delivery and improves the experience we can provide for both patients and staff."*

Fred Holland said: *"I'm really pleased that all the diabetes services are in together in one dedicated centre at Kidderminster Hospital. I'm delighted by the outcome of the move"*.



The Kidderminster Diabetes team welcome the move to the new integrated unit.



## Occupational Health team move into bright and airy surroundings at Kidderminster Hospital

The Occupational Health service at Kidderminster has also moved in to a new home, in a renovated bright and airy space within the old Cookley Ward area.

Staff visiting the Occupational Health service at Kidderminster will now benefit from the new facility which is already proving popular with visitors as well as the team in the unit.

The Occupational Health and Wellbeing team promote and maintain the health of Trust staff, and help prevent ill health arising from work.

A range of services are available to staff including work and non-work related counselling, self-care programme, return to work advice, on site massage, chiropractor, physiotherapy, back pain information and lots more.

Occupational Therapist Cath Allen and Domestic Norma Carter in the new department.

## Phone box and post box wanted for garden



Artist's impression of the new Dementia Garden. Reproduced with kind permission from Pinnegar Hayward Design and Engie.

The Dementia team are appealing for the public to come forward and help if they own an old red phone box or post box.

The items will put the finishing touches to a new Dementia Garden, which will take pride of place in the courtyard in the middle of the Avon 4 ward at WRH.

The idea of the garden is to provide a safe and engaging space for patients with dementia. By including traditional items such as post boxes and red telephone booths, it is hoped it will help dementia patients feel more at home and familiar with their surroundings.

If you own a traditional red telephone booth or red Royal Mail post box, and might be interested in helping our patients with dementia, then get in touch by calling 01905 760453.



### 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 groups and would like to advertise it?

Whatever your idea, please let us know by emailing [wah-tr.communications@nhs.net](mailto:wah-tr.communications@nhs.net) or calling 01905 760453.