

# WorcestershireWay

For patients, staff, visitors and volunteers

OCTOBER 2018

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# Leading the way in bladder ops



Consultant Urologist Mr Adel Makar (centre) performs bladder reconstruction surgery at the Alexandra Hospital

**Worcestershire is leading the way internationally in bladder reconstruction surgery, thanks to a world-class surgeon who helped to develop the life-saving technique.**

Consultant Urologist Mr Adel Makar, who first carried out the procedure in the late 1980s, is now recognised as the leading surgeon in this area, with more than 50 per cent of patients in the county who need to have their bladder removed opting for reconstructive surgery as an alternative to living with a stoma bag.

The procedure – which is most commonly carried out on bladder cancer patients – involves creating a new bladder from part of the intestine to allow patients to pass urine out of the body normally, rather than through a stoma.

The Alexandra Hospital in Redditch, which is a renowned centre of excellence for urology, is one of only a few hospitals in England to carry out the procedure. More than half of patients in the county who are eligible for the surgery opt to undergo it, compared to a national average of just three per cent.

However, the benefits to patients include no change to their external appearance, which means improved self-confidence and self-esteem post-surgery, as well as functional aspects which include less likelihood of infections.



Neil Price from Halesowen underwent the procedure in 2014 following a diagnosis of bladder cancer. "The diagnosis floored me," he said. "I was presented with

*the options and although I was very nervous having the bladder reconstruction done I needn't have been - I've been amazed at how much I can still do.*

*"It was an obvious decision for me though – without undergoing surgery I probably had about six months to live. The team at the Alexandra Hospital were fantastic and I have a lot to say thank you for."*



Angus Paterson from Bromsgrove also underwent the procedure five years ago – also following a diagnosis of bladder cancer. "I'd had a bit of blood in my pee on and off for some time and thought 'so what'," he said.

*"It was my wife who convinced me to go to the doctor and that's when the tumour*

*was found. I hadn't got a clue that there was even a chance of bladder reconstruction until Mr Makar explained my options but I've been very pleased with the results. You have to re-learn how and when to empty your bladder afterwards but it's been very manageable.*

*"The whole journey from diagnosis right through to after my operation has been fantastic – everything was explained, I was put at ease, there was no embarrassment. The best thing is that I'm still here today, five years later, able to talk about it."*

Mr Makar said: "Unfortunately, a lot of patients go through their journey without knowing that this option exists. I am very proud of the work that we do here at the Alexandra Hospital and I am passionate about spreading it elsewhere in the country."



A 'Be Clear on Cancer' campaign in the West Midlands is highlighting blood in pee as a key symptom of bladder and kidney cancers. The campaign encourages everyone to 'look before they flush' and visit their GP without delay if they notice blood in their pee, even if it's just once.

Other potential symptoms to look out for are:

- pains that don't go away, either in the tummy or the side below the ribs;
- weight loss, pain when peeing and cystitis – a urinary tract infection that can recur after treatment.

If you have any of these symptoms and they persist, you should definitely visit your doctor.

For further information and advice visit [www.nhs.uk/bloodinpee](http://www.nhs.uk/bloodinpee)



## Welcome



Michelle McKay, Chief Executive of Worcestershire Acute Hospitals NHS Trust

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

As we head towards winter, much work is underway across our hospitals and by our healthcare colleagues across the county to ensure that we are prepared as we can be for the increased pressures that the colder months bring.

You can read more about some of the key schemes on this page. However, there are also some things that you can do to Help Us Help You. This includes getting your flu jab if you are a healthcare worker or in one of the eligible groups, and using health services wisely. Pharmacists, GPs, Minor Injury Units and the 111 service can all provide advice and support for many illnesses and conditions, and over the next few months there will be lots of reminders in the way of national advertising to keep these services at the forefront of people's minds.

As some of you may already be aware, this will be my final message in Worcestershire Way, as I will be leaving the Trust in mid-December to take up a new post in my native Australia.

Leaving the Trust was an extremely difficult decision to take as I have enjoyed my time here enormously and I am sure that, as a result of the hard work and determination of our hospital staff, a much more positive future is now within grasp, despite the challenges still faced.

Work to find a permanent replacement is underway to ensure the Trust has a stable leadership team to continue to lead the Trust on to the next stage of its journey. This will also be helped, in part, by three new Board members who I would like to welcome to the team – Paul Brennan, Anita Day and Dame Julie Moore. You can read more about their appointments on this page.

I'd like to thank both staff and patients and the public for making me so welcome and I look forward to hearing about the continued improvements across all of our services into the future.

# Help us to help you this Winter

## HELP US HELP YOU

### KNOW WHAT TO DO

A national 'Help Us Help You' campaign has been launched by the NHS to remind patients of the variety of healthcare options available to provide them with help and advice throughout the winter period.

The campaign, which launched this month (October), aims to encourage the public to consider alternative options to A&E, to help them get the right treatment at the right time, and also help reduce the pressure on hospitals at what is already a busy time.

The campaign will highlight the wide range of expert help and advice that will be available from GPs (including practices which are open at evenings and weekends) pharmacists and online or on the phone from NHS 111.

To prepare for winter and the additional strain on hospital services that this brings, Worcestershire Acute Hospitals NHS Trust also has its own Winter Plan in place to help reduce pressure on beds and improve patient flow. This includes:

- Actively encouraging all staff to protect themselves, their colleagues and their patients by getting a flu jab



A new bridge connecting the main Worcestershire Royal to Aconbury will open in December, allowing direct patient transfer to new wards.

- Additional inpatient beds at the Worcestershire Royal and Alexandra Hospitals
- An expanded countywide 7-day Frailty Service at the Alexandra Hospital
- A new, bigger Discharge Lounge at Worcestershire Royal Hospital

Michelle McKay, Chief Executive of the Trust, said: "One of the most highly visible indicators of this work is in the form of the steelwork for the bridge which now connects the main Worcestershire Royal Hospital building to the Aconbury block – a long-awaited development which is now progressing rapidly."

"But colleagues across the Trust and in our partner organisations are also involved in many other pieces of work focussed on improving patient flow and easing pressures on beds, through interventions which can reduce unplanned hospital attendances, increase the number of patients who can be cared for in an ambulatory setting, reduce length of stay and get patients who no longer require an acute bed home, or to an appropriate healthcare setting, as soon as possible."

"In line with the national campaign, we would of course continue to ask patients to Help Us Help You by choosing health services wisely."

## Staff – get your flu jab now!

We're asking all of our staff to be flu fighters and have their free flu jab this year to protect themselves and those around them.

Flu is a serious illness that can result in death. Frontline staff are much more likely to be exposed to the influenza virus and even previously healthy people and the young can develop severe complications from influenza.

Having your flu jab protects you, your family, colleagues, and our patients.

Our staff flu vaccination campaign began on Monday 8 October. Occupational Health staff will also be out and about on wards and clinical areas across our sites to reach those staff who may not be able to get away from the ward.

Visit our YouTube channel to hear one of our porters explain why getting the flu jab is so important.

[WorcestershireAcute](#)



### Staff flu hubs:

**Alexandra Hospital** - Until Friday 19 October, 7:15am to 3pm every weekday.

**Worcestershire Royal Hospital** - Until Friday 26 October, 7:15am to 3pm every weekday.

**Charles Hastings Education Centre** - From Monday 5 – Friday 16 November, 8am to 9am every weekday.

## New faces join the Board

We have recently welcomed three new members to the Board of the Trust.

Paul Brennan commenced in post as Chief Operating Officer and Deputy Chief Executive on October 1. Paul brings more than 25 years' experience as an NHS Director and a track record of delivering major service change, service and performance improvement and business development.

Anita Day, who joined us as a Non-Executive Director in August, is a Chartered Accountant, executive leader and business coach, with an international strategy consulting background.

Dame Julie Moore joined the Trust's board as an Associate Non-Executive Director on October 1. Dame Julie stepped down as Chief Executive of University Hospitals Birmingham NHS Foundation Trust, in September. Her four decade career saw her become widely recognised as one of the most renowned chief executives in the health service.

For more information visit [www.worcsacute.nhs.uk/our-trust/our-board](http://www.worcsacute.nhs.uk/our-trust/our-board)



# State-of-the-art simulation ward opens at Kidderminster Hospital and Treatment Centre



Members of the Professional Development Team with one of the state-of-the-art 'manikins' in use in the new simulation ward.

A brand new state-of-the-art simulation ward has been opened at Kidderminster Hospital, ensuring nurses and other health professionals across the county and beyond have access to the most up-to-date and comprehensive training opportunities.

The simulation ward, which has been created in a former ward area, is designed to provide a diverse practical teaching area for nurses, midwives, Allied Health Professionals and other registered and non-registered healthcare professionals and simulate 'real life scenarios'.

The simulation ward includes four lifelike 'manikins' from Lifecast, which have been designed to be used alongside Advanced Life Support technology to create outstanding simulated clinical training.

The manikins have been chosen to reflect the ethnic diversity of the population we serve and will support our staff to learn skills and competencies including catheter and nasogastric tube insertion.

The simulation ward will bring together a variety of teaching styles to refresh the

training programmes already provided by the Professional Development Team at Worcestershire Acute Hospitals NHS Trust, including preceptorships, care certificate training, venepuncture, cannulation and IV therapy as well as training students from all disciplines.

Kate Knight, Education Project Lead, said: "We are really proud of this new amazing teaching environment for our staff and this demonstrates our commitment as a Trust to invest in our staff's development and training. I hope that all of our staff in the Trust will gain the benefit of using this state-of-the-art facility.

"Simulation-based training is a concept which enables real-life scenarios to be used as part of the teaching which will support all our staff in developing the skills and knowledge in order to continue in providing our patients with safe and quality care. The style of teaching is much more interactive and the manikins are so lifelike, staff really buy into and get a lot from this approach.

"As well as continuing to upskill our current workforce, an intensive course has been developed to provide opportunities for our support staff registered in other countries to gain Nursing and Midwifery Council (NMC) registration. The new simulation ward will be the main centre for teaching and international nurses who work across the country have contacted the trust as they wish to join our course and access this opportunity."

The centre was officially opened by Dr David Jenkins, Diabetes Consultant from the Trust, and Beverly Ingram, Director of Nursing at Health Education England West Midlands who has dedicated her career to the development of nurses and allied professionals.

Five minutes with...  
Anna Sterckx, Head of Patient, Carer and Public Engagement



Anna supports the transformation of quality improvement, putting patients, carers and community engagement at the very heart of service delivery at the Trust.

Anna leads and manages patient experience which includes PALS, comments, compliments and complaints and our Bereavement Service.

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

I chose Yuri Gagarin at my job interview for taking a leap of faith into the unknown. He was the first human to journey into outer space. He's a really interesting character and perhaps he could help me operate my Siberian telescope?

**What was the last book that you read?**

The Nose, by Gogol – it's about a man's nose who leaves his face and develops a life of its own.

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

Learn to drive (I bought a second hand boat instead). Now I don't work in London a driving licence would be quite useful!

**Favourite holiday location?**  
Anywhere with sea.

**Broadsheet or Tabloid?**  
Broadsheet.

**Strictly or X-Factor?**  
Can't I just change the channel?

**Best thing about your job?**  
The passionate people and teams I'm surrounded by (I was just given an ice-cream from the Bowel Cancer Screening team!), the diversity of my role, my friendly welcome, the possibilities!

**Favourite film?**  
Just one? The Ladykillers.

## Nurses celebrate after winning top national award

NURSES at our hospitals are celebrating after being named Workforce Team of the Year at a prestigious national awards ceremony.

The Nursing Times Award, awarded to our Professional Development Team, recognises and rewards excellent work which supports the nursing and midwifery workforce.

The team were celebrated for a number of successful schemes they have put in place with the aim of creating a supportive environment for nurses and midwives, with opportunities to continue to develop their skills at all stages of their career.

This has included the opening of a state of the art simulation ward (see above) for training and development, the introduction of a structured preceptorship programme for new nurses, and an innovative new scheme

to introduce Learning Disability and Mental Health nurses directly to the hospital wards. An innovative approach to international recruitment has seen nursing and midwifery vacancies reduce and an improvement in nurse and midwife retention.

Vicky Morris, Chief Nursing Officer at the Trust, said: "We are absolutely thrilled to win this award as we were up against extremely strong competition. Ensuring we have a strong, dynamic, fit for purpose nursing and midwifery workforce who are supported to deliver safe and high-quality care to our patients in line with our quality improvement strategy is one of our key aims.

"Our Professional Development Team past and present continue to develop innovative ways to ensure our nurses and midwives are supported in their learning and this award



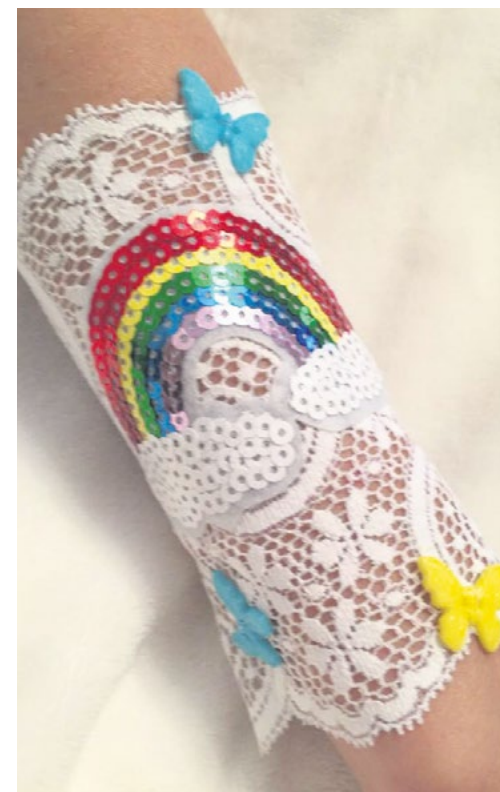
celebrates the tremendous amount of hard work that has already been done in this area.

"Further, it recognises that the Trust is a great employer and will ensure we can attract the best candidates to our team."

All our vacancies are advertised on the NHS Jobs website [www.jobs.nhs.uk](http://www.jobs.nhs.uk)



# Patient creates personalised covers to hide lines used for chemotherapy treatment



Terri Preece, right, has created discreet covers for patients to wear when undergoing chemotherapy.

**A patient undergoing chemotherapy at Worcestershire Royal Hospital has designed and created discreet covers for patients to wear to cover the insertion lines used for their treatment.**

Terri Preece who attends Rowan Suite at Worcestershire Royal Hospital has been sewing special lace clothing covers which cover the Peripherally Inserted Central Catheter (PICC) lines patients have placed in their arm where their treatment is administered from.

A PICC line, usually planted in the upper arm, is an intravenous access line used

to administer chemotherapy or other IV treatments to patients at home or in hospital. The PICC lines remain in place when they leave hospital so that treatments can be administered again without having to re-insert a catheter each time.

The covers provide an attractive accessory which hides the PICC line from view and helps chemotherapy patients maintain normality. Terri has made the covers in a number of different colours and designs which can be used to match an outfit or a particular mood.

Terri said: "The covers are really simple to make but are really effective at disguising a PICC line. You can decorate them however you like to suit the patient, I've made children's ones with rainbows and colours on or you could make one to look like a tattoo sleeve or whatever you like.

"I've had a really good reaction from them so far and they only take one minute to make - all you need is some elastic lace and a sewing machine!"

Jane Rutter, Matron for Rowan Suite at Worcestershire Royal Hospital said: "I've never seen these before, it's a really simple

idea but so effective. It's especially nice in hot weather as it's so light and airy and you're more likely to have your arms on show."

Terri has so far made the covers for more than 10 other patients she's met during her chemotherapy treatment at the hospital.

Terri added: "Most people will know of someone who has had chemo or needed a PICC line at some point, so there are lots of people who could benefit from this and it's just something nice that people might like to do for themselves."

## International recognition for Worcestershire maternity research



**A Consultant Midwife from Worcestershire Acute Hospitals NHS Trust has received international recognition after presenting her research findings at a birthing conference in Michigan, USA.**

Caitlin Wilson was invited to attend the International Normal Labour and Birth Research Conference at the University of Michigan in Ann Arbor, after submitting two pieces of original research on maternity roles in the UK.

Caitlin conducted research through the University of Worcester, asking final year student midwives what their learning and development needs are in order to ensure they are prepared for the way care is organised in hospital environments.

A second study, carried out by Caitlin in conjunction with the Royal College of Midwives about the role of Consultant Midwives across the UK, was also presented at the conference which had over 350 attendees from all around the world.

In her role as a Consultant Midwife at Worcestershire Royal Hospital, Caitlin uses her expertise to advance midwifery practice

through clinical leadership, research and education, to help ensure quality, safety and a positive experience in maternity care.

Caitlin said: "This was a great event for maternity care researchers across the globe to come together to share findings, learn about the international scene for maternity, network and collaborate.

"We all have the same goal of making maternity services safer, more effective and a positive, empowering experience for women and families."

"Some key discussions took place about how we need to look at the questions we

ask as researchers and start to look at issues in different ways to begin to answer these questions. It is important to contribute to research on the local, national and international stage wherever we can to help improve maternity services for those women in our care."

Cathy Garlick, Director of Operations for Women and Children services said: "It's fantastic that Caitlin was able to attend this conference and present some of her work on an international stage, showcasing how the role of the Consultant Midwife is helping maternity improve care and preparing our future midwives both in Worcestershire and across the UK."



# Where will I...

develop my career in theatres?

find a team that I love working with?

find a really varied working day?

make a difference to patients' lives?

feel supported through my training?

at **Worcestershire Acute Hospitals NHS Trust!**

Are you a qualified ODP, theatre nurse, theatre support worker or are you interested in a career in theatres? Here's your chance to meet and chat with our team, take a tour of our advanced facilities and find out about training and development that's shaped around your ambitions.

**Theatre Recruitment Open Day** on **Saturday 20 October, 9.30am - 1.30pm** at the **Arafa Education Centre, Alexandra Hospital, Redditch.**

Visit [www.worcsacute.nhs.uk/theatrejobs](http://www.worcsacute.nhs.uk/theatrejobs) for more information.

## Midwife Trudy nominated for Butterfly Award



A maternity bereavement midwife who supports county parents following the loss of a child has been shortlisted for a national award – and members

of the public are now invited to give her their vote.

Trudy Berlet, who works at Worcestershire Royal Hospital, has been shortlisted for Midwife of the Year in The Butterfly Awards, following a nomination by three separate families who all cited the care and support they received from Trudy as helping them cope with their loss.

The red carpet event honours parents who have experienced the loss of a baby, as well as celebrating some of the work done by the people and organisations that provide support to them.

Trudy is also spearheading a fundraising appeal to develop a second dedicated

bereavement suite in the maternity department at Worcestershire Royal Hospital, where the Care Quality Commission (CQC) recently noted Maternity Bereavement Care as an area of outstanding practice.

Trudy said: "I was so honoured and surprised to have been nominated and shortlisted for this award. It is so humbling that bereaved parents find time in their most difficult hours to acknowledge others and what they do."

"The Butterfly Awards is a beautiful, inspirational ceremony and dinner which brings awareness of a topic, which is all too often hidden away."

You can vote for Trudy at <https://finleysfootprints.com/trudyberlet>

The winners will be announced at the awards ceremony which takes place on Saturday, October 27.

To support the Maternity Bereavement Suite appeal visit [www.justgiving.com/fundraising/worcestershire-maternity-bereavement-suite](http://www.justgiving.com/fundraising/worcestershire-maternity-bereavement-suite)

## Hospital staff learn British Sign Language thanks to generous Friends of Worcestershire Royal

A successful initiative to teach sign language to hospital staff will be extended thanks to the generosity of fundraisers.

The Friends of Worcestershire Royal Hospital have donated £4,000 to enable two further 10-week courses in British Sign Language (BSL) for staff to be run at Worcestershire Royal Hospital.

The first 10-week course is currently underway, with 30 staff learning basic BSL enabling them to have simple conversations with deaf patients and relatives.

It was set up following an idea by Hospital Chaplain, Rev David Southall, and Porter, Steve Hartman, a British Sign Language tutor who himself became deaf 16 years ago due to a virus.

Thanks to the funding, a further 60 staff will also get the opportunity to enrol on the course which will include basic greetings, as well as simple conversations about food, family and daily life.

Rev Southall said: "We are so grateful to the Friends for their donation. The first course

proved to be highly popular, with more than 50 people applying for just 30 places. I myself have been learning sign language at Level 1 for a year now and it has been so rewarding.

"I think we can make a real difference to the life of our deaf patients and relatives by learning this language and being as inclusive as possible."

Carol Silvester, Chair of the Friends of Worcestershire Royal Hospital, said: "We're delighted to help support these courses. Although these courses are for hospital staff, this is all about the support and benefit of patients as the more staff that can communicate with deaf patients the better."

British Sign Language (BSL) is used by 50,000 people in the UK and our Worcestershire hospitals see frequent visits from deaf patients for whom BSL is their first language.

BSL was recognised as a language in its own right by the UK Government in 2003 and it involves movement of the hands, body, face and head.



Carol Silvester, Chair of the Friends of Worcestershire Royal (centre) with Porter, Steve Hartman (left) and Hospital Chaplain, Rev David Southall (right).

Many thousands of people who are not deaf also use BSL, either because they have deaf relatives or as a result of some contact with the British deaf community.

British Sign Language Classes are also starting at Kidderminster in the New Year and funding is also being sought to enable future classes at the Alexandra Hospital.

For more information on how to support or donate to the Friends of Worcestershire Royal Hospital, visit [www.worcsacute.nhs.uk/friends-of-worcestershire-royal](http://www.worcsacute.nhs.uk/friends-of-worcestershire-royal)



## Walking Football supports cancer patients



Patients, families, friends and other walking footballers supported a recent event to encourage a more active and social lifestyle for cancer patients.

**Patients who have received treatment from the Worcestershire Oncology Centre are enjoying an introduction to Walking Football, thanks to staff from the Centre teaming up with Prostate Cancer UK and Macmillan's Move More campaign.**

The new initiative aims to introduce patients, their families and friends to Walking Football, to help encourage a more active and social lifestyle for cancer patients.

Walking football is aimed at the over 50s age group and has specific rules that outlaw all running and allows no contact between players. Teams are either 5 or 6-a-side. Games are played at a slower pace on state-of-the-art artificial pitches, reducing the risk of pain, discomfort and injury, with players briskly walking through games.

Di Fox, Macmillan Move More Physical Activity Co-ordinator said: "When you've had cancer you can feel de-conditioned and tired. Keeping active can help and walking football is a really good way of doing that."

*"It's a really good social support mechanism and with this one in particular you are with other people who have experienced the same thing - it is normal, everyone is feeling the same."*

Keith Cooper who received treatment at the Centre said: "It was a bit of a blow when the wife and I found out I had prostate cancer. The treatment was amazing, the greetings, and the encouragement. I've never played football before but I had to come and support the team like they've supported me."

The evening was well supported by patients, families, friends and other walking footballers from the local area.

Lead Radiographer, Richard Cormie, said: "I believe that we managed to produce an evening where some of our cancer patients and their families were able to enjoy themselves whilst being active and take their mind off their current treatment and diagnosis, even if just for a short while."

## Kidderminster League of Friends donate four new wheelchairs



**Four new wheelchairs have been generously funded by Kidderminster Hospital League of Friends.**

The Friends provided the wheelchairs - costing £2,200 - to the portering team, which provides a 24/7 service for those attending the hospital.

Jon Spells, Transport and Portering Manager, said: "The wheelchairs will make visits better for those patients who are not very mobile and we are very grateful to the Friends for their kind donation."

## 'Fun on the Brum' raises £1,520 for Children's clinic



**Young patients at Worcestershire Royal Hospital Children's Clinic will benefit after Fernhill Heath events committee donated £1,520 and a selection of children's books.**

The money was raised following the annual community day 'Fun on the Brum'. The annual event is a free event sponsored by North Claines Parish Council and is free for all to attend, with free activities for children to enjoy. The event had a range of fun activities for all the family ranging from a dog show, land train, Punch and Judy and go karts.

Over 1,000 people attended the event and made donations.

The committee picked the children's clinic at Worcestershire Royal Hospital to benefit as they knew of two children within the village that had benefited from the fantastic care.

Committee member Meg Farmer said: "It's brilliant to keep children occupied with fun things to do in what can be a distressing time for any child. Hopefully this money can help with that."



# New appointment reminder service reduces waiting times for patients

A new reminder service for patients attending outpatient appointments in our hospitals is helping reduce waiting times.

The reminder service, which sends an SMS text to patients to remind them of their upcoming appointment, has led to a significant reduction in the number of patients who miss their appointment without notifying the hospital.

The service, which gives patients an option to reply and cancel or rearrange their appointment if it's not convenient or is no longer needed, means more patients than ever before are letting us know rather than just missing their appointment without notice.

This means that our Booking Services team are able to rearrange other appointments to fill the gaps and avoid missed appointment slots, which in turn means we can reduce the waiting times of patients as they won't be unnecessarily delayed by missed appointments.

The text reminder service is currently in place for most outpatient appointments across our hospitals, and has recently been extended to endoscopy, radiology and some daycase appointments as well.

The team who created the messaging service created a range of specific messages to suit the different clinics and



The Countywide Booking Services Team have created a new text reminder service for patients.

appointment types on offer. The special system is set up to automatically send SMS text reminders to patients both seven days and two days before their scheduled appointment date, giving them the chance to cancel or rearrange.

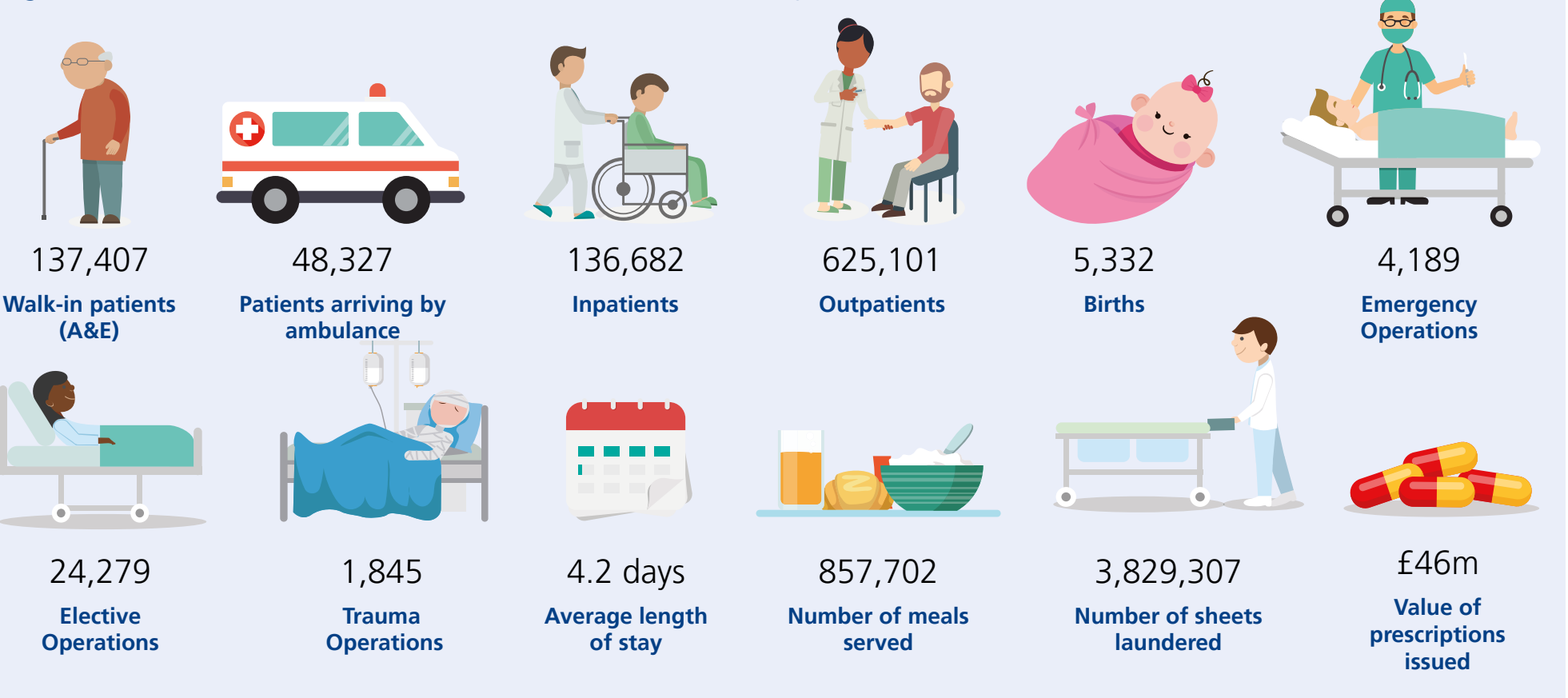
As well as reducing missed and vacant appointment slots, the service gives patients a much easier way to get in touch about their scheduled appointment.

Patients are automatically signed-up for the appointment reminder service, but to maintain patient choice any patient is able to opt-out of the reminder service at any time if they choose.

The Trust will be introducing SMS reminders for further appointment types in the near future, including more daycase hospital admissions and ophthalmology appointments among others.

## A year in the life of our hospitals

Figures relate to 2017/18 across Worcestershire Acute Hospitals NHS Trust





# Pathology and Occupational Health are recognised for quality of their services



The Pathology team, left, and Occupational Health Team, right, are celebrating after receiving national accreditation.

**The Pathology and Occupational Health teams in our hospitals are celebrating after both receiving national accreditation for the quality and accuracy of their services.**

The Biochemistry team within the Pathology Department have received their United Kingdom Accreditation Service (UKAS) laboratory accreditation. This means all four departments within Pathology are now UKAS accredited for having quality and effective laboratory testing and for producing verified and accurate results for their tests.

This is a significant achievement for the department, which means patients can rely on the accuracy of their sample test results as the testing methods have been independently verified as high-quality.

Our Pathology laboratories are involved in the diagnoses of over 70% of all the patients we see every year, meaning they process well over a million samples every year.

The Occupational Health team also received their own accreditation after undergoing a rigorous evaluation process to be re-accredited by SEQOHS (Safe and Effective

Quality Occupational Health Service).

The Occupational Health team offer a huge range of health and wellbeing services to staff from across the Trust's three hospitals, as well as to the wider local NHS, and even provide services to small and medium-sized businesses in the area.

Every five years the service undergoes the SEQOHS accreditation exercise which is a national scheme managed by the Royal College of Physicians of London on behalf of the Faculty of Occupational Medicine.

The SEQOHS accreditation process involves a detailed inspection and report into the services we provide. The latest report feedback highlighted lots of improvements and ways the service has moved forward in the last few years.

Key areas of good practice highlighted were the staff counselling service, bespoke physiotherapy and stress awareness courses for our staff, as well as the team's annual Flu Campaign to get every member of staff vaccinated against influenza.

## Join in the conversation online

Here's a sample of updates from August/September

Why not join the 20,000 people that follow us on social media and keep up to date with the latest news, announcements and stories from Worcestershire's hospitals.

*Do you follow us yet? If not, then get involved and join the conversation!*

[f](#) @WorcsAcuteNHS  
[t](#) @WorcsAcuteNHS  
[i](#) @WorcsAcuteNHS  
[v](#) /WorcestershireAcute  
[in](#) /WorcestershireAcute

