

WorcestershireWay

For patients, staff, visitors and volunteers

OCTOBER 2017

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Promoting a healthy, happy workforce

Are you ready to go 4ward



Meet our Advocates: Our 4ward programme is supported by a growing number of 4ward Advocates who have committed to positively demonstrating our signature behaviours.



An introduction to the new 4ward initiative from our Chief Executive Michelle McKay

The arrival of this edition of Worcestershire Way coincides with the public launch of 4ward – a new, long-term, far-reaching initiative which aims to help colleagues across our Trust work more effectively together in a spirit of mutual support and respect as we tackle the challenges we face and make the most of the opportunities that the future will bring.

Already, hundreds of colleagues across our Trust have been introduced to this exciting, challenging and transformational programme. Over the coming weeks and months, all our staff will be able to get involved and patients and local people will also be encouraged to play their part.

Our focus going 4ward is twofold. We want to transform our culture whilst at the same time improving our performance across the whole of Trust, particularly around our wide-ranging quality improvement programme, improving the flow for patients who attend our Emergency Departments, our preparations for winter and our efforts to achieve financial stability.

It is our intention to build upon the sense of pride that both staff and the public have for our Trust by demonstrating ongoing improvements and a culture that positively embraces our community and staff and make this the high performing Trust that I know we can be.

4ward uses proven, evidence-based methods to help us all behave at work in ways which will support more effective team working, build a shared sense of purpose and empowerment and promote a more positive working environment – for the benefit of colleagues, our patients and the community that we serve.

At the heart of 4ward are four signature behaviours. Our aim is to have all our staff positively demonstrating these behaviours and working together to achieve our shared goals. The behaviours are:

-  Do what we say we will do
-  No delays, every day
-  We listen, we learn, we lead
-  Work together, celebrate together.

Since I joined the Trust in March I have heard, seen and experienced some very impressive activities by our staff. I know there is real enthusiasm and passion about changing and improving our performance and the 4ward program will capitalise on this.

The programme is supported by an increasing number of 4ward advocates – members of staff from across the Trust who have already made a commitment to positively demonstrate the signature behaviours in their day to day work.

I want us all to go 4ward together to make this Trust a place where we can all make decisions, be personally accountable for our outcomes and celebrate our achievements together.

Making the Trust a better place for our staff, our patients and our local community is the ultimate goal of 4ward, so we want everyone to focus on how we behave, what we deliver and create a culture we can all be proud of.

I know that our staff, volunteers, patients, visitors, and stakeholders from across the community are supportive of our improvement journey and I am looking forward to sharing our improvements, learnings and successes over the coming months.

What our advocates say...



"I am an advocate because I'm passionate about the job I do and care about the Trust I work in. As a leader of a team I like to think that

we can look after each other so that we can deliver the best care possible to our patients."

Cearann Reen, 4ward advocate and Ward 10 Manager, Alexandra Hospital



"I'm proud to work at the Trust and I'm tired of us not being recognised as the great Trust everyone deserves. I believe 4ward will be a

vehicle to enable each of us to not just think about how we can make that a reality but to commit our actions and endeavours to doing it. I want to do my bit and I know I won't be alone."

Simon Walker, 4ward advocate and Divisional Information Specialist (Women & Children's)

"I believe that by creating a positive, focussed culture we will be able to improve both the patient experience and the working environment for all staff. It is just what the Trust needs to take us forward and out of special measures."

Tracy Berry, 4ward advocate and Junior Ward Sister, Ward One, Kidderminster Treatment Centre

Welcome



Michelle McKay, Chief Executive of Worcestershire Acute Hospitals NHS Trust

Welcome to the latest edition of Worcestershire Way.

I'm delighted to be able to announce the details of our new 4ward programme (see front).

4ward is a key part of our efforts to enable us all to benefit from a more supportive, positive organisational culture, where people are empowered to take decisions and act in the best interests of our patients.

We are also, as you will see on page 6, investing significant time and effort in providing a wide range of support for colleagues to help them enjoy good physical and mental health and a sense of wellbeing at work.

It's important that all staff feel supported, valued and engaged as we head towards what is going to be a very challenging winter period.

We have to remain focussed on addressing the big issues that we need to tackle:

- Being as prepared as possible for winter;
- Working to improve the way patients in need of urgent care are moved through our emergency department and wards
- Continuing to make significant progress on our quality improvement
- Achieving all this while also ensuring that we live within our means financially and provide good value for money.

We have plans drawn up to tackle these challenges - but making them happen requires everyone to make a positive contribution to help our Trust live up to its potential.

It's also crucial that we work effectively with our partners, and I have been encouraged by the positive discussions that we have been having.

I will share more details of the progress that we are making over the coming months. By pulling together, we can make a change that will make things better for staff, our patients and our public.

Overseas recruitment trip attracts more than 30 doctors

A recent trip to India to recruit new doctors to work in Worcestershire's hospitals has been hailed a success, with more than 30 doctors offered posts.

The week-long trip to New Delhi and Bangalore, which took place in July, was a key part of Worcestershire Acute Hospitals NHS Trust's medical recruitment strategy focussed on filling consultant and middle-grade vacancies at the Alexandra, Kidderminster and Worcestershire Royal Hospitals.

Recruitment to both medical and nursing vacancies is one of the Trust's top priorities as it is critical to improving both the quality and safety of patient care, as well as driving down spend on locum and agency staff.

Di Pugh, Deputy Director of Human Resources at the Trust, travelled to India as part of a team including medical and surgical Consultant colleagues and recruitment specialists from HCL Clarity to carry out the interviews. She said:

"We carried out 53 interviews and are absolutely delighted that we have been able to make 34 offers across a range of medical and surgical specialties – including respiratory, neurology, trauma and orthopaedics and general surgery. The calibre of the candidates we interviewed was exceptional and we are now preparing for the new recruits – both consultants and clinical fellows – to join us."

Dr Sally Millett, Consultant Anaesthetist, said: *"The trip to India was a first for the Trust. We had three full days of interviewing doctors from all over India including some Skype interviews with those from even further afield. It is a real win-win – it provides our organisation with much needed doctors to fill vacancies whilst enabling those doctors to come and develop their skills and experience within the NHS."*



Mr Michael Corlett, Consultant Surgeon; Dr David Jenkins, Consultant Physician; Dr Jasper Trevelyan, Consultant Cardiologist; Dr Sally Millett, Consultant Anaesthetist; and Di Pugh, Deputy Director of Human Resources.

Dr David Jenkins, Consultant Physician at the Trust, added: *"We met many highly-motivated and able doctors who had clearly achieved great things for their patients."*

The new doctors will participate in a full induction programme at the Trust when they arrive, which includes access to a mentor and 'buddy' who will work to ensure they settle in as quickly as possible.

A combination of factors – including national shortages of medical staff in certain specialties as well as a prolonged period of uncertainty at the Trust – has impacted on the Trust's ability to recruit doctors and nurses.

A range of recruitment strategies are underway. These include the strengthening

of relationships with local universities to maximise outcomes through undergraduate placement programmes and improving training opportunities. The Trust is already seeing the benefits of these, with medical vacancies reducing from 153 to 110 since May. The addition of an extra 34 doctors will reduce this even further.

The Trust has also recently launched a series of recruitment films which have been watched by more than 26,000 people, and a 'Work for us Wednesday' social media campaign which is reaching up to 40,000 people every week. A number of recruitment events are also being held both locally and regionally to promote the Trust and the county as a great place to live and work.

All current job opportunities available across our three hospitals are available at www.jobs.nhs.uk by searching for Worcestershire Acute Hospitals NHS Trust.

Philip Dunne MP visits Trust

We welcomed the Minister of State for Health, Philip Dunne MP, to Kidderminster Hospital in September. He was joined by Wyre Forest MP Mark Garnier. This was the third visit the Minister – who is responsible for hospitals, workforce and financial performance with special oversight for hospitals in special measures - has made to the Trust in recent months.

The Minister and Mr Garnier spent time visiting the Minor Injuries Unit, Ward 1 and Theatres as well as meeting with a small group of staff to hear their views on a range of topics, including the CQC, staffing, and what it is like working in a Trust in Special Measures.

The visit was a great opportunity for us to update him on our improvement plans and on leaving, the Minister and Mr Garnier spoke positively about what they had seen and were very complementary about the staff they had met.



Minister of State for Health, Philip Dunne MP (front 4th from the left), and Wyre Forest MP, Mark Garnier (front right) with staff at Kidderminster Hospital and Treatment Centre.

Innovative new test for meningitis transforms diagnosis

An innovative, rapid test for meningitis and encephalitis is now being used in Worcestershire's acute hospitals which will speed up diagnosis and could save lives by producing results in just an hour.

Meningitis (infection of the membranes surrounding the brain) is a life-threatening infection which can develop quickly and can kill within hours and, until now the usual tests used to identify this infection took up to two days. The laboratory diagnosis of encephalitis (infection of the brain itself) took up to four days.

The diagnosis of meningitis and encephalitis has been transformed by the use of a new piece of equipment which analyses samples rapidly and produces accurate results in just one hour.

The new technology, the Biofire FilmArray®, allows the microbiology laboratory to inform doctors of a positive result much faster, leading to targeted treatment and reassurance for patients and their families.

The rapid test also means negative results can be identified much quicker, which reduces inappropriate treatments and unnecessary hospital stays. The Biofire FilmArray® works by analysing a patient's spinal fluid for up to 14 different bacteria and viruses.

Consultant Microbiologist, Dr Mary Ashcroft said: *"Meningitis can develop very quickly and can kill within hours. Whilst treating immediately because of suspicion of meningitis is the most important aspect of*

managing suspected cases, having early, accurate diagnosis that allows prompt and targeted treatment is essential for improving outcomes for patients. This new test has transformed the way we diagnose these dangerous infections."

The test was introduced in August 2016 and after an initial pilot period has proved very effective. Worcestershire Acute Hospitals NHS Trust was one of the first Trust's in the country to extensively trial this new technology. The Biofire FilmArray® testing is now being carried out as a part of routine laboratory testing and is available seven days a week.

Microbiology Laboratory Manager at Worcestershire Royal Hospital, Peter Jackson said: *"The new test looks for a specific target area of the genome of a bacteria or virus. Even in small numbers these will be detected, as the process makes multiple copies of the area to increase detection and get such quick results. This is good news for patients as it means doctors can confirm much earlier if the patient is already on appropriate treatment and if necessary change to more specific treatments."*

Anyone can get meningitis although some forms are more common in different age groups. Some bacterial causes of meningitis can be associated with outbreaks and although outbreaks are relatively rare in the UK, when they do occur they can develop very quickly and contact between people can spread the infection more widely. In this instance quick treatment is vital in reducing



The new rapid result test, being conducted on the Biofire FilmArray equipment

the risk and helping prevent the spread of infection. The reduction in time to diagnosis will allow earlier management of contacts, improving safety for the wider community.

Public Health England recommends a programme of routine vaccinations against a variety of childhood and other infections

in at-risk groups. Vaccination has been very effective in preventing infection, saving lives and promoting good health, and there are now several vaccines which offer protection against the more common causes of meningitis.

Therapy and nursing partnership helping patients go home earlier

Lucy Kindley, a Physiotherapist and Ward Manager on Evergreen Ward, at Worcestershire Royal Hospital was a key speaker at the King's Fund 'Harnessing the Value of Allied Health Professionals' event last month. She presented a paper at the event, on how joint working between therapy and nursing staff on her ward has seen a reduction in the length of time older patients in particular have had to stay in hospital.

Evergreen Ward is jointly led by Therapy Ward Manager Lucy, and Nurse Ward Manager Vicky Bosworth. It was opened at Worcestershire Royal Hospital last winter as part of a range of initiatives to help improve patient flow across the Trust. The aim of the jointly-led ward is to promote a culture of independence amongst patients in order to aid their recovery and reduce their hospital stay. The results have been positive, with 40 per cent of patients who would previously have required discharge to a community hospital for ongoing rehabilitation, being able to go straight home instead.

Lucy said: *"Vicky and I having a shared role and respect for each other's professions and shared learning has influenced a happy team who work across traditional barriers. We respect that we are all qualified professionals and that the core of our role is caring for the patients.*

We use our professional skills when appropriate, and will lead treatment and discharges as the most appropriate professional for the patient. Our patients get themselves washed and dressed as best they can and we support with what they are unable to manage alone. It is every member of the team's responsibility to promote patient independence and our patients blossom when given the opportunity to have control back."

"The King's Fund conference was a great platform to share our experiences and hopefully inspire others to look past traditional barriers to how their service can evolve to being the most appropriate way for working for them."

Vicky Morris, Chief Nursing Officer said: *"We are delighted with the feedback we receive about the care that Lucy, Vicky and all the team on Evergreen continue to deliver. We have seen really positive results which are not only helping with some of our patient flow issues, but importantly are improving*

the care and experience our patients are receiving. We are now looking at ways that we can share the Evergreen philosophy across other wards in the Trust."



Allied Health Professionals are the group of staff more commonly known as therapists. They provide many of the services in our hospitals - supporting patients recovering on our wards and providing expert advice and knowledge in many of our outpatient clinics. They include but are not limited to Physiotherapy, Occupational Therapy, Speech and Language therapy services, Dietetics, Pharmacy and Audiology.

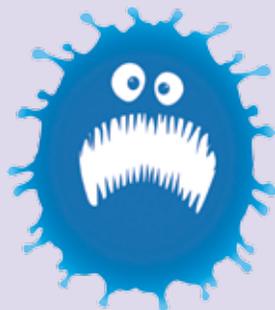
Throughout the country allied health professionals (AHPs) – the third largest workforce in health and care - are increasingly playing a key role in integrating health and care services and improving health and wellbeing for people.

Pictured: Lucy Kindley, Physiotherapist and Evergreen Ward Manager, with Nurse Ward Manager Vicky Bosworth.

Flu jab campaign

Our staff flu vaccination campaign began on Monday, October 2, offering all staff the flu jab for free across our sites.

Flu Hubs will be based at each of our hospitals for any staff to walk up and get your flu jab. 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.



This year, our flu hubs will be open to staff to get your jab:

- ♥ **Alexandra Hospital**, Main corridor outside Physio
Monday 2 October – Friday 13 October, 7am to 3pm every weekday.
- ♥ **Kidderminster Treatment Centre**, Main Foyer
Monday 2 October – Friday 6 October, 7am to 3pm each day.
- ♥ **Worcestershire Royal Hospital**, Main Foyer
Monday 2 October – Friday 20 October, 7am to 3pm every weekday.
- ♥ **Charles Hastings Education Centre**
Monday 23 October – Friday 17 November, 8am to 9am every weekday.

If you are a member of the public in an at risk group, you should contact your GP to make an appointment for a flu vaccination.

Donation to our Worcestershire Maternity Bereavement Suite appeal

This year when you have your flu vaccination, 20p for each and every jab will be donated to our Worcestershire Maternity Bereavement Suite appeal. The more staff that receive the flu vaccine, the greater the overall collective contribution will be!

If you have had your vaccination via your GP or another Trust, simply let Occupational Health know, and 20p will be donated, and you will still be entered into the prize draw!

This is your chance to protect yourself, your family, your colleagues and patients. We look forward to seeing you at one of the clinics soon!



Meet the team behind the jab!

The Occupational Health and Wellbeing Team will be out and about across the Trust offering flu vaccinations.



Occupational Health Nurse Manager, Barbara Todd talks us through this year's flu campaign - and some great incentives to get yours!

The flu fighter team from Occupational Health are here to provide flu vaccinations to all Trust staff.

Last year the flu fighter team vaccinated 76% of staff working in our hospitals which was much higher than the national average uptake rate which was 63.2%.

This year, we are aiming to repeat our fantastic uptake and will be providing the flu vaccine across all sites from Monday 2 October, so look out for our dedicated flu hubs in the main areas of our hospitals as well as our flu champions visiting wards and clinical areas across our sites to reach those staff who may not be able to get away as easily.

Evidence shows that health care workers are more likely to be exposed to flu during the flu season, and it has been estimated that up to one in four healthcare workers may become infected with the flu virus during a flu season, which is a much higher incidence than expected in the general population. If you get your flu vaccination, it will reduce the risk of contracting the virus, feeling very ill and transmitting it to patients and family.



Therapy dog Merryn provides comfort to patients at the Alexandra Hospital

Merryn – a two-year-old Rough Collie – has teamed up with staff at the Alexandra Hospital, Redditch to help provide therapy for patients staying in hospital.

Merryn, who is part of national charity Therapy Dogs Nationwide, is visiting wards at the hospital to provide comfort, relaxation and anxiety relief for patients during their stay.

Research has proven that dogs can have therapeutic effects on patients, in particular those who have suffered a stroke or are living with dementia.

Keith and Jackie Medler, who look after Merryn, have been bringing her in to visit some of the wards and meet staff and patients.

Ward Manager on Ward 17, Russell Dawes said: "It's great to see patients uplifted and motivated when they see Merryn."

Starting her therapy in Worcestershire's schools, Merryn has taught children to learn their left and right and has helped teach them how to listen at story time.

Keith and Jackie said: "As soon as Merryn passed the temperament test we started taking her on visits and we love to see how much people can benefit after just a short time with her."

Merryn follows in the paw-steps of Aero, the border collie who has been helping at Worcestershire Royal Hospital since July 2016, visiting dementia and stroke patients.

Pictured: Sister Amy Easthope (right) welcomes Keith and Jackie Medler, and therapy dog Merryn, to Ward 17 at the Alexandra Hospital.

Royal seal of approval for Worcestershire Prostate Cancer Support Group



Worcestershire Cancer Support Group Secretary, Mary Symons (second from left); Group Chairman Rev Paul Brothwell (second from right) and Mr Adel Makar, Group President, collect the Queen's Award for Voluntary Services.

The Worcestershire Prostate Cancer Support Group - whose President is the Trust's Lead Cancer Clinician, Mr Adel Makar - was presented with a Queen's Award for Voluntary Services in recognition of the group's contribution to the local community.

The award was formally presented to Mr Makar and the group at a special event in Kidderminster Town Hall last month by the Vice Lord Lieutenant, the Right Honourable Lady Morrison.

The award recognises the contribution the group has made to the community over the past 17 years, working with men and their families and friends when a diagnosis of prostate cancer has been made.

Adel Makar said: "We were thrilled to accept the Queen's Award on behalf of the whole group. It is a fantastic recognition of the hard work and dedication of the group over the last 17 years and the invaluable support and advice given to prostate patients and their families.

The support group was officially formed in 2000 with the aim of providing help and support to educate men about prostate cancer. Over the last 17 years the group, aided by Secretary Mary Symons and

Chairman Paul Brothwell, has become the largest support group in the country with around 500 members.

Recently a Ladies' Group was started to enable ladies who had attended and been involved when their husbands or partners were alive could continue to feel part of the group. This group now has around 30 regular members.

The group became a registered Charity in 2013 and has set up a buddy scheme where buddies - who have themselves already gone through cancer - provide support to newly diagnosed men, giving them support and advice about treatment.

Each member has a trained Facilitator who keeps in touch with each individual member of the group and reports back to the appropriate people if anyone is having a problem.

Worcestershire also has a well-established prostate cancer survivorship programme which has now been running for over eight years, with a membership of over 1000 patients. Last year, the group were one of five in the UK recognised by Prostate Cancer UK for their work with prostate cancer.

Hospital's dementia garden officially opened

A new sensory garden which aims to aid the recovery of patients living with dementia during their stay at Worcestershire Royal Hospital has been formally opened by BBC Antiques Roadshow expert, Henry Sandon MBE.

The new dementia-friendly garden occupies a formerly disused courtyard space outside the Avon 4 ward in Aconbury West and provides a safe and engaging area for patients with dementia and their families and carers to have some much-needed respite.

Following a welcome from our Chief Executive Michelle McKay and Chief Nursing Officer Vicky Morris, Henry Sandon had the honour of cutting the ribbon before the garden was blessed by Hospital Chaplain Rev David Southall.

Henry, whose late wife lived with dementia, said: "This beautiful garden will bring delight to many patients, families and staff. I myself have visited patients on Avon 4 and I know how much joy it will bring to be able to leave the ward and have such a wonderful environment to come to. Congratulations to everyone who has been involved in making this a reality."

Vicky Morris, Chief Nursing Officer at Worcestershire Acute Hospitals NHS Trust, said: "Hospital settings can be confusing, overwhelming or destabilising for those with dementia, especially if they have other illnesses or have had an accident. The experience may have a profound effect on the dementia inpatient's on-going health. Treatment of dementia calls for a different, more person-centred healthcare regime.

"This new garden is one way that we are working to develop a dementia-friendly environment. It will provide a safe, calm and relaxing space for patients and their families and carers to enjoy."

The Dementia Garden was the idea of the Trust's dedicated Dementia Team and Avon 4 staff and was generously funded and built by the Trust's PFI facilities partner Engie with the support of contractors AP Carpentry, Lloyds contractors, and IRS.

Current estimates suggest that 5% of people over 65 have a diagnosis of dementia. For those over 80, the figure is 20%. Their numbers are forecast to rise rapidly over the next 15 years. Proportionately, Worcestershire has more people living with dementia or cognitive impairment than other areas of the nation.



BBC Antiques Roadshow expert Henry Sandon officially opened the dementia garden. Pictured with (l to r) Michelle McKay, Chief Executive of Worcestershire Acute Hospitals NHS Trust; Donna Kruckow, Lead Nurse for Dementia and Older People; Vicky Morris, Chief Nursing Officer; and Helen Lumley, Head of Facilities, Engie.

Have you seen the Trust's Dementia Strategy?

The strategy has been developed by the Trust's dementia team, in partnership with the Alzheimer's Society and is focussed on delivering excellent person-centred care for patients with dementia or cognitive impairment.

New antenatal clinic opens its doors for expectant mothers living in Redditch and Bromsgrove



Alicia Barrington, Midwife; Lisa Gardner, Midwife, Sonographer and Antenatal Clinic Lead and expectant mum Nicola Garey.

Expectant mothers living near to the Alexandra Hospital in Redditch are being welcomed to the brand new antenatal clinic at the Hospital, which has recently opened its doors.

The unit gives women living in Redditch, Bromsgrove and surrounding areas access to a comprehensive Antenatal service right up to the delivery of their baby.

Lisa Gardner, Midwife and Antenatal Clinic Manager, said: "The service includes an Early Pregnancy Assessment Unit caring for women from 6 weeks pregnant and a Maternity Day Assessment Unit for women that need specialist blood tests and monitoring of their babies."

The team work alongside colleagues from the community midwifery team, who are also based at the Alexandra Hospital. The service means expectant mothers have a single point of care from as early as 6 weeks pregnant, from first blood tests to first scans all the way up to the point of delivery.

Lisa explained, "This is an exciting time in the development of the Alexandra Hospital. The service brings a much needed increase in capacity to our women's and children's services across the county, as well as improvements in our facilities at the Alexandra Hospital.

We hope to offer parents more support, more specialised clinics, drop in sessions and start to impact our aim of achieving better births for all women in Worcestershire."

The new dedicated antenatal clinic area has 5 clinic rooms, a dedicated phlebotomy room and an additional quiet waiting room available for use by patients awaiting early pregnancy scans or when greater privacy is required during an appointment.

Nicola Garey, local patient, said: "It's so lovely to come to the new clinic area, Lisa and her team are so reassuring. I know I can pick up the phone and ask any question."



Consultant ENT Surgeon Martin Porter features in the first film highlighting the Trust's Cycle to Work Scheme.

Promoting a healthy, happy workforce

The Trust has launched a series of short films to showcase the health and wellbeing services on offer to staff working at the Trust across our three hospitals.

The new films highlight staff accessing a range of activities to benefit their emotional and physical health and wellbeing, and show what a great place Worcestershire is to live and work.

The videos, which launched on social media at the end of September, accompany the Work for us Wednesday features, showing the latest job opportunities on offer at the Trust,

Di Pugh, Deputy Director of HR at Worcestershire Acute Hospitals NHS Trust said: "We have lots of fabulous

people working at the Trust. Our health and wellbeing services have expanded to include a range of products, services, advice and information for staff."

"We think the films really capture the enthusiasm of our staff and shows off the fantastic opportunities there are to stay healthy for life."

You will be able to watch the videos on Worcestershire Acute Hospitals NHS Trust's social media accounts @WorcsAcuteNHS or on YouTube here: www.youtube.com/watch?v=Ua6Db2X5PhM

You can also find out more information about working at Worcestershire's hospitals on the website www.worcsacute.nhs.uk/our-trust/work-for-us

Service developments on the national stage

Over the past month, individuals and teams from across the Trust have been invited to present at various national and international conferences. This honour is given to individuals and teams who have carried out ground-breaking research or made service changes that are positively impacting the patient experience.

Dr Weng OH, Consultant Renal Physician, was invited to present at the international conference for the Society of Acute Medicine in Birmingham in early September. He presented his re-audit of how we effectively treat and manage Acute Kidney Injury. He has developed a checklist that follows all in-patients throughout their journey in hospital. Acute Kidney Injury is often undiagnosed on admission, with potentially life threatening impact

for patients. The new patient checklist means that we are becoming better at urine analysis and improving patient care resulting in less time spent in hospital and the right medication being administered. The new audit reviewed figures from a previous audit in 2015 and show dramatic improvements for patient care.

In addition, our Pharmacy team were invited to present at an event hosted by NHS England and NHSI in September about the work of our Advanced Pharmacist Practitioners in Urgent Care, while our Colorectal Clinical Nurse Specialists attended a national conference to showcase their new nurse-led clinical assessment triage system which is having a positive impact on our two-week waiting times in this area.

Nurse wins award after nomination from her patients

A nurse from Worcestershire Acute Hospitals NHS Trust has received national recognition for the outstanding care she is giving to patients with Bowel Cancer.

Bernice Kent was awarded with the Gary Logue Colorectal Nurse Award at the National Colorectal Cancer Nurses Network conference, run by charity Beating Bowel Cancer.

The Colorectal Clinical Nurse Specialist received the award after a nomination from a patient she had supported throughout her journey to recovery. Bernice's nomination described the fantastic support, encouragement, professionalism and dedication she gave to all her patients.

The special award aims to recognise nurses who make a big difference to the lives of their bowel cancer patients.

Bernice said: "As a Colorectal Clinical Nurse Specialist helping patients through their bowel cancer diagnosis and the trials that comes with this is not always easy, but the people I am fortunate enough to meet inspire and surprise me in so many ways.

"The nominations I have received have really touched me from the bottom of my heart, what an honour and privilege to know I have been able to make people feel safe and supported in some way when they are going through such a devastating and life-changing period."

Sue Rogers, the patient who nominated Bernice, said: "Bernice makes me feel safe, and for anyone that has cancer and is going through treatment, this is the most valuable feeling to have. Bernice empowered me to be as positive as I could on my journey to recovery."



Bernice Kent, Colorectal Clinical Nurse Specialist, with her Gary Logue Colorectal Nurse award.

Nearly 41,000 people are diagnosed with bowel cancer in the UK each year, with someone dying of the disease every half an hour. However, if caught in its early stages, 90% of patients can be successfully treated. Around 95% of bowel cancer cases occur in people over 50, but it can affect anyone of any age.

Chief Nurse of Worcestershire Acute Hospitals NHS Trust, Vicky Morris said: "We're very proud of Bernice's achievement in winning this award. She should be particularly honoured that she was nominated for the award by one of her patients, as this shows that the

excellent care she is delivering is being recognised by her patients."

Interim Chief Executive of Beating Bowel Cancer, Judith Brodie, said: "We're thrilled to present Bernice with this award. Her dedication to her work and her willingness to go above and beyond for her patients is inspiring. She's a role model for all those who work with cancer patients and greatly deserves this recognition.

"We wanted to say thank you to her for all the fantastic work she does to make lives better for bowel cancer patients and their families."

Five minutes with... Richard Haynes, Director of Communications and Engagement



What was the last book you read?
Fahrenheit 451 by Ray Bradbury

Who would you invite to a dinner party, dead or alive?
Nick Cave, Stewart Lee, Peter Capaldi, Patrick Stewart

What advice would you give your younger self?
If you don't go, you won't know.

Favourite place?
Woolacombe beach or the top of a mountain.

Broadsheet or tabloid?
Both - I was once a journalist.

Best thing about your job?
Being part of our comms team (obviously).

If you had a superpower what would it be?
Unfailing ability to remember passwords.

Tea or coffee?
Tea first thing, then coffee till lunchtime then tea again.

Tell us a joke.
Knock. Knock. Knock-knock. Knock-knock-knock. Knock-knock-knock-knock-knock. Knock(x8). Who's there? Fibonacci.

Plans revealed for Aconbury East refurbishment

An artist's impression revealing how the new look Aconbury East building at Worcestershire Royal Hospital could look has been released as part of the planning application process.

Plans for the partial refurbishment of Aconbury East to create 81 additional beds in four modern ward areas as well as a link bridge to the main hospital form part of the wider improvement plans needed in order to implement the clinical model for the future of acute hospital services in Worcestershire, which was approved in the summer.

Plans for Worcestershire Royal Hospital also include increased paediatric and obstetric capacity and 141 new car parking spaces, while at the Alexandra Hospital plans include the refurbishment and modernisation of operating theatres and improvements to endoscopy facilities.

Subject to the necessary planning and NHS approvals being received, an implementation plan is in place to deliver these improvements by May 2020.



Artist's impression of the new look Aconbury East building



Tell us your ideas

What would you like to see in the next edition of Worcestershire Way?

Whatever your idea, please let us know.

✉ wah-tr.communications@nhs.net

☎ 01905 760453

Focus on... Childhood Cancer Awareness Month



For Childhood Cancer Awareness Month, we spoke with Children's and Young Person's Oncology Nurse Specialist, Dawn Forbes about the service and what the month really means.

"September was Childhood Cancer Awareness Month and an opportunity to increase awareness of the occurrence of cancer in children.

Sadly, 1600 children up to the age of 15, and 2200 teenagers and young adults are diagnosed with cancer each year. But cure rates continue to improve thanks to Clinical Trials, new treatments, and improved supportive care.

It can be difficult to identify signs and symptoms of childhood cancer as they can appear similar to many common childhood illnesses or ailments. However, now 82% of children on average will be completely cured of cancer, and in some cancers the cure rate is even higher.

Each year, the team at Worcestershire Royal Hospital see on average, 20 children and young people with cancer from Worcestershire. Care at Worcester is given either in the Children's Clinic or on Riverbank Ward and includes supportive care for fever, infections, blood product administration and central line care. Administration of chemotherapy can also take place in the Children's Clinic.



Some of the families who are being supported by our Children's Cancer Services team.

Unsurprisingly, it is an extremely stressful time for the whole family when a child is diagnosed with cancer. Despite this, our patients and their family adjust remarkably well to what the future holds. Our role is to ensure patients and their family receive safe care close to home, the appropriate information and education, and emotional support throughout their journey.

Patients often require repeated hospital admissions for the side effects of their cancer treatment. However, we often see our patients trying to lead a normal life as possible. This again demonstrates the resilience, strength and courage of many of the patients we see.

This September, staff on Riverbank Ward and Children's Clinic at Worcestershire

Royal Hospital wore their gold pins with pride – the symbol for Childhood Cancer Awareness month.

It is a pleasure and a privilege to care for children with cancer, and we look forward to celebrating this special month with them."

Hospital volunteers celebrated at annual afternoon tea event



Hospital volunteers enjoying tea at the Trust's annual volunteer tea party.

Over 100 hard-working volunteers from across Worcestershire's hospitals were thanked at the Trust's annual volunteer afternoon tea party in the summer.

The volunteers gathered at the Worcester Warriors Rugby Stadium for the event, celebrating the incredible amount of hours given by volunteers in our hospitals.

Chief Executive, Michelle McKay, attended the event to personally thank the volunteers for all their hard work and commitment to our hospitals.

Tessa Mitchell, Associate Director of Patient Experience said: "We have only been recording their hours over the last two years and during that time we have seen those hours increase from 53,000 in 2015-16 to over 60,000 last year. This is an incredible undertaking by the 800 volunteers we have and we know that despite our best endeavours, not all hours are yet recorded. This is something we will really be focussing on this year along with volunteer training and support".



Volunteers from RVS Worcestershire Oncology Centre said: "It was a lovely event and so generous of the hospital."

The Trust's volunteers work through a range of partner organisations including The Friends of Worcestershire Royal

Hospital, The League of Friends at Redditch and Kidderminster, Macmillan, Age UK, The Alzheimer's Society, Therapy Dogs Nationwide, BLISS and RVS.

They undertake a wide range of activities, fundraising and are also working with wards on new roles, one of our newer volunteer roles is the collection of Friends and Family Test feedback as part of the new Friends and Family Test (FFT) app roll-out.

Some of the volunteers fed back at the event about why they volunteer, saying: "We like being able to make a difference to patients and staff" and "As volunteers we bring an extra sense of being cared for to patients".

Tessa added: "This is reflected in our volunteer survey, having volunteers reinforces the perception amongst patients and families that we are a caring and responsive Trust and volunteers clearly enhance patient experience".