

WorcestershireWay

For patients, staff, visitors and volunteers

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Hospital staff celebrate latest CQC Report ratings

Staff in diagnostic imaging at the Alexandra Hospital in Redditch are celebrating after their service was rated 'outstanding' for 'caring' in the Trust's latest Care Quality Commission report.

The inspectors said staff "routinely exceeded patient expectations to deliver a service that was person-centred, individualised and represented the totality of each patient's needs."

The CQC's report shows improved ratings in 41 out of 79 categories rated across the Trust, including double rating uplifts in 9 areas, across a wide range of clinical services they inspected at the Alexandra, Evesham, Kidderminster and Worcestershire Royal Hospitals.

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Blood cancer doctor back to work after beating disease



A doctor who has dedicated his life to treating patients with blood cancer has returned to work after beating the disease himself.

Dr Salim Shafeek has worked at Worcestershire Royal Hospital for the last 17 years treating patients with different forms of blood cancer. But in a cruel twist of fate, he was diagnosed with Myeloma – a type of blood cancer - in January this year.

A scan at the hospital he works at revealed his diagnosis, after initially thinking he had a bad back.

"It started with some pain in my back, an innocuous symptom as is often the case with blood cancers, so when I received the diagnosis it was a shock. Within 48 hours I was referred to the Centre for Clinical Haematology in Birmingham", he explained.

Four months of intense treatment followed for the blood cancer specialist, before undergoing a stem cell harvest and transplant over the summer. Finally at the end of summer Dr Shafeek was given the news that he was in complete remission.

After taking time away from work to fight

the cancer, Dr Shafeek was keen to return to the job he loves, now having experienced the symptoms and treatments that he gives to his patients.

"It was a bit of a strange experience to have all of the symptoms and side effects of the treatments I have always prescribed. But I feel I will be better equipped than anyone to empathise with my patients having gone through it myself", said Dr Shafeek.

The Haematology Consultant re-joined his colleagues last month, with his experience changing his outlook, not just on his job, but also on his personal life.

"My perspective towards life has changed and I will spend more time with my family

as well. I realise their role fully now, as having a supportive family made my journey and recovery process much, much easier", added the doctor.

When his diagnosis was first made known, Dr Shafeek received an outpouring of support and messages from friends, colleagues and former patients.

After his diagnosis, his colleagues from Worcestershire Royal Hospital also rallied around to raise more than £12,000 for blood cancer charity Cure Leukaemia.

Dr Shafeek's son, Faheez has also completed a 300 mile cycle from London to Paris to raise funds for Cure Leukaemia in support of his father.

Welcome



Matthew Hopkins, Chief Executive of Worcestershire Acute Hospitals NHS Trust

Welcome to the latest edition of Worcestershire Way.

I'm delighted that since the last edition, we have received our latest report from our regulators, the Care Quality Commission, and our overall rating as a Trust has been lifted from inadequate to requires improvement – a significant achievement.

These improved ratings are a clear and very encouraging sign that our efforts are paying off. That is good news for our patients, good news for our staff and good news for everyone in the communities we care for.

We are working hard to put plans in place that will support continuous and sustainable improvements to quality and safety, help our clinical services adapt to meet the changing needs of local people and enable us to live within our means and free up the funding we need to invest in further improvements.

Throughout this edition you can read examples of how these improvements, supported by the demonstration of our 4ward behaviours, are making a positive difference – for example the recent national accreditation for our endoscopy team, or the patient wedding organised by our caring staff.

As winter fast approaches, we are focussing our efforts on ensuring that we have robust plans in place, along with our health and social care partners across the county, to improve patient flow through our hospitals and reduce unnecessary waits in our Emergency Departments.

Our patients and communities can help us with this, by using health services wisely and only attending A&E if absolutely necessary, and getting a flu jab if eligible.

There is a lot we have to do but I am confident we can deliver the hospital services that local people want and deserve. We must now build on our success to make an even better future.

Improved hospital care is recognised by inspectors

The success of hospital staff across Worcestershire in improving the quality and safety of care provided to hundreds of thousands of local patients every year has been recognised by hospital inspectors.

In a report published in September by the Care Quality Commission (CQC), Worcestershire Acute Hospital NHS Trust's overall rating has been lifted from 'Inadequate' to 'Requires Improvement'.

The CQC report also recommends that because of the improvements they have seen, the Trust should be considered for exiting special measures once a package of support from NHS England/Improvement is agreed and in place across the Worcestershire health economy.

Trust Chief Executive Matthew Hopkins said this is well-deserved recognition for the hard work and dedication of staff across all the Trust's hospitals.

"That is good news for our patients, good news for our staff and good news for everyone in the communities we care for," he said.

"Our Trust has been in special measures since December 2015 so this is important recognition that we are now able to find our own solutions to the challenges we face."

The CQC's report shows improved ratings in 41 out of 79 categories rated, including double rating uplifts in 9 areas, across a wide range of clinical services they inspected at the Alexandra, Evesham, Kidderminster and Worcestershire Royal Hospitals.

In their overview, the inspectors point to improvements in areas including medicines management, infection control, incident reports and sharing learning.

Among the most significant improvements highlighted are:

- Every single service across all hospitals are now rated at least 'good' for caring.
- At the Alexandra Hospital, an overall rating of 'Good' for outpatient services (up from 'Inadequate' in 2017) and the highest rating – 'Outstanding' in the caring category for diagnostic imaging (up from 'Good' in 2017).
- At Kidderminster Hospital, an overall rating of 'Good' (up from 'Inadequate' in 2017).
- At Worcestershire Royal Hospital an overall rating of 'Good' for services for children and young people (up from 'Requires Improvement' in 2017).



Outpatient services at the Alexandra Hospital were rated Good.



Kidderminster Hospital as a whole was given a rating of Good.



Children and young people services at Worcestershire Royal Hospital have been rated as Good.

Matthew added: *"As well as providing independent expert evidence of the improvements we have made, today's report also helps to confirm that we have correctly identified those areas where more focus is needed."*

"Improving patient flow is essential if we are to ease the pressure on our Emergency Departments, reduce waits and improve ambulance handovers."

"That requires the active involvement not just of teams across all parts of our Trust but also the support of our partners in the rest of the local health and care system."

"In some areas for improvement highlighted in the report, we have already made further progress – for example improving our mandatory training compliance."

"In others we know further immediate action is necessary because we have to find ways of reducing waste, improving efficiency and delivering the best possible value for the hundreds of millions of pounds of taxpayers' money that we are trusted with each year."

"There is a lot we have to do, but this report is proof that together, our people can deliver the hospital services that local people want and deserve."

Miraculous recovery for grandfather cared for by granddaughter on ward



John Maiden with granddaughter Simone back home for his birthday.

A local grandfather has made a miraculous recovery on the same ward that his granddaughter works on at Worcestershire Royal Hospital.

John Maiden spent 27 days in the hospital, but following a surprising recovery John got to go home in time to celebrate his 78th birthday with his family, including granddaughter Simone who works on the ward where he was cared for.

John – who has the rare brain condition Progressive Supranuclear Palsy (PSP) - was

rushed to Worcestershire Royal Hospital by ambulance after suffering serious seizures following a nasty fall at home.

Unconscious and needing his breathing supported, John was immediately taken to the resuscitation area of A&E. At this point John's family were told to come to see him as doctors thought he was unlikely to pull through.

But with close monitoring from doctors, John's condition began to improve and after spending more than a day

unconscious he finally woke up the next day. Following further checks he was transferred to the Medical High Care and Short Stay ward – the same ward his granddaughter Simone, 24, works on as a Senior Health Care Assistant.

Simone said: "When I got to the hospital he was in A&E where the staff were just amazing! I really thought we were going to lose him. When he finally woke up I had my fingers and toes crossed that he could go to my ward!"

John spent a week on the Medical High Care section of the ward, where he had a family member by his side the whole time, including Simone and his wife of 56 years, Veronica.

He initially needed an oxygen supply to breathe and couldn't walk or talk, but after a week of treatment on Medical High Care, John no longer needed oxygen or an NG tube to support his breathing and so was moved to a Medical Short Stay bed – the other half of the ward where Simone works.

John's family knew he was improving well when he managed to sing 'happy birthday' to his visiting son on his birthday, which the family originally feared he might not make.

Another three weeks of gradual progress followed for John. Throughout his time on the Medical Short Stay ward, John told the ward staff he just wanted to get home to

his wife Veronica and his favourite chair, in time for his birthday.

Simone said: "The Physios and Occupational Therapists were amazing; every single staff member that had looked after Grandad was just exceptional.

Staff would message me on their days off to see how he was and go to see him before they started their shift, it was lovely.

My grandad was so happy and grateful for the care he had received but not only for him, for my Nan as well. They'd never let her go without anything!"

After a total of 27 days of steady improvements in hospital, doctors on the ward told John he was finally well enough to return home – the day before his 78th birthday.

Simone added: "I want to thank all of the staff at the hospital so much. I couldn't have wished for him to have been in better hands. Grandad will still battle with his PSP, but with the support of his family he will not be alone with it.

"I'm so proud to work on Medical High Care and Short Stay and my whole family are so grateful for the care of the staff on the ward."

Nearly a month spent in hospital had not dampened John's spirits, and on his birthday morning John woke up in his own home to celebrate with fish and chips with his extended family and his wife - in his favourite chair of course.

Wedding bells on the ward for Hanbury couple

Staff on the Coronary Care ward at Worcestershire Royal Hospital helped arrange a special Wedding Ceremony for cardiac patient, John Mole after the groom was rushed to hospital following a heart attack.

John, 79, was due to marry his partner of 30 years at home but was admitted to Worcestershire Royal Hospital two days before.

Hospital chaplain Claire Ord and ward staff arranged for the pair from Hanbury to be married on the Laurel ward instead, surrounded by family.

Bride Margaret, 82, said the coronary care team that helped organise the nuptials were "absolutely wonderful".

"I said 'you can't take him down to the ward, he's getting married in the morning' and they said, 'well you can get married here',"

The bride's son Neil collected the white roses that had been delivered to the couple's home for their planned celebration and brought them to the ward, which had been decorated by staff.

Mrs Mole added "The ward were absolutely wonderful, they had put balloons up, flowers up and balloons that said Mr and Mrs. "I couldn't thank them enough."

Worcestershire County Council registrar Richard Riddell, who officiated, said it

was "an absolute pleasure" to share the couple's happy day.

The newlyweds also received blessings from hospital chaplain Clare Ord and a lay preacher friend.

After tying the knot, they shared their wedding breakfast with other patients and hospital staff, which Mrs Mole described as "many, many" more guests than expected.

"We are delighted to be able to share such a happy occasion on the ward and glad we can help in some small way," said Kelly Fee, ward manager.



Celebrating two years of moving 4ward



Hospital staff, patients and visitors jointly celebrated the second birthday of the Trust's 4ward culture programme at the start of October with events at the Alexandra, Kidderminster and Worcestershire Royal Hospitals.

The events – which included information stands as well as the launch of Trust 'Happy Cafes' for staff - were an opportunity to celebrate the Trust's four 4ward Behaviours

and demonstrate how they have been embedded by departments across the organisation.

4ward Lead Advocate Gemma Bullock said: "It was great to see so many people at the events. As demonstrated in our latest CQC Report, the 4ward programme has made a positive impact on our organisational culture over the last two years and forms an integral part of the Trust's overall Strategy



for the next five years. Known simply as 'the way we do things around here', our Behaviours underpin our strategic objectives and vision and guide us as we work towards our overall purpose of 'Putting Patients First'. The events were a great way of showcasing how they are helping to embed quality improvements across a range of areas, including dementia care, learning disabilities, urgent care and IT."

Our 4ward Behaviours are:

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

Hand treatment is fun and games for children at Alexandra



Occupational Therapist, Sunita Farmah with Lydia, and mum Katie.

Children suffering from nerve damage or a lack of movement in their hands after an injury are recovering more quickly and effectively thanks to innovative new hand splints created at Alexandra Hospital.

After a hand fracture or dislocation, patients often suffer reduced movement in their hands or fingers as a result of their injuries. Once healed, patients need therapy to strengthen the muscles and tendons in their hand to restore their full movement.

But Occupational Therapists at the Alexandra Hospital found children often don't complete their exercises in order to strengthen their hands again. To help this, the specialist staff have created inventive new splints, which are personalised to each patient and involve games or mini toys to encourage children to do their exercises.

By making the exercises personal and meaningful to each individual patient, the Occupational Therapists have noticed improved outcomes for patients.

Ten-year-old, Lydia Amor was suffering from long term nerve damage and hypersensitivity after breaking and dislocating three fingers following an accident on her scooter. To help Lydia regain the full range of movement in her fingers and reduce her hypersensitivity, Occupational Therapist Sunita Farmah built Lydia a special hand splint that involves her making specific movements to run a tiny ball through a toy maze made from Thermoplastic on the back of her hand.

Completing the toy maze involves Lydia having to improve the range of movement in her wrist to move the ball around the maze in the splint. The splint has different scoring challenges within the maze, so as her movement improves so will her wrist strength and balance – as well as her scores!

Lydia's mum, Katie said: "Sunita has helped Lydia gain better use of her hand with her ongoing patience and creativity. She goes above and beyond and this new splint has added an element of fun to Lydia's therapy.

"Lydia also likes the idea that the splint is made especially for her as it makes her feel

special, so she can forget about the pain and enjoy the fun the splint creates."

Sunita and her colleagues have built various different games and puzzles into hand splints, to encourage children to move their hands in different ways and improve their movement without it feeling like a chore.

Sunita said: "We're trained to look at the whole person, not just at their hand. So we try to make our treatments meaningful and personalised to them. We know some of our children don't like to do the exercises they're given, so we try to make it fun for them and make it a good challenge for them to complete."

Katie added: "I can't thank Sunita enough for her ongoing support and help. She is amazing at her job and is so caring and supportive; nothing has been too much trouble."



The hand service at Alexandra Hospital treats around 600 different patients every year, for conditions like Rheumatoid Arthritis, and Fibromyalgia as well as finger fractures, dislocations and tendon or nerve damage.

Trust's bowel cancer screening programme celebrates 10 years

The team running the Bowel cancer screening programme in Herefordshire and Worcestershire are celebrating 10 years of helping to detect cancer earlier.

The programme which is based at the Worcestershire Acute Hospital NHS Trust has proved to be a resounding success, screening over 402,000 patients since its launch back in 2009.

Bowel cancer is a common type of cancer in both men and women, with 1 in 20 people being diagnosed with the disease during their lifetime.

Screening can not only help to detect bowel cancer at an early stage - when it's easier to treat - but the screening process can also detect and remove small growths in the bowel called polyps, which over time can turn into cancer.

Since the beginning of the programme back in 2009, over six thousand colonoscopies have been performed, with a total of 584 cancers being diagnosed.

Screening is offered to individuals between the ages of 60-75. Participants are delivered a home testing kit every 2 years, which is returned to the laboratory for analysis.

If a positive sample is found the participant will be called for a screening assessment in



Members of the bowel cancer screening team.

dedicated clinics where they will be offered a telescope examination of the lower bowel (a colonoscopy).

The Herefordshire and Worcestershire programme fully participated in the recent trial of an easier to use test kit, which is now being rolled out throughout the UK.

Reflecting back on the last 10 years Bowel Cancer Screening Programme Manager, Emma Duggan said: "We're so proud of what we have achieved in the last ten years. We have far exceeded expectations since the first cancer was diagnosed back in November 2009. It is brilliant to see that so many people in the two counties are willing to participate in the programme."



Top accreditation for local endoscopy services

The Endoscopy units at Worcester, Redditch and Malvern hospitals have been awarded national accreditation for providing the highest quality of care to patients.

The recognition has come after a rigorous assessment by the Joint Advisory Group (JAG) of the Royal College of Physicians and British Society of Gastroenterology.

JAG sets out national standards for endoscopy units throughout the UK, to ensure the quality and safety of patient care. To achieve the accreditation, the

units had to demonstrate excellence across several areas – including clinical quality, patient experience and staff training.

An endoscopy is a procedure where the inside of the body is examined by using a long, thin, flexible tube that has a camera at one end for diagnosis or treatment. The units, run by Worcestershire Acute Hospitals NHS Trust, see over 20,000 patients every year.

The Endoscopy departments received the acknowledgement after meeting JAG's

strict criteria, including a significant reduction in waiting times and improvements to the environment of the units, including a new state-of-the-art decontamination unit at Alexandra Hospital in Redditch.

The accreditation also reassures patients that the skills and competencies of the nurses and other staff on the units are monitored and kept up-to-date.

JAG is a national body that reviews the performance of endoscopy units across the country and helps to set and maintain standards for departments nationally.

Richard Lovegrove, Consultant Colorectal Surgeon and Clinical Lead for Endoscopy at the Trust, said: "Gastrointestinal endoscopy is an extremely important tool in diagnosing cancers and pre-cancerous conditions within the bowels. We have an extremely busy endoscopy department and our team have been working tirelessly towards meeting the standards the JAG set out.

"I am delighted that we have been recognised as achieving these and are offering the patients of Worcestershire the best possible care. This is extremely positive feedback for our staff and service, and will help with recruitment to the service expansion across the county in order to meet future demands."

Five minutes with...

Alistair McMinn, Operating Department Practitioner (ODP)



I have worked for the Trust for 2 years now and qualified as an Operating Department Practitioner (ODP) in 2017. I cannot speak highly enough of this team the support offered in this department is fantastic, and if I ever needed any help someone would always be there.

When working in theatres you have excellent opportunities to progress, improve, and consolidate your skills, in Scrub, Recovery and Anaesthetics. You can also be part of a rotational programme that gives you wide exposure to a range of specialities and a range of elective and non-elective procedures. It really is a fascinating line of working that is different every day.

Working in theatres is so rewarding, it's great going home knowing that you have made a difference to a patients' life and knowing you have that support network within your team who all share the common goal of providing the best possible care for every patient.

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

Nelson Mandela - inspiration to keep going even when there seems to be no way forward.

What advice would you give your younger self?

It's not failure - it's destiny's way of showing you the path that's best for you.

Favourite holiday location?

Cornwall/ Courchevel in France

Trick or treat? Treat

Strictly or X Factor?

X Factor if I really had to choose - can't really stand either.

Netflix or iPlayer? iPlayer

Best thing about your job?

Every day I can make a difference to my patients and occasionally save a life.

ReSPECTing patients' choice over future care is made easier thanks to new form

Healthcare professionals are calling on the public to familiarise themselves with the new ReSPECT Form. The Recommended Summary Plan for Emergency Care and Treatment (ReSPECT) is a process that creates personalised recommendations for a person's clinical care in a future emergency in which they are unable to make or express choices.

The ReSPECT process is a new approach to encourage people to have conversations about the future with those important to them and the healthcare professionals looking after them, to create an individualised plan to try to ensure that they get the right care and treatment in an anticipated future emergency.

The plan is recorded on a ReSPECT form and includes their personal priorities for care and agreed clinical recommendations about the care and treatment that could help to achieve the outcome that the person would want, and those that would not help, or that they would not want.

The form can be for anyone but will have increasing relevance for people who have complex health needs, people who are at risk of sudden deterioration or cardiac arrest, and people who are likely to be nearing the end of their lives.

Some people will want to record their care and treatment preferences for other reasons.

ReSPECT has been implemented across Worcestershire and clinicians across the county are encouraging those living with long-term health conditions to speak to one of the Health Care Professionals responsible for their care about having a form.

Jo Hodgetts, Project Lead for ReSPECT in Worcestershire said, "For many people discussions around future care planning including approaching the end of life can be a sensitive subject, however it is incredibly important to ensure that those caring for you know what you would and wouldn't want to happen, if you became so unwell you were unable to communicate your wishes. Having a ReSPECT form in place, empowers the public to guide clinicians responding to them in an emergency situation, as they will be better informed about your wishes and agreed appropriate treatments.

We are really lucky in Worcestershire to have had this project solely funded by Macmillan, from legacy monies left by three Worcestershire residents who requested in their wills that this money was spent empowering residents to have more choice over their future care. With this in mind, we are encouraging those living with a long-term health condition to consider having a conversation and a ReSPECT form in place."

More information can be found at www.respectprocess.org.uk

What should happen to you in an emergency?

ReSPECT
Recommended Summary Plan for Emergency Care and Treatment

What is it?
The ReSPECT process creates personalised recommendations for your clinical care in emergency situations in which you are not able to decide for yourself or communicate your wishes.

Who is it for?
Anyone may have a ReSPECT form, but it will have increasing relevance for people who have particular needs; for those who are likely to be nearing the end of their lives; or for those who want to record their care and treatment preferences for any other reason.

find out more at www.respectprocess.org.uk



Ward Housekeeper shortlisted for national award

A ward housekeeper who acts as an infection prevention and control link practitioner at the Alexandra Hospital in Redditch has been shortlisted for a prestigious national award.

The national Infection Prevention Society (IPS) Awards chose Sue Arthur from Worcestershire Acute Hospitals NHS Trust among the finalists in the link practitioner of the year category.

Sue had recently received an internal award recognising her efforts and leadership to achieve high standards of infection prevention, improving patient safety and providing the best care for patients during her time on ward 5 and this has since seen her nominated for the national award.

On being nominated for the award Sue said: "I am extremely honoured and proud to be nominated for link practitioner of the year award. I would like to extend my sincere thanks to the Infection Prevention and Control

Team for their continued support and guidance for patient safety, and look forward to working together towards good practice in infection prevention and control in future."

As a link practitioner Sue's role is to liaise with all staff regarding infection prevention practice which can vary from leading ward infection control audits to cleaning equipment when staff are providing patient care.

Matron Reena Rane said: "Sue is always proactive and is not afraid to challenge any practices professionally. Hand hygiene and infection control adherence on ward 5 has improved since Sue's commencement. Sue always goes that "extra mile" to help staff and is a pivotal part of our journey at improving outcomes for our patients".

Tracey Cooper, Deputy Director of Infection Prevention and Control said: "Our infection prevention link practitioners make an important

contribution to patient safety, supporting all staff in our wards and departments to practice safely and prevent infections.

Our ward housekeeper role within the Trust has made a big impact by supporting all staff to comply with hand hygiene and environmental cleanliness, including completing audits and competency training."

"Sue is extremely proactive in ensuring audits are completed and results and feedback are communicated across the clinical teams. It doesn't matter who you are in the organisation - if you enter Sue's ward you will be challenged if you are not adhering to our key standards for infection prevention."

"We are delighted that she has been shortlisted."

Compassionate midwife in running for national Midwife of the Year award



A 'kind, caring and compassionate' bereavement support midwife from Worcestershire Royal Hospital has been nominated for a national award by a grateful family who benefited from her care following the loss of their baby.

Ashlea Gormley has been nominated in the Midwife of the Year category in the annual Butterfly Awards, which celebrates the survivors and champions of baby loss.

She was nominated by Joey, who described Ashlea as 'an absolute gem' after she cared for her following the loss of her baby following a heartbreaking diagnosis of Edwards' Syndrome - a rare but serious genetic condition that causes a wide range of severe medical problems which cause most babies to die before or shortly after being born.

Joey, from Worcester, said: "Ashlea was an instant ray of light in what was a very dark situation and made myself and Chris feel safe and well looked after. She was there at the beginning of the most awful day and managed to make it back just after I had delivered our baby. She is so, so fantastic at what she does and throughout this process, nothing has ever felt too much trouble - in fact, even though this is 'her job' we have always felt like she wanted to help in every way she can".

"She has visited us at home a number of times to see how we were getting on, has been at the end of the phone

every couple of days and collected our baby's ashes for us because we just couldn't bring ourselves to do it. I know I can text her at any time to seek advice and positive words - and I don't think she knows just how comforting that can be at times of such sadness, angst and grief."

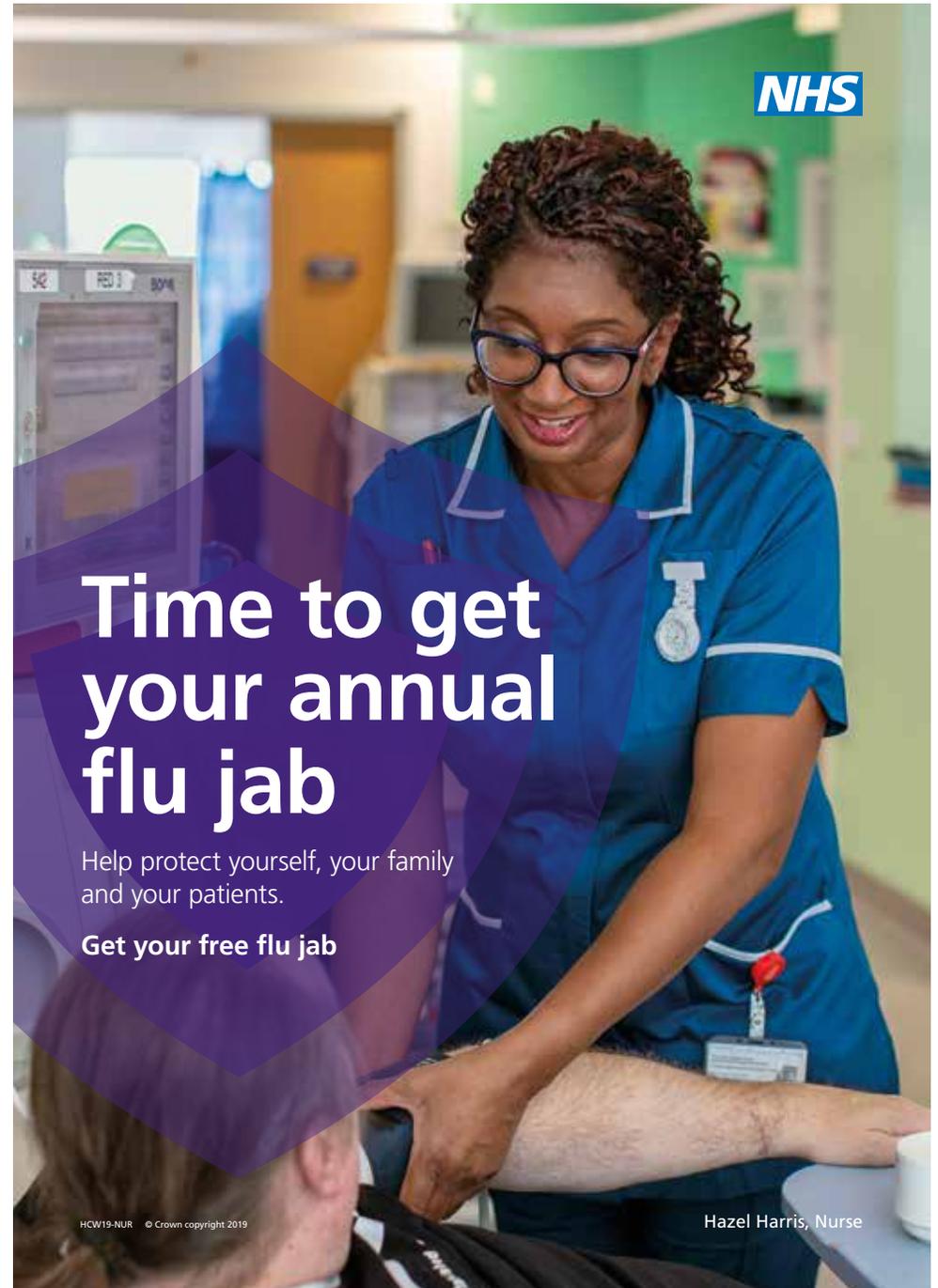
Joey also praised the way Ashlea listened to feedback on her experience - already putting things in place to ensure other families going through the same journey are more comfortable.

She added: "Although some days can be extremely tough, I can't help but let myself imagine a happy ending in this horrible situation we have found ourselves in, that one day, if we are lucky enough, at the end of this journey, Ashlea will deliver our Rainbow baby."

Ashlea said: "I am so touched that Joey has taken the time and effort to nominate me for this award at what is such a difficult and painful time. It's always lovely to receive kind words from the families that I support, and I am very proud to be part of a team that makes a positive difference at such a hard time."

Members of the public are invited to vote for their winners in the Butterfly Awards. To vote for Ashlea visit finleysfootprints.com/AshleaG

Winners will be announced at the awards ceremony on Saturday, October 19.



Time to get your annual flu jab

Help protect yourself, your family and your patients.

Get your free flu jab

HCW19-NUR © Crown copyright 2019

Hazel Harris, Nurse

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 7 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.



Staff flu hubs:

Alexandra Hospital, Main corridor outside Physio – Monday 7 October – Friday 18 October, 7am to 3pm every weekday.

Worcestershire Royal Hospital, Main Foyer - Monday 7 October – Friday 25 October, 7am to 3pm every weekday.

Kidderminster Treatment Centre, Drop-in clinics in the Occupational Health department from 10am - 2pm on Wednesday 9, Thursday 17 and Wednesday 23 October.

Charles Hastings Education Centre – Monday 28 October – Friday 8 November, 8am to 9am every weekday.

Diabetes services at Worcestershire Royal receive a boost from charity fashion show



Tom Nicholls and his mum Melanie present a cheque to South Worcestershire Department for Diabetes and Metabolism staff Lisa Smith and Neil Morris.

Diabetes services at Worcestershire Royal Hospital have received a boost following a charity fashion show organised by a grateful family who have benefited from their care and support.

Facing diabetes at any age can be daunting, but sports and marketing student Tom Nicholls, 21, feared a diagnosis of Type 1 diabetes could mean an end to his hopes of an ongoing active sporting life and a career in sports management.

However, Tom was referred to the South Worcestershire Department for Diabetes and Metabolism (SWDDM) where specialist staff provided him with invaluable information and support to adapt and maintain a healthy lifestyle.

Grateful for the support, Tom's mum Melanie organised a fashion show through the Broughton Hackett Village Committee in conjunction with M&Co in Pershore, to raise money for the department – with staff even taking part as models!

Health Care Assistant, Neil Morris, who strutted his stuff as a model at the event, said: "I was a little nervous but the atmosphere was great and I was pleased to be part of the team modelling the clothes, which included children as well as adults."

Tom said: "The staff at the hospital helped my family calm down and allowed me to lead a normal life. The Worcester staff were excellent in helping me transfer into a diabetic life: a life that is more normal than I believed possible."

Diabetes Specialist Nurse, Lisa Smith, said: "I am really passionate about improving peoples' lives so that their diabetes does not have to be an obstacle in daily life."

The event raised nearly £700, with the money being shared between the SWDDM and the Juvenile Diabetes Research Foundation in Birmingham, which funds world class medical research to cure, prevent and treat Type 1 Diabetes.



Join in the conversation online

Here is some of the best of social media from September and October:

Why not join the 28,000 people that follow us on our award-nominated social media channels and keep up to date with the latest news, announcements and stories from across Worcestershire's hospitals.

Get involved and join the conversation!

- @WorcsAcuteNHS
- @WorcsAcuteNHS
- @WorcsAcuteNHS
- /WorcestershireAcute
- /WorcestershireAcute

