

Heart & Soul

Heart of England
NHS
Foundation Trust

www.heartofengland.nhs.uk

Spring 2017

Cancer survivor's story

Barry explains why he
supports our hospitals



Baby box scheme launches



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healthier
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A note from Membership

Welcome to the spring issue of Heart & Soul, the membership magazine. I hope you enjoy reading it. Many of you will already know that Heart & Soul is mailed out on a quarterly basis. The magazine will now be posted out to members twice a year and distributed electronically twice a year. All issues of Heart & Soul can also be viewed on the Trust website at <http://www.heartofengland.nhs.uk/membership/heart-soul/>

If you would prefer to receive Heart & Soul electronically or if we need to update your email address details, please contact the membership team at membership@heartofengland.nhs.uk or on: 0121 424 1218.

Introducing our latest Trust Stakeholder Governors:



**Councillor John Cotton,
Birmingham City Council**

John has been a Birmingham City Councillor since 1999 and represents the Shard End Ward. He has held several senior roles in the Council Cabinet, including the portfolios for adult social care, health and housing and currently chairs the Council's Health, Wellbeing and Environment Scrutiny Committee, responsible for holding local health and care services to account.

John is passionate about tackling inequality, especially the serious health challenges that still affect many individuals and neighbourhoods across Birmingham. As a Governor, he is committed to championing the views of patients and communities who rely upon decent local hospital and health services.



**Councillor Joanne Fairburn,
Solihull Metropolitan
Borough Council**

Jo Fairburn worked within the NHS as a nurse and a midwife and then went to college and re-trained in British Sign Language and worked in a school signing the lessons to hearing impaired pupils.

She is married with two grown-up children and once the children pursued their own interests, she decided to pursue her passion for politics, campaigning as a Liberal Democrat candidate in Solihull and was elected as Liberal Democrat Councillor for the Olton Ward in May 2016. She enjoys being involved in her local community and working with local residents as part of this role.

For further information about our governors, see www.heartofengland.nhs.uk/governors

Man receives 3D-printed sternum and ribs in UK first at Heartlands

A patient has a new custom-built sternum and a new lease of life thanks to a team from Heartlands. Surgeons successfully implanted a 3D-printed titanium sternum and ribs to replace those that were removed following a rare bone infection six years ago.

60-year-old Edward Evans is the first patient in the UK to receive this type of implant, and only the second in the world. After removal of Edward's sternum and ribcage in 2011, he felt vulnerable with just a thin layer of muscle protecting his heart and lungs.

The usual technique for protecting these organs is to replace it with an implant made of methyl methacrylate (cement), but only after the infection is eradicated.

Cardiothoracic surgeon, Mr Ehab Bishay had read of the world's first 3D implant by a team of surgeons in Spain. They had collaborated with an Australia-based medical device company, creating



Mr Bishay with Edward Evans

a custom-built titanium implant that precisely replicated the structure of a sternum and rib cage in a cancer patient which was then implanted.

The Australian team used high-resolution CT scans of Edward's chest to recreate the defect so that the implant would precisely fit. This data was then fed into a 3D printer that uses a powerful electron beam, to melt and fuse metal powder into a 3D object, layer by layer by fine layer.

Mr Bishay said: "Although cement is tried and tested we believe that custom-built 3D printed titanium implants may have certain

advantages such as being more resistant to infection, lightweight, tough, and offering a better cosmetic result."

As a result, there was a significant improvement in Edward's chest wall movement and lung function and he has made a full recovery. Edward said: "I feel more confident now. My chest feels like it did before. Whatever I do — simple or difficult — I feel better doing it. I can even fall over, knowing that my heart and lungs are protected, and that's something I couldn't do before."

Proposal for Trusts to become one for patients' benefit

University Hospitals Birmingham and Heart of England Foundation Trusts building a case to decide if they unify

Work towards merging University Hospitals Birmingham (UHB) and Heart of England (HEFT) NHS Foundation Trusts continues to deliver benefits since the announcement to build a case to create a single organisation was made in September last year.

Over the past few months, the interim executive management team has delivered the stability, structure, governance and financial leadership at HEFT to allow clinicians to focus on delivering quality care for their patients.

Executives from UHB were asked to take over key roles at HEFT in 2015, in a bid to turn round the Trust which had been underperforming

in a number of areas and reporting a significant financial deficit.

All key performance targets – bar A&E – are now being met and HEFT is one of the top 10 best performing trusts in the country for cancer targets. In addition, the Trust is on target to hit its agreed planned loss of £13.6m whereas this time last year it was £56m in deficit.

The next stage in further improving performance and delivering the full range of potential benefits, is to bring the two Trusts together as a single, legal entity. The process first of all involves submitting several documents to the Competitions and Markets Authority (CMA).

The preparation of these

documents has so far involved consultation with more than 130 clinical staff at both Trusts as well as key stakeholders and patient groups, to help determine the broad clinical benefits to patients that only a merger can provide.

The CMA and NHS Improvement, who are the regulatory bodies in the process, will then decide whether the merger is viable; whether it is safe; and whether it is in the best interests of patients' clinical care.

At the earliest it will be October 2017 before the two organisations could become one Trust, if regulatory approval is given and both Trusts' Board of Directors give the go-ahead. The outcome will



Queen Elizabeth Hospital



Heartlands Hospital



Solihull Hospital



Good Hope Hospital

be one Trust running the Queen Elizabeth Hospital Birmingham, Heartlands, Good Hope and Solihull hospitals, the Chest Clinic and Solihull Community Services, as well as satellite services.

How the new Trust, if approved, will benefit patients

By optimising the talent of the two Trusts' combined staff, the size and ethnic diversity within the combined catchment area's population, and the close proximity to the major academic and research institutions of the Birmingham health-sciences campus, the new Trust will develop to become a world leader in healthcare delivery, medical research and innovation.

Birmingham and Solihull have a total population of c1.3m people. Over 1.1 million people live in Birmingham and 205,000 in Solihull. Both have areas of affluence and areas of significant deprivation. The following factors are leading to poor health outcomes.

- 440,000 (~46 percent) of our residents live in the "bottom 10 percent" most deprived areas in England
- There is a life expectancy

gap: Birmingham males and females live less than the national average and the gap for males is widening

- Solihull males and females both live to above the national average age, however there is a greater gap between the average age of death in the most affluent and deprived areas of the town (10 years)
- 1 in 3 children live in poverty
- Birmingham has higher levels of A&E attendances (0–4 years) than the rest of England
- More infants die in Birmingham than in the rest of England
- 38 percent of children aged 10–11 were classified overweight or obese in 2014/15, the worst quartile (national average 34 percent)
- Birmingham and Solihull have higher levels of family homelessness than the rest of England.

In view of the challenges posed by these demographics, it is believed, a single Trust, should it be approved, would bring greater clinical benefits to patients while improving effectiveness, efficiency and driving improvements in services.

Timeline



Monitor
(now NHS Improvement) announces intervention



Dame Julie Moore takes up role as Interim CEO at HEFT.

Rt Hon Jacqui Smith takes up role as Interim Chair at HEFT.



HEFT comes within its monthly financial target for the first time.



HEFT and UHB Boards acknowledge it is time to consider the long-term strategic opportunities for both Trusts.



Operational structure implemented



Earliest date two Trusts could merge.

Donation a ray of light for radiology patients



A donation will benefit children and other patients visiting the Good Hope radiology department thanks to the generosity of one of the Trust's members.

Easton Hurd, a Trust member from Erdington, has kindly donated £2,000 to the Good Hope Radiology Children's Waiting Area Project.

With the money Mr Hurd has donated, the Radiology team will be able to purchase children's toys as well as sensory equipment and a projector for the Radiology room.

If you would like to donate to the Charity or a specific department please contact the team on 0121 424 0973 or email fundraising@heartofengland.nhs.uk

Know where to go for urgent treatment



From left – Victoria Young, service manager for the new Primary Care service at Solihull Hospital, Jane Elwell, lead practitioner at Solihull Minor Injuries Unit and Patrick Brooke, accountable officer at Solihull CCG.

With increasing unprecedented demand on emergency departments at hospitals across the region, patients are being reminded of the new primary care services available on the Solihull Hospital site.

An Urgent Primary Care service and a Booked Primary Care service are now available at the hospital, after the temporary building for Solihull Walk-in Centre at the Lode Lane entrance closed its doors and services from that building ceased back in October.

The services are run by Birmingham and District General Practitioner Emergency Room group (Badger).

The Urgent Primary Care

service provides an urgent 'see and treat' service for patients with minor illnesses. This service is for patients without a prior booked appointment. Patients need to report to the Urgent Primary Care reception located next to the existing Minor Injuries Unit reception.

The Booked Primary Care service is for patients who have had an appointment booked for them, either via 111, their GP out-of-hours service or in some instances at the Urgent Primary Care service. For those patients who have been referred by 111 or their GP out-of-hours service, they can access this reception area from the north entrance of Solihull Hospital.

Parkinson's medication

Parkinson's affects 127,000 people in the UK - which is around one in 500 of the population. There is currently no cure for the degenerative neurological condition, for which the main symptoms are tremor, slowness of movement and rigidity.

It is harmful for patients to miss or delay doses affecting their ability to move, speak and swallow, a problem which is recognised nationally and an area the Trust has made huge improvements on.

Approximately 75 percent of Parkinson's inpatients now receive their medication within 30 minutes of prescription, in



The Trust's Parkinson's Quality Improvement team

comparison to 47 percent this time last year. This was achieved through training and working closely with patients to support the making of a powerful Parkinson's educational video, which shows the dramatic physical and psychological impact that

omissions and delays of regular Parkinson's medicines can have on their daily lives.

The video, produced by the Trust's in-house Medical Illustration department, received an award in the 'My Story' category at the National Haelo Film Festival in Manchester and were finalists for the inaugural UK Parkinson's Excellence Network Awards. The Parkinson's UK Charity also recognised the potential for this film and endorsed it in their national educational programmes.

For further information about this project, visit www.acutemedicinebhh.com/parkinsons.html

Ladies gym raises £1,700 for Ward 19

A ladies-only gym in Sutton Coldfield has presented a welcome donation of £1,700 for Ward 19, which specialises in treating all forms of blood cancer, at Heartlands Hospital after a year of fundraising for the cause.

Gym & Slim carried out

various fundraising events over the year including a weight loss competition and raffles.

The Ward was chosen to benefit from these fundraising efforts after a popular member of the gym was treated on the Ward.



Trust fundraising charity officer, Samantha Howell with the Gym & Slim ladies

Baby Boxes bounce into Birmingham and Solihull



Mums-to-be in Birmingham and Solihull can now access free Baby Boxes for their newborns to sleep in, thanks to a Trust midwife.

The Baby Box programme, which encourages early engagement with maternity services and access to care for all pregnant women, was brought to the region by Lara Taylor, specialist midwife for teenage pregnancy along with the Birmingham and Solihull United Maternity and

Newborn Partnership (Bump) at a launch event this March.

Over 100 new and expectant mums and babies went along to the Gospel End Community Centre in Hall Green to pick up their boxes.

The Baby Boxes, which are made from durable cardboard and come with a firm foam mattress, waterproof mattress cover and a cotton sheet, are traditionally used in Finland as a baby's bed for the

first months of their life. Replacing the need for a traditional Moses basket or cot, it is thought the small size of the Baby Box prevents babies from rolling onto their tummies, which experts think can contribute to sudden infant death syndrome.

The boxes have been credited with reducing the infant mortality rate in the country from 65 infant deaths per 1,000 births in 1938 to 2.26 per 1,000 births in 2015. The UK has



Samantha Parry, Clare Beesley, Natalie Rossiter and Sarah Moxon from the Trust

some of highest rates of infant mortality in Europe, ranking 22nd out of the 50 European countries with 4.19 deaths per 1,000 births.

If you're a new or expectant mum, you can get your Baby Box by attending parent education classes or visiting Baby Box University <http://www.babyboxuniversity.com/> and registering. After watching a selection of short videos, you will receive an e-certificate of completion, which you bring to your antenatal appointment. Alternatively you can collect your box from Heartlands Hospital Maternity Antenatal Clinic on a Saturday between 12pm and 3pm, from Solihull

Hospital Netherbrook Birthing Unit on a Sunday and Monday afternoon between 1pm and 3pm or the You+ Shop in Chelmsley Wood Saturday 1pm – 4pm and Tuesday afternoons between 1pm and 4pm.



New non-emergency patient transport service

Here is what you need to know about the new service provided by West Midlands Ambulance Service NHS Foundation Trust.

Patient transport services across Birmingham are commissioned by the local clinical commissioning groups (CCGs) – the clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services.

The local CCGs in Birmingham have recently started their new contract with West Midlands Ambulance Service to provide non-emergency patient transport and the new contract will come into



effect on 1 May 2017.

If you currently use non-emergency patient transport to get to your appointments, you may find the overview online of the service provided by

West Midlands Ambulance Service and answers to key questions helpful: <http://www.heartofengland.nhs.uk/new-non-emergency-patient-transport-service/>

Giving the gift of life

Organ donors can save or enhance the lives of many people but they depend on the generosity of donors and their families to make this life-saving gift to others.

We are pleased to announce that between 1 April 2016 and 31 December 2016, the Trust has facilitated 15 organ donors that resulted in 44 organs being donated

for life saving transplants. This is almost double the number of organs transplanted for 2015-16.



Cardiac arrest study

A team, led by Dr Keith Couper, the chief investigator of the research and other staff from Heart of England, is undertaking vital research on the use of mechanical compression devices for cardiac arrests that happen in the hospital.

The National Institute of Health Research-funded study, called COMPRESS-RCT, will recruit 330 patients and is being managed by Warwick University Clinical Trials Unit. The Trust is one of two NHS Trusts involved in the study, the other one

being University Hospitals Coventry and Warwickshire NHS Trust.

Chest compressions are an essential treatment for cardiac arrest. With previous research having focused on the use of mechanical devices for cardiac arrest outside of the hospital setting, early studies suggest devices may be useful for in-hospital cardiac arrest. Patients that have a cardiac arrest will be randomly allocated to receive either mechanical chest compressions or chest compressions delivered by a person. The findings

will determine whether a larger scale research study can be undertaken.

Dr Couper said: "There are 35,000 cardiac arrests in UK hospitals each year, and survival is poor. We do not currently know the most effective way to deliver chest compressions in these patients. This research study forms part of the pathway to answering this important research question."

Further information is available from www.warwick.ac.uk/compresrial

A unique approach to complaints training

The Trust has implemented a unique approach to training staff in handling complaints with a twist on the traditional snakes and ladders game. The game, which brings complaints scenarios to life in a visual way, has been a real hit.



Membership Health Seminar Programme 2017

Heart of England NHS Foundation Trust runs a programme of health seminars throughout the year for the benefit of its

members, patients and the local community. Hosted by our clinical professionals, these talks help to raise public awareness of health

conditions and provide information about the treatments and services available at your local hospitals.

DATE	SUBJECT	VENUE & TIME
May Tuesday 23	Recognising Delirium Phillip Hall, senior nurse dementia	Solihull Hospital Education Centre, 5pm-7pm
June Wednesday 21	Abdominal Aortic Aneurisms Mr Mark Gannon, consultant vascular surgeon	Heartlands Hospital Education Centre, 5pm-7pm
July Wednesday 26	Radiology - Latest Technological Developments Eunan McGlynn, superintendent radiographer CT/MRI	Good Hope Hospital Education Centre, 5pm-7pm
August	No seminar	
September Wednesday 13	Liver function and Disease Dr Ngatchu, consultant gastroenterologist	Solihull Hospital Education Centre, 5pm-7pm
October Tuesday 17	Infection Control Gill Abbott, lead infection prevention and control nurse	Heartlands Hospital Education Centre, 5pm-7pm
November Tuesday 14	Age Macular Degeneration Disease To be advised	Good Hope Hospital Education Centre, 5pm-7pm
December	No seminar	

Places can be booked by email to membership@heartofengland.nhs.uk or by calling: 0121 424 1218. Visit www.heartofengland.nhs.uk/membership for more details.

Member spotlight on...

Barry Austin



The aim of Heart & Soul is to keep all of our members up-to-date with news and developments about our hospitals and community services. We often get asked by our members what they can get do to support the Trust. So for this issue, we are spotlighting Barry Austin, who gives us a flavour of how he is engaged with the Trust and what being a member means to him:

Barry became a member four years ago through picking up his wife's copy of Heart & Soul at home (Barry's wife became a member after receiving treatment at Solihull Hospital). Barry has extensive experience in business development and people development gained from roles at local manufacturing business, Birmingham Small Arms, from setting up a training centre at Wilmot Breedon and from working with small and medium sized enterprises (SMEs) as a senior management consultant with 3i's

consultancy. This led to Barry forming Business Advisory Services 34 years ago as a Human Resource Management Consultancy assisting companies to develop their workforce in line with their organisation's objectives and targets. Barry also supported the local community as Chair of a local school Parent-Teacher Association and as a School Governor.

Being self-employed and semi-retired, Barry was at a crossroads when he picked up Heart & Soul. With a wealth of knowledge from his career and voluntary work he undertakes, Barry wanted to do something in addition to his current commitments to benefit others, but wasn't sure what. Barry's wife, Anne has arthritis, so with a personal reason to be interested in health and a general interest in meeting people, this spurred him on to become a Trust member.

As a member, Barry enjoys attending the health talks held on a

monthly basis and networking with like-minded people. Barry said: "I truly believe that you need to be prepared to put in effort to achieve what you want to do in life. There are lots of areas I've got involved in and I'm always looking at what I can do to help. I find it really useful to use the channels open to me as a member to find out more about the Trust and what it can offer and how I can be more involved, for example by taking up opportunities to volunteer or to be a Governor.

"I find it hugely valuable to be a member – I'm part of the bigger picture, which is important to me."

Contact Sandra White on 0121 424 1218 or at sandra.white@heartofengland.nhs.uk if you have any membership enquiries.

Charity partners with Co-op to offer will-writing discount

It is estimated that about 60 percent of people in the UK don't have a will, and most people say that the reason for this is simply because they have not got round to it.

Citizens Advice recommends that everyone makes a will, which allows you to state how your property, money or possessions should be allocated after you die. Some people may also want to leave a gift to charity in their will - last year a staggering £265,000 was donated to the Heart of England NHS Foundation Trust Charity through generous legacies left

in wills. These gifts have helped make possible a huge variety of projects across the Charity's appeals.

The Charity has partnered with The Co-op Legal Services to offer supporters a discounted will-writing service through the national campaign, Remember a Charity. The Co-op Legal Services can carry out everything that is needed to write a will by speaking to you over the phone and sending out the will in the post - meaning you can do everything from the comfort of your own home.

You do not have to leave a gift to the Charity in your will, but if you do, we are extremely grateful.

Regardless of whether you decide to leave a gift or not, we think it is important that everyone has the opportunity to learn more about making a will.

To start the process of writing a will, please call The Co-op Legal Services on 0844 252 9965 and quote 'RACWILLS01' to receive the HEFT Charity discount, which will allow you to have a single standard will for £120 and a mirror will (for couples) for £200. More information is available at www.co-oplegalservices.co.uk/making-a-will

Save the date - free family fun day for all

We're holding a free family fun day at the Ramada Hotel in Sutton Coldfield on Saturday 13 May between 10am and 3pm.

It's open to staff, their family and friends and the general public. Admission



is free and attractions on the day include food and refreshment stalls, information stands and

entertainment.

There will also be plenty of free activities for the children to enjoy, including a bouncy castle, donkey rides, puppet show and face painting. Please join us at the Ramada Hotel, Penns Lane, Sutton Coldfield, B76 1LH.

System aids safer care provision



After a successful trial of the system regionally in 2015, our local health organisations have been rolling out a new electronic system for 1.8 million patients spread across over 320 GP surgeries.

Your Care Connected (YCC) went live last year and allows clinical staff to view relevant information from their patient's GP record, to provide better, safer and informed care.

There is a data sharing agreement between all of the organisations that allows data to be shared

with the hospital clinical staff looking after the patients. It has been legally scrutinised and is only available for patient records with a verified NHS Number.

Patients will have received a letter informing them of this service. Currently 166 practices and just over one million patients have been written to. More practices will follow this year.

For further information about the YCC programme, see: <http://midlandsyourcareconnected.nhs.uk>

Support for carers

This Trust is committed to working with carers to ensure their needs are met whilst they support someone in our care, and to help us work together, we run a carers' forum on a Wednesday morning once a month at Heartlands Education Centre. If you would like to find out more about joining the forum contact Margaret Meixner on 0121 42 41372.

Carers can also find additional resources and support from Age UK on 0800 169 6565 and Carers UK on 0121 355 1006 or 0121 681 6086 (out of hours).

Building Healthier Lives Awards 2017 – nominations now open

To make a nomination, please go to: www.buildinghealthierlivesawards.co.uk

If you would like any information in large print please call 0121 424 1218



If someone you know wants to become a member, if your contact details have changed or if you no longer wish to be a member, you can contact Sandra White, membership and community engagement manager.

T: 0121 424 1218

E: membership@heartofengland.nhs.uk

Please also note our address:

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Help us to keep printing costs to a minimum. To read this magazine online or by email instead, just let Sandra know.

Editor: Nikki Boileau, communications
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Adrian Wressell, Medical Illustration

Star letter



Our thanks for Good Hope care

"My brother Harry was taken seriously ill. He was also in chronic pain. He was treated initially in Resus Accident & Emergency and the team were very efficient and attentive. "Because Harry's condition was very serious and rare the team had to be thorough in their final analysis of surgery/treatment. The care that followed could not be faulted. We cannot praise the team and all the nurses and staff on Ward 16 enough."

Healthcare Staff Benefits



The Trust has teamed up with discounts company Healthcare Staff Benefits to offer discounts at a range of local businesses from cafes, pubs and restaurants to beauty salons and hairdressers to Heart of England staff and members of the Trust.

Discounts are available through the Healthcare Staff Benefits card which can be obtained from the membership team.

Dates for the Diary

The Trust's Board meetings are open to the public, so why not come along to hear the discussion:

Monday 24 July 2017 – 12.30pm – 2.30pm
Rooms 2 & 3, Education Centre, Heartlands Hospital

Council of Governors meeting – members are welcome to attend.

Wednesday 17 May - Rooms 2 & 3, Education Centre, Heartlands Hospital

Thursday 18 May
10am - 3pm

Tamworth Community Together CIC

Tamworth Castle grounds
Coffee morning

All proceeds to be donated to the Elderly and Dementia Charity Appeal at Good Hope Hospital Charity.