Wellbeing
The magazine of Sandwell, City and Rowley Regis Hospitals and Sandwell community health

Issue 2 - Summer 2014

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Editor’s letter

Welcome to this exciting second edition of our Wellbeing magazine. As you can see from the front cover, we have now been given the go ahead for our new hospital - the Midland Metropolitan. You can find out more on our website www.swbh.nhs.uk. We’ve also introduced a little ‘magic’ into this edition with augmented reality technology – Aurasma. It enables you to view two videos from our Chief Executive Toby Lewis and the Chief Executive of Sandwell and West Birmingham Clinical Commissioning Group, Andy Williams, as they give us their thoughts on the new Midland Met hospital. Instructions on how to view are on page 6.

In January this year we introduced our NHS Heroes, and you can read all about them on pages 19 to 23. If you would like to nominate a hero who works for Sandwell and West Birmingham Hospitals NHS Trust, or indeed if there is anything you would like to see covered in the next issue of Wellbeing please email me at vanya.rogers@nhs.net or write to me at Communications Department, Health & Wellbeing Centre, Trust Headquarters, Sandwell Hospital, Lyndon, West Bromwich, B71 4HJ.

Vanya Rogers
Head of Communications (Interim)
Sandwell and West Birmingham Hospitals NHS Trust.

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Welcome to the summer edition of Wellbeing

Welcome to the summer edition of Wellbeing. We hope that you find the information that you want in this edition. Do get in touch with either of us if you have questions, compliments, issues or complaints about the care our Trust provides. In the wake of the Francis Report into the disgraceful failures at Mid Staffordshire Hospitals, our Board has set an ambition to achieve better feedback about our services from patients than any other NHS provider in the West Midlands. So we need to know what works and what does not. We need your help and advice.

Our organisation continues to develop. Many good things have not changed over the last twelve months. And we do not plan to change them. We have a very low rate of acquired infection. An external review of our practices has commended as exemplary our infection control team and we have seen a 20% jump in the rate of MRSA screening we provide for inpatients. Similarly the recent national survey of maternity care suggests that the huge progress made over the last five years in looking after local mums is reflected in the view of the six thousand families who have used Serenity or our complex labour ward. Finally, the NHS national staff survey, though illustrating room for improvement, shows that we have 7,500 colleagues who are largely engaged, motivated and enthused by how we work and what we do. We are especially pleased to report a 10% jump in the proportion of staff who tell us that care and safety is the number one priority of the Trust, and that they would recommend our care to their family.

But as we develop, some things have begun to change, and others need to change. Last winter we coped well. Far better than in 2012. Waiting times were much shorter, we staffed our wards with our own employees not temporary staff, and infection rates were lower. The Trust won national recognition for our work in vaccinating staff and patients against flu. Looking forward we want to sustain that success. But in 2014 we want to make sure that our patients’ experiences of outpatient care are outstanding. More than 90% of 10,000 respondents to our initial survey have a positive experience to report from our clinics. But we want to see more than 98% of patients, and our referring GPs, telling us that our services worked well for them. That is especially important as we try and develop different models of care. In diabetes we have moved a large proportion of our long term clinics into GP practices. We have also begun to undertake clinics via Skype, so that patients can be at home or indeed abroad, while we provide expert help. More than 10% of the whole NHS budget is spent looking after people with diabetes, or diabetes and other conditions, so it is crucial that we do this well.

The shape of our organisation is changing too. More and more clinicians are getting involved in leading the Trust. We have invested to support their skills in doing so. Now, as we think again about foundation status, we are looking to engage more deeply with local community organisations and members. We are creating opportunities for members to become actively involved in the organisation’s decision making and priorities. Sandwell and West Birmingham is embedded in towns and neighbourhoods already - we provide care from more than 150 locations. Yet we want to go further and become renowned NHS-wide as the best example of an integrated care organisation in the country. That is an ambitious aim. It is motivated by a belief that if we succeed local people will benefit from a more co-ordinated NHS, better able to meet the challenges of the medium term. We hope that you will give your support to that work.

As we went to press, the news was confirmed that the Midland Metropolitan Hospital has government approval. You can find far more detail on our website. And we will provide a much more detailed briefing in the next edition of this magazine. But you will know that this news has been in the making for ten years. Many people in our community felt that it would never come. However, on July 14th the Chancellor of the Exchequer personally visited Rowley Regis Hospital to make the announcement. He did that partly because this is a major infrastructure project, and the first in health under the PF2 banner, but also because our Right Care, Right Here strategy has always been about localising care, and providing services in community settings, as well as creating a single specialist acute hospital in Smethwick. That balance is crucial, and we know that members are passionate about making sure that the Board maintains that balance. We will do just that, and with our annual reports in 2015, 2016, and 2017 we will provide a report back to local people about how preparations are getting on, and whether we are ‘on track’ for the size, shape and scale of hospital that we now have permission to procure. It is very exciting and we hope you share our pride in the achievement. It is very much an investment in current and past success, and the trust and confidence that has created both locally and nationally.

Thank you for finding time to read this magazine - and do let us know what you think.
Saved by the FA Cup

They say football isn’t a matter of life and death, but for one man the FA cup final could quite easily have been.

Leroy Hamilton, 52, from Newtown, was taken into Sandwell Hospital on the 19th May after suffering a stroke in which he lost movement in the left side of his body, but after receiving treatment from the stroke team and getting a special clot busting treatment, he regained his movement in just 16 minutes.

He said: “I woke up around 6.15am and couldn’t sit up. I thought this was a bit strange, I knew what it was but I was in denial, so called work and asked a colleague. I couldn’t get up and my left arm and leg felt dead. She rang me an ambulance and I was blue lighted to A&E.”

“There were six people waiting for me when I got there. I had blood tests and a nurse came and explained that they could give me a clot busting drug, but I needed to give my consent, and began to explain the side effects like bleeding on the brain.”

The thrombolytic drug can only be administered within four hours of the stroke occurring. Luckily Leroy knew what time he had gone to bed.

Arsenal fan, Leroy, said: “I didn’t watch the FA Cup final, so I recorded it. I started watching it at 1am and I remember going to bed after 3am.

“The consultant said that watching the Arsenal game is probably what kept me alive and was how I knew I was in the four hour window.

“When I was asked about the clot busting drug, I paused and thought there can’t be anything worse than what was happening to me now, so I said go for it. I went through A&E, had a MRI scan and recovered in 16 minutes. The nurse said I should go into the ‘Book of Records’ for the time it took. I could practically walk again.”

He now leads a very healthy lifestyle. He has changed his diet and he regularly visits the gym around four times a week.

Leroy, who works as a healthcare assistant at City Hospital, knows the devastating effects a stroke can have.

He said: “After I was blue lighted, I thought about the extent of what was happening to me. When everybody was waiting for me, it was a good feeling. I felt like a prince.

“The clot busting drug worked like magic, there is no other way to describe it.

“Because of my job I have seen the extent to what could have happened. I had to crawl on my chest to the door to let the paramedics in because I couldn’t move. I can’t believe I could lose all that and then regain it in 16 minutes.

“I know how damaging strokes can be and how helpless patients can feel afterwards. I’m just glad I was lucky enough to watch the final and be able get the right treatment at the right time. It worked for me.”

Professional care and support
Midland Metropolitan Hospital gets government green light

On 14th July 2014 Sandwell and West Birmingham Hospitals NHS Trust chairman, Richard Samuda received the necessary permission to begin a tender process for the building of a new hospital in the region. The Midland Metropolitan Hospital (Midland Met) will substantially replace emergency services currently provided at both City and Sandwell Hospitals.

Richard said: “We are delighted to have received approval from the Secretary of State to proceed with the new hospital in Smethwick. This reflects support for the business case from both the Department of Health and HM Treasury. This is a decisive moment. It is a huge vote of confidence in the Trust’s longstanding plan to transfer acute care onto a single site and to move care closer to home. It’s also a very exciting decision for staff and local people as it signals another important initiative in the ongoing regeneration of Sandwell.”

The business case timetable requires the Trust to select a preferred construction partner by early autumn 2015, with building work commencing during spring 2016. This timeframe would see The Midland Met open its doors to patients in 2018/19. The business case has been accepted on the basis of the Government’s PF2 model, and includes a £100million contribution from taxpayers.

“Such decision will not only transform hospital care, but also integrated care locally. Our commitment, under the Right Care, Right Here partnership, is to develop more community-based services at our sites in Rowley Regis, at Leasowes and on Dudley Road, and to refurbish Sandwell Hospital to ensure high quality outpatient and intermediate care in West Bromwich. We have just four years to deliver on that vision and we intend to make sure that we retain the trust of local people as we reshape services around their needs” says Trust chief executive, Toby Lewis.

Dr Nick Harding, local GP and chair of the Clinical Commissioning Group, welcomed the announcement, saying “as a commissioning body we are delighted by the decisive clarity that this announcement brings. As a local GP, I know that this is the right step for healthcare in this area.”

To view the videos of Toby and Andy follow the steps below:

1. Download the free Aurasma app on your app enabled device – it will take a few seconds and will give you an option to set up an account.
2. When it is downloaded, click it and it will take you to a camera screen with an icon in the bottom middle. Click the icon and it takes you to an explore screen.
3. On the bottom toolbar there is a search icon, (a magnifying glass) click it and enter SWBnnhs. Chose the image with the people and click follow.
4. On the bottom toolbar choose the central icon and hold your phone over each image of Toby and Andy. A purple swirl will appear which means it is working.
5. When the video begins to play you can tap the screen twice and move away from the static image. The video will then play on full screen mode.
The Learning Works wins HSJ Award

In which our trust can take pride

Professional and Knowledgeable
Scientist strides out for sepsis charity

A Senior Biomedical Scientist put on his running shoes to tackle the Birmingham Half Marathon to help the detection and treatment of sepsis.

Nathan Reading tackled the 13.1 mile course after raising around £500 for the UK Sepsis Trust, completing it in one hour 46 minutes and 47 seconds.

He said: “I ran for the UK Sepsis Trust to support the Trust’s initiative to improve the detection and treatment but also I have a personal interest as in Microbiology we help in the diagnosis of Sepsis or Septicaemia.

“In the last two years I have been involved with improving the speed of detecting sepsis, going from leaving samples overnight for around 18-24 hours we can now have results in 18-30 minutes, which is much quicker.”

Sepsis, also known as blood poisoning, contributes to the deaths of around 37,000 people a year, which is more than lung cancer, and more than breast cancer and bowel cancer combined.

Scaling the heights to help nurses in the hour of need

A City Hospital nurse is preparing to climb a Canadian Mountain named after an inspirational First World War nurse.

Suzanne Payne hopes to climb Mount Edith Cavell in August 2015 scaling the 3,365 metre peak along with 100 other nurses from across Britain, Canada and the USA.

She plans to raise as much money as possible for the Cavell Nurses’ Trust which was set up in 1917 in memory of British Nurse Edith Cavell who cared for wounded soldiers irrespective of their nationality and was arrested after helping some 200 Allied soldiers escape into neutral Holland.

The Cavell Nurses’ Trust is now the UK’s largest benevolent fund for nurses, midwives and health care assistants and provides help to nurses who have nowhere else to turn to or have fallen on hard times.

Suzanne said: “I heard about the Cavell Nurses’ Trust as a student nurse and I felt that as nurses, we give so much to the patients, it would be nice to give something back to nurses.”

To sponsor Suzanne visit her Just Giving web page, type in ‘Suzanne Payne’, then click the first link ‘Sue’s Are you 1 in 100’.

People can BE the difference
Maternity has won national and royal recognition after transforming itself into an outstanding service that staff can be proud of and mums can trust.

Nearly seven years ago concerns led to a reconfiguration of the service onto one site at City Hospital and the opening of the Serenity Birthgthing Suite in 2010, which was at the cutting edge of midwife-led care followed by the opening of its sister unit Halcyon, based in Smethwick, in 2011.

Consultant Midwife Kathryn Gutteridge said it had been a good year for both the community and hospital-based midwifery services, who book 10,000 women in for their maternity care each year and deliver 6,000 babies.

She said: “We are now in the ‘premier league’ of maternity services - we are a good match for other units in the region as we are doing things well and perhaps even better than others. “In particular our services for low risk women have been cited as being among the best in the country.”

Over the last year, Serenity was awarded the prestigious Royal College of Midwives (RCM) award for promoting normal birth, maternity staff were named Team of the Year finalists in the British Journal of Midwifery Awards and the service was shortlisted for the Health Service Journal award for reconfiguration of services in secondary care.

Thanks to these successes a number of high profile visitors have been attracted to the Trust to learn more, crowned with a Royal visit last November from HRH The Princess Royal.

Her Royal Highness visited in her role as Patron of the Royal College of Midwives and was accompanied by the RCM President Professor Lesley Page and Chief Executive, Cathy Warwick.

The Princess Royal toured the Serenity midwife-led unit and the City Delivery suite where she met staff and newly delivered parents and their babies before unveiling a plaque commemorating her visit.

Director of Midwifery Elaine Newell said: “We were delighted to welcome HRH The Princess Royal. “Our service has been recognised nationally and internationally and we are always pleased to work with fellow midwives in other parts of the country to share our experience in creating an award-winning service for pregnant women and their families.”

Royal visit crowns maternity success

People can BE the difference
Ann shares her story

As a feisty 18 year old, Ann Harrison probably didn’t think to look into the future to see that forty years later she would finish her NHS career in the same place it began. In 1961, Ann’s NHS career and boomerang relationship with the now Sandwell Hospital began when she joined the West Bromwich and District General Hospital, as a junior member of the group secretaries.

Ann remembers: “We provided support for all the hospitals included in the West Bromwich District Management Committee. This included Hallam Hospital, as well as Heath Lane Hospital.”

Following three years of building her career foundations in Sandwell, Ann soared to the big city, neighbouring Birmingham, to gain further experience working at, Birmingham Women’s Hospital, Birmingham Children’s Hospital and Queen Elizabeth Hospital before returning to her beloved Sandwell in 1981.

The wealth of experience she had gained in her 17 years away meant that after just three months back in Sandwell Ann found herself excelling and promoted to secretary for the Director of Nurse Education, Mr Haydn Thomas.

Ann’s return to Sandwell was not always smooth sailing however, when in 1990 her future there hit rocky ground. Ann’s post was to be transferred to Wolverhampton University, but not wanting to leave Sandwell again, Ann sought out another role for herself clinching a post in the Physiotherapy department. It was here that Ann remained in post until December 2001 when she took early retirement, bringing to an end forty years of service in the NHS.

In a long career which bore witness to significant change over the years, from the introduction of job descriptions for all posts, to a change in working hours and the introduction of computers, Ann is able to look back on her career, reflecting, “Would I have worked anywhere else? I doubt it.”

2014 is a year of celebration as Birmingham and Midland Eye Centre reaches 190 years, Sandwell General Hospital reaches 130 years, City Hospital reaches 125 years and Rowley reaches 20 years since their official openings.

Along with these significant construction milestones a communication milestone reaches its golden year in 2014: The Corridor, Dudley Road Hospital’s newsletter, was launched 50 years ago!

From its inception in spring 1964 The Corridor welcomed letters from staff in a ‘Your right to be heard’ style, something its modern day counterpart, Heartbeat (staff newsletter), continues to this day.

Chairman Dennis Howell remarked in its first pages that The Corridor “should help us all at DRH to appreciate each other’s contribution and to promote a first class atmosphere.”

To celebrate its golden anniversary back issues of the newsletters have been made available at: www.swbhengage.com just search history.
BBC broadcaster cut the ribbon on multi-million scanner suite in Sandwell

BBC broadcaster and local journalist Adrian Goldberg cut the ribbon on a new £2.2million CT scanner suite at Sandwell Hospital.

A CT (computerised tomography) scanner is a special type of X-ray machine that uses a rotating beam of X-rays to produce a series of digital images of the body. These images are then interpreted by doctors called radiologists or sometimes by specialist radiographers.

Sandwell Hospital’s new Siemens CT scanner recently became operational within a newly commissioned, purpose-built suite. The CT department now supports the successful acute stroke unit at Sandwell, providing quicker diagnosis and treatment for stroke patients within the borough and beyond. Due to the continual rise in demand for CT scans from all services from the trust, the scanner also benefits patients being treated in other departments.

Dr Jonathan Benham, Group Director of the Imaging Department, said: “The state of the art scanner provides images of exceptional high quality, and using sophisticated software can deliver these images with remarkably low doses. The new suite was designed with privacy, dignity and infection control in mind and the department can now look forward to benefiting thousands of people from Sandwell and further afield.”

New Blood Science Laboratory Opened at Sandwell General Hospital

Almost £3 million has been invested in creating a new Blood Sciences Laboratory at Sandwell Hospital to help speed-up the diagnosis of patients. The laboratory, which uses state-of-the-art equipment to analyse samples quickly and accurately, was officially opened by leading pathologist and author Dr David Burnett.

The former microbiology and histopathology laboratories at the West Bromwich hospital have been refurbished into a large open plan space where new modern robotic analysers and equipment have now been installed.

In a modern clinical laboratory there are very different styles of working, from detailed work on a few samples to high volume analysis using high-tech robotic machines.

In the new Blood Sciences Laboratory robots and conveyor tracks are now being used to help cope with increasing demand by reducing the cost of testing and minimising errors.

More than 7,000 samples a day are processed producing around 30,000 test results a day.

The facility, which offers a seven day a week, 24 hour service, is staffed by a team of scientists, doctors and laboratory support workers.

They test samples from the Trust’s inpatients and outpatients as well work from GPs, helping in the diagnosis of everything from cancers, to HIV and vitamin deficiencies.
Opening of £1.4 million gamma camera suite

Patients are benefitting from quicker more detailed scans which are helping to speed up diagnosis thanks to the opening of a new state-of-the-art gamma camera suite at City Hospital.

The Trust has invested £1.4 million in the new suite which was officially opened by Sandwell and West Birmingham Clinical Commissioning Group Chair Dr Nick Harding. The two new cameras act as a ‘one-stop shop’ meaning separate investigations that could take up to 2-3 weeks to perform, can now be done in less than an hour.

Dr Bill Thomson, Head of the Physics and Nuclear Medicine Department, said: “We do full body scans of patients who may have breast or prostate cancer and there is a possibility it may have spread to the bone. “In the past if we were concerned about any ‘hot spots’ the patient would have had to come back for a CT scan but now they don’t have to as this can be done at the same time, building up a 3D image, so we can see immediately which part of the bone is abnormal. “This is a significant improvement for the patients as it can be done in just one visit and it means we can give a consultant the answer they are looking for straight away.”

The gamma camera suite, which also included the building of a new waiting room and reception area, was opened by Dr Harding, who was joined by his father Dr Keith Harding, who founded the Nuclear Medicine Department at City Hospital 40 years ago.

Dr Harding said: “It’s fantastic to see such innovation improving the experience of patients in our area. “This new technology provides new diagnostic techniques and shortens the patient journey through the system.”

(From left) Dr Nick Harding, Chairman of Sandwell and West Birmingham Clinical Commissioning Group, Toby Lewis, Chief Executive of Sandwell and West Birmingham Hospitals NHS Trust, and Dr Keith Harding, founder of the Physics and Nuclear Medicine Department.

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Investing in the Future
Consultants release book on misunderstood condition

A book on one of the most ‘misunderstood’ conditions has been written by two consultants at City Hospital.

Mr Arun Sinha and Mr Syed Zaidi have penned the textbook Vertigo: A clinical guide aimed at giving a first-hand experience account of treating the condition. Vertigo is the feeling you or your environment is moving or spinning. The attacks can often be quite sudden and can leave people with a feeling of nausea or a loss of balance.

Mr Sinha, Consultant Ear, Nose and Throat Surgeon, said: “Vertigo is a greatly misunderstood and underrated clinical condition. Most physicians see vertiginous patients in their daily practice, but no consensus has yet been reached on this highly debilitating condition.”

The textbook focuses on the personal experience of Mr Sinha and Mr Zaidi in treating patients and offers information on the latest theories and techniques used to tackle the condition.

Diabetes care wins national award

A digital healthcare system developed by the Trust, which improves the management of hospital inpatients living with type 2 diabetes won the ‘Best In-Patient Care Initiative’, award by the Quality in Care (QiC) Programme.

Driven by the national ‘Think Glucose’ project to improve care for patients admitted into hospital with non-diabetes related problems, the Trust developed an additional programme on the electronic patient management system to include a Think Glucose assessment.

The initiative helps all clinical staff to ensure that the Think Glucose assessment is carried out on all diabetes patients after admission, confirming that patient care is benchmarked in real time against the national Think Glucose criteria. It aims to help reduce risks, promote good practice and improve patient lives.

Dr Peter Davies, diabetes consultant said, “The diabetes team is delighted to receive this prestigious national award for our work improving the safety of inpatient diabetes care.

“Our future plans are to link clinical assessments to local guidelines and to reduce medication and insulin errors. This will reduce variation in care and further improve patient safety.”

Caring and Compassionate
Linda Pascall, Deputy Chief Nurse was the face of the Trust’s campaign to get as many staff as possible to make a pledge for NHS Change Day on 3 March.

She hosted a visit from Jackie Lynton, Head of Transformation, NHS Horizons Group - NHS Improving Quality, who visited Sandwell Hospital to meet staff and hear about the pledges they made.

Linda commented: “I was delighted to take on the role of encouraging my colleagues to make their pledges in order to improve lives.

“I’ve made several, including pledging to spend time every month feeding a patient who needs help to eat, and to shake the hand of every one of our ward service officers – our unsung heroes!”

The Trust also created a ‘pledge tree’ which is sited in the main reception at Rowley Regis Hospital.

Staff from across the Trust made their pledges (see a selection on the next page) as part of NHS Change Day and the Trust pledged to adopt the following two pledges trust-wide.

“We will adopt Kate Granger’s ‘Hello my name is...’ campaign across the Trust with every contact we make starting with us saying hello and giving our first name.”

“We will offer our patients an opportunity for them to tell their stories to drive up standards and recognise good practice. We will publish them on our website.”

At the forefront of equality and diversity
Kuldeep Singh, Project Facilitator, Patient Experience
I pledge to ensure that every patient’s view counts and makes a positive difference to their hospital experience.

Mohamad Wani, Emergency Medicine Consultant
I pledge to always be there for my staff, physically and emotionally, helping them to sort out whatever problems they are having.

Ray Rai, Imaging Department Assistant
I pledge to collect patients from the ward if there are no porters available, so that they can have their scan more quickly.

Rebecca Buswell, Project Support Manager
I pledge to start a small singing group to perform on our wards and spend time with patients.

Sunayna Bungar, Clerical Officer, Sandwell
I pledge to ensure that I always welcome patients to make their experience better.

Scott Tuatara, Radiographer
I pledge to tell patients if there is a long wait and the reason why.

Tina Price, Staff Nurse
I pledge to be more supportive of my colleagues, taking time to listen and learn from their experiences and knowledge.

Veronica Haynes, Healthcare Assistant
I pledge to make sure that patients are comfortable and to encourage them to eat and drink more.

Sally Berrington, Divisional Lead/Superintendent Sonographer
I pledge to ensure that there is enough staff on the rota to maximise the number of appointments filled.
Driving towards a healthier future

A pilot project to help taxi drivers stay fit and healthy has been launched by the Trust to offer drivers advice and information on local resources such as stopping smoking, weight loss and exercise. Taxi drivers registered in Sandwell attend Sandwell Hospital every three years for medical checks as part of their licence renewal. The Trust will offer them advice as they wait for their checks.

Dr Tamsin Radford, Consultant and Head of Occupational Health and Wellbeing service, SWBH NHS Trust, said: “We’re looking at things that don’t make people unfit for driving but put them at risk of problems later on, like smoking.

“Taxi drivers are a good group to begin with because their health is generally representative of the wider population.”

If the pilot is successful the Trust will look at expanding the project to other groups in the community.

Sandwell Council’s cabinet member for health and wellbeing Councillor Paul Moore said: “The Council fully supports the hospital trust’s initiative, which will give taxi drivers the information and support they need to make informed lifestyle choices.”

The first baby to be born in the country in 2014 was delivered at City Hospital.

Gracie Welcome, who was breech, was born at 10 seconds after midnight following a caesarean section to mum Lethea Rankine.

Centre: Lethea Rankine and baby Gracie with the team who delivered her. (On mum’s right) Theatre Scrub Practitioner Cara Shelton, Obstetric Registrar Srimathy Raman, Theatre Recovery Nurse Marcia Woolley, (On mum’s left) Obstetric Registrar Dr Chimwemwe Miti, Obstetric SHO Dr Sobia Khan, Theatre Practitioner Assistant Maria Page.

First UK baby of 2014!
Inspiring change for more women in science

International Women’s Day is held annually to celebrate and promote women’s achievements worldwide. This year one of the themes was ‘inspiring change for more women in science’. Two of our female healthcare science professionals from Imaging shared what inspired them.

Shazmeen Hansrod, Trainee Clinical Pharmaceutical Scientist.

Shazmeen is taking part in a three-year scientist training programme accompanied by an MSc in Clinical Pharmaceutical Science that she is completing at the University of Manchester.

Whilst working at the Trust Shazmeen has been inspired by her training officer Associate Director of Healthcare Science, Jilly Croasdale. Shazmeen said: “She has achieved a great deal in her career and continues to do so. She has always taken opportunities to progress in her field and her proactive nature has seen her become a very successful woman. Despite her extensive knowledge and experience, she still manages to remain grounded. “I feel inspired to take a leaf out of her book and maybe one day achieve as much as she has.”

Jilly Croasdale, Head of Radiopharmacy and Associate Director of Healthcare Science.

‘inspiring change for more women in science’

Jilly always enjoyed science at school, and went on to do a vocational degree in Pharmacy.

Following graduation Jilly was offered a job in Radiopharmacy, a career which she finds interesting and rewarding - particularly the opportunity she had at the Royal Free Hospital in London to work with Cancer Research UK, helping to develop new methods for targeting cancer therapy.

Jilly cites her mum as one of her inspirations to achieve.

Jilly, a mum of two herself, said: “My mum was a working mother and always encouraged me. “Career wise, I have been inspired by many people over the years, in particular, Jackie Morton, who was previously the Divisional Manager for Imaging and had a background in Pathology. “She was a real role model, and encouraged me to think I could do more.”

Now as Head of Radiopharmacy, Jilly enjoys the blend of managerial and practical tasks.

She said: “I enjoy developing my service and my staff, and seeing what we can achieve as a team.”

Jilly would encourage anyone who has an interest in science to build a career in it, she said: “Don’t let anything hold you back! “In the 22 years I have worked in my specialty, I have been busy but most certainly never bored! “I get so much job satisfaction, it’s worth the effort.”
Lights, camera, action in the Serenity ‘Big Mother’ chair

New mothers have an opportunity to record their experiences thanks to a new video diary room set up at City Hospital’s award-winning Serenity Suite. The private diary room welcomes new mothers to record their experiences on birthing at the midwife-led care facility.

As ‘Serenity ambassadors’ their messages will be shared via the Trust website (www.swbh.nhs.uk) with other expectant mothers who are planning their own delivery at the Serenity Suite, helping reduce anxieties and assure them they are in safe hands.

Director of Midwifery, Elaine Newell said: “We pride ourselves in providing the very best experience for expectant mothers and are always seeking ways to improve this.

“The Big Mother Chair will literally put mothers in the centre seat to help drive changes and shape our priorities.”

Linda Pascall meets her cyber image

Deputy Chief Nurse, Linda Pascall, has taken to the cyber world, in a bid to use the technology to get messages out to patients, visitors and staff.

The Trust has installed a life size hologram of Linda in the main reception at City and Sandwell Hospitals giving out messages on hand hygiene and infection prevention.

Investing in new facilities
The NHS is full of remarkable, motivated people, who give a lot to our communities. As we move through 2014, after a year in which the health service has faced scrutiny and criticism like rarely before, we focus some of our time on the quiet heroes from a wide variety of backgrounds, doing a wide variety of jobs, in one of the Black Country’s largest NHS organisations. Sandwell and West Birmingham Hospitals NHS Trust provides community and hospital healthcare across Sandwell. It employs 7,500 people, many of whom live locally. 1.5m times in the last year the Trust saw a patient face to face - and provides care from 150 locations as well as in your front room.

Chris Rickards

Chris, who lives in Oldbury, is the staff side convenor for SWBH whose role is to take the views of all trade unions and professional organisations to decision makers in the Trust. Chris has been in the NHS for 28 years, starting her career as an evening domestic at City Hospital. Within the first six months, a staff dispute occurred and colleagues unanimously decided to nominate Chris as their NUPE union shop steward. So began her involvement in the union movement. Chris said: “Although I was surprised that people had such trust and confidence in me, I was happy to take on the daunting challenge. All through my life I’d believed in the rights of individuals, irrespective of who they were.”

Ricky Dragon

Not many people would mix a laboratory assistant and a rapper but in Ricky Dragon you get both. Ricky, 42, from Handsworth, is a Medical Laboratory Assistant at Sandwell and West Birmingham Hospitals NHS Trust. His role includes testing a wide range of medical samples from patients across Sandwell and Birmingham. He said: “Every sample that is taken from an ill person is sent to our department so we can prepare it, put it on slides, and grow it in an area that mimics the conditions of the human body. From this we can identify what it is in order to provide the most appropriate treatment for our patient.” Ricky feels his heroes are everywhere at work. He said: “I couldn’t be happier to work in the hospital. There are so many wonderful people that have so much experience they are willing to share.

Glynis Fenner

Every organisation has its loyal servants but one which stands out at Sandwell and West Birmingham Hospitals NHS Trust is Glynis Fenner, who has worked for the NHS for 40 years. Glynis, 57, who lives in Wolverhampton, is the Senior Nurse in the Trust’s Bank. This role involves managing the pool of temporary staff who come in to assist with the running of the hospitals. She commented: “I love nursing. I enjoy bedside nursing and coming to work and making a difference. “A patient could be someone that you know and love, so I always wanted to give people the care that I would expect if one of my loved ones was in that position.”

Pete Davies

Diabetes affects many people in the Sandwell area and nationally. Dr Pete Davies (49) from Moseley is a consultant and clinical service lead for diabetes endocrinology and kidney disease at Sandwell and West Birmingham NHS Trust and is helping patients manage the condition while pulling the NHS into the digital era to improve hospital systems. He said: “My own special interests in diabetes care are foot disease, insulin pump treatment, young adults with diabetes and looking after inpatients with diabetes. I also lead an endocrine clinic looking after people with thyroid disease and a host of other problems. “I would love to use my health informatics skills to bring tools like safer electronic-prescribing to our hospitals. This could go a long way towards reducing errors in insulin prescribing for example.”
Moulana Akm Kamruzzaman

It was as a patient that Moulana Akm Kamruzzaman (known as Zaman) first came in contact with the NHS, as he sustained a serious back injury riding his motorbike. That was 25 years ago when Zaman, 47, originally from Bangladesh, came for treatment. He was then asked to stay in Birmingham by the Muslim community to help with community development. Zaman is now SWBH’s Muslim chaplain. He said: “I believe God has chosen me to do this job. A call in the middle of the night means a human being needs me, so I forget my tiredness and back pain and I get up and go.”

Justine Irish

Matron of the Medically Fit for Discharge (MFFD) wards, Justine Irish, 42, is committed to providing high quality care for people who are waiting to be transferred home with care packages or waiting for a residential home bed. Justine, from Oldbury, has worked hard for her recognition. After leaving school with few qualifications, she found a love of nursing and 16 years later has risen through the ranks to become Matron. She said: “What I enjoy most about my job is seeing my teams being so proud of the service we have all set up. We have all worked so hard over the last eight months and seeing how proud they all the staff are and seeing our patients’ faces when they are discharged having completed their journey in a lovely environment is what makes me happy.”

Jim Pollitt

Developing skills and knowledge is essential if you wish to enjoy a satisfying career. Leading local ambitions for staff and the local community served by Sandwell and West Birmingham Hospitals NHS Trust is Associate Director of Education, Learning and Development Jim Pollitt. Jim, 51, joined SWBH three years ago, and when he arrived the Trust only employed two 16-18 year olds with 25 people on apprenticeships. Under Jim’s influence, now there are 62 16-19 year olds on apprenticeships and 70 permanent staff under 19. He said: “I enjoy my work, I enjoy leading the team I work with and I enjoy the challenges that get thrown at me on a day to day basis. I care about all Trust staff from administrators to those who are looking after the patients. By doing my job well, I can be confident in knowing that the staff have the knowledge and skills to do their jobs well.”

Jenny Wright

A lot is said about hospitals treating seriously ill patients, but little is mentioned about the hard work that goes into improving the health and wellbeing of the local community. Jenny Wright is using her 30 years of NHS service to help do just that. Jenny, 50, who lives in Worcestershire, is Health and Wellbeing Manager at SWBH which encompasses developing programmes to improve an individual’s own health and wellbeing. She said: “When you have seen and experienced some of the social inequalities and life’s injustices, that folk can find themselves in through no fault of their own, it gives you a real feel for where people are coming from and it most definitely is the driving force behind what motivates me in helping people to improve their own health, be it physical or mental.”

Liz Green

Managing patients with chronic disease is a difficult task, but getting them through their pain management and back home in the same day is harder still. Liz Green helps to manage this every day. Liz, 41, from Kings Heath, is the Lead Nurse for Sickle Cell and Thalassaemia (SCaT) at Sandwell and West Birmingham Hospitals NHS Trust. She said: “We work well as a team to help patients with chronic illness and all follow the same philosophy that we want patients to live as full a life as possible and we want hospital to be a small part of that life. We see a range of ages from adolescents to the elderly in our unit, and it feels great when we see them having babies and it is a real privilege for them to share moments like that with us.”

Engaging and Empowering
Looking to the future – Midland Metropolitan Hospital (MMH)

Julie Edwards

Everyone has had a headache, whether it was a niggling pain or a hangover from the night before. But what happens when that headache is so overwhelming that you are in bed for days? That's where Julie Edwards steps in.

Julie, 47, from Kinver, Staffordshire, is a Clinical Nurse Specialist for Headache and runs clinics helping to diagnose around 650 new cases a year. She said: “I don’t really have a typical patient, each headache story will be individual and my role is to pull from the picture the relevant details to make the diagnosis. With 350 different types of headache, my patients cover all ages, personalities, job roles and personal circumstances. I enjoy my role, I meet new people every day from all walks of life and it is not often that making small changes can make such a difference to someone’s life.”

Warren Chapman

He's the one you see when your doctor sends you to hospital for tests to diagnose your stomach problems. Clinical lead for Endoscopy at City Hospital, Warren Chapman has been working for Sandwell and West Birmingham Hospitals NHS Trust for the last 30 years. Birmingham born and bred, 47 year old Warren was amongst the first nurses to carry out endoscopy in the NHS, as it was traditionally conducted by doctors.

He now sees more than 50 patients a week, performing both endoscopy and colonoscopy investigations (inserting tubes with a camera on the end into the stomach or bowel). He explained: “These tests are a vital tool in the early diagnosis of cancer, leading to improved survival rates for patients. Happily many patients are diagnosed with much less serious problems, but for the ones with potentially life threatening conditions, the tests are an essential first step.”

Denis Parkes

Denis Parkes has been giving up his spare time to volunteer at Sandwell and West Birmingham Hospitals NHS Trust for 23 years and at the age of 88 has no intention of stopping. Former market trader Denis, from Handsworth Wood, said: “I first started volunteering at the hospital after my wife was in for two months, after that I just kept coming. It is occupational therapy for me. It gives me a sense of purpose and a reason to get up on a morning to come in and help.” Denis can normally be found at the blood tests desk in the Birmingham Treatment Centre or helping out in the League of Friends shop in the Sheldon Block at City Hospital, but has also volunteered all over the hospital including the main entrance. When asked if he would ever consider stopping his volunteering, his answer was simple: “No.”

Colin Holbourn

Sometimes it’s a question of life or death for Emergency Medicine Consultant Colin Holbourn, who deals calmly with every crisis, maintaining a professional service with a very human touch. As clinical lead for Emergency Medicine for Sandwell and West Birmingham Hospitals NHS Trust, Colin was on duty the time that A&E burned down at Sandwell Hospital in 2002. He recalled: “The priority was to get all the patients and staff out safely, and worry about how it happened later. Rebuilding both the physical department and the staffing team was a big job, but very rewarding.” The emergency department is open 24 hours a day, seven days a week. Colin continued: “One of the great things about emergency medicine is that no shift is typical and that adds to my enjoyment of the speciality. Providing high quality care for patients is not just a line, it is a mission for us.”
Dr Muninder Lotay

With homelessness in our area double the national average, Sandwell and West Birmingham Hospitals has teamed up with other health providers and partners to offer life changing help to those who need it. Enter Dr Muninder Lotay, clinical lead for the Homeless Patient Pathway. The 35 year old GP explained: “For those who are homeless, life expectancy is almost thirty years less than for those with a permanent roof. Often difficult and unpreventable circumstances have made them homeless which in turn places their health at serious risk. Knowing that with committed effort I can improve the life of another drives me to do the best I can. He advised: “Statistics show that the Homeless Patient Pathway has reduced hospital readmission rates for patients. It has also enabled allied agencies such as housing, mental health, primary care, drug and alcohol services to work more closely together. This promotes joined up care and further closes the distinction between primary and secondary care.”

Ruth Williams

Local lady Ruth Williams (42) manages integrated care services for Sandwell and West Birmingham Hospitals and on a daily basis, helps people to get back to the life they want to live no matter how long it takes. As manager of ICares she works with nurses and therapists to help patients recover after illness such as a fall, stroke or Parkinson’s. She explained: “My aim is to ensure our patients have everything they need to help themselves for the rest of their life. We try and stop people coming into hospital if there is a better place to treat them, and we can also see people as soon as they leave hospital to ensure they don’t have to go back in. Every day is different, every day is a challenge and I work with great people who all want to make a difference to the people of Sandwell. What better reason is there to get up in the morning?”

Olivia Agar

Trust midwife and mother-of-three Olivia Agar (36) works tirelessly to support women in the choices they make for the most important event in their lives. She became a midwife in her mid-twenties, admitting to a fascination for pregnancy and the science that creates life from a group of cells. She said, “To be part of such a special event is an enormous privilege and I couldn’t imagine doing anything else. I am so proud of our midwife-led units – Serenity at City Hospital and Halcyon in Smethwick. It is a real joy to share the delight of women seeing the facilities for the first time, as they are overwhelmed by how different they are from traditional NHS hospital environments.” Olivia continued: “Evidence shows that one of the biggest reasons women cease to breastfeed is feeling unsupported, so we are determined to demonstrate our commitment to women to provide the help they need, and make a real difference to new mums in this area.”

Lesley Wall

When a lorry crashed through the wall of Leasowes Intermediate Care Centre in 2013, Admin Manager and grandmother-of-two Lesley Wall (55) from Langley, stepped up out of her comfort zone to help with the response. The centre, operated by Sandwell and West Birmingham Hospitals NHS Trust had 20 inpatients when the crash happened. The Trust's emergency response plans require a loggist at site to record every decision and action. Lesley took on this essential role. She explained: “Although it was a period of high drama, everyone worked extremely efficiently, putting the patients first, so their care could continue as seamlessly as possible. It is frightening to think of the potential casualties we could have been dealing with. She commented: “I’ll never forget the crash, it is the most dramatic event of my working life so far. In emergency situations, everyone just pulls together and you do whatever needs to be done. On the day I don’t think I did anything special, I was just doing my job.”

Renowned as the best integrated care organisation in the NHS
Julie Romano

What do you do when a ward in your local hospital is failing? Staff sickness rates are up, vacancies are difficult to fill, personal development reviews are not completed, patients and their relatives are not happy and six out of seven ward standards are not being met. Bring in matron Julie Romano – one of the first nurses to achieve the gold standard of the Trust’s ‘Nursing with Pride’ awards. More than a breath of fresh air, Julie is a powerhouse of determination, a nurse with a vocation, who cares about the patients she is responsible for and the families they love. Coming from a background in retail management, Julie (42) recognised her calling to care and abandoned material trappings to study nursing nearly 15 years ago. No ordinary matron, she will lift you up with kindness. Her smile lights up a room and draws you close. When Julie says it will be alright you somehow know it will.

Julie Brooks

In 2013, Sandwell and West Birmingham hospital pharmacist Julie Brooks received the ‘Galen Award’ - a sum of £24,000 to support her project on Pharmacist ‘intelligent’ referrals to a Psychiatric Liaison Team. Julie (34) studied pharmacology before becoming a pharmacist and joining SWBH NHS Trust in 2002. For the last seven years she has been a teacher practitioner pharmacist, splitting her time between the Trust and Aston University. She explained: “By understanding how medications affect us, I can recommend the best ones for certain ailments. In a hospital environment that is even more important as inpatients are generally quite ill, so anticipating side effects and combinations of drugs is vital for the safety of our patients.” The Galen award is a personal research grant to support the development of ideas for patient and public benefit. Julie’s passion is to help patients who are prescribed with antipsychotic medications, to ensure they receive regular reviews to pick up any potential problems with side effects of the medication they are taking.

Tsitsi Banza

Being a staff nurse is a hard and demanding role. Balancing that while raising three children is even harder. Yet this is something that Tsitsi Banza excels at. Tsitsi, 40, from West Bromwich, has been nursing since 1998, and has worked for Sandwell and West Birmingham Hospitals NHS Trust since 2001, when she moved over from Zimbabwe. She said: “I always wanted to be a nurse, even when I was a child. My mum was a nurse, and seeing her in action really inspired me to follow her into nursing. I enjoy helping patients and seeing a change in them. When they come in some are very ill and it is fantastic to help make them feel better, to have helped make a change.”

Amardeep Singh

Leading the charge in the fight against HIV and other sexually transmitted infections, Amardeep Singh is the Lead Pharmacist for HIV at Sandwell and West Birmingham Hospitals Trust, a role which sees him work as part of a small team helping patients manage the condition.

Amardeep, 31, from West Bromwich, said: “I love my job. I like to see patients going from being very seriously ill to seeing an improvement in their health and resuming a good standard of life, which is the reality of most patients with HIV.

“We deal with patients who are sometimes socially marginalised, as sometimes HIV has a lot of stigma attached to it. My values are that I want to provide care for all, especially those who are most at need.”
VIP surprise for hard working nurses

Three nurses were treated as VIPs at Merry Hill Shopping Centre as reward for their hard work and dedication.

District Nurse Sara Shakespeare and HCAs Gail Smith and Lauren Chatwin were treated to a VIP experience which included a makeover by beauty experts and were given a photo shoot in the latest fashions.

The surprise was complete as a stretched limo pulled up outside the BTC to sweep them away to their afternoon of luxury.

The ladies were nominated for the surprise by Matrons Julie Romano, Justine Irish and Community Nursing Lead Louise Johnson.

Matron Julie Romano said: “They are the unsung heroes. They work hard without looking for credit and always go the extra mile.”

Matron Justine Irish said: “If I could I would have nominated all the nurses as they all work extremely hard, but unfortunately we couldn’t.”

Sara was nominated due to her leadership and perseverance through some testing times for her team, and was recognised for the unfailing way she undertook her duties and demonstrated personal courage.

Lauren has been with the Trust four months but has become her ward’s activity coordinator and often spends her own money on activities for patients to do.

Gail was nominated by a former patient’s family for how much her work was valued by the family and patient themselves.

The day was paid for by Westfield Merry Hill as a reward for their hard work.
SWBH NHS Trust has been given a Gold Award to reflect its commitment to the environment and commend that 100% of the Trust’s general waste is recycled.

The award, given by carbon footprint company E2B, shows an improvement on two years ago when the Trust was given a Silver Star award for recycling 85% of all waste.

Simon Sims, Trust Waste Manager, said: “This award is the result of a lot of hard work by our sustainability champions, but also those who have used our recycling bins.

“This has been done without extra staff or resources dedicated to recycling.”

The waste is now taken to WEIR waste services material recycling facility (MRF) which can sort the waste into paper, cardboard, plastic, polystyrene and wood through the use of machines and computer technology.

85% of the Trust’s waste is recycled there, and the other 15% is bagged up and used as an energy source in Europe.

Simon added: “We are also helping reduce our carbon footprint because the waste is now taken away in one vehicle instead of three separate contractors’ vehicles.”

The Trust also recently added 200 solar modules to the roof of Birmingham Midland Eye Centre in an effort to cut energy use at City Hospital.

TRACY IS A FLU FIGHTER CHAMPION

Tracy Lees, Occupational Health Nurse Manager at SWBH NHS Trust, has won a national award for helping to gain extra funding by increasing the number of staff vaccinated against flu.

Tracy won the ‘Flu Fighter Champion’ prize at the Flu Fighter Awards, run by NHS Employers.

She has managed to help get 77 per cent of patient facing staff vaccinated against the flu, which beats the government target of 75 per cent, allowing the Trust to be allocated part of a national £250 million grant to help services across the Trust.

This figure makes the Trust the highest performing adult trust in the region.

Tracy said: “I was overwhelmed to receive the NHS Flu Fighter Flu Champion award, especially after being up against such strong competitors.

“It is wonderful to receive national recognition for all the hard work which goes into the flu campaign every year but I must stress that this is a team effort and therefore, the award belongs to us all.”

She was nominated by her colleague Susanna Niblett, Senior Occupational Health Nurse Advisor, on behalf of her colleagues in Occupational Health.
The design of the room, where emergency team staff talk to relatives and often break bad news, features the Trust’s dandelion symbol at its heart.

The dandelion symbol was launched at the Trust in July 2013 and is a visual prompt to all professionals that there has been a death and that there are bereaved relatives in their clinical area who require special consideration at a very difficult time. The idea for the dandelion symbol came from staff in the Emergency Care team and the main aim is to improve the experience of bereaved relatives in our ED, Ambulatory Medical Units (AMU) and Critical Care departments.

The work on the room features, as well as the dandelion wall art, comfortable sofas, a coffee table and new flooring.

Sue Law, Bereavement Service Co-ordinator, said: “Last year, we held a Sudden Death study day for staff from ED and AMU. During this day, we decided to have a readily-recognisable image that would be placed in key areas to alert staff that there has been a death and to respond to this in a way that demonstrates our respect for the deceased and the bereaved. We agreed on a dandelion symbol and staff working in the areas using the dandelion have reported that it is working well and is very effective. As the relatives’ room at City was looking very tired, the ED team decided that the refurbishment should reflect the dandelion symbol and the purple colour scheme. The room is now far more comfortable and soothing for bereaved family and friends.”

City ED Bereavement Champion, Senior Staff Nurse Carroll Brashier, said: “The relatives’ room used to be a cold and impersonal place which did not provide the right ambience for those at such a vulnerable time, receiving sensitive and often distressing news. The refurbishment has significantly improved this.”

The Relatives’ Room near the Emergency Department (ED) at City Hospital has recently received a makeover – making the area more sensitive to the needs of bereaved friends and family.
Hospital audiology team first among equals with national accreditation

The culmination of many months of hard work has seen the Audiology Department at the Trust become the seventh NHS trust in the country to gain a coveted national accreditation for the provision of routine and complex adult audiology services. In addition, the service is the first in the West Midlands region to gain accreditation for paediatric audiology.

The department has been formally granted accreditation against the Improving Quality In Physiological Service (IQIPS) Standard by the United Kingdom Accreditation Service (UKAS), the sole national accreditation body to assess organisations that provide certification, testing, inspection and calibration services. The IQIPS programme aims to improve service quality, care and safety for patients undergoing physiological diagnostics and treatment.

Dr Suki Dhillon, Consultant Clinical Scientist (Audiology) and Service Manager, said: “The whole department worked extremely hard to fulfil the IQIPS criteria, and we are delighted to gain the UKAS accreditation. We are only the third NHS trust in the West Midlands region to gain the accreditation and the first in the region to achieve it for paediatrics, and this provides a clear recognition of the training and expertise of our staff”.

Professor’s awards success

Cardiology Consultant Professor Gregory Lip has been collecting the awards and accolades to confirm his status as the world number one in his field.

Professor Lip has been given a Visiting Professorship at the University of Belgrade in Serbia and the journal he edits, Thrombosis and Haemostasis, was awarded the Thomson Reuters ScholarOne Journal Triathlon.

He was also named number one in a list of top experts in atrial fibrillation, which is a heart condition that can increase the risk of heart failure or a stroke, by medical experts website Expertscape.

After receiving the world number one accolade Prof Lip said: “I am delighted and humbled by this honour. It’s very nice to feel appreciated and recognised. “This accolade is very much a reflection of the many research collaborations, and the strong support of colleagues and management of SWBH Trust, that have led to us having achieved such world-ranking success. Long may it continue into the future.”

Valuing patients’ well-being
The Trust is running two projects that are helping local young people to start building their career in the NHS: the Apprenticeship Scheme and Work Club, which have seen three of its Business and Administration apprentices thrive and become valuable members of staff within their Trust teams.

Anthony Williams, 19, undertook his apprenticeship with the Trust in the X-ray Department at City Hospital, working on the reception front desk. He said: “During my apprenticeship I spoke to my managers about my growing interest in imaging and that I wanted to become an imaging department assistant, a role I had seen others carry out during my time in the department. I was lucky enough to be taken on as a Trainee Imaging Department Assistant and I am now pleased to be undertaking the department’s training programme to develop in my new role.”

Chloe Davidson, 18, began her apprenticeship in the Trust’s X-ray Department at Sandwell Hospital, where she gained experience communicating with the public face-to-face. During her apprenticeship, Chloe moved to further her experience working in the Trust’s Community Contact Centre at Sandwell Hospital. On completion of her apprenticeship, Chloe has been successful in taking up a permanent role in the Contact Centre and continuing with her career pathway in the NHS. She said: “I really enjoyed working in the Contact Centre and feel that my experience on the apprenticeship scheme along with the help of the work club is what helped me secure my permanent role in the team.”

Libby Marshall, Work Club Co-ordinator at the Trust, said: “Unfortunately, we cannot guarantee our apprentices’ permanent jobs at the end of the scheme; they do have to go through the application process which does include competing with external candidates.

“However, this is where the work club can help. We do everything we can to help support our apprentices and members of the public with application forms, CVs and interview techniques to give them the confidence and skills to gain employment.”

Working as an apprentice in the Trust’s Patient Liaison Service at City Hospital, Lewis Tyson, 17, staffed the front desk on a daily basis providing information to patients. He said: “My apprenticeship helped me to realise I really wanted a career in healthcare. I wanted to be able to use my experience of liaising with patients during my apprenticeship and that of helping care for my grandparents and turn it towards a role in a caring profession.”

Lewis has since gone on to secure a healthcare apprentice role, working on a ward at City Hospital following his sparked interest in the healthcare field.

Maxine Griffiths, Apprenticeship Co-ordinator, explained: “We are very proud to showcase the successes of our young apprentices. They have all worked extremely hard to secure their future careers at the Trust.”

She added: “If you feel you have a positive contribution to make to the work of the NHS, please contact the Learning Works on 0121 507 5886 to find out more, or visit the National Apprenticeship website at www.apprenticeships.org.uk for our current vacancies. Alternatively, come and visit us at Unett Street in Smethwick.”
## Calendar of Events

**CALENDAR OF EVENTS • June 2014 - December 2014 • OPEN TO ALL MEMBERS**

If you would like to find out more information on becoming a member, please contact our Membership Team on **0121 507 5064** or email **swb-tr.swbh-gmfoundation@nhs.net**

### Membership Engagement Programme

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<th>Month</th>
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| August 2014  | **Toby’s Twitter Talk**  
Half an hour live chat with our Chief Executive, Toby Lewis every month on Twitter. Toby will be happy to answer any questions you raise. | **Wednesday**  
6 August 2014  
12.00pm – 12.30 | No need to reply just log on to  
www.twitter.com/  
TobyLewis_SWBH  
Using #SWBH_TTT |
| August 2014  | **Patient Experience**  
Kuldeep Singh, Project Facilitator will host a short presentation on the different ways in which the Trust engages with patients for their feedback including the ‘Friends and Family Test’ and how we incorporate their views to improve our services. | **Friday**  
15 August 2014  
2pm – 3.30pm | Hennessy Lecture Theatre  
Medical Education Centre  
Sandwell General Hospital  
Lyndon  
West Bromwich  
West Midlands  
B71 4HJ |
| August 2014  | **NHS Annual Careers Day**  
NHS CAREERS FAIR – A DAY IN THE LIFE OF …  
• Are you one of our young members and interested in working for the NHS?  
• Do you want to find out more about training, qualifications and job roles?  
• Would you like to talk to our team of healthcare professionals on a 1-1 basis and learn about a typical day in the life of their job?  
If so, then why not come along to our NHS careers workshop, all attendees will receive careers information packs, job website details, plus a certificate of attendance for your CV.  
4th August the following Health Care professionals will be in attendance; Practice Development Nurse, Health Care Assistant, Senior Hotel Service Manager, Specialist Midwife - Teenage Pregnancy, Pharmacist, Learning and Development, Senior Clinical Scientist, Capital Projects Manager, Medical Photographer  
20th August the following Health Care professionals will be in attendance; Midwife, Graphic Designer, Pharmacist, Capital Projects Manager, Cardiac Physiologist, Clinical Scientist, District Nurses, Clinical Technology Manager, Learning and Development Trainer | **Monday**  
4 August 2014  
10.00am – 3.00pm  
**Wednesday**  
20 August 2014  
10.00am – 3.00pm | Millennium Point  
Curzon St  
Eastside  
Birmingham  
B4 7XG  
The Lounges  
West Bromwich  
Post Graduate Centre  
City Hospital  
Dudley Road  
Birmingham  
B18 7QH |
| September 2014 | **Sustainability**  
Sustainability Officer Francesca Silcocks will host a presentation on how our Trust is progressing towards ‘being green’ and our plans for the future to save money and reduce our impact on the environment. | **Wednesday**  
3 September 2014  
10.30-12.00 | The Lounge  
Post Graduate Centre  
City Hospital  
Dudley Road  
Birmingham  
B18 7QH |
| September 2014 | **Toby’s Twitter Talk**  
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<td>September 2014</td>
<td><strong>Keeping Fit</strong>&lt;br&gt;Jenny Wright, Health and Wellbeing Manager and Nathan Moore. My Time Active Lifestyle Services will be hosting an interactive session on the benefits of keeping fit and healthy; these include; cycle programmes, walking schemes, weight management and tips for healthy living.</td>
<td><strong>Friday</strong>&lt;br&gt;19 September 2014&lt;br&gt;2.30pm-4.30pm</td>
<td>Beveredge Room&lt;br&gt;Medical Education Centre&lt;br&gt;Sandwell General Hospital&lt;br&gt;Lynxie, West Bromwich&lt;br&gt;West Midlands B71 7QH</td>
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<td>September 2014</td>
<td><strong>Annual General Meeting</strong>&lt;br&gt;Come along to our Annual General Meeting for the opportunity to hear what Sandwell and West Birmingham Hospitals NHS Trust has achieved last year and our plans for the next.&lt;br&gt;There will be presentations given by the Board of Directors and a chance to put your questions to them. We also want to hear your thoughts on what you think our priorities should be for next year. You will be able to submit those at the event.</td>
<td><strong>Thursday</strong>&lt;br&gt;25 September 2014&lt;br&gt;6.00pm-8.00pm&lt;br&gt;Refreshments from 5.30pm</td>
<td>Wolfson Lecture Theatre&lt;br&gt;First Floor&lt;br&gt;Post Graduate Centre&lt;br&gt;City Hospital&lt;br&gt;Dudley Road&lt;br&gt;Birmingham&lt;br&gt;B18 7QH</td>
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<td><strong>Wednesday</strong>&lt;br&gt;1 October 2014&lt;br&gt;12.00pm – 12.30</td>
<td>No need to reply just log on to&lt;br&gt;www.twitter.com/ Toby.wright_SWBH&lt;br&gt;Using #SWBH_TTT</td>
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<td>October 2014</td>
<td><strong>Stoptober Twitter Chat</strong>&lt;br&gt;Want to quit smoking and don’t know where to Start? Come and chat to our Health and Wellbeing facilitator Jenny Wright in our one hour live chat.</td>
<td><strong>Monday 6 October 2014</strong>&lt;br&gt;8.30am – 9am</td>
<td>No need to reply just log on to&lt;br&gt;www.twitter.com/ SWBH-Trust&lt;br&gt;Using #SWBH_ST</td>
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<tr>
<td>November 2014</td>
<td><strong>Toby’s Twitter Talk</strong>&lt;br&gt;Half an hour live chat with our Chief Executive, Toby Lewis every month on Twitter. Toby will be happy to answer any questions you raise.</td>
<td><strong>Wednesday</strong>&lt;br&gt;5 November&lt;br&gt;12.00pm – 12.30</td>
<td>No need to reply just log on to&lt;br&gt;www.twitter.com/ Toby.wright_SWBH&lt;br&gt;Using #SWBH_TTT</td>
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<td>November 2014</td>
<td><strong>Dermatology</strong>&lt;br&gt;A chance for our members to learn more about the progressing treatments available regarding Dermatology. Dr Anthony Abdullah will do a short presentation on the new laser treatments available followed by a question and answer session.</td>
<td><strong>Thursday</strong>&lt;br&gt;20 November 2014&lt;br&gt;2.30pm – 4.00pm</td>
<td>The Lounge&lt;br&gt;Ground Floor&lt;br&gt;Post Graduate Centre&lt;br&gt;City Hospital&lt;br&gt;Dudley Road&lt;br&gt;Birmingham&lt;br&gt;B18 7QH</td>
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<td><strong>Monday</strong>&lt;br&gt;10 November 2014&lt;br&gt;8.30am – 9am</td>
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<td><strong>Monday</strong>&lt;br&gt;3 December 2014&lt;br&gt;12.00pm – 12.30</td>
<td>No need to reply just log on to&lt;br&gt;www.twitter.com/ Toby.Lewis_SWBH&lt;br&gt;Using #SWBH_TTT</td>
</tr>
<tr>
<td>December 2014</td>
<td><strong>Festive Fete</strong>&lt;br&gt;A great opportunity for all our members to informally meet each other, a buffet lunch will be provided. A chance to meet some of our Executive and Non-Executive Directors who will be in attendance to informally talk to our members. There will be lots going on including; bingo from our fundraising team, health and wellbeing opportunities as well as stalls from partners of our Trust.&lt;br&gt;This is a free event but there is a suggested donation of £2 per person going directly to the Trust’s Charity.</td>
<td><strong>Friday</strong>&lt;br&gt;19 December 2014&lt;br&gt;12.00pm – 3.00pm</td>
<td>The Lounge&lt;br&gt;Ground Floor&lt;br&gt;Post Graduate Centre&lt;br&gt;City Hospital&lt;br&gt;Dudley Road&lt;br&gt;Birmingham&lt;br&gt;B18 7QH</td>
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## Calendar of Events

### Regular Focus Groups

<table>
<thead>
<tr>
<th>Month</th>
<th>Event</th>
<th>Date / Time</th>
<th>Venue</th>
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<tbody>
<tr>
<td>On-going</td>
<td><strong>Sandwell Cardiac Club</strong> - is a support group for Cardiac Patients and their partners. Our meetings consist of talks on topics of interest, quiz nights, bingo, skittle nights etc. Our aim as a club is to support not only the patient but also the partners and we are always ready to listen and help if we can. So if you find yourself unfortunate enough to have a heart problem and you think you would enjoy our meetings you will be made most welcome.</td>
<td>Last Wednesday of every month 7.00 – 9.00pm 28th May 29th June</td>
<td>Stoney Lane Day Centre Stoney Lane West Bromwich B71 4JA</td>
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<tr>
<td>On-going</td>
<td><strong>Different Strokes Birmingham Group</strong> - come along to our existing support group for over 18s who are survivors of stroke.</td>
<td>First Saturday of every month 1.00 – 4.00pm</td>
<td>Community Room, Summerfield Primary Care Centre, 134 Heath Street Winson Green, Birmingham B18 7AL</td>
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<tr>
<td>On-going – every other month</td>
<td><strong>Rheumatology Patient Service User Group</strong> - is an existing user group that meets every alternate month to provide an excellent support mechanism for those with existing conditions or for newly diagnosed patients.</td>
<td>Please contact John Rowland if you wish to join this group or would like more information. <a href="mailto:drowland.home@virgin.net">drowland.home@virgin.net</a> 07786 080 441</td>
<td>Rheumatology Outpatient Department, City Hospital Dudley Road Birmingham, B18 7QH</td>
</tr>
<tr>
<td>On-going</td>
<td><strong>Diabetes Focus Group</strong> – is an existing group for members with an interest in diabetes, either as a patient, relative or those who have a general interest in the topic. Key issues such as new treatments, myths and education for both type 1 and 2 diabetes are discussed.</td>
<td>7th July 2014 at 2pm City Hospital, Resource Meeting Room, 1st Floor BTC Please contact the membership office if you wish to join this group on 0800 023 4627</td>
<td>Diabetes Resource meeting room, Birmingham Treatment Centre, City Hospital Dudley Road, Birmingham B18 7QH</td>
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<tr>
<td>On-going</td>
<td><strong>Cancer Support Group</strong> – if members wish to access any of the local support groups then further information on the location, dates and times can be obtained via Engage website or by contacting the membership office who will provide full details.</td>
<td>Please contact the membership office if you wish to join this group on 0800 023 4627</td>
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### Public Meetings

<table>
<thead>
<tr>
<th>Month</th>
<th>Event</th>
<th>Date / Time</th>
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<tr>
<td>On-going</td>
<td><strong>Trust Board (Public &amp; Private)</strong></td>
<td>5 June - 1330h – 1630h 3 July - 1330h – 1630h 7 August - 1330h – 1630h 4 September - 1330h – 1630h 2 October - 1330h – 1630h 6 November - 1330h – 1630h 4 December - 1330h – 1630h 8 January - 1330h – 1630h 5 February - 1330h – 1630h 5 March - 1330h – 1630h</td>
<td>Sandwell General Hospital City Rowley City Sandwell General Hospital City Sandwell General Hospital City Sandwell General Hospital City</td>
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The staff at Birmingham and Midland Eye Hospital (BMEC) found a unique way to celebrate national eye health week when they took to the streets of Birmingham to raise money for a new clinical research facility at the hospital. Working in partnership with organisers Fight for Sight, a team of 35 staff participated in the Carrots Night Walk, covering a fifteen mile route that started at 11pm. The adventurous group went all out to raise as much money as they could by holding wear orange to work days and having carrot themed events. This included carrot cake stalls, a carrot colouring competition and selling carrot shaped goody bags.

Everyone at BMEC got involved to help the team hit their £10,000 target including ophthalmic suppliers such as Altomed and John Weiss Ltd, who sponsored individual team members £125 each. Lots of patients showed their support too by generously sponsoring the staff team.

The money raised is being used to ensure that vital research into the causes and treatment of eye conditions can be expanded by improving facilities available.

To find out more or get involved in fundraising for SWBH charity contact swbh.fundraising@nhs.net or call 0121 507 5196

Engaging and Empowering
New treatment has “freed up my whole life”

For over 30 years, paraplegic Donald Berry has suffered with incontinence, but thanks to a new treatment his life has improved drastically with the help of the FINCH team at Sandwell Hospital.

He has suffered with both faeces and urine incontinence, where a patient can’t control their bowel movements, since he was paralysed in a motorcycle accident in 1981.

Donald, 50, said: “I had always been treated with suppositories or enemas, which were what was traditionally given to treat the symptoms of faecal incontinence. I used to have to get up in the morning and have to insert the suppositories and have to sit for an hour to empty my bowels.”

He came into Sandwell Hospital in May 2013 having broken both his legs. While on the ward he hadn’t passed faeces for 12-13 days so Liz Clarson came to visit from FINCH, the faecal incontinence service, who taught him how to use irrigation to clean his bowels.

Donald, from Bearwood, continued: “Irrigation is cleaner and makes me less paranoid about bowel care. When I was using suppositories I would occasionally have accidents, but I don’t with this system.

“This treatment totally revolutionises your life. Now I can do it at any time during the day, if I am busy in the morning, I can do it whenever I want to. It is cleaner and quicker.

“Liz is absolutely fantastic. She didn’t ask me to do anything she wouldn’t be confident doing. Liz came up to the ward, showed me how to do it and helped the nurses become used to it. She even showed the nurses how to do it. Their help and support has been first class.

“The irrigation system has totally freed up my whole life and it is so much more comfortable than using suppositories. The team’s help and understanding have been excellent and they have helped make things better for me.”

Bowel Functional Clinical Nurse Specialist, Liz Clarson said: “After talking to Donald, it became apparent that he had been struggling to manage his bowel care since his motorcycle accident, and that his bowels and bladder pretty much controlled his life.

“I taught Donald and the ward staff how to use an irrigation system which empties the left side of the colon(26,469),(476,808). This allowed Donald to gain control of his bowels rather than his bowels controlling him which improved his quality of life considerably.

“We see lots of patients like Donald, who have suffered for years with faecal incontinence or constipation and this has a devastating effect on their quality of life.”
Wellbeing & Movement

mac birmingham is a pioneering arts centre with a full range of courses that run each term.

Our term courses run for 12 weeks but we also offer weekend intensive sessions.

Whether you want to learn a new skill, unwind, or get into shape we have a course for you in a range of experience levels from beginner to advanced.

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- Astanga Yoga
- Capoeira
- Contemporary Dance
- Dynamic Power Yoga
- Flamenco
- Tai Chi
- Gentle Hatha Yoga
- Iyengar Yoga
- Jazz Dance
- Kathak
- Pilates
- Tap Dance
- Zumba

Visit www.healthwatchbirmingham.co.uk for more information.

Village Urban Resort Birmingham Dudley

Boogie Nights

Whether you and your friends want to let your hair down, you’ve been put in charge of your best friend’s hen party or your office needs a boost – Boogie Nights is the ideal place to swing your pants and have a blast! Ticket prices include a delicious 2 course buffet and Radical Rich on the decks from 7.30pm through until 1am.

Ticket Price Only £19.50

WIGS & FLARES ARE OPTIONAL BUT ENCOURAGED!

Terms and Conditions: Accommodation rates based on two people sharing. Minimum age for guests is 16 years old or over. All tickets must be purchased and are non-refundable. All tickets are non-transferable. All rates are inclusive of VAT at the current rate. All prices are quoted on a room only basis. Please allow 24 hours before check in time.

Boogie Nights

To book call 0871 222 4584 option 2 or Text EVENT to 86882 or email dudleyhub@village-hotels.com

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Sandwell and West Birmingham Hospitals NHS

Mac Trust
Career opportunities for past and present members in this area contact Jenny on 0121 556 5909 for more details.

**MONDAY**
“OPEN BANK HOLIDAY MONDAYS”

**TIPTON**
Alens Sports and Social Club
Newall Street, @ 9.00am, 5.30pm and 7.30pm
Contact Lorretta 07968 656634

**GREAT BRIDGE**
Great Bridge Hub, Sheepwash Lane, @ 5.30PM and 7.30 PM
Contact Jodie 07886 426429

**TUESDAY**

**WEST BROMWICH**
West Bromwich Community Centre, Gayton Road, 5.30pm and 7.30pm
Contact Jodie 07886 426429

**WEDNESBURY**
Woods Methodist Church
Coronation Road, Woods Estate, @ 9.30AM
Contact Faye 07990 526920

**WEDNESDAY**

**WEDNESBURY**
Woods Methodist Church
Coronation Road, Woods Estate, @ 5.30pm and 7.30pm
Contact Jenny 0121 556 5909

**LADYWOOD**
Ladywood Comm & Health Centre
St Vincent Street West @ 7.00pm
Contact Lorretta 07990 526920

**THURSDAY**

**WEDNESBURY**
St Barts Church Hall
Bltn Church Hill @ 5.30pm and 7.30pm
Contact Jenny 0121 556 5909

**SMETHWICK**
St Mary Church
Thimblemill Road @ 5.30pm and 7.30pm
Michelle 07516 255665

**WEST BROMWICH**
Stone Cross Library, Beverley Road, @ 7.30pm
Contact Carole 07845 413929

**TIPTON**
St Johns Parish Church
Upper Church Lane
Princes End @ 7.30pm
Contact Zotty 07412 074854

**FRIDAY**

**SMETHWICK**
St Mary Church
Thimblemill Road @ 9.30am
Michelle 07516 255665

**SATURDAY**

**HARBORNE**
Harborne Junior School,
Wentworth Road, Off Station Road,
@ 9.00am and 10.30am
Contact Jane 07870 421423
ExtraCare is an award-winning charity with 25 years’ experience providing care for older people. We are registered with the Care Quality Commission and offer a tailored, flexible service for Birmingham’s older people.

**Choice 1 - Move into an ExtraCare Village**
Permanent or temporary apartments available at our thriving new Hagley Road Village, or Bournville Gardens Village (opening 2015).
- Live as independently as possible in your own apartment
- Affordable options to rent or purchase
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- Leisure and social facilities on the doorstep
- Like-minded friends and neighbours

**Choice 2 – Receive care in your current home**
- Access our high quality ‘ExtraCare at Home’ service
- Fully trained, friendly staff – all DBS checked
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www.extracare.org.uk
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Experience genuine Turkish food as it is regarded as one of the world’s great cuisines, and your taste buds will be very grateful. Whether it’s a large formal party or small family gathering, Istanbul Restaurant City Of Birmingham is the perfect place to host your special event or simply enjoy a meal in the friendly and relaxing atmosphere. Turkish food is very healthy, and is always made from good fresh ingredients. The restaurant has an exceptionally wide and varied menu, taken from the best of traditional Turkish regional and national dishes. You can’t fail to find lots of delicious things on the menu, with so much to choose.

We sincerely hope you will visit us and have an enjoyable experience. We would like to share a part of our Traditional Turkish culture and cuisine and rekindle your dining experience.

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TEL: 0121 448 52 23
Healthwatch is the new consumer champion for health and social care in England. We give children, young people and adults a powerful voice—making sure their views and experiences are heard by those who run, plan and regulate health and social care services.

By making sure the views and experiences of all people who use services are gathered, analysed and acted upon, we can help make services better now and in the future. Healthwatch actively seeks views from all sections of the community, especially from those who sometimes struggle to be heard and not just those who shout the loudest. We also encourage health and social care providers, regulators and planners to hear directly from people themselves.

Healthwatch has two parts: the nationally focused Healthwatch England and 152 community-focused local Healthwatch. Together we form the Healthwatch network, working closely to ensure consumers’ views are represented nationally and locally.
What does Healthwatch Birmingham do?

Healthwatch Birmingham helps people get the best out of their local health and social care services, shaping them to be the best they can. Healthwatch Birmingham is all about the local voices being able to influence the delivery and design of local services not only for those who use them now but for anyone who may need to.

Healthwatch Birmingham:

- Provides people with information, advice and support about local health and social care services
- Gathers views and experiences on the way services are delivered by those who use them
- Have the power to enter and view adult health and social care services to get a feel for how they are providing services
- Influences how the services are set up by having a seat on the local Health and Wellbeing Board
- Passes information and recommendations to other local Healthwatch, Healthwatch England and Care Quality Commission

For more information about Healthwatch Birmingham or to leave feedback please contact:

Healthwatch Birmingham,
PO Box 16875, Birmingham, B16 5TN
Telephone: 0800 652 5278
Email: info@healthwatchbirmingham.co.uk

www.healthwatchbirmingham.co.uk
Halesowen based, Stiled Home Services, were inspected in March by the Care Quality Commission who are responsible for checking whether hospitals, GPs, care homes, dentists and services in your home are meeting national standards.

The routine inspection analysed the whole operation and included interviews with staff and service users to establish the overall effectiveness and integrity of the services being delivered. The inspection focused on five key areas:

1. Treating people with respect and involving them in their care.
2. Providing care, treatment and support that meets peoples needs.
3. Caring for people safely and protecting them from harm.
4. Staffing.
5. Management.

Stiled met or exceeded the requirements of all five of these key areas during the inspection.

The managing director Christine McManus said:

“We were delighted with the positive outcome of the inspection. “To have confirmation from this renowned authority that we are providing our clients with care of the highest standard is a wonderful endorsement for both the company and our staff.”

As a business Stiled Home Services has grown with great care and control to ensure that all service users are given the care and attention that they deserve.

Originally the company started as a cleaning company but evolved as “Companion Cleaning” to fill a gap that existed for its clients. This led the company towards becoming a care agency as more services were introduced.

The company always respects the client’s dignity and maintains excellent relationships.

This was confirmed by the clients who were interviewed by the CQC, all stated how delighted they were with the care they were being given and they recalled many occasions where the company had exceeded expectations.

“The interviews with clients and staff were chosen at random so we know the comments were genuine and heartfelt,” said Christine.

The company provides a full range of care services from help with washing, cleaning, cooking or any household tasks to specialist dementia care or respite care to provide families with a much needed break.

They tailor each care plan to take into account the specific needs of the individual and can provide from as little as half an hour a week to full time 24 hour care.

All services are delivered with compassion, dignity and integrity, so clients can maintain their independence whilst remaining in their own home safely and comfortably.

To find out more about Stiled Home Services take a look at their website www.stiled-homeservices.co.uk, or for a quick chat about your circumstances call 0121 421 3733.
CARE AGENCIES - ADVERTISEMENT FEATURE

A care home specialising in the continuing healthcare management of people with advanced dementia or mental disorder

Willowbrook Care Home

Specialising in the continuing healthcare management of all age persons with a dementia type pathology and others with a mental disorder.

Willowbrook is a registered care home comprising of two separate nursing care suites, one for persons with an enduring mental illness sometimes characterised by episodes of challenging type behaviour and a second for persons with a dementia type pathology together with a challenging behaviour profile. These clients include those of working age.

The Home layout is of a safe modern design and odour free. The Registered Manager is an experienced Nurse Practitioner and specialist trainer supported by 2 Clinical Managers. In addition, there are Staff Nurses, Senior Carers, Carers and Hotel Services Staff. The aim of the Home is to provide a safe and proactive environment offering a continuation of recovery, reablement and normalisation type care models.

Our Services
Client groups include:

- Working age dementia
- Advanced dementia older age
- Huntingtons chorea
- Schizophrenia
- Bi-polar disorder
- Depression
- Challenging behaviour

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www.sanctuary-care.co.uk
Sanctuary Care Limited is a subsidiary of Sanctuary Housing Association, an exempt charity

Zest Care

Zest Care own and operate five specialist nursing homes across the UK, aiming to provide the highest standards of individualised care to all of our residents in a clean, safe and friendly environment.

Bramley Grove Care Home
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Sandon Dental is a large, well established dental practice which has been serving Bearwood and the surrounding area for over 60 years. Many of our patients have been registered at the practice since it first opened.

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Nothing is more beautiful than a healthy smile

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New Routes Fostering Service, Coleshill, Birmingham.

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FOR AN INFORMATION PACK PLEASE PHONE 01675 434020
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Fostering appeals to different people for different reasons. For some, fostering can be a way of ‘giving something back’ for others a career change or progression. Whatever the reason, foster carers are dedicated and committed to improving children and young people’s lives.

Family Options knows how demanding but rewarding fostering can be. As a small agency one of the most significant things carers want is support.

Sarah and John McCarthy, foster carers since 2009, comment that, “as yet we have not experienced the limits of the care and support Family Options have been prepared to offer us.”

Fleur Johnson, the agency manager, says there is still confusion about ‘what you need’ to become a foster carer and suggests contacting the agency with any questions. The only criteria is that you have a spare bedroom, or two if you want to foster siblings. Age, gender, sexual orientation and ethnicity won’t stop anyone fostering.

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*£199 Advance Payment on Auris Touring Sports Active 1.33 manual. Models shown are: AYGO Mode 1.0 VVT-i 3 door manual at NIL Advance Payment, Yaris Icon plus 1.0 VVT-i 5 door at NIL Advance Payment, Auris Icon 1.33 manual at NIL Advance Payment, IQ 1.0 VVT-i 3 door manual at NIL Advance Payment, Verso Active 1.6 manual at £595 Advance Payment and Auris Touring Sports Icon 1.33 at £645 Advance Payment. Subject to availability. Offer subject to change on 1st July 2014. Available as part of the Motability Contract Hire Scheme.

AYGO Mode 1.0 VVT-i 3 door manual. Official Fuel Consumption Figures in mpg (l/100km): Urban 55.4 (5.1), Extra Urban 74.3 (3.8), Combined 65.7 (4.3), CO₂ Emissions 99g/km. Yaris Icon plus 1.0 VVT-i manual. Official Fuel Consumption Figures in mpg (l/100km): Urban 46.7 (5.8), Extra Urban 65.7 (4.3), Combined 58.9 (4.8). CO₂ Emissions 111g/km. Auris Range Official Fuel Consumption Figures in mpg (l/100km): Urban 34.9 (8.1) - 80.7 (3.5), Extra Urban 54.3 (5.2) - 85.6 (3.3), Combined 45.6 (6.2) - 78.5 (3.6), CO₂ Emissions 143g/km - 84g/km. IQ 1.0 VVT-i 3 door manual. Official Fuel Consumption Figures in mpg (l/100km): Urban 55.4 (5.1), Extra Urban 70.6 (4.0), Combined 64.2 (4.4). CO₂ emissions 99g/km. Verso Active 1.6 6-speed manual. Official Fuel Consumption Figures in mpg (l/100km): Urban 34.0 (8.3), Extra Urban 50.4 (5.6), Combined 42.8 (6.5). CO₂ Emissions 154g/km. The mpg figures quoted are sourced from official EU-regulated test results. These are provided for comparability purposes and may not reflect your actual driving experience.