



# *your*trust

## Winter 2009/10

THE BULLETIN FOR STAFF AND MEMBERS OF THE DUDLEY GROUP OF HOSPITALS



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*your*  
**hospital**  
of choice



## Champion boxer's visit proves a knockout success

**Champion boxer Frank Bruno was a knockout success with patients and staff when he dropped in at Russells Hall Hospital for a surprise visit.**

Frank showed he still packs a punch with fans as he was shown around Therapy Services, A2 Orthopaedics and C4 Georgina ward in November.

Frank, who was crowned heavyweight champion of the world in 1995, chatted with patients and staff, posed for photographs and handed out free copies of his autobiography, *Fighting Back*, during his hour-long visit.

Frank said it was always nice to meet his fans.



*Frank Bruno is pictured with members of the Therapy Services department during his visit to Russells Hall Hospital.*

"I've visited many hospitals over the years and it's always nice to meet fans and hopefully make them feel a bit better," he said.

The 48-year-old was invited to the hospital by security guard and boxing promotions manager, Pete Jackson.

## Do you know your NHS number?

**Staff from the Trust dressed up as well-known TV characters to encourage patients and staff to use their NHS number.**

Scott Ellis, Lee Fieldhouse-Coates, Adam Marsters and Rachael Swene donned black wigs, white vests and red shorts to promote the Know Your Number campaign and raise people's awareness of their NHS numbers.

The quartet cruised the corridors of Russells Hall Hospital handing out leaflets and cards where people could write their number and keep it in their wallets and purses.

The aim of the campaign is to improve healthcare in Dudley by

enabling staff to find patient records more easily and quickly and is part of a wider nationwide push to encourage people to find out what their number is.

Every person who is registered with the NHS in England and Wales has a unique patient number made up of ten digits ensuring they are uniquely identifiable.

The 10-digit number, which is normally displayed in a 3-3-4 format, was introduced in 1996 and since October 2002 every baby born in England and Wales has been issued with a number from birth.



*(Top to bottom) Scott Ellis, Adam Marsters, Lee Fieldhouse-Coates and (front) Rachael Swene encourage people to remember their NHS number.*

## Message from the Chairman



So, another year has passed and I am already wishing everyone the best of health and happiness for the New Year. Reflecting on the last 12

months, our critical care outreach team was shortlisted for a national patient safety award and our Committed to Excellence evening proved an enjoyable event in recognition of those staff who had been nominated for awards for outstanding achievements. The Council of Governors are settling

into their new roles and we are working hard to ensure we provide the right development opportunities for them and work has started on our all important new multi-storey staff car park.

I am writing this article at a time when the UK is facing very challenging economic times and the NHS will not be immune from carrying its share of the burden over the coming months and years. We know that there will be hard financial times ahead but we are working with our partners across the health economy, especially the Primary Care Trust, to ensure we continue to make the best possible use of the resources we have

available to provide care for all the people we serve.

On a lighter note, you will have read above about our recent visit from Frank Bruno who brought some festive cheer to many of our staff and patients.

After a long and successful spell at the helm, Paul Farenden retired at the end of September and we welcomed Paula Clark as our new Chief Executive. Paula has settled in well and we wish her every success for the future.

So a sincere thank you to all our staff for your dedication and hard work and best wishes for 2010.

**Alf Edwards**  
Chairman



# Message from the Chief Executive

**I am pleased to take this opportunity to introduce myself to the members of our Trust and realise that I have joined The Dudley Group of Hospitals during a time when the media are taking us to task over various reports we have received from our regulators.**

I for this reason would like to dedicate this article to explaining some of the information you may have heard or seen in the media recently. I am certain we will make improvements where needed and hope for a better rating next year from the Care Quality Commission (CQC). I have been in post just over three months now and I am certain the warm caring staff I have met so far and the absolutely first class facilities we have here in Dudley, will ensure we continue to provide the best possible care to our patients.

You may have read press reports that the Care Quality Commission (CQC) made an unannounced visit in September to inspect the Trust against the code of compliance for the Hygiene Code. We welcomed the CQC's report and were saddened that they found certain areas of the Trust to be below the standards both they and we would expect for our patients. We have been doing everything in our power to ensure we improve our performance. We are very pleased to announce that a follow up visit on November 5th found us much improved with no evidence that the Trust has breached the regulation to protect patients, workers and others from the risks of acquiring a healthcare-associated infection.

It is important we also remember the very hard work and success of the Trust in reducing our infection rates dramatically. Both MRSA and C.difficile rates have been consistently below the national average since July 2007 and April 2008 respectively. The CQC also gave the Trust unconditional authorisation in February 2009 based on its previous findings.

We were very disappointed by this report, which showed our standards of cleanliness, in three areas inspected, to be below what we would wish for all our patients and are committed to ensuring we are back on track with our usual high quality of care.

## CQC Health Check

The CQC each year gives all NHS trusts in the country a rating for the way we manage our finances and the quality of services we provide. For 2008/09, the CQC have rated us:

- Quality of services = weak
- Quality of financial management = excellent

As well as providing an overall rating, the assessments look at how well healthcare organisations perform in a number of different areas of interest to patients and the public. The scores below show how these particular assessments were met for our Trust.

Note: some of these assessments count more than others in the overall quality score.

- Safety and cleanliness: **12/14**
- Waiting to be seen: **8/12**
- Standard of care: **7/7**
- Dignity and respect: **9/9**
- Keeping the public healthy: **4/5**
- Good management: **16/18**

We are pleased to receive top marks for standard of care and dignity and respect for our patients, but are extremely disappointed by the overall rating of weak for quality of services. A weak rating for quality of services is not acceptable and we have already improved in several areas in which we underachieved.

**Paula Clark**  
Chief Executive



# Car park update



*Artists impression of the new staff car park*

## Work on the new 691-space staff car park has now begun.

Remedial work to prepare the ground was started on Monday 7th December and hoardings have been erected around the site.

Next, holes under the site will be filled with a concrete slurry material before the ground is compacted in readiness for the construction of the foundations.

The work is scheduled to take

40 weeks and the car park should be ready for use by the autumn.

Capacity on the existing staff car park at the rear of the hospital has been reduced and, during the construction of the new facility, parking will be limited to 72 cars.

A one-way system and barrier controls are already in place and fixed penalty notices will also apply in this area.

## Safeguarding vulnerable adults

**Safeguarding vulnerable adults from abuse is everyone's responsibility and The Dudley Group of Hospitals is committed to making sure all concerns and suspicions are dealt with in a professional manner.**

The Trust trains staff to recognise the seven signs of abuse, which include psychological, neglect, financial, discrimination, physical, sexual and institutional, and works closely with social services to make sure any concerns are followed up and investigated.

A vulnerable adult is defined as someone who is, or who may be, in need of community care services because of mental or other disability, age or illness; or who is, or may be, unable to take care of themselves or unable to protect themselves against harm or exploitation.

If you are a member of staff and have a concern, please call Judith Paige on **extension 2224** or the Trust's social work team on **extension 5819**. For other concerns or more information please contact the Dudley Adult Safeguarding Unit on **01384 818543**.

# Swine flu update

**Although swine flu has fallen from the headlines in recent weeks, and the number of cases continues to drop, people are being reminded to remain vigilant as winter begins to bite.**

Coughs and sneezes should always be caught in a tissue, tissues should always be thrown away in a bin quickly afterwards and hands and surfaces should be cleaned regularly to kill the virus.

If you develop flu-like symptoms and are concerned you may have swine flu, please **DO NOT** attend A&E unless your condition is an emergency.

You should stay at home and check your symptoms with the National Pandemic Flu Service by either logging on to [www.direct.gov.uk/pandemicflu](http://www.direct.gov.uk/pandemicflu), by calling **0800 1513100** or Textphone **0800 1513200**.

If you have a hospital appointment and you are feeling unwell and think you might have swine flu, you should phone the number on your appointment letter for advice.

If you have not been suffering from any symptoms, please attend your appointment as planned – there is no need to phone in these circumstances.



## Football stars bring festive cheer to Children's Ward

**Stars from West Bromwich Albion put a spring in the step of poorly youngsters at Russells Hall Hospital when they made their annual festive visit.**

Players from the club, which is famous for its fans' Boing Boing chant, dropped in just before Christmas to hand out presents to patients on the Children's Ward.

Scott Carson, Roman Bednar, Graham Dorrans, Simon Cox, Reuben Reid, Shelton Martis, Chris Wood and Paul Downing also spent time signing autographs, chatting and having their photographs taken with the children, their parents and the staff.

Goalkeeper Scott Carson said the visit had made him feel really grateful, especially after one of his sons was kept in hospital for a couple of days after his birth.

"As a father myself, it makes you realise you should be grateful for what you've got," he said. "You shouldn't take anything for granted and coming to the hospital makes me really grateful.

"I've got two boys. There were no problems with the first one, but with the second one, Harley, we had to stay in for a couple of days, and those were the longest couple of days ever for me and my wife.

"I spoke with some of the parents, some of whom have been here for weeks and even months on end, and for some of them it must be a really difficult time."



West Bromwich Albion and England goalkeeper Scott Carson is pictured with one of the Children's Ward's youngest patients.

## Trust's finance director takes up prestigious national post

**The man charged with steering the Trust through the turbulent waters of the current recession has taken on another responsible role as President of the national organisation representing professional healthcare accountants.**

Finance director Paul Assinder was elected to the prestigious post of National President of the Healthcare Financial Management Association (HFMA) at the organisation's annual conference in London in December.

Paul, who has worked for the Trust for four years, will hold the post for a year, during which time he will fulfil speaking engagements on the association's behalf, write columns for the industry magazine and meet with the people responsible for shaping the future of the NHS.

Paul said he was genuinely honoured to hold such a prestigious position. "I was absolutely delighted to be asked," he said. "It's a real honour because the president has to be nominated by other members of the profession.

"It's doubly prestigious to hold the position this year as 2010 is the organisation's 60th anniversary. There will be a lot of celebrations and the theme of my tenure will be 'Looking Forward, Looking Back'. I am a great believer that we can learn lessons from the past which will stand us in good stead during an uncertain future.

"My role is to represent the interests of the association's 3,500 UK members. I'll be speaking at conferences around the UK and writing a regular column for the organisation's monthly magazine, which is read widely throughout the NHS and the wider accountancy profession. I'll also be representing the UK at international conferences, including one in Nashville, Tennessee, in the United States in June.

Paul said he hoped the appointment would help benefit the Trust, especially with the NHS about to face a challenging time as the recession starts to bite.

"I'll be having lots of formal meetings with people like Bill Moyes, chairman of foundation trust regulator Monitor, and the NHS' chief executive David Nicholson, as well as representatives from the Welsh and Scottish assemblies," he said.

"I think this will be of benefit to the Trust because it will give me a good insight into national policy and what the politicians are thinking.

"I'll also be asked what the HFMA thinks about potential changes in NHS policy, so the Trust should be well placed to position itself for changes in direction.

"We're facing probably a decade of financial restraint in the NHS so it's vitally important we're well placed to cope with this challenge.

"The trick will be learning how to work smarter and slicker. We have to identify more efficient methods of caring for patients, but which are also faster and safer than at present. Fortunately we have staff who have proved before that they are receptive to new ideas and Dudley is well placed to weather the storm."



# Cardiology experts had their fingers on the pulse at health fair

Cardiology experts had their fingers on the pulse of the region's heart health at the Trust's third health fair.

The fair, which also incorporated the Trust's annual general meeting, was held at The Copthorne Hotel in Brierley Hill in September and attracted more than 90 people.

Visitors were able to have their pulse and blood pressure taken, their Body Mass Index measured and find out more about the services offered by the Trust as they browsed a number of cardiac-related and other stands which were manned by specialists.



*Harry Patel measures a visitor's lung capacity.*

The evening featured talks from experts, including consultant cardiologist Dr Jane Flint and cardiac specialist nurse Anne Cartwright, who told the audience about the groundbreaking work carried out at the Trust which now has one of the most comprehensive cardiology services in the country.

The pair also talked about the work the Trust is doing to improve the heart health of the local population, which includes pioneering rehabilitation and prevention programmes.



*Shirley Robinson measures a visitor's oxygen levels.*

After the health fair, the annual general meeting was held which included an overview of 2008/09 by the Trust's outgoing chief executive Paul Farenden and a presentation of the accounts by finance director Paul Assinder.

Director of nursing Denise McMahon presented a report about the work the Trust is doing to improve the quality of care received by patients and there were also presentations of the auditor's report and the Trust's charity report.



*Angela Murray demonstrates how the glowbox works.*

# Top award for cardiac consultant

The main speaker at the health fair was Jane Flint, the Trust's consultant cardiologist, who recently received a prestigious award for her outstanding work in the field of cardiology.

Dr Flint received a silver Advisory Committee on Clinical Excellence Award (ACCEA) which is given to recognise and reward the exceptional contribution of NHS consultants who have gone over and above that normally expected in a job, the values and goals of the NHS and patient care.

Dr Flint, who has worked for the Trust for 21 years, said she was delighted to have received the award.

"I received a bronze ACCEA award in 2002, so I'm delighted to now receive the silver award because of the professional recognition," she said.

"You have to demonstrate your achievements and that you've developed, delivered and managed a high-quality service and contributed to the NHS through research.

"As well as being a personal achievement, it's recognition for the Trust and the colleagues who've helped and supported me during my time at the Trust."



*Jane Flint at our AGM in September*

## Dozens attend tours of hospital wards and Pharmacy

The popularity of the Trust tours continues to grow and the last tour of wards at Russells Hall Hospital in October proved to be the most successful yet.

Due to the numbers of members who wanted to attend the tour, people were split into four groups and taken around Ward C3 General Medicine and Ward A4 Acute Stroke; Day Surgery Unit and C5 Respiratory; Children's Ward and Neo-Natal and Accident and Emergency Department and Emergency Assessment Unit.

The groups spent about half-an-hour in each area where they were shown the facilities and had the chance to question members of staff.

In November, members from Dudley LINK and Trust Governors were taken on a tour of the Pharmacy department.

Clinical director Richard Cattell and his team took the group on a behind-the-scenes tour to see the cutting edge technology used to prepare and dispense a huge range of medicines.

The tour included a look at the Aseptic Unit that uses sophisticated 'clean room' technology to prepare highly toxic drugs for the treatment of cancer.

The group also heard about the mobile computers on wheels which are used on the wards for the ordering and dispensing of drugs and were introduced to the Pharmacy's resident robot which tirelessly packs, picks and maintains a large proportion of the drug stock.

## Dates for your diary

### January

**13th – Members Trust Tour**

10.00am to 12.00pm

Clinical Education Centre, Russells Hall Hospital

### February

**18th – Council of Governors meeting**

6.00pm to 8.30pm

Clinical Education Centre, Russells Hall Hospital

**25th – Members Health Fair**

6.30pm

Clinical Education Centre, Russells Hall Hospital

### March

**11th – Members Trust Tour**

10.00am to 12.00pm

Clinical Education Centre, Russells Hall Hospital

### April

**8th – Council of Governors meeting**

6.00pm to 8.30pm

Clinical Education Centre, Russells Hall Hospital

### May

**6th – Members Trust Tour**

5.30pm to 7.30pm

Clinical Education Centre, Russells Hall Hospital

### July

**8th – Council of Governors meeting**

6.00pm to 8.30pm

Clinical Education Centre, Russells Hall Hospital

### August

**19th – Members Trust Tour**

1.00pm to 3.00pm

Clinical Education Centre, Russells Hall Hospital

### October

**6th – Members Trust Tour**

10.00am to 12.00pm

Clinical Education Centre, Russells Hall Hospital

**21st – Council of Governors meeting**

6.00pm to 8.30pm

Clinical Education Centre, Russells Hall Hospital

Please let the Foundation Trust office know on **01384 456111 extension 1419** or email **foundationmembers@dgoh.nhs.uk** if you would like to reserve a place at any of the events so we can cater for numbers.

## Keep up-to-date by email



With a membership base of 10,000 and growing, it's more important than ever that we keep you up-to-date with the latest news from the Trust.

The most efficient, green and economic way of doing this is by email and we're trying to build up a database of our members' email addresses so we can let you know about Trust events or the latest news as soon as possible, and also send you the Your Trust newsletter in this way.

To help the Trust keep in touch, let the Foundation Trust office know by emailing **foundationmembers@dgoh.nhs.uk** or by calling **01384 456111 extension 1419**.

# VIP INVITATION

Come and join us at the Trust's fourth Health Fair 'Getting You Moving' and find out about some of our clinical and specialist support services.

Members of the public and staff are invited to attend the Health Fair on:

**Date:** Thursday 25th February 2010

**Time:** 6pm for refreshments, 6.30pm start

**Venue:** Clinical Education Centre, 1st Floor C Block  
Russells Hall Hospital

The event will include:

- Displays from services such as Pharmacy, Dietetics, Wheelchair Services, Therapy and Maxillofacial departments
- Opportunity to speak to our staff from various clinical and specialist support services

Anyone wishing to attend should register by contacting the Trust Foundation Trust office on **01384 456111 extension 1419** or email **foundationmembers@dgoh.nhs.uk**



# Trust plays part in hard-hitting poster campaign

**Wired to hospital machinery, the young girl stares lifelessly into space as a nurse desperately tries to resuscitate her.**

Dressed up for a night on the town, instead the girl lies dead on a hospital trolley, the latest victim to succumb to the potentially deadly consequences of mixing cocaine and alcohol.



Lights, camera, action! Photographer Phil Riley takes the picture that will be used to promote the Drop Dead Gorgeous Campaign. Looking on are sister Rachel Denning and lead nurse Lynn Thompson.

The thought-provoking poster is part of the Drop Dead Gorgeous campaign which was launched over the Christmas period to try and make people think twice about mixing cocaine and alcohol.

Shot in the Emergency Department at Russells Hall Hospital, the photo shoot featured lead nurse Lynn Thompson and sister Rachel Denning, and made imaginative use of porridge to imitate vomit.

Lynn is even featured on the poster, looking down at the 'victim' who is actually 20-year-old Laura Haynes who works for West Midlands Police in Brierley Hill.

The campaign is the brainchild of Safe and Sound, Dudley's community safety partnership which is made up of various organisations, including The Dudley Group of Hospitals, Dudley Metropolitan Borough Council and West Midlands Police.

Deb Edmonds, communications officer for West Midlands Police, said mixing cocaine and alcohol together produced a highly toxic substance called cocaethylene.



The completed poster that was shown at pubs and clubs across the region over Christmas and the New Year.

"Cocaethylene makes the heart race and increases the risk of sudden death by 21 times," she said. "It also increases the heart rate by three to five times more than drinking alone and can cause a range of severe physical and psychological effects.

"We hope this campaign will raise awareness of the dangers of mixing cocaine and alcohol."

## Popular TV programme filmed at Russells Hall

The highly specialised work of one of the Trust's consultants will feature on a popular television programme about sensitive medical problems.

Consultant urologist and plastic surgeon Paul Anderson will appear on Channel 4's Embarrassing Bodies in the spring treating a 60-year-old patient.

There will be more information about the programme, including the date and time it will be aired, in the next edition of Your Trust.

## Make a difference with Dudley LINK

**Would you like to make a difference to the way health and social care is delivered in Dudley?**

If you'd like to have a say, why not join Dudley LINK, an organisation which finds out what people like and dislike about local services and works with the people who plan and run them to help make them better.

Dudley LINK is made up of individuals and community groups who work together to improve local health and social care services.

By joining Dudley LINK, you can:

- Help influence those who make decisions about new or existing health and social care services
- Help services provide better care
- Help the community speak with a stronger local voice
- Get attention for neglected issues or ideas about services

If you'd like to get involved, call Maxine Makin on **07595 778034**, email [dudleylink@sure-trust.org.uk](mailto:dudleylink@sure-trust.org.uk) or log on to [www.dudleylink.org.uk](http://www.dudleylink.org.uk)



# Choose Well this winter

## If you catch a nasty cold that you just can't shake off this winter, would you know the best place to go for treatment?

In order to help patients choose the best care for them in the coming months, the NHS has launched Choose Well, a campaign to help people link their symptoms with the NHS service which is right for their illness.

The campaign uses a colour coded thermometer which is split into six colours, ranging from blue (least serious) to red (most serious).

### Self-care

Self-care is the best choice to treat very minor illnesses and injuries. A range of common winter illnesses and injuries can be treated at home simply by combining a well-stocked medicine cabinet with plenty of rest.

Ensure your medicine cabinet is well stocked with:

- Paracetamol
- Anti-diarrhoeal medicine
- Rehydration remedy
- Indigestion remedy
- Plasters and a thermometer

### NHS Direct

For internet information on all aspects of health and healthcare, log on to [www.nhs.uk](http://www.nhs.uk). It allows you to check your symptoms, check hundreds of conditions and treatments and find telephone numbers and addresses for most NHS organisations, including hospitals and GPs.

You can call NHS Direct on **0845 4647** for confidential health advice and information around the clock.

### Pharmacist

Visit your pharmacy when you are suffering from a common winter health problem that does not require being seen by a nurse or doctor. Your pharmacist can provide advice on common winter illnesses and the best medicines to treat them.

To find your local pharmacy's opening hours, log on to [www.dudley.nhs.uk](http://www.dudley.nhs.uk)

### GP

If you have an illness or injury that just will not go away, make an appointment with your local GP. They provide a range of services by appointment, including medical advice, examinations and prescriptions. When absolutely essential, GPs can also provide home visits out-of-hours.

To find your local GP surgery, log on to

[www.nhs.uk/servicedirectories](http://www.nhs.uk/servicedirectories) or call NHS Direct on **0845 4647**.

You can also visit

[www.dudley.nhs.uk](http://www.dudley.nhs.uk) or call NHS Dudley on **01384 366066**.

### NHS Walk-in Centre

Walk-in centres treat minor illnesses and injuries that do not need a visit to A&E. The Dudley Borough Walk-In Centre is open from 8am-8pm Monday to Sunday. You do not need an appointment and will be seen by an experienced nurse.

The Dudley Borough Walk-In Centre is located at Holly Hall Clinic, Stourbridge Road, Dudley, DY1 2ER.

For more information, call

**0330 1239225** or log on to [www.dudleyboroughwic.nhs.uk](http://www.dudleyboroughwic.nhs.uk)

### A&E or 999

Accident and Emergency departments should only be used in a critical or life-threatening situation. A&E departments provide immediate emergency care for people who show the symptoms of serious illness or who are badly injured. Dialling 999 and stating a medical emergency will result in a response vehicle being sent to your location.

Your local A&E department is situated at Russells Hall Hospital, Pensnett Road, Dudley, DY1 2HQ. The department is open 24 hours a day, 7 days a week. For more information, log on to [www.dgon.nhs.uk](http://www.dgon.nhs.uk)



# Welcome and goodbye

## New starters

The Trust has been joined by a new undergraduate video manager.

Based in the Medical Photography and Illustration department, Ed Shovelton has the responsibility of providing and managing technical support for audio-visual projects to facilitate Undergraduate and Postgraduate teaching.

Clinicians and healthcare staff who require the production of video material for educational purposes can contact Ed via the Meet the Team section on the Undergraduate Centre Hub page.

Among the new consultants to arrive at the Trust in the past three months is Dr Hassan Paraiso who has joined the Emergency Assessment Unit at Russells Hall Hospital.

Dr Paraiso, who trained in Cameroon and qualified as a doctor in 1995, arrived in the UK in 1999 and has worked in a variety of roles at various trusts around the country.

His specialty is in General (Internal) Medicine and Acute Medicine and he has a special interest in medical legal issues.



The Trust's new undergraduate video manager Ed Shovelton



New consultant Dr Hassan Paraiso

## Long-serving staff to enjoy a well-earned retirement

The last quarter saw the usual comings and goings of staff, including four workers who have clocked up more than 50 years of service for the Trust between them.

In October, Dr Gontle Moleele left her post as consultant physician and endocrinologist after seven years with the Trust to take up a position thousands of miles away in Gaborone, Botswana.

She was followed later in the month by Dr Adrian Hamlyn who retired after 20 years with the Trust during which time he founded the specialist

gastroenterology and liver departments at Russells Hall Hospital.

Phil Kinsella, Interserve's Energy Manager, retired after joining the Trust in 1979 during which time he saw the building of Russells Hall Hospital while serving in various roles.

The trio was trumped by Angela Hodgson, however, who finally called it a day after a staggering 50 years of service to the NHS.

Superintendent radiographer Angela joined the Trust in 1984 and started a well-earned retirement with a six-week tour of Australia and New Zealand.



Colleagues of Dr Gontle Moleele bid her farewell as she leaves to start a new career in her homeland of Botswana.



Dr Adrian Hamlyn is presented with his leaving gift by Jenny Hadley, Karen Fisher and Gayle Smith.



Angela Hodgson says her goodbyes to radiography staff before embarking on a well-earned holiday to Australia and New Zealand.



# Bigger room is home sweet home for orthotics department



The Trust's orthotics team settle into their new home. Pictured are (back l to r) Keith Blunn, David Deeley, Laura Mould and (front) Emma Jones.

**Members of the Trust's orthotics department are settling into their new home following a move which will enable the team to expand their in-demand service.**

The team – which is made up of principal orthotist David Deeley, senior orthotist Keith Blunn and orthotist Joanna Mackenzie and administrators Jennifer Nock, Laura Mould and Louise Collins – has moved to a room in the Therapy Unit at Russells Hall Hospital.

The team, which provides devices to improve stability, for example surgical braces, leg supports and customised footwear, supports a wide range of services, including paediatrics, orthopaedics, rheumatology, diabetes, chemotherapy and maternity.

David said he was delighted with the new room which would help the

team reduce patient waiting times and provide more multi-disciplinary clinics to the various services it supported.

"The previous room we were based in was very small which limited the amount we could expand the service," he said.

"Because of the 90 per cent increase in work in the past four years, we needed a bigger area to accommodate the staff and equipment. This new room will help us treat patients quickly and in more comfort."

David added the team still carry out clinics at Corbett Hospital.

For more information, call our switchboard number on **01384 456111** and ask to speak to the orthotics team at Russells Hall Hospital or Corbett Hospital.

## Maxifax team on top of the world after winning prestigious award

The Trust's maxillofacial team are celebrating after winning another award for their pioneering breast prosthesis work.

The team – which is made up of David Heath, Kevin Brown and Sally Lane – have recently returned from the Institute of Maxillofacial Prosthetists and Technologists' (IMPT) bi-annual conference in Belfast where they won the Wim de Ruiter Delft plate for outstanding scientific technical display or workshop.

The team won the prestigious award after designing a poster to promote a new technique they have patented in producing a light-weight breast prosthesis for women who have had a mastectomy.

It caps a highly successful year for the team after Sally was tipped as being 'one to watch' at the 2008 MidTECH awards after developing the new technique together with David.

David, who attended the conference with Kevin, said the team was delighted to have won the award.

"The conference is attended by maxillofacial prosthetists from around the world, so to receive this award is very special," he said.

"There were colleagues from as far away as Canada and India and there were about 30 entries into the competition."



Maxillofacial prosthetists David Heath (centre), Kevin Brown and Sally Lane proudly display the Wim de Ruiter Delft plate award they won for their light-weight breast prosthesis poster

# Your Governors

**My name is Darren Adams, Public Elected Governor for the Stourbridge constituency of The Dudley Group of Hospitals NHS Foundation Trust, and recently elected by the Council of Governors to a newly created post as its Lead Governor.**

## What does this mean you may ask?

Broadly speaking the Governors' responsibilities can be divided into two areas:

- holding the Board of Directors to account for the performance of the Trust;
- representing the members' interests and bringing these to bear on the future development of hospital services.

These and other duties will be the subject of a future article in the Governors' section of this newsletter where they will be covered in more detail.

By law the Chair of the Board of Directors of the Trust must also be the Chair the Council of Governors which in certain circumstances may give rise to a potential conflict of interest. The role of the Lead Governor was created



therefore to assist the Council of Governors in situations where it is inappropriate that the Council be led by the Chair or his nominated Deputy such as:

- leading the Council and chairing meetings in certain situations;
- deputising for the Chair when required;
- providing an independent link between the Council and external bodies such as the FT regulator, Monitor;
- facilitating effective communications between the Council and the Board of Directors.

As far as current Governor focus goes, two key things are on our agenda at the moment:

- to ensure the Trust reviews feedback from the Mid Staffordshire situation and learns from the issues raised at Mid Staffordshire hospital
- to support the Trust in improving the patient flow through the hospital and therefore meet the national four-hour waiting time in the Emergency Department.

As a member of a Foundation Trust, you genuinely get to have a say in the future of **your** hospitals. I encourage you to engage with your Governors and help us to ensure that your views are heard and local services are developed with your needs taken into account.

On a personal note, I believe that this Trust provides a good and honest health service to its patients and I am confident that both ongoing local changes and those brought about from the wider NHS will continue to bring the improving service we all deserve. After all, the NHS is one of the only services which, although we feel it could do better on the odd occasion, we know in the back of our minds will be there when we really need it, 24 hours a day, 7 days a week, 365 days a year!

Despite some recent publicity, I know that the Governors recognise and acknowledge the hard work and terrific effort put in every day by the

staff at the Trust, often under pressure, yet always striving to provide a high standard of care for their patients. Those efforts deserve recognition and through the pages of this newsletter I wish to say a big **THANK YOU** on behalf of the Trust's Council of Governors.

Finally, I would like to conclude by saying that I am honoured to be serving in the capacity of Lead Governor and look forward to leading the Council for the good of the staff, the members and the wider population.

Kind Regards,  
**Darren Adams**

*Like my fellow Governors, I can be reached through the Foundation Trust office at [governors@dgoh.nhs.uk](mailto:governors@dgoh.nhs.uk) or alternatively at [darren.a.adams@live.co.uk](mailto:darren.a.adams@live.co.uk)*

## Governors out and about

**In the last quarter, the Trust Governors have been out and about attending a variety of public engagements within our community.** Di Jones, Public Elected Governor, South Staffordshire, recently attended the Moss Grove Surgery Patient Panel meeting providing an informative talk to the group followed by a lively question and answer session. We will be interested to hear from any of our members who would like the Trust to attend community meetings in their area. Contact Helen Board on **01384 456111 extension 1168** or email [foundationmembers@dgoh.nhs.uk](mailto:foundationmembers@dgoh.nhs.uk)





# Governor turns full circle

**The Trust's newest Governor has come full circle from the days when he used to play as a small boy on the farmland where Russells Hall Hospital now stands.**

After growing up in Holly Hall and playing on Hickman's Farm, Peter Totney left Dudley to study French in Switzerland before serving in the RAF.

After leaving the services, Peter refereed at the top level of English football, coached soccer in the United States and helped set up a furniture removal service in Europe before settling back in Kingswinford, just a couple of miles from where he grew up.

The globetrotting 74-year-old, who was awarded an MBE in 1986 for his services to football and the government in audit investigation and prosecution, has now turned his attentions to the Trust where he hopes to make an impression as the Public Elected Governor for Brierley Hill.

"I've been looked after by the Trust on many occasions and have always received good treatment," he said.

"I'm a firm believer that if I can give back some of what I've received, then I will, which is why I stood to be a Governor.

"I want to make people realise how good the service the Trust provides is.

"I'm looking forward to playing an active part and hopefully spreading the message and building up the Trust's membership.

"I want to act as a go-between between community and the Trust management and report public opinions back to the people who are responsible for running the Trust."

## Check out our progress

**Below you will see how we are doing against some national performance targets as at November 2009.**

### Infection Control

Government target is to achieve a continued reduction in healthcare associated infections.

#### MRSA

Our target for MRSA is agreed locally with our Primary Care Trust and is no more than 12 cases per year.

#### C.difficile

Our target agreed locally with the Primary Care Trust is no more than 238 cases per year.



### Access

#### Cancer waiting times

These ensure that patients are treated within a maximum of 62 days from referral to treatment including any diagnostic/ outpatient appointments.

#### Patient waits in A&E

Target is no one to wait longer than 4 hours to be seen, treated and admitted or discharged.

#### 18 week period from referral to treatment

The 18 week national target is set as the total maximum time it should take from the GP referring a patient for treatment to the time that treatment starts. Within that 18 week period all diagnostic tests and outpatient visits for tests should have taken place.

#### Activity vs plan

We are treating more patients than we had planned to.



### Efficiency

#### Length of stay

We want to improve the efficiency of our services to ensure patients are not kept in hospital longer than necessary.

#### Day surgery rate

#### Complaints and claims

We want to improve the efficiency of our services to ensure patients are not kept in hospital longer than necessary.



# Busy time for breastcare at Russells Hall Hospital

A postcard featuring exotic beach scenes landed on the doormats of hundreds of women across Dudley and Wolverhampton to encourage them to come for a breast screening check-up.

Featuring the logo 'Wish You Were Here', the postcard idea was dreamt up by members of the Dudley and Wolverhampton Breast Screening Service which is based at Russells Hall Hospital.

The service, which celebrated its 20th anniversary in 2009, has carried out more than 277,000 screenings on about 120,000 women across the region since its launch in 1989.

Elsewhere, beauty consultants from Boots raised more than £600 for the Trust's St Agatha's Trust Fund with a tabletop tombola.

Sue Marsh, who was treated for breast cancer at the hospital, and Diane Moore spent a day in the main reception area raising the money, as well as raising awareness of the disease.



Eileen Walker and Zarina Haq from the Dudley and Wolverhampton Breast Screening Service dress for the beach as they launch the service's Wish You Were Here postcard campaign.



Breastcare clinical nurse specialist Rachel Willetts is flanked by Boots' beauty consultants Diane Moore and Sue Marsh at the annual fundraising event for the St Agatha's charity at Russells Hall Hospital.

## Working to make your stay in hospital as short as possible

Being in hospital can be an upsetting and stressful experience which is why The Dudley Group of Hospitals aims to make patients' stays as short and as comfortable as possible.

Within 24 hours of admission, patients are given a reassuring letter welcoming them and providing an estimated discharge date to enable them to plan for when they leave hospital. The letter also gives information about what they and their family, friends and carers can do to make their stay more comfortable.

The letter encourages patients to make any arrangements and consider any equipment they might need at home, eg: a walking aid or a commode, with their family, carers and nurse responsible for their care.

In order to make sure the discharge process runs as smoothly as possible, the Trust is introducing boards across all areas where staff can track where a patient is on their discharge journey. Four days before a patient is due to be discharged, a red marker is placed on the board

and replaced by a yellow one as the discharge date approaches. The marker is changed back to red if there are any problems which may affect the discharge.

The Trust works closely with its partners in social and primary care to make arrangements for patients who cannot return home immediately. Those who cannot return home after leaving hospital might spend a period of time in what is known as 'step-down' where they will be provided with nursing care and therapy to help them get back on their feet for when they are ready to go home.

Alternatively, it might be best for them to stay with family or friends for a while or to move to a nursing or residential home on a longer-term basis. All of these options take time to arrange, so staff will start to discuss this with patients shortly after their admission.

Discharge facilitator Lyndsay Millington demonstrates the new boards that are being used to help keep track of patients' discharge times.





## Trust physiotherapist makes a splash at swimming championships

**A senior physiotherapist from Russells Hall Hospital has been making a real splash away from work after winning two bronze medals at a prestigious national swimming competition.**

Caroline Williams, who works in Physio outpatients and the hydrotherapy pool in Therapy Services where she helps patients with a range of muscular and skeletal conditions get back on their feet, scooped the medals at the Swimming Masters Championships in Sheffield in October.

Caroline came third in the 200-metre backstroke and the mixed freestyle relay in October.

The 27-year-old, who has been swimming since she was six, recorded the best times of her life to win the medals against swimmers from across the country in the 25 to 30 age category.

Caroline said she nearly burst into tears when she won the medals.

"It was an amazing feeling when I looked up at the big electronic scoreboard and saw my name up there," she said.

"I was nearly in tears. I couldn't believe it and all my team were hugging me and congratulating me."

*Caroline Williams is pictured with her two bronze medals in the hydrotherapy pool at Russells Hall Hospital.*



## Diabetes patient presented with prestigious medal

**A patient who has lived with diabetes for 50 years has been presented with a medal to mark her achievements in managing the disease.**

Maureen Shillingford, aged 64, from Kinver, was presented with the Alan Nabarro medal by consultant Dr Gontle Moleele, lead nurse Margaret Jackson and auxiliary nurse Tammy Evans.

Mrs Shillingford was diagnosed with type 1 diabetes in 1959 and has to inject herself with insulin four times a day – twice in the morning, once at lunchtime and again in the evening.

Mrs Shillingford said she thought it was a joke when she received a phone call to tell her she was to be presented with a medal.

"I come to the hospital twice a year for a check-up and I thought it was something to do with that," she said. "I thought the person who called me was joking when they said I was to receive a medal.

"I'm thrilled to receive the medal, but I've always been active and sensible with what I eat and I've never let diabetes rule my life."

*Tammy Evans, Dr Gontle Moleele and Margaret Jackson present Maureen Shillingford with the Alan Nabarro Medal, which is given to people who have lived with diabetes for 50 years.*



## Voice your views on patient rights

**The Government is seeking your views on its plans to give patients and the public a series of legal healthcare rights within the revised NHS Constitution.**

The Department of Health (DH) has launched a web-based consultation on the proposed rights, which include the right to be treated within a maximum of 18 weeks from GP referral, and to be seen by a cancer specialist within two weeks.

It is also asking for your views on the NHS Health Check programme which would give everyone between the ages of 40 and 74 the right to be offered a health check every five years to help prevent heart disease, stroke, diabetes and kidney disease.

It is also asking for your views on other potential new rights around dentistry, choosing to die at home, personal health budgets and diagnostic tests within maximum waiting times.

**If you would like to take part in the consultation, go to the NHS Constitution's website:**

**[www.dh.gov.uk/nhsconstitution](http://www.dh.gov.uk/nhsconstitution)**

The web-based consultation form can be found at:

**[http://www.info.doh.gov.uk/questionnaire/nhs\\_constitution.nsf](http://www.info.doh.gov.uk/questionnaire/nhs_constitution.nsf)**

You can email your comments to: **[NHSConstitution@dh.gsi.gov.uk](mailto:NHSConstitution@dh.gsi.gov.uk)**

or post them to: Richmond House, 79 Whitehall, London, SW1A 2NS

The public consultation ends on February 5th 2010

# Sister tastes fame after starring in NHS recruitment film

**A specialist sister from the Trust has been left with stars in her eyes after being asked to feature in a film to promote careers in the NHS.**

Diabetes specialist sister Margaret Jackson is one of six NHS workers from across the West Midlands who will appear in Aiming Higher: Careers in the NHS.

Margaret was chosen for the film after being asked by her lecturer at the University of Wolverhampton where she has just completed a Masters degree in Professional Studies in Health Care.

Her lecturer considered her suitable for the role because Margaret is a relatively late-comer to the NHS after dedicating herself to raising her four children before embarking on her career 12 years ago.

Margaret spent a day being filmed in the diabetes department before answering a series of questions about what she had done before working in the NHS and how she got to where she is now.

The film will be sent out to schools, colleges and universities in the region early in the New Year to encourage youngsters to study towards one of the many different jobs available within the NHS.

Margaret said she had really enjoyed being a star for the day and hoped that it would encourage youngsters to consider a career in the NHS.

"The film is being put together by the University of Wolverhampton and I was asked by my lecturer who thought I would be perfect for the part," she said.

"The film crew spent six hours filming and interviewing me. They wanted to know what I'd done before I started with the NHS and what sort of things make a good nurse and what sort of roles I had in my job.

"It was really exciting and it was good for us because it promotes the Trust and the work of the diabetes team."



*Diabetes specialist sister Margaret Jackson is one of the stars of a new educational film to promote careers in the NHS.*

## Trust shortlisted for a patient safety award

**The Trust is pleased to have been shortlisted for a national patient safety award following a project to improve the early recognition and care of acutely ill patients at risk of deterioration and cardiac arrest.**

The project involved several changes to practice, the cornerstone being an improvement in the performance of bed-side observations so that any change in a patient's condition is picked up early. To achieve this a colour-coded observation chart with clear triggers for action by ward staff was introduced.

Further actions include referral to the new Trust-wide 24/7 Critical Care Out-Reach (CCOR) team or, if needed, a call and immediate response from the Medical Emergency Team (MET). This team brings experienced medical and nursing care to the bed-side of the patient allowing prompt intervention appropriate to the patient's needs.

Following the introduction of this

service there has been a significant and sustained improvement in the early recognition of acutely ill patients due in large to the work of ward nurses improving the quality of bed-side observations. In addition, the work of the outreach nurses, and the medical and anaesthetic registrars on the MET have prevented deteriorations and improved the quality of care for many patients. Along side this there has been a significant and sustained reduction in cardiac arrests.

As ever with initiatives it is the co-ordinated and focused efforts at ward level that makes the difference and members of the 'NICE Acutely Ill Patient Working Group' would like to thank staff across the Trust for achieving so much.

The Patient Safety Awards 2010 are organised by Nursing Times and the Health Service Journal and recognise innovation and best practice in all areas of patient safety.

The awards ceremony will be held in London on 5th February 2010.



# Dudley Group Staff recognised for going the extra mile

The Trust's unsung heroes and heroines who had gone the extra mile to make a real difference to patient care were honoured at the annual **Committed to Excellence Awards**.

More than 210 members of staff attended the celebration at The Copthorne Hotel in September to pay tribute to their colleagues.

In the lead-up to the event, staff, patients, carers and members of the public were invited to nominate individuals or teams from any part of the Trust, either working on the front line of patient care or supporting from behind the scenes.

Nominations were made in five main categories – Performance Excellence, Business Excellence, Excellence in Patient Care, Colleague of the Year and Ideas in Action.

Sue Edwards, End of Life Care Nurse, picked up the first place award for Excellence in Patient Care for providing holistic care and support for cancer patients in the last days and hours of their lives, while Kerry Castle won Colleague of the Year for her work in helping to transform the working of the GI Unit.

The CAPD Renal Unit won the Ideas in Action category, the Critical Care Outreach Team won the Performance Excellence category and Osteoporosis Service won the Business Excellence category.

Members of the Pharmacy Aseptic Unit were presented with a special award for Outstanding Achievement.

The evening was hosted by comedian and practising GP Dr Phil Hammond, star of various TV programmes, including Trust Me I'm a Doctor, Have I Got News For You and Countdown.

Committed to Excellence is the Trust's staff recognition scheme to reward outstanding performance in a number of fields.

The scheme provides an opportunity for colleagues, patients, carers and members of the public to show how much they value individuals or teams who have made a difference.



*A privilege to be nominated for Excellence in Patient Care is Sue Edwards.*



*Committed Kerry Castle is proud to pick up award for Colleague of the Year.*



*Thrilled to win Ideas in Action, the CAPD Renal Unit are: (back row from left) Health Care Support Worker Chris Davies, Clinical Director Mike Cushley, Staff Nurse Tom Lee-Field and Lead Nurse Jane Parker. (Second row from left): Shift lead Claire Egan, staff nurses Anne Jinks and Gill Johnson. (Front kneeling): Shift Lead Kerrie Kerrigan.*

## Wordsley Hospital bell rings again

An intriguing sculpture featuring a bell which used to hang at Wordsley Hospital has been unveiled at Russells Hall Hospital.

The sculpture, which has been produced by Wolverhampton-based artist Malcolm Sier, stands in the Peace Garden near to the hospital's Prayer Centre.

The centrepiece of the installation is a bell dating back to the early 19th century which was originally rung when the building that would eventually become Wordsley Hospital was used as a workhouse.

The sculpture is made out of three slabs of Horton limestone and Malcolm has engraved it with the words Be Still and Know Peace. It also features the representation of a sacred mantra fashioned out of metalwork.

Malcolm, who has also engraved the glass doors leading into the prayer centre, said he hoped the sculpture would inspire reflection and contemplation.

"With the bell's past in mind and the proposed wish for it to be sited within the Peace Garden, I felt this provided the opportunity to create a piece of work which would change the perception of the bell and emphasize a new role and meaning for it within the surroundings of a modern hospital and the multi-cultural community it serves," he said.



Artist Malcolm Sier next to his sculpture which stands in the Peace Garden at Russells Hall Hospital.

## A message from your Local Counter Fraud Specialist: Lorna Barry

Did you know that fraud costs the NHS millions, and that every pound lost to fraud is a pound lost to patient care? Fraud comes in many shapes and sizes, from the international banking frauds causing the loss of billions, to the smaller scale employee frauds which can also be extremely damaging. In the NHS we don't tolerate fraud, at any value or at any level as one particular NHS employee (not at The Dudley Group of Hospitals) has recently found out:

Julie\* was a Band 6 nurse who, in her own opinion, worked really hard. Sometimes her hours were unsocial and she needed to pay for a babysitter to look after her two children. Sometimes Julie would spend £50 on babysitting in one go. Julie had often complained to her colleagues of the "unfairness" of this and how she should receive additional payments to cover these additional costs. One week however Julie accidentally recorded on her Bank timesheet that she had worked a bank shift which she hadn't. Julie had the timesheet authorised in line with Trust policy but the person authorising didn't check the times recorded back to the rota, but just signed it based on trust. Julie only realised what she had done later and decided to wait and see what happened. What eventually did happen is that she was paid an extra £178. Over the course of the next nine months, Julie continued to add additional shifts to her genuinely worked ones until one day her manager noticed something unusual and checked a timesheet back to the rota. The LCFS was called in and undertook an investigation. We found that Julie had defrauded the NHS of nearly £7,000. Julie told us that she felt she had deserved this extra money to cover her own childcare costs. The Judge didn't agree. Julie pleaded guilty at a Crown Court and received a 12 month suspended sentence. Julie also lost her job, her reputation and the Nursing and Midwifery Council struck her off.

\*The individual's name has been changed

### Here are some useful checks for managers to remember each time they authorise a timesheet:

- Ensure the times recorded are correct and match ward records or rotas.
- Are all the columns on the timesheet complete? Ensure that there is a start and finish time recorded.
- If there are any alterations on the timesheet (including figures being overwritten) then this must be initialled by the authorising signatory to indicate that the alteration was there when they authorised the claim.
- The authorising signatory must print their name under their signature.
- Any unused fields must be crossed through.
- Timesheets that have not been completed correctly should be passed back to the employee for correction and then authorised.

If any staff are concerned about a potential fraud, or just want to have a chat in confidence, please don't hesitate to contact your Local Counter Fraud Specialist by telephone or email:

**Lorna Barry 0121 695 5157 lbarry@deloitte.co.uk**  
 Genuine information can also be given confidentially to the NHS  
 Fraud & Corruption reporting line: **0800 028 40 60**

Alternatively, you can contact the Trust's Director of Finance:  
**Paul Assinder paul.assinder@dgoh.nhs.uk**



# Coffee Break Puzzles

## Wordsearch

Can you find the 25 types of roses in the grid below? Words can be horizontal, vertical or diagonal, backwards or forwards.

R	C	J	G	P	S	Y	C	N	U	R	V	A	A	W
Q	G	E	O	C	H	U	O	H	Y	R	D	D	N	B
A	S	N	L	L	O	S	S	T	E	A	F	V	W	H
R	Z	C	B	E	T	R	J	A	V	R	T	L	A	S
F	A	N	T	A	S	I	A	E	G	E	O	O	D	V
O	H	V	L	A	I	T	N	D	V	E	K	K	W	L
U	Q	G	I	M	L	L	I	L	Z	G	P	R	E	E
K	I	Y	N	I	K	D	E	A	A	O	I	Z	N	E
A	D	K	D	J	T	V	N	L	L	B	H	P	O	A
E	E	N	I	T	N	A	L	G	E	X	D	B	I	S
I	C	M	G	W	G	I	N	G	E	R	S	N	A	P
F	N	A	O	S	C	N	W	D	J	J	I	F	X	R
V	U	R	L	S	M	A	W	B	A	G	S	Z	H	E
F	B	A	G	E	Q	M	Y	T	R	M	C	X	K	B
M	P	D	H	L	T	S	T	I	X	A	A	L	W	M
A	A	Q	S	E	G	I	V	Q	Z	Y	M	S	O	A
N	H	W	B	M	P	L	H	D	S	Q	S	P	K	K
G	J	O	X	I	E	A	A	W	E	U	H	U	K	L
P	O	X	L	T	F	T	F	N	G	E	I	U	V	U
E	S	E	N	A	P	A	J	C	L	E	C	C	P	T
M	A	R	D	A	N	I	E	I	Z	N	E	M	H	F
Y	E	Q	Y	N	W	P	A	T	I	O	E	M	A	C

ALOHA  
 AMBER  
 BROWN VELVET  
 CAMEO  
 CELESTIAL  
 CHEROKEE  
 DAMASK  
 EGLANTINE  
 FANTASIA  
 GALLIC  
 GINGER SNAP  
 INDIGO  
 JAPANESE  
 MARDAN  
 MAY QUEEN  
 NEVADA  
 NEW DAWN  
 NOSTALGIA  
 OPHELIA  
 PEGASUS  
 SHOT SILK  
 TALISMAN  
 TIMELESS  
 VIRGINIA  
 WHITE LACE

## Sudoku

Place the numbers from 1 to 9 in each empty cell so that each row, each column and each 3 x 3 block contains all the numbers from 1 to 9 to solve this tricky Sudoku puzzle.

				6	2	3		
	5			1	7		8	
3			9	2		4	1	
	4					8	7	6
2	9					4		
	6							
			9	8			2	
4	6			1		3		
5	8			2				

## PhraseFaze

Look closely at these two word pictures. Can you work out what they mean?



## Kriss Kross

See how quickly you can fit the listed words into the interlocking grid.

3 letters

CUD  
 INN  
 MAY

8 letters

NEGATION  
 SOUNDING

9 letters

CORKSCREW

4 letters

AGAR  
 WAFT

10 letters

INEPTITUDE

5 letters

SAMBA

INUNDATING

WINTERTIME

6 letters

WOBBLE

11 letters

ACCLIMATISE

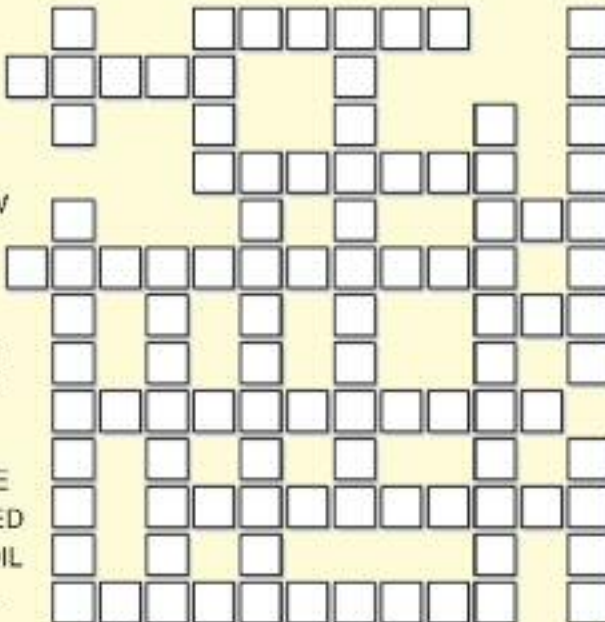
BREAKFASTED

7 letters

TITANIC

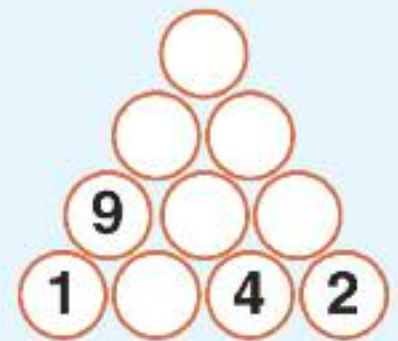
COUNTERFOIL

STATISTICAL



## Add Up

If the number in each circle is the sum of the two below it, how quickly can you figure out the top number? Try this one in your head, before writing anything down.



# All in a day's work of...

**Angela Murray, clinical nurse specialist, Infection Control team, Russells Hall Hospital**

## What books have you read lately?

Angels and Demons by Dan Brown and Marley and Me by John Grogan – a must if you are a dog lover.

## What CD have you got in your car?

Currently flicking between Elbow and The Kings of Leon.

## What is your favourite food?

My mom makes the best steak pie in the universe, a real Desperate Dan Pie, but even bigger and better. I also adore sea food and had my first oyster in Scotland this year.

## What do you do to unwind?

Long walks with my 13-month-old Golden Retriever, Lucy. We are currently attending dog training for the silver award in the Kennel Club Good Citizen Dog Scheme. The problem is she seems to be training me instead of the other way around!

## Where were you born?

Wordsley Hospital.

## Is there a special interest/function that particularly interests you in your work?

I enjoy the diversity of my role and that in any given day I can one minute be dealing with a patient and the next be called to give advice on some obscure problem.

## I commenced nurse training in 1983 at Dudley Guest Hospital and have remained in Dudley ever since.

Upon qualification, I worked at Wordsley Hospital in the Annexes and have so many fond memories of my time spent there.

I worked for a period of time on the Coronary Care Unit at Corbett Hospital following successfully completing my Coronary Care qualification.

I returned to Wordsley to take a post as junior sister on Annexe 5 which was a medical ward where we also cared for renal patients. The team then moved wards to open up an admissions ward again at Wordsley Hospital. The opportunity arose to open up a new medical ward at Wordsley and I successfully applied for the ward manager position. I was the infection control link nurse for the ward and that is where my interest in the speciality really started.

I joined the Infection Control team in 2000 and completed a Specialist Practitioner Qualification/degree at Dundee University.

## A TYPICAL DAY WILL INCLUDE...

**8.00am** Come into the office and check if there are any messages on the answer phone or urgent emails to attend to. Messages can be queries from staff requesting advice or the general public. I return a call from a member of the public who wants to know what the hospital is doing about the spread of infection as he has read about it in the local press.

We have a surveillance board which displays where known patients with infections are in the Trust and each morning I check to see if any of my patients in the areas I cover have moved to other areas.

I discuss with Sophia and Diane, the two infection control champions any issues that we need to address that day.

**9.00am** Start to visit wards/departments to check on progress of treatment of my patients and answer any staff queries. This also gives me an opportunity to remind people about hand-washing, uniform policies etc.

**9.50am** Receive a call from the Communications team to assist with some data collection required by the Trust.

**10.00am** Visit EAU/A&E to ascertain what is coming through at the front door, particularly looking for cases of diarrhoea and vomiting and any increase in the incidence of admissions with swine flu.

**10.30am** Back to the office for my daily Costa coffee and pick up any new messages or problems.

**11.00am** We have to provide data on infections to our colleagues in the Primary Care Trust, so I now spend a while accessing the national database we use to get relevant data to send to them. Next I go out into the clinical areas again to see patients.

**11.50am** This is when we receive the results from the microbiology laboratory. I have to process the results and deal with them on an individual basis giving appropriate advice. I may need to discuss issues with Dr Rees, the consultant microbiologist, who is based in the laboratory. We work closely with Dr Rees and the laboratory staff.

Lunch can be anytime as it just depends upon what problems I am dealing with.

**12.30pm** Teaching session for Trust Induction. I manage to ensure they all go to the bathroom to wash their hands before eating after I have told them some gruesome examples of poor hand hygiene habits. I have never seen so many people worried about washing their hands before eating!



**1.00pm** Participate in a joint cleaning audit with the Trust's auditors and Interserve to make sure we are meeting our cleaning standards.

**2.00pm** Meeting in the education centre on medical devices training and decontamination. We highlight a few problems which I need to follow up and agree to deliver some training to Siemens Medical Engineering Services. I feel it is important for me to work any way I can with our private partner as the support services are so vital to the work we do.

**3.00pm** Check to see if there are further results from the laboratory and act on them accordingly. Speak to a gentleman who is newly diagnosed with MRSA. He is very worried and requires a lot of reassurance.

**4.00pm** Deal with an enquiry from a member of the public who wants reassurance as they are coming into hospital for an operation and wants to know what the Trust is doing to reduce the risk. I explain that we carry out screening of all elective patients who are undergoing a procedure, that our staff all receive education on issues such as correct hand hygiene and that we are part of the National Clean Your Hands campaign.

**4.15pm** Liaise with colleagues in the Primary Care Trust regarding a patient who has been identified as having an infection.

**HOMETIME!** Get ready to pull on my wellies and take the dog out for a very wet and muddy walk, the best relaxation therapy I know of.