



Issue No.22 2013

The Dudley Group **NHS**  
NHS Foundation Trust

# YOUR **trust**



## Excellence as standard

**SEE ALL THIS YEAR'S  
COMMITTED TO  
EXCELLENCE  
WINNERS!**

### ALSO IN THIS ISSUE...

- ▶ Find out about Buster the PAT dog
- ▶ Flu fighters!
- ▶ Meet the A&E team
- ▶ Action Health programme
- ▶ The gift of life
- ▶ Hypo Boxes launched



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[www.dudleygroup.nhs.uk](http://www.dudleygroup.nhs.uk)





# News from The Dudley Group



**W**elcome to our Your Trust magazine jammed full of exciting news and important information for all our members and we hope you enjoy reading it.

Ensuring our patients are treated in a safe, clean environment by the best possible people is part and parcel of running a busy Trust. We track and monitor hundreds of checks and measures to reassure ourselves and our regulators that our standards and performance are on-track.

As part of a new inspection regime all hospitals will be inspected and eventually rated by Sir Mike Richards, the new chief inspector of hospitals, and his Care Quality Commission (CQC) teams. We will welcome the review team into our Trust when they visit in March 2014. We are keen to show them all the excellent services and care we provide and the improvements we have made since the visit by the Keogh team in May 2013.

The CQC now use intelligent monitoring of more than 150 different indicators to make sure their resources go to where they are needed most. They have developed this monitoring system to give inspectors a clear picture of the areas of care that need to be scrutinised more closely within each trust. The 161 acute trusts in England have been put into six bands based on the risk of people not receiving the safest and most effective high quality care – with band 1 being the highest risk and band 6 being the lowest. We are pleased that The Dudley Group is in Band 4, to see our full intelligent monitoring report visit [www.cqc.org.uk/directory/rna](http://www.cqc.org.uk/directory/rna)

We can report that we remain within the expected ranges for both our Hospital Standardised Mortality Ratio (HSMR) 100.68 and our Summary Hospital level Mortality Indicator (SHMI) 1.11. We continue to review every death and ensure we respond to any alerts these indicators raise. It is important however to remember Sir Bruce Keogh's overview report of the 'Review into the quality of care

**We track and monitor hundreds of checks and measures to reassure ourselves and our regulators that our standards and performance are on-track.**

and treatment provided by 14 hospital trusts in England' states "However tempting it may be, it is clinically meaningless and academically reckless to use such statistical measures to quantify actual numbers of avoidable deaths."

In response to a national call for more awareness in hospitals of sepsis, we have stepped up our efforts to ensure we spot and treat the condition as early as possible. Early detection is key so we have been raising awareness of the condition throughout the Trust and continue to involve nursing and medical staff in training sessions to keep them up-to-date.

It is great news for us to be able to share some of the excellent work that happens at The Dudley Group. The Council of Governors recently picked up the prestigious title of NHS Governing Body of the Year at the Health Education West Midlands Leadership Awards 2013. Three other members of staff were runners up at the awards ceremony (see opposite page).

Congratulations also go to community midwife Lucy Johnson who has been shortlisted for a Royal College of Midwives Award for her Mom2Mom breastfeeding support project. Lucy has been shortlisted in the category of Johnson's Baby Award for Evidence into Practice and will find out if she's been successful at the awards ceremony in January 2014. Good luck Lucy.

We have also recently celebrated our annual staff awards Committed to Excellence. A fabulous evening was had by all as we showcased some of the very best commitment and excellence we have here at The Dudley Group, see pages 8 and 9 for the event report.

It is more important than ever that our staff gain the recognition they deserve as we are now in the thick of winter where traditionally the demand on our services increases. You may have seen recent national and local media coverage about the strain that all A&E departments are being put under. Some of this pressure can be reduced if people 'Choose Well' this winter. Check out the back page for more information on the best place to get advice or treatment. This will help to ensure our A&E services are able to deal with the most serious or life threatening conditions. In this edition you find out more about the team who care for our emergency patients, please turn to pages 4 and 5.

Best Wishes from  
Paula Clark (Chief Executive)  
and John Edwards (Chairman)



**Council of Governor representatives at the West Midlands NHS Leadership Awards 2013**

Left to right – Anne Gregory Staff Elected Governor Allied Health Professionals and Health Care Scientists, Helen Board Membership and Governor officer, Diane Jones Public Elected Governor South Staffs & Wyre Forest, Pat Price Public Elected Governor Rest of the West Midlands, Joanne Hamilton Staff Elected Governor Nursing and Midwifery, Rob Johnson Public Elected Governor Halesowen, Alison Macefield Staff Elected Governor Nursing and Midwifery, Bill Hazelton Public Elected Governor Central Dudley, David Stenson Public Elected Governor Brierley Hill

## Dudley governors scoop prestigious NHS Leadership Award

**T**he Trust's Council of Governors scooped a top award in the Health Education West Midlands Leadership Awards 2013 and three members of staff were runners up.

The Council of Governors picked up the prestigious title of NHS Governing Body of the Year at the awards ceremony, hosted by GP, comedian and broadcaster Dr Phil Hammond, in Birmingham in November 2013.

Members of the Council received the award for their dedication and commitment to providing continuity and leadership against a backdrop of challenge and change.

The NHS Leadership Awards celebrate excellence in leadership across the NHS awarding those who have demonstrated excellent leadership bringing NHS values to life to make a real difference to patient outcomes.

Chief Executive Paula Clark said she was thrilled the Trust's Council of Governors had been recognised for their efforts.

"As a group they have risen to their leadership challenge both inside and outside the Trust, and as advocates for the views of our patients."

"We are fortunate at The Dudley Group to have a highly engaged Council of Governors who have developed greatly over the past three years," said Paula.

"As a group they have risen to their leadership challenge both inside and outside the Trust, and as advocates for the views of our patients.

"They challenge and keep the Board on its toes! This is always done in a constructive way. They give up their time freely and, although they are unpaid volunteers, they take their role very seriously and professionally, and work with the Board to continually drive improvement at the Trust."

**Congratulations also go to our other shortlisted finalists in the following categories:**

- ▶ **NHS Leadership Development Champion of the Year** – Rachael Bailes, Senior HR Business Partner, Learning and Development
- ▶ **NHS Quality Champion/Innovator of the Year** – Linzie Priestnall, Specialist Speech and Language Therapist, and Jenny Bree, Matron for Trauma and Orthopaedics.



# Meet the team...

## Accident and Emergency (A&E) →



Peter Marsh, Staff  
Elected Governor  
Partner Organisations

**P**eter Marsh, Staff Elected Governor for Partner Organisations has worked with the NHS for more than 40 years and has been employed by our PFI partner Interserve for 12 years. Here he invites you to learn more about our busy A&E department at Russells Hall Hospital.

Our Accident and Emergency Department is open 24 hours a day, seven days a week, 365 days a year and is led by Dr Rajan Paw, Consultant and Medical Head of Service. Nurse leadership for the department is provided by Briony Howells, Matron and Lynn Thompson, Lead Nurse.

As well as doctors and nursing staff, the team is made up of clinical and non-clinical staff: occupational therapists, receptionists, secretaries, porters, plaster

technicians, radiographers and domestics. All staff are invaluable in ensuring the smooth running of the department.

More than 260 people visit the department almost every day – between April 2012 and March 2013 98,225 patients visited A&E and on the busiest day of the year we saw 352 patients.

The demand on the department is greater than ever due to our ageing population which means we are now seeing more poorly patients with more complex health needs. Last winter (from November 2012 to February 2013) more than 31,000 patients visited our A&E.

Our aim is to treat, admit or discharge patients within four hours of arriving at A&E. Meeting this national target is a real challenge, but it is so important to ensure our patients receive the best possible care, especially during the busy winter months.

For many people A&E is the correct place for them to be; however, we do see a number of patients arriving at our door who would have been able to seek care in a more appropriate place, for example at their GP surgery or pharmacy.

The **Choose Well** campaign can help you to choose the most appropriate place to be seen for your condition. You can find out more about **Choose Well** on the back page.

*Our aim is to treat, admit or discharge patients within four hours of arriving at A&E*



## Coping with winter demand

We are working hard to make sure that our A&E is fully equipped to deal with the demands of the coming winter and are working closely with Dudley Clinical Commissioning Group, our local authorities and the voluntary sector.

### Going the extra mile for our elderly and vulnerable patients



We often find that our elderly and vulnerable patients are more likely to access emergency care during winter. On top of this, they are often in need of social support in addition to their medical needs.

We have recently appointed Julie Beck as our Welfare Liaison Nurse to liaise with relatives and

carers of elderly and vulnerable patients to ensure they return to their homes safely after discharge.

If needed, Julie can help patients access community organisations and social services that might be able to support them at home. She can help with referrals as well as arranging transport home, providing warm clothes from our clothing bank and arranging food parcels and vouchers.

Julie has also arranged for organisations such as the Red Cross, Winter Warmth Support and Age UK to set up shop in the A&E waiting room to advertise their free advice and support services to those visiting the department.

### Ambulatory Emergency Care

As part of our work to improve patient experience of urgent care, we have launched a three month Ambulatory Emergency Care (AEC) pilot to support emergency patients. The project, based in the neighbouring Emergency Assessment Unit, aims to reduce the number of people we admit into hospital by giving them the treatment they need the same day.

Patients can be transferred to the AEC Unit either by their GP or via Accident and Emergency. A patient will be transferred to the AEC if the doctors or nurses treating them think they need specialist tests, monitoring or treatment, but don't think they need to be admitted to a hospital bed overnight.

#### What are the benefits?

- ▶ Everything you need can be done from the unit so you will not have to stay in bed waiting for tests or monitoring to be complete
- ▶ On most occasions we will be able to get everything done in one day so you will get home faster
- ▶ Beds in the hospital can be kept for the most poorly patients
- ▶ A&E can be kept free for the most serious emergencies

### Senior Ambulance Assessment

We have also introduced a Senior Ambulance Assessment project to reduce the number of patients who go to A&E. Patients are assessed by a consultant-led team as soon as they arrive by ambulance to decide on the best place for them to be treated which may not always be A&E. This way patients get straight to where they need to be without having to go through Accident and Emergency, ensuring they get the best possible treatment.

## DID YOU KNOW?

- ▶ An average of 269 people come through our A&E every single day
- ▶ One in every four people who go to A&E could have been treated elsewhere or could have self-treated
- ▶ We receive an average of 79 ambulances each day
- ▶ Only 24% of people who visit our A&E are admitted to hospital
- ▶ 26% of those who attend A&E are over 60, 15% are over 75
- ▶ Almost 12% of people coming to A&E receive no treatment, just advice

Remember A&E and 999 services are for life-threatening and emergency conditions only. For more information on choosing the right service call NHS 111, visit [www.nhs.uk](http://www.nhs.uk) or use the **Choose Well** guide on the back page of this issue.

## Want to have your say?

A public consultation into the way urgent care is provided in Dudley is currently being held by Dudley Clinical Commissioning Group. Hundreds of people have already had their say about the health services that are available when they need help or advice quickly. The consultation period ends on 24th December 2013. To submit your views please visit: [www.dudleyccg.nhs.uk](http://www.dudleyccg.nhs.uk)





# Check out our progress...

Each edition we publish an update on progress against our selected Quality Priorities and some national targets. We actively encourage you to share your views on the selected priorities and what you think we should choose in the future.

Our full Quality Report and updates are published on our website along with a short questionnaire you can complete. Visit [www.dudleygroup.nhs.uk](http://www.dudleygroup.nhs.uk) and search 'Quality Report' or call (01384) 321124 with your comments.



## Priority 1: Patient Experience – Hospital

Maintain an average score of 85 per cent or above throughout the year for the patients who report receiving enough assistance to eat their meals. At present 77 per cent of patients who require assistance are reporting they receive enough help. To improve this a greater emphasis is being placed on mealtime assistance by all nursing staff.

By the end of the year, at least 80 per cent of patients will report that their call bells are always answered in a reasonable time.

## Patient Experience – Community

Increase the number of patients who use their Single Assessment Process folder/Health and Social Care Passport to monitor their care from 49.4 per cent to 80 per cent by the end of the year.

Increase the number of patients who would know how to raise a concern about their care and treatment if they so wished from 86.8 per cent to 90 per cent by the end of March 2014.



No data to report until completion of annual survey



## Priority 2: Pressure Ulcers – Hospital

Reduce avoidable grade 4 hospital acquired pressure ulcers so that the number for 2012/13 has been reduced by 50 per cent in 2013/14.

Reduce avoidable grade 3 hospital acquired pressure ulcers so that the number for 2012/13 has been reduced by 25 per cent in 2013/14.

## Pressure Ulcers – Community

Reduce avoidable grade 3 and 4 acquired pressure ulcers that occur on the district nurse caseload so that the number for 2012/13 has been reduced by 25 per cent in 2013/14.



## Priority 3: Infection Control

Reduce our MRSA and Clostridium difficile (C. diff) rates in line with national and local priorities.

a) MRSA Bacteraemia (blood stream infections) target is to have no post 48 hour cases.

b) C.diff is no more than 38 post 48hr cases in 2013/14. We reported three cases over the half year target. The Trust continues to emphasise good infection prevention and control practices.



## Priority 4: Nutrition

Increase the number of patients who have a weekly risk re-assessment regarding their nutritional status. Through the year on average at least 90 per cent of patients will have the weekly risk assessment completed and this will rise to at least 93 per cent by the end of the year (March 2014).

Increase the number of patients having a food recording chart and a fluid balance chart in place if their MUST\* score is 1 or above. Through the year on average at least 90 per cent of patients will have the weekly risk assessment completed and this will rise to at least 93 per cent by the end of the year (March 2014).



## Priority 5: Hydration

Increase the number of patients who have their fluid balance charts fully completed. Through the year on average at least 90 per cent of patients will have their charts fully completed and this will rise to at least 93 per cent by the end of the year (March 2014).



## Cancer waiting times

All patients referred urgently by their GP with suspected cancer will be seen within 14 days.

Patients to wait no more than 31 days from diagnosis to treatment of all cancers.

Patients are treated within a maximum of 62 days from urgent suspected cancer referral to treatment.



## Patient waits in A&E



Target is at least 95 per cent of patients are seen, treated, admitted or discharged within four hours.



## 18 weeks from referral to treatment

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



 = On track to meet or exceed target  = Still work to do to achieve target \*MUST = Malnutrition Universal Screening Tool

# The Dudley Group



Guest Outpatient Centre main entrance

# Where membership matters

## Members events

Our 'Behind the Scenes' tours remain popular with more than 60 members of the Trust and the wider public visiting the Guest Outpatient Centre, Tipton Road, Dudley in November 2013. They learned more about the growing range of outpatient services offered at the centre and were allowed access to areas not normally seen by patients, carers and their families.

*Thursday 13th March 2014...*

## Our next event

If you are keen to learn more about the maternity and neonatal services offered by the Trust, go 'Behind the Scenes' at Russells Hall Hospital to visit the recently refurbished midwife led unit. Please come along to our next event on Thursday 13th March 2014.

The event is at 6.00pm with registration from 5.30pm. Places are limited for this event so to book your place call (01384) 321124. For further information about this and other events planned for 2014, visit [www.dudleygroup.nhs.uk](http://www.dudleygroup.nhs.uk) or check the Dates for your Diary 2014 below.



*Reminder 2014 Board Meetings!*

Trust Board meetings are held in public. Visit the Trust website for details of the venue, dates and times at [www.dudleygroup.nhs.uk](http://www.dudleygroup.nhs.uk) or call (01384) 456111 extension 1012.



## Dates for your Diary 2014

All of our events are held at Russells Hall Hospital unless otherwise indicated. More information can be found by visiting the Events for Members page on our website at [www.dudleygroup.nhs.uk](http://www.dudleygroup.nhs.uk)

To book your place call (01384) 321124 or email [foundationmembers@dgh.nhs.uk](mailto:foundationmembers@dgh.nhs.uk)

 **Thursday 27th February**  
Council of Governors meeting, 6.00pm

 **Thursday 13th March**  
Behind the Scenes tour, Maternity and Neonatal, 6.00pm

 **Thursday 15th May**  
Council of Governors meeting, 6.00pm

 **Thursday 4th September**  
Council of Governors meeting, 6.00pm

 **Thursday 11th September**  
Annual Members Meeting, 4.30pm



# committed to excellence 2013 WINNERS

COMMITTED TO EXCELLENCE WINNERS

Your Trust Issue No.22



The winners of our Committed to Excellence Awards 2013

were announced at a ceremony hosted by Heart FM's Breakfast Show host Ed James. Staff were rewarded and recognised for their hard work and dedication to The Dudley Group.

The event recognised teams and individuals in the hospital and out in the community who go the extra mile.

Opening the ceremony, Chief Executive Paula Clark paid tribute to all those shortlisted.

She said: "These awards recognise dedicated teams and individuals in both clinical and non-clinical areas who exemplify our Trust's vision and values, and go all out to make The Dudley Group a place where people really do matter."

Awards were announced in the categories of Excellence in Patient Care, Excellence in Service Improvement, Team Excellence, Unsung Hero – Clinical, Unsung Hero – Non Clinical and this year's new category Rising Stars.

The awards were made possible by our incredibly generous sponsors A&H Construction, Vissap, Geoff Hill Ltd, Summit Healthcare, Mills & Reeve, Whiteleys and Zicam Security. A special thank you goes to our main event sponsor; our PFI partner Interserve.

The Alf Edwards Award for outstanding achievement was presented to one of our most esteemed members of staff, Consultant Chemical Pathologist Dr Mourad Labib.

Chairman John Edwards praised Dr Labib for his invaluable contribution to the Trust over the years.

Dr Labib said, "I feel touched and honoured to receive this award.

"I would like to say that any achievements I have made over the last 24 years would not have been possible without the amazing teams I've had around me."

Rounding off the evening, John Edwards said,

"I think we can all agree that these awards capture a glimpse of what is so fantastic about the people who work in the NHS and in particular how lucky we are to have such a committed and dedicated bunch of people working for us in Dudley."



1. EXCELLENCE IN PATIENT CARE: Louise Timmins – Sister, Ward A2
2. EXCELLENCE IN SERVICE IMPROVEMENT: Midwife Led Unit
3. TEAM EXCELLENCE: Leg Ulcer Clinic

UNSUNG HEROES 4. CLINICAL: Ruth Russell – Play Specialist, Ward C2, 5. NON-CLINICAL: Ed Shovelton – Undergraduate Video Manager



ALF EDWARDS AWARDS Dr and Mrs Labib with John Edwards and Paula Clark



THANK YOU TO OUR SPONSORS!



MILLS & REEVE

RISING STARS 7. Natalie Williams – Student Nurse, 8. Elena Peris-Cross – Apprentice, 9. Dr Sophie Maxwell, 10. Dr Adam Seccombe





# The Friends & Family Test

"How likely are you to recommend our services to friends and family if they needed similar care or treatment?"

Our most recent published scores are for October 2013 and we are pleased that they are above the national average and second in the region:

**Inpatient Score: 76**  
(national average 72)

**A&E Score: 61**  
(national average 55)

More information about the Friends and Family Test, including how it is scored, is available in previous editions of Your Trust and on our website

[www.dudleygroup.nhs.uk](http://www.dudleygroup.nhs.uk)

## PLACE Assessment Results

A team of patient assessors joined us to conduct Patient-Led Assessments of the Care Environment (PLACE) at Russells Hall Hospital.

We are delighted to announce that we scored higher than the national average in three of the four areas of the assessments.

PLACE teams scored Russells Hall Hospital against 150 standards to give a score for each of cleanliness of wards (including bathrooms, furniture, fixtures and fittings), condition and appearance of sites, patients' privacy, dignity and wellbeing and food and hydration.

	Cleanliness	Food	Privacy, Dignity & Wellbeing	Conditon, Appearance & Maintenance
Russells Hall Hospital	97.87%	78.36%	90.92%	90.46%
National Average	95.75%	85.41%	88.90%	88.78%

We scored slightly lower than the national average for food and hydration (78.36% against the national average of 85%) and this is something we are already committed to improving.



# A new lease of life for the Message Tree

It would be difficult not to notice the fresh burst of colour that has recently appeared outside the Prayer Centre in Russells Hall Hospital.

The iconic Message Tree, which has been a feature since the Prayer Centre opened in 2004, has undergone a major renovation.

The tree, an original design by artist Dylana Eltimova, has been re-covered in multi-coloured plaster by plaster technicians Tonia Ligett-Plant and Angela Robinson. The bright coloured plaster covering was kindly donated by orthopaedic healthcare company BSN Medical.

Dylana and her mother Luudmilla, continue to supply the leaves on which visitors write their heartfelt messages before they attach them to the tree.

Mark Stobert, Chaplaincy Team Leader at The Dudley Group said replastering the tree has given it a well deserved new lease of life.

"We get around 3,500 messages every year so it's definitely well used – I'm really grateful that we've been able to brighten it up.

"The messages we receive on the tree are deeply moving. I can't read more than three before a tear appears," he said.

"The messages we receive on the tree are deeply moving. I can't read more than three before a tear appears."



**Get involved!** If you are interested in helping us make service improvements and would be happy to take part in surveys and feedback events, you can register your interest on our website at [www.dudleygroup.nhs.uk/patients-visitors/get-involved](http://www.dudleygroup.nhs.uk/patients-visitors/get-involved) or by calling Mandy Green on (01384) 244404. We will then contact you as opportunities to get involved arise.

# You said, we did...



"The staff on the ward were very comforting and reassuring not only to my mum but to my stepfather and myself."

**YOU SAID:** Patients told us that our tea cups were too small

**WE DID:** We've replaced our cups so inpatients can now enjoy a mug of coffee or tea

**YOU SAID:** We should make improvements to patient catering

**WE DID:** We've reviewed alternative suppliers to compare the quality and range of food available. We are planning a 'chosen by you' menu review

# Positive steps for our Stroke patients

It's smiles all round when our Pets as Therapy dog Buster arrives on the ward with his owner Anthea. During his weekly visit both staff and patients benefit from an uplift in spirits as he wags his way through the stroke rehab ward. It is a joy to see Buster helping patients with their rehabilitation exercises as they reach out to pat him and involve him in their routine, especially if they are missing their own pets at home.



Our Occupational Therapists and Physiotherapists have been working closely with the stroke ward to develop a variety of treatments for our patients recovering from strokes. Providing effective rehabilitation for our patients includes building their confidence and helping them to become as independent as possible before they return home.

**Breakfast Club** - The club was set up to provide an opportunity for patients to establish safe home routines and become more comfortable with basic routines ahead of their discharge.

**Upper limb Group** - The group provides upper limb rehabilitation with other patients away from the ward environment. The group supports patients to work towards their own goals and promote social interaction at the same time.

Patients have told us that meeting with people in the same position as themselves has helped them to build their confidence and feel like they'd progressed – in some cases just walking to the group sessions and back is a major achievement.

We underestimated the positive effect of the group environment on patients' general psychological wellbeing. Patients are asking to attend the group due to its huge success and nursing staff have commented on how much happier patients are.



“...the most satisfying and amazing thing you could ever do in your life.”

A nurse in Occupational Health has undergone a major operation to provide her niece with a life-saving kidney.

**M**audie McHardy, the Trust's Occupational Health Nurse Manager, endured a four-hour operation to donate one of her kidneys to her niece Maria – an organ she had gone without for 15 years.

Nineteen-year-old student Maria, who has a rare genetic condition which affects her kidneys, travelled from her home in Malta for the life saving operation in May 2013.

Despite spending five days in hospital and a further three weeks recovering at home, Maudie says giving the gift of life is the best thing she's ever done.

“It really is the most satisfying and amazing thing you could ever do in your life, but being a living donor is something you have got to think about very carefully.

“You have to make sure you keep yourself fit and healthy and there are some serious risks involved, so you've got to make sure you know all the facts before making the decision.

“Something you can do however is join the organ donation register, and I'd encourage

everyone to take five minutes to sign up – you could end up saving a life like Maria's.”

Dr Julian Sonksen, Clinical Director for Surgery and Anaesthetics and Clinical Lead for Organ Donation, said, “Although organ transplantation is one of modern medicine's greatest achievements it is completely dependent on the generosity of donors and their families who are willing to make this life-saving gift to others.

“Deciding to become a living donor is a very special individual decision. Joining the NHS Organ Donor Register is different to this but means you can let your organs help others and even save lives after your death.”

“I'd encourage everyone to take five minutes to sign up – you could end up saving a life like Maria's.”

#### Maria's story

Maria Agius was born in Malta with congenital nephrotic syndrome – a rare genetic condition which can often result in infection, malnutrition, and severe kidney failure. The condition is caused by a defect in a protein found in the kidney and many of those suffering with the nephrotic syndrome die during their childhood.

Although Maria's condition didn't prove fatal, her kidneys were severely affected, leaving Maria with kidney failure.

By the time Maria was just nine years old she had lost her older brother to the same

condition as her own, experienced a failed kidney transplant attempt, had both her existing kidneys removed and had spent five years on dialysis.

Maudie decided she couldn't bear to see her niece suffer for the rest of her life and made the decision to donate one of her kidneys.

“As the years went on I became more and more sure that giving Maria one of my kidneys was the right thing to do.

“Every visit to Malta to visit Maria left me heartbroken – everything she did was so restricted and she couldn't enjoy her life like other children her age.

“Her condition meant that she always felt tired, worn out and exhausted. Her growth was stunted, she had to constantly monitor her food and drink intake, and she was constantly on dialysis.”

On May 1st 2013, sixteen years after the original transplant attempt, Maria successfully received a kidney from her aunt Maudie and is now recovering well.

“I now have the energy and the freedom to do what I want to do without worrying about where the nearest dialysis unit is located” said Maria.

“I have to remember that I still have to be very careful and of course I have to take anti-rejection drugs for the rest of my life, but my life has changed completely for the better and I will be forever grateful to my auntie!”



Maria shortly after the operation

Maudie and Maria together in hospital

## MP Margot rolls up her sleeves at Russells Hall Hospital

**T**he MP for Stourbridge donned a red volunteer polo shirt to spend a day shadowing staff at Russells Hall Hospital.

Margot's day kicked off with a shift shadowing Assistant Portering Manager Paul McGarry in A&E followed by an afternoon session alongside Clinical Support Worker Barbara Mason on the Trust's acute medical ward, ward C8.

She also visited the hospital's state-of-the-art endovascular theatre, which she opened in March 2012, where life-saving aneurysm repair operations take place.

“The only way you can understand people's jobs and how they deliver a service is by getting involved.”

“It was very important for me to spend time with the staff who are providing vital

services in our hospital, to make sure my understanding of the challenges they face is as good as it can be,” said Margot.

“The media rarely report the day-to-day realities of the NHS, except when there is a crisis, so the overall impression can be too negative. I welcomed the opportunity to see at first hand what goes on so that I can help to present a more balanced view.”

“It has been a very rewarding and inspiring experience. I was very impressed with the commitment among the staff I met and reassured by the patients I talked to about their experience at Russells Hall Hospital,” added Margot.

“The whole experience has been a real eye opener into what it's really like to work in

a busy hospital, and it's been great to see how the different medical professionals and different departments work together to serve the patients.”

Chief Executive Paula Clark said she was delighted Margot had taken time out of her busy Parliamentary schedule to visit the hospital.

“Margot always takes a great interest in the work we do and we are very pleased to be able to show her, first hand, how we strive to give our patients the best possible experience,” said Paula.

“The ward was sparkling, the cleaner was very thorough with her work.”

## Hypo boxes launched



Following the success of the national Think Glucose programme aimed at improving care for inpatients with diabetes, the Trust has launched a kit for treating hypoglycaemic episodes.

Hypo Boxes are now kept on all wards and in other clinical areas and contain a selection of high glucose food and drink to help staff treat diabetic patients who are experiencing hypoglycaemia.

Ann Stroyde, Diabetes Specialist Nurse, explained that hypoglycaemic episodes can quickly turn into an emergency.

“Hypoglycaemia can result in a patient becoming unconscious so it's really important that these episodes are treated quickly, effectively and using the right products.

“These Hypo Boxes will make sure that wards will always have a fully stocked, easy-to-access kit ready whenever they need it.”

As well as a selection of glucose products, the hypo boxes contain a Patient Record Book to record patient details and treatment.

The purchase of the bright red carry cases was kindly supported by pharmaceutical company Merck Sharp & Dohme Ltd.

#### What's inside?

- ▶ 10 sachets of sugar
- ▶ Glucose tablets
- ▶ A bottle of Lucozade
- ▶ Packet of Dextrogl (a fast-acting, high glucose oral gel)
- ▶ 2 mini packets of digestive biscuits
- ▶ Hypo Patient Record Book
- ▶ Guidelines for treating hypoglycaemia



### DID YOU KNOW?

#### What is hypoglycaemia?

Hypoglycaemia, or a hypo, occurs when a person has an abnormally low level of sugar (or glucose) in their blood. When glucose levels are too low, the body doesn't have enough energy to carry out its normal activities.

Typical early warning signs of a hypoglycaemic episode are feeling hungry, trembling or shakiness, and sweating. In severe cases, there can also be confusion, difficulty concentrating, and even loss of consciousness.



**WANT TO BECOME AN ORGAN DONOR?** You can find out more about joining the NHS Organ Donor Register and becoming a living donor at [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk)



Dudley Group NHS Charity  
Fundraising Manager:

**Karen Phillips**

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www.dudleygroup.nhs.uk/our-charity  
www.justgiving.com/dghc  
Twitter: @DGNHSCharity  
Facebook: DudleyGroupNHSCharity  
Charity Number: 1056979

## Wear a Santa suit for the day and make our patients smile!

We are looking for fun people to dress as Santa for the day to raise funds for our Make our Patients Smile appeal. Santa Suit provided.

More details on our website or call (01384) 456111 ext 3349.

*"Whatever you are doing: do it dressed as Santa. Ho. Ho. Ho."*

## Comfort when you need it the most

Fantastic support from the local community has enabled the much needed refurbishment of our Emergency Department relative's room.

£3,000 has been raised for new furnishings, making the facility as comfortable as possible for relatives who may have to receive upsetting news about their loved one.

Large donations from the Yorkshire Building Society and the Leukaemia Appeal Fund kick-started the appeal with further funds raised by Emergency Department staff. A final grant from the Trust Charity enabled staff to refurbish the room.

Matron Briony Howells said, "We are always here to provide a service for patients who need our emergency care, but we also have to support relatives and loved ones whose time at the hospital can be equally as distressing."



## Cancer – caring for the patients and their family

The proceeds from this year's Christmas Appeal will help us to:

- Provide additional specialist equipment for the diagnosis and treatment of cancer
- Improve the environment in which our patients and their families spend time with us
- Expand the services we can offer to patients being treated in their own homes by our specialist cancer nurses

We hope to build on the outstanding reputation of all the staff at our Trust by helping to provide an environment which helps people cope, both emotionally and physically, with their illness



Professor Amtul Carmichael



Action Heart Therapist Anne-Marie Cooper with Catherine Bytheway

## Improving the lives of cancer survivors



A pioneering project aimed at encouraging cancer survivors to take on regular physical activity and exercise has proved a success.

The Action Health programme is a collaboration between Macmillan Cancer Support and local cardiac rehabilitation charity Action Heart.

The 12 week programme helps patients find safe and effective ways of being active to suit their abilities and interests. The Action Health team provide tailored, individual advice for patients and help them plan how they will incorporate physical activity into their lives in a way that best suits them.

Professor Amtul Carmichael, Consultant Specialist Breast Surgeon, helped organise the project and stressed the importance of exercise in cancer rehabilitation.

"Regular physical activity is always beneficial, but in cancer survivors it can help improve quality of life, decrease their need for health services and even aid their long term recovery."

Macmillan research has also shown that being

active during and after treatment can help the recovery and long term health of cancer patients.

Keeping active can even reduce the risk of recurrence and mortality for some cancers and can reduce the risk of developing other long term conditions, such as fatigue, stress, depression and osteoporosis.

Catherine Bytheway, one of the first patients to take part in the Action Health project, said the programme had been invaluable to her long-term recovery.

"It was a good opportunity to do something really positive after a not so positive situation – I got to take control of myself again."

"I would recommend it to anyone being treated for cancer. I felt so much more motivated compared to when I tried exercising on my own. I felt completely supported and didn't want to let either myself or my team down."

To find out more information about Action Heath call the team on (01384) 456111 extension 1470.

## TREE OF LIGHT

Donate a light to a loved one and enter their name in the Book of Hearts

Throughout December 2013 our tree at Russells Hall Hospital will be shining with hundreds of lights, each one dedicated to someone special.

By dedicating a light you will be helping to improve the comfort and care of local people using our services.

Simply fill in the form and send it with your donation (made out to Dudley Group NHS Charity) to: Dudley Group NHS Charity, Russells Hall Hospital, Dudley, DY1 2HQ.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Tel: \_\_\_\_\_

Email: \_\_\_\_\_

I would like my heart dedicated to: \_\_\_\_\_

Message: \_\_\_\_\_

(This will be entered in the Book of Hearts and also hand written on a heart to be displayed in Russells Hall Hospital's main reception)

I enclose a donation of £ \_\_\_\_\_ *Anyone donating over £5 will be sent a festive memento*

## Keeping you safe this winter – We're flu fighters!



We've been working really hard this year to get as many of our staff vaccinated against seasonal flu as possible. In fact this year we're aiming to have at least 75% of our workforce vaccinated against flu.

Doctors, nurses, midwives, clinical support workers, radiographers, physiotherapists and clerical staff (to name a few) have flocked to our flu jab drop-in clinics to get themselves protected against the virus.

Although many of us recover from flu quickly and easily, the effects on the most vulnerable can be much more severe. Influenza can be very dangerous and can even result in death.

It is also highly contagious, which is why it's so important that those working on the frontline are vaccinated to keep our patients safe and help prevent the spread of the virus.

**Do you want to be vaccinated?**

Some people, such as those who are over the age 65 or pregnant, are eligible for a free flu jab. To find out if you are eligible or to book a vaccine, speak to your GP.



Pictured from left to right:  
Shift lead Janet Jennings,  
HCSW Rachel Bowden and  
glaucoma clinical nurse specialist  
Julia Phillips pictured with  
deputy matron Jenny Davies  
and matron Lesley  
Leddington who have  
all had their flu jab.





Remember A&E and 999 services are for life-threatening and emergency conditions only

## A&E or 999

- ▶ Choking
- ▶ Blackout
- ▶ Chest Pain
- ▶ Blood loss

## NHS 111



- ▶ Unwell?
- ▶ Confused?
- ▶ Unsure?
- ▶ Need help?

## NHS Walk-in Centre

Holly Hall Clinic, Stourbridge Road,  
Dudley, DY1 2ER. 0330 123 9225.

- ▶ Cuts
- ▶ Itches
- ▶ Strains
- ▶ Sprains

## Your GP

- ▶ Vomiting
- ▶ Sore belly
- ▶ Ear pain
- ▶ Backache

## Pharmacy

- ▶ Diarrhoea
- ▶ Painful cough
- ▶ Runny nose
- ▶ Headache

## Self-care

- ▶ Hangover
- ▶ Sore throat
- ▶ Grazed knee
- ▶ Cough

With the cold winter months really starting to bite, the NHS has launched the Choose Well campaign to help people link their symptoms with the service which is right for their illness.

Research has shown that a significant number of people still go to their local hospital's Accident and Emergency department when there are other more suitable and convenient services.

**To help you choose the best care, follow the NHS Choose Well campaign**  
**For more information on choosing the right service visit [www.nhs.uk](http://www.nhs.uk)**

ਜੇਕਰ ਇਹ ਲੀਡਲੈੱਟ (ਫੋਟਾ ਇਕੱਠਾ) ਰੁਸੀ ਆਪਣੀ ਭਾਸ਼ਾ (ਪੰਜਾਬੀ) ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਫ਼ਿਰਾ ਕਰ ਕੇ ਪੇਸ਼ਟ ਇੰਨਫਰਮੇਸ਼ਨ ਕੇ-ਆਰਡੀਨੇਟਰ ਨਾਲ 0800 0730510 ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

यदि आपको यह दस्तावेज़ अपनी भाषा में चाहिए तो प्लान्ट इन्फार्मेशन को-ऑर्डिनेटर को टेलीफोन नम्बर 0800 0730510 पर फोन करें।

જો તમને આ પત્રિકા તમારી પોતાની ભાષા (ગુજરાતી)માં જોઈતી હોય, તો કૃપા કરીને પેસન્ટ ઇન્ફર્મેશન કો-ઓર્ડિનેટરનો 0800 0730510 નંબર સંપર્ક કરો.

আপনি যদি এই প্রচারণাটি আপনার নিজের ভাষায় পোতে চান, তাহলে দয়া করে পেশেন্ট ইনফরমেশন কো-অর্ডিনেটরের সাথে 0800 0730510 এই নম্বরে যোগাযোগ করুন।

إذا كنت ترغب هذه الوثيقة مترجمة بلغتك الأصلية (اللغة العربية)، فراجع أخصائى المعلومات للمريض  
Information Co-ordinator على الرقم 0800 0730510

سہ ماہیہ ایڈیٹور کا پتہ: (01384) 321124 یا ایمیل: [foundationmembers@dgh.nhs.uk](mailto:foundationmembers@dgh.nhs.uk)۔ 0800 0730510۔ وقت: 9 بجے تا 5 بجے (مربعہ) کے ساتھ ساتھ ایسی کے ساتھ

This leaflet can be made available in large print, audio version and in other languages. Please contact 0800 073 0510.

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If you'd like your own copy of Your Trust delivered either via email or to your door then let us know. Contact us on (01384) 321124 or email [foundationmembers@dgh.nhs.uk](mailto:foundationmembers@dgh.nhs.uk)

