

# Your **TRUST**

**NHS**  
The Dudley Group  
NHS Foundation Trust



The soothing power of reading to baby  
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All the winners at our staff awards  
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Bright sparks go neon for neonatal  
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## National recognition for Dudley Group anaesthetics



Anaesthetists at Dudley Group NHS Foundation Trust have been recognised for providing the highest quality care to their patients by achieving the prestigious Anaesthesia Clinical Services Accreditation (ACSA) from the Royal College of Anaesthetists (RCoA).

It means patients at The Dudley Group can be assured they are receiving outstanding service. Dudley is the first Trust in the West Midlands to become accredited, and only the 33rd in the UK.

ACSA promotes quality improvement and the highest standards of anaesthetic service. To receive accreditation, departments demonstrate high standards in areas such as patient experience, patient safety and clinical leadership, meeting 100% in all areas.

Dr Adrian Jennings, ACSA lead for The Dudley Group, said: "In challenging times for the NHS and NHS staff, ACSA has given us something very positive to pursue."

"It offered an opportunity to galvanise the department towards a shared goal, generating some positive feedback and reward. Finally achieving ACSA has been an amazing success for the Trust and we all feel immensely proud. We can now clearly see evidence that our care is of a high standard and hope this will bring further benefits in terms of recruitment and staff retention."

Trust chief executive Diane Wake said: "We are delighted that the hard work of this team to provide the best possible care for patients has been recognised. It's great news for people coming in to our Trust for operations, which can naturally be a worrying time. This shows how much care we put in to looking after them at every stage."

Dr Fiona Donald, vice president elect of the RCoA, presented the plaque to the department at a ceremony attended by Trust directors and department members.

Professor Ravi Mahajan, President of the Royal College of Anaesthetists, said: "I would like to offer my personal congratulations to the entire anaesthetic department on achieving ACSA accreditation. It is richly deserved and demonstrates their commitment to providing the best possible care for their patients. Patient engagement is a key focus of what we do as a medical Royal College and it was impressive to see the integration of services from doctors to support staff developing and enhancing the quality of care they provide across the hospital. As well as meeting the standards, the department demonstrated many areas of excellent innovative practice that have now been highlighted for sharing throughout the ACSA network."

Dr Kate Glennon, ACSA lead reviewer, added: "Heartfelt congratulations go to this hard-working team of doctors and support staff and services."

"Some notable areas included the imaginative use of IT systems to improve process and the patient journey, the familiarisation of staff to the department and particularly remote site anaesthesia and the complete overhaul of the pre-operative pathway. The high regard afforded by the rest of the hospital for the anaesthetic body was evident throughout the visit. There is much excellent practice to commend Dudley for, and to share with others."

# Stroke service is the best in West Midlands



Members of the multi-disciplinary team who care for stroke patients

## Care of stroke patients in Russells Hall Hospital is the best in the West Midlands, according to a national healthcare programme.

The Dudley Group NHS Foundation Trust is in the top 40 of 216 trusts across the country for both its clinical care of patients and organisation of its stroke services.

"We are delighted with this recognition of the excellent care our stroke team provide to patients," said Trust chief executive Diane Wake. "This is a service constantly striving to improve with the aim of being the best in the country for stroke patients."

The Sentinel Stroke National Audit Programme

(SSNAP) measures the quality and organisation of stroke care in the NHS and is the single source of stroke data in the UK.

Its overall aim is to provide timely information to clinicians, commissioners, patients and the public on how well stroke care is being delivered so it can be used as a tool to improve the quality of care provided to patients.

The Dudley Group has a Level A rating. Contributing to this are twice-daily ward rounds led by consultants so important clinical decisions are made, and imaging carried out within national clinical guidelines.

There is a 24-hour specialist nurse-led bleep cover for all stroke referrals, with ambulance crews alerting

the team that a stroke patient is being brought in.

It provides all forms of care for stroke patients including 24/7 thrombolysis (clot dissolving treatment) and a new service called mechanical thrombectomy in conjunction with Queen Elizabeth Hospital, Birmingham.

"The stroke service works as a multi-disciplinary team with everyone working together to ensure the best outcome for all patients after a stroke," said Diane.

"We also work with Dudley Stroke Association which provides support to patients and families after discharge from hospital."

The stroke service received a 'good' rating in its most recent CQC inspection.



## Becky elected as national chair

Congratulations to Becky Plant, inpatient falls prevention lead, on her election as chair of the National Falls Practitioner Network. Becky has helped us reduce our falls in hospital to below the national average.



Rebekkah Plant

Becky's 12-month appointment officially begins after the national conference in November but she will co-chair the event, at NHSI, with the outgoing chair. She has been with the Trust for 10 years, spending eight working in ED. "I was in resus one day and we had a man in his 60s brought in. He had had a fall and had spent the night on a cold floor in his kitchen. He had hypothermia and we had to warm him slowly. We could have lost him. I realised then how serious falls could be," she said.

The National Falls Prevention Network was set up 18 months ago and consists of falls practitioners including nurses and AHPs. It meets quarterly at NHSI and also holds monthly regional meetings to share best practice and discuss issues. It was set up following an NHSI collaborative in 2017, at which the Trust won an award. Since then we have seen a reduction in falls in hospital, both with and without harm, to below the national average.

## Did you know . . ?

Our ambulatory emergency care is one of the busiest departments in the region, treating more than 10,000 patient each year.

# To infinity and beyond!



Interim chief nurse Mary Sexton, chief executive Diane Wake and chief operating officer Karen Kelly with Buzz and Woody at the opening of the new children's ED

## We have officially unveiled our new children's Emergency Department with the help of some very famous toys.

The bright and spacious new area is improving care for the increasing number of children being seen in ED and we celebrated the improvements in style.

Buzz and Woody, courtesy of Bernard Moseley Kids Entertainment, were the star attractions, while students from Midlands Academy of Musical Theatre sang songs from the Toy Story movies.

Staff nurse Denise Walton provided balloons, Showcase Cinema took along a photo booth from the record-breaking new movie while Odeon Cinema provided posters and activity packs for the young patients.

There were cakes from Deborah Hadley at Dott About Cakes, Alison Steventon and Jane Waterhouse, and Interserve, who provide facilities management services for the Trust, served up fruit and crisps.

Trust chief executive Diane Wake and chief operating officer Karen Kelly joined in the fun, and interim chief nurse Mary Sexton gave a speech before the cutting of the ribbon.

Matron Rachel Tomkins said: "Our paediatric ED is going to infinity and beyond! The new children's area is more spacious, brighter and gives our youngest patients a much better environment. We are seeing increasing numbers of young patients coming to ED so this was very much needed. "We have received very kind donations of games consoles and TV from the public following a Facebook appeal and these are very popular in the area, so we would like to thank everyone who has contributed."

# Trust welcomes two new non-executive directors

## Meet Ian James and Gary Crowe

**Ian James trained as a geologist before qualifying as a social worker in Nottingham and working with Nottinghamshire County Council before moving to North Wales to set up a welfare rights unit for Clwyd County Council.**

In 2002 he moved to the Black Country. Since 2016 he has worked for the Local Government Association as a care and health improvement adviser specialising in health and wellbeing system leadership.

He says: "I'm passionate about public services – and particularly the importance of recognising that, first and foremost, they are the public's services! We look after them on their behalf.

"I'm very interested in how we can engage better with the people we serve; better still, how we can work with them to improve what we do in a spirit of co-production."

Gary Crowe is a university professor of Innovation Leadership attending at Keele Management School and Loughborough University. He previously held senior commercial positions in strategy, business transformation and risk & financial management as a director and management consultant in the financial services sector.

Gary holds a number of external board appointments, and has served as an independent non-executive director with another NHS trust since 2015. He is a qualified chartered banker and fellow of a number of professional organisations and learned societies.



Ian James



Gary Crowe

## Falls Service shortlist success

Congratulations to Dudley Falls Prevention Service, who were finalists in the Chief Allied Health Professionals Officer Awards. Their nomination in the category Nice into Action was for successfully redesigning and improving the service.

The service, which involves Dudley Falls Team, Dudley CCG, Dudley Council and Public Health England, used NICE guidelines to develop and improve the community falls pathway after services were under-utilised.

The previous falls prevention services were fragmented with different teams working in isolation. After setting up a task group to redesign the service, the team developed a Falls Assessment Guide. This embedded links to referral forms to

support staff to complete assessments and to simplify onward referrals, particularly to services which were under-utilised.

NHS clinicians began providing training for single point of access (SPA) staff, and the team collaboratively developed a triage tool to help the process of directing patients to the most appropriate stream of service.

■ The service draws on the knowledge and skills of the clinicians working within the pathway, including physiotherapists, occupational therapists, pharmacists and falls nurses. The first fully operational year as a combined service saw 1,827 patients come through the pathway.

## From the Chief Executive

# To our ongoing success

## Welcome to our autumn edition of Your Trust. In it you will find news and information about some of the many things that have been happening here at The Dudley Group NHS Foundation Trust.

As you will see it has been a very busy few months, with much to be proud of. We continue to win, or be shortlisted for, national awards; our staff go above and beyond to improve patient experience, and we constantly innovate to ensure the care we provide to our patients is the best it can be.

One of the highlights of our year is always the Committed to Excellence Awards which sees us putting on our finest to enjoy a gala night, honouring teams and individuals who have really stood out during the last 12 months, only made possible by our generous sponsors.

On a day-to-day basis we are particularly proud of our

referral to treatment times, which see Dudley patients have some of the shortest waits in the country for planned procedures. We are routinely in the top 10 trusts nationally for the 18 weeks from referral to treatment standards.

The report of the Care Quality Commission (CQC) inspectors, who visited our Trust back in January, was finally published in July. Our overall rating remains the same at 'requires improvement' and we are pleased that the hard work of our teams is paying off in our urgent and emergency services whose overall rating has improved to 'requires improvement'.

We are pleased the CQC recognised the outstanding aspects of our community end-of-life service which was rated good overall and received outstanding for caring. Community health services for adults received a good overall rating. This is great recognition of the dedication and commitment to excellent patient care these teams deliver to their patients.

**Winter is always our busiest time of year. Please do all you can to keep yourself well and get medical advice in the appropriate way.**

## Make the right choice



### 999 or Emergency Department

Only in a life-threatening emergency: heavy bleeding, unconsciousness, severe breathing difficulties.

### Urgent Treatment Centre

Urgent but not life-threatening: sprains, fractures, minor burns, skin infections.

### GP surgery

Persistent symptoms or long-term conditions: pains, minor mental health concerns, sudden changes in wellness.

### Pharmacy

Feeling generally unwell: fevers, aches & minor pains, stomach upset, skin rashes.

### NHS 111

Need urgent help but it's not an emergency: confused about where to go, need general advice, unsure how severe it is.

### Self-care

Common ailments and illnesses: colds, grazes, minor cuts, hangovers, sore throats, minor headaches.

**Diane Wake**



## Life-saving midwives given national awards



Anne Groucutt presents the Cavell Star Awards to Tracey Jones (left) and Julie Hughes

**Two of our midwives have been given a national award after their intervention proved life-saving for a dad-to-be who attended a routine antenatal appointment.**

Midwives Julie Hughes and Tracey Jones received the national Cavell Star Award from Anne Groucutt, after Julie and Tracey spotted that her son Sam Hutchins was clearly poorly and insisted he was seen by doctors straight away.

Sam, 24, of Quarry Bank, has been diagnosed with aplastic anaemia and mum Anne, a staff nurse at the hospital, says that without their action Sam would not be alive.

She nominated them for a Star Award from the Cavell Nurses' Trust and was delighted to make a surprise presentation to them.

"If it hadn't been for the midwives, Sam wouldn't be here today. They followed their gut instincts, and I cannot thank them enough," says Anne, who works on surgical outpatients. "I was thrilled when I got the call to say they had been approved for the award."

Edith Cavell was a British nurse during the First World War. She is celebrated for saving the lives of soldiers from both sides and in helping over 200 Allied soldiers escape from German-occupied Belgium. In 1915 she was put to death by a German firing squad, despite international pressure for mercy. In 1917 a fund was begun in her memory and it provides help to nursing professionals in hardship. Cavell Star Awards are given to nurses, midwives, nursing associates and healthcare assistants who shine bright and show exceptional care.

Aplastic anaemia is a rare condition in which the bone marrow stops making new blood cells.

## Did you know . . ?

In the last year we performed 6,000 day case treatments, preventing unnecessary hospital admissions.

# Hearing Problems ...or maybe just ear wax?

# DON'T SUFFER IN SILENCE!

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## Soothing way to help baby's development



Parents of poorly babies on our neonatal unit are being encouraged to read to their little ones to help in their development.

Set up earlier this year, the Neonatal Library is a small collection of donated and purchased story books available to all families on the unit.

"We started the library so that parents can read to their babies in the way they would if they were at home," said lead nurse Julie Marks. "Enabling parents to read to their baby encourages them to take an active role in their baby's care and development. It also helps create a less stressful environment for babies and parents."

All the major structures of the ear are developed between 23-25 weeks gestation and the foetus is able to react to auditory information from around 26 weeks. However, research shows that parents dealing with the admission of their sick baby to a neonatal unit are less likely to engage in usual parenting activities.

There are many advantages to reading to babies on the neonatal unit:

- It creates a routine.
- Hearing a familiar voice provides reassurance to the baby and lowers heart rate, leading to a calmer baby.
- It brings a feeling of closeness, even if baby is too fragile to be held.
- It stimulates phonological awareness in the baby.
- It provides an escape beyond the equipment to create an element of normality. It is an activity removed from the hospital setting which can help calm parents in a difficult environment.
- The involvement of brothers and sisters can encourage sibling bonding and keeps them occupied on the unit.
- Babies who are read to on the neonatal unit are more likely to continue to be read to months after discharge.
- Parents can often feel 'helpless' and as though their baby 'belongs to the hospital'.
- Reading provides them something constructive to do and encourages bonding.

The neonatal unit at Russells Hall Hospital has 18 beds plus four transitional care beds.

## Caring for You Charter signed

The Dudley Group's Maternity Department has signed up to the Royal College of Midwives' Caring for You Charter.

It commits the Trust to being a compassionate and supportive workplace, and was signed to mark International Day of the Midwife.

Signing the charter will see the department develop and implement an action plan about health, safety and wellbeing – issues that are important to the maternity workforce and the families it serves.

Head of midwifery Dawn Lewis, who signed the charter, said she was really keen to have the charter in place because it set out what the Trust is committed to.

Team members gathered for the signing, and also to celebrate International Day of the Midwife, which this year had the theme Midwives – defenders of women's rights'.

Head of midwifery Dawn Lewis (front right) with members of the Maternity Department



# You said... we have!

**Feedback from our patients is really important to us at The Dudley Group. We gather this in a number of ways including real time surveys, The Friends and Family Test, NHS Choices and Patient Opinion online reviews, national surveys, listening events and focus groups, complaints and the Patient Advice Liaison Service (PALS).**

The Trust holds 'Feedback Friday' once a month at Russells Hall Hospital, Corbett Outpatient Centre and Guest Outpatient Centre. The patient experience team base themselves in the main reception of each location and gather feedback from patients, their families/carers and visitors. This is usually on the last Friday of the month.

Feedback received is shared across the Trust and is used to make the changes required to improve services for patients.

Listed right are examples where improvements have been made from feedback received:

### You said

We would like to listen to the radio

I can hear what is being said to other patients

We want more information about visiting times

There is a lack of information from doctors about my care

I do not see a menu card

### We have

Headphones are available for patients who wish to listen to the radio and this is promoted throughout the wards.

We have a new relatives' room where doctors are able to take patients and relatives to discuss their care and any other issues.

Visiting times are published in the Welcome Booklet which we aim to give to every patient. Please ask a member of staff for more details.

Going forward, there is a plan that consultants meet with the patient each day and discuss their care.

A new menu card has been developed and more copies will be available for patients.

Because we place such importance on the value of feedback, we have worked hard to raise the profile of PALS. As a result, the number of people contacting and using this service has grown year on year. However, the number of complaints received accounts for just 0.05 per cent of patient activity (figures for 2018/19).

We also receive thousands of compliments from patients who wish to thank staff for the care they have received. In our last financial year, from April 2018 to March 2019, the Trust received 7,156 compliments.

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We have been treating people through Salt Therapy since 2016 and our satisfaction cover from helping our customer feel better, look better and ultimately get better.

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Administered in the calm, soothing and relaxing environment of our salt rooms within our Halo Salt Centre, salt therapy (also referred to as Halotherapy) is an effective drug free and natural alternative remedy for a variety of conditions, proving to be especially powerful for respiratory and skin conditions.

We have received extremely positive feedback from clients who have experienced major improvements to their conditions, so if you suffer with Asthma, COPD, Hay Fever, Eczema, Sinusitis, Coughs or Cystic Fibrosis, Salt therapy could help you breathe easier and sleep better. In most patients, after a course of Salt therapy airways become normal and symptoms ease.

A salt therapy session lasts for one full hour (60 minutes) and your first session is free. After that there are a range of packages to suite all pockets from £35 for one session, a starter pack for three sessions for just £50 through to an annual unlimited session package valid for one year.

For more information phone or visit us at our Waterfront Centre in Brierley Hill or visit our website [www.halosalt.co.uk](http://www.halosalt.co.uk) to check out reviews and testimonials from our clients.



### Calla Rose Story.

My 4 year old daughter has been attending salt therapy on and off for nearly 3 years. Calla has many medical conditions and these have caused her to have numerous chest infections/pneumonia resulting in her being dependent on oxygen 24hrs a day.

We found out about the Salt centre and decided try it. After about 6 sessions we noticed it began to help Callas breathing and chest infections reduced. We did however, miss one winter of not coming to the Salt centre and this resulted in Calla being extremely poorly with her chest and her lungs were not very good.

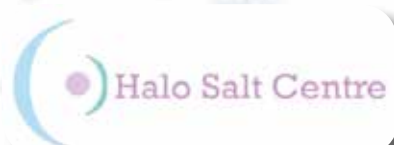
Since that episode of illness, we now attend Halo Salt Centre twice a week and I am happy to say that Calla has been off her oxygen since March 2019 and has full lung capacity. We have also not had a chest infection for 9 months!!

Salt therapy is amazing and it has given Calla her life back. She can now crawl around without getting short of breath and we haven't seen a hospital for 9 months!

Zoe the owner of Halo Salt Centre is a warm, caring and friendly person and nothing is ever too much trouble, we love our sessions at Halo Salt Centre!



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# Dudley welcomes new chair for its multi-specialty community provider

## Harry Turner has been appointed independent chair of The Dudley Multi-specialty Community Provider (MCP).

Harry is an experienced chair having been chair at The Dudley and Walsall Mental Health Partnership NHS Trust for the past couple of years and prior to that chair of Worcestershire Acute NHS Trust.

He has a wealth of NHS and private sector experience at trust board level including acute, specialist and mental health chair positions and board level in the travel industry and that range of experience will be pivotal to this position as we form a completely new way of delivering care for Dudley people.

Harry's appointment is for 12 months initially as we work through what form the MCP will take and establish how health and care services will be delivered within it.

Harry said: "I am thrilled at becoming the MCP chair. It is a great opportunity and an honour to make a difference



Harry Turner

in an area that you have been bought up in. I am really looking forward to working with all of the partners across primary, acute, mental health, care and voluntary sectors, to develop a whole new way of working that will provide long term health and care benefits for the people of Dudley."

Diane Wake, chair of the MCP transition board said: "We are delighted Harry has joined the team on this journey to become an MCP. The time is right to have an independent chair to support the establishment of the MCP. His energy and enthusiasm for developing Dudley into a truly integrated health and care system is amazing and I am excited at the prospect of what we can achieve."

Dudley MCP will bring together GP practices, nurses, community health and mental health services, community-based services such as physiotherapy, relevant hospital specialists and others to provide care in the community that is joined up and puts patients at the centre, where they should be.

## Putting a smile on young faces



Matt Anderson and Brandon Taylor holding some of the trophies they won



Finance director Tom Jackson (left), staff on C2 and Disney characters share the message that an apple a day is good for you – unless you are Snow White!

Hospital can be a daunting place – and that's especially true for children and young people, which is why staff on our children's ward are working to show that hospital can be fun, with monthly events designed to bring a smile to patients' faces.

Two of the most recent have been a sports day and a Disney Day, featuring costumed characters from old favourites like Snow White and Alice in Wonderland to modern heroines Elsa and Anna from Frozen.

The sports day saw the children on Ward C2 take part in sports and games and enjoy a karate demonstration by students from the Shukokai Karate Federation. Brandon Taylor and Matt Anderson showed off some of the skills which have seen them win national and international medals for the martial arts of kata and kumite.

Head of children's services Karen Anderson said: "It has been a great summer of sport and we wanted the children we care for to be able to join in, especially if they had missed out on their school sports day."

"As a team we are keen to raise the profile of children's services across the Trust and share the messages #kidsareourpriority and #hospitalcanbefun."

## Breathing easy on sponsored walk



Members of the pulmonary rehab team who took part in the walk

People with respiratory conditions and the medical team who help them took part in a sponsored walk to raise cash for a local charity.

Our pulmonary rehabilitation team from The Dudley Group NHS Foundation Trust and our patients walked a combined 120 miles in Mary Stevens Park, Stourbridge, in aid of the Breathe Easy Charity.

One of the nine-strong team, respiratory nurse Sue Robertson, went even further with a 500 mile walk spread over two fortnights this summer. Sue met up with husband Stephen, who was walking from John O'Groats to Land's End plus taking on the Three Peaks of Ben Nevis, Scafell and Snowdon – a total of 1,180 miles.

Stephen's two-month walk was in aid of Macmillan Cancer Support but Sue walked for Breathe Easy. She raised £636, while the patients who did the

Stourbridge walk raised a further £227.

Acting team leader Laura Van den Heule said: "Breathe Easy has been going for about 20 years but asthma nurse Liz Sadler and I took it over a couple of years ago, along with member of the public Denise Benson.

"It supports anyone in the area with respiratory conditions and we meet once a month. Many of the patients we work with on rehabilitation attend."

The team, based at Stourbridge Health and Social Care Centre, run six-week programmes for people with chronic lung conditions who have either been in hospital or referred by their GP.

They meet twice a week at four community locations across the Dudley borough, with exercise and education to help people manage their conditions and improve their day-to-day exercise tolerance.

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Pre-op assessment team, improvement practice award



Cardiac assessment unit, team excellence

# Top dog at our staff awards!

**A Pets as Therapy dog and her owner were among the winners at a glittering awards evening for healthcare staff and volunteers.**

The Dudley Group NHS Foundation Trust held our annual awards, Committed to Excellence, at The Copthorne Hotel on Friday 5th July. Springer spaniel Molly and her owner Geoff Ashton picked up the Patient Choice award.

Molly and Geoff are regular visitors to Russells Hall Hospital, helping patients forget their pain and discomfort. One person who nominated them described Molly as 'a bouncing ray of sunshine'.

Other winners included the Trust's new cardiac assessment unit, which picked up the Team Excellence trophy, and the specialist palliative care team, who won the Medical Director Award.

Outstanding Achievement awards went to the acute medical unit (AMU) for team with Nick Parry, consultant anaesthetist, picking up the individual award.

The learning disabilities liaison team, who were also winners at the 2018 Nursing Times Awards, were presented with the Chief Nurse Award.

Another very popular winner was volunteer Avtar Bansal, described in his nomination as a true gentleman known for his lovely smile. He won the Steve Ford Volunteer Award, newly renamed in memory of the long-serving volunteer who died last year.

The Trust's chief executive, Diane Wake, said: "Committed to Excellence is always a highlight of the year and a chance for us to celebrate the hard work and dedication of our staff – and volunteers."

"It is always difficult to single out teams and individuals because we have so many wonderful nominations which

reflect the breadth of great work in the Trust, so very many congratulations to all our winners."

In all 21 trophies were presented at the ceremony, which was hosted by BBC news presenter Nick Owen, and attended by MP Mike Wood and the Mayor of Dudley, Councillor David Stanley, and his consort, Councillor Anne Millward.

A raffle raised £800 while an auction brought in another £600 for the Trust's charity.

Thanks go to the main event sponsors Interserve and our individual award sponsors who made the evening possible.



Molly and Geoff – patient choice award



Melvin Wilson – Healthcare Hero individual award



Avtar Bansal – Steve Ford volunteer award



Frankie Tibbetts – corporate services award



Gillian Jones, unsung hero – non-clinical



Vera Patricia Lourenco Ganhao – medicine and integrated care award



Nicollet Clark – surgery, women and children award



Emma Paul, unsung hero – clinical



Emma Warriner, chief executive special commendation award



Michelle Jinks, excellence in patient care



Tracey Beese, clinical support services award



GI unit – Healthcare Hero team award



Nick Parry – outstanding achievement award – individual



Learning disabilities liaison team – chief nurse award



Jo Bowen and the specialist palliative care team – medical director award



Acute Medical Unit – outstanding achievement award – team



Nicky Calthorpe – chairman award



Atiq Rehman and the MTI team – chief executive award



Matrons team – chief operating officer award

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The first women back



**Rainbow runners were spectacularly splattered with neon powder while they made their way around the 5k route at Himley Hall Park, Dudley on Sunday 9 June 2019.**

The Neon Dash is the brightest, biggest event on the charity's calendar and, over the past two years, has raised a whopping £20,000 for the neonatal unit.

The florescent family fun day was superbly supported by the Black Country Radio road show in the family arena, which included a bouncy castle, funky face painting, a barista van, gourmet burgers and a variety of charity stands.



Deputy Mayor and Consort with chief executive Diane Wake



Chief operating officer Karen Kelly

## About our charity



Find out about our charity appeals on Twitter (DGNHSCCharity), Facebook (DudleyGroupNHSCharity) and on the web. You can also contact the fundraising manager Karen Phillips on 01384 456111 ext 3349 karen.phillips5@nhs.net www.dgft.nhs.uk/our-charity 2nd Floor, South Block, Russells Hall Hospital Dudley DY1 2HQ

Charity Ref No: 1056979

The Dudley Group NHS Charity makes a real difference to those being treated in our hospitals or in their own homes.

We are not about providing healthcare; charitable donations enable us to provide comfort and facilities above and beyond those which are provided by the NHS.

Enhancing a person's visit to us can make all the difference to their wellbeing, improving recovery and overall experience.

All the Trust charities come under the umbrella of the DGNHS Charity and when raising money for our charity you can choose where your money will go.

We can keep you informed of what is needed for our patients and help you decide how you can get involved. You can raise money for a particular area of care or you can spread your donation over a variety of causes.

We will ensure your donation goes where you want it to go.

Making our vision happen involves all our partners: staff, patients and the local community

## Ambulance staff brave the shave

**Big hearted members of West Midlands Ambulance Service took on a sponsored head shave in the main reception at Russells Hall Hospital.**

Mick Clee, Dave Porter, Blake Soley and Phil Baxter, four members of patient transport staff, braved the shave to raise funds for improved baby bereavement facilities at the hospital. There has been massive support for the lads who raised more than £2,000 in sponsorship.

Black Country Radio 'Busking for Charity, Omma and Chain' sang lively words of encouragement during the shave and colleagues and passers-by cheered them on and donated over £100 in a bucket collection.

Please show your support and donate to this really worthy cause: [www.justgiving.com/fundraising/shaveforbabybereavement](http://www.justgiving.com/fundraising/shaveforbabybereavement)



Brave the Shave cheque presentation

# Waldrons supports Charity Will Fortnight



Charity fundraising manager Karen Phillips and Dawn Cash from Waldrons Solicitors

**Waldrons Solicitors are calling on the people of the Black Country to visit them at either their Kingswinford, Dudley or Merry Hill branches between 7-18 October 2019, and have a will drawn up for free. Appointments are now being made.**

In exchange, will-makers will be asked to make a donation to the Dudley Group NHS Charity. The suggested minimum donation is £80 for a single person and £150 for a couple.

The subject of wills is seldom spoken about and Waldrons hope that they can highlight the need for everyone to have a will and, at the same time, to raise funds for our charity which makes a real difference to those being treated in our hospital, outpatient centres and in their own homes.

"Most estimates are that around half of all adults in the UK don't have a will which in turn could leave the law in control of their property and possessions," said Dawn Cash, an expert in wills at Waldrons.

"It may also mean that loved ones are left with nothing when the inevitable happens."

She went on to say that due to more complex family structures than in generations gone by and the rise of DIY wills, a professionally drafted will was more needed than ever.

"Many cheap wills purchased via the web in the last decade or so could be defective, causing court battles and huge financial loss for many family members. It's a huge worry that really needs bringing to the public's attention."

"The problem is that making a will is a subject seldom spoken about because it means talking about death. While no-one can control when the inevitable happens, everyone can maintain control of what happens to their possessions when it does."

"We hope this move, as well as raising the importance of wills, can support a charity that does so much good in the region," she said.

The scheme will run from 7-18 October but anyone wishing to take part should contact Waldrons on 01384 811 811 now, to arrange an appointment.



## £100,000 appeal for Children's ED



Recent years have seen a significant rise in patients in a mental health crisis admitted to the Emergency Department; this has meant that children in crisis are subject to potentially distressing sights and sounds at an already upsetting time.

We realise that every child is different and may have a combination of additional needs. We want to transform a hospital visit for children from a potentially frightening experience into a positive one that encourages calm and co-operation.

Our Children's ED appeal will be supporting improvements to the children's waiting area and consulting rooms, making sure they are equipped with sensory distraction items. We are also looking at the environment where teenagers are treated.

We aim to provide a safe room for our younger patients arriving in emotional crisis or with mental health conditions, including those with challenging behaviour. Patients will be able to wait, and maybe even treated, in a specialist space.

Your donations will help us to provide a variety of specialist 'superhero' type books which explain complex conditions in a simple way. It could be simply a matter of helping a child to understand an illness which will make it so much less scary and easier to cope with.

Your help with this fundraising appeal will be invaluable. Check out our website for ways you can get involved, or contact our fundraising department if you would like support with fundraising. If you would like to make a donation you can do so via JustGiving: [www.justgiving.com/campaign/ChildrensED](http://www.justgiving.com/campaign/ChildrensED)

## Did you know . . ?

We have some of the shortest waiting times in the country for our patients referred for planned treatment.

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## Data quality improves patient care



The Trust's chief operating officer Karen Kelly receives the award from Chris Baker, executive offer at Capita Software

We are delighted to have won a national Top Hospitals award for the quality of our data, which helps improve patient care.

The CHKS Top Hospitals Awards celebrate excellence throughout the UK and are given to acute sector organisations for their achievements in healthcare quality and improvement.

The data quality award for England, Wales and Northern Ireland is given in recognition of the importance of clinical coding and data quality, and the essential role they play in ensuring appropriate patient care.

CHKS, part of Capita Healthcare Decisions, bases its award decision on the data that comes from the information regularly submitted by hospitals to NHS Digital to help track performance.

Chief executive Diane Wake said: "We are delighted to have picked up this award for the quality of our data, which is critical for enabling us to be innovative in our patient care. Our data informs change and allows us to benchmark ourselves against other organisations. All of this feeds back into constantly improving patient care."

# Developing leaders in the Dudley Group Trust

Supporting our staff's development is important to The Dudley Group, and more than 100 have taken part in our Developing Leaders programme so far. Eighty more are now signed up for future cohorts.

Developing Leaders is a new programme of leadership and management development for those who manage people or services. Aimed at senior grades, it provides access to a range of workshops, coaching and masterclasses to further develop skills and knowledge.

Each cohort – there have been seven so far – graduates in front of their Trust colleagues in the lecture theatre at Russells Hall Hospital.

Here are some comments from people who have been through the course:

"The Developing Leaders course has given me a new lease of life! Using coaching I've been able to enable those needing support to feel empowered to help themselves. It's helped me professionally and personally. Not only am I now in a position to raise the diabetes specialist service profile, networking has helped me to develop more support for staff, a discharge

checklist, bespoke staff education and plans to work with West Midlands Ambulance Service to reduce avoidable admissions."

"The course helped me to see that others feel the same pressures as I do and also taught me that it is OK to pause for thought sometimes. Understanding what happens in other areas is helping the Trust become part of a team. People get frustrated when they don't know the whole picture. I have already seen some benefits from coaching that I have done within my team."

"Being on this course has been enlightening. I have worked in the NHS for our 30 years but now understand many of the processes in place. It has made me move our department forward and strive for a better working environment for all, as well as improving the service we provide for the women and their families that come to us here at Russells Hall. I am really proud of my team and our service we provide but don't think I would have got as far as I have supporting them if it wasn't for this leadership program."

This autumn the Trust is launching manager essential training, and is also looking at bespoke training to develop colleagues to the next level of management, giving them the skills to do the job.



Seven Up selfie – the latest cohort of Developing Leaders

# JOIN US!

**NHS**  
The Dudley Group  
NHS Foundation trust



## WORK WITH US

You can see all our latest vacancies on the NHS Jobs website [www.jobs.nhs.uk](http://www.jobs.nhs.uk) or go to [www.dgft.nhs.uk/latest-vacancies](http://www.dgft.nhs.uk/latest-vacancies)



## BECOME A VOLUNTEER

We're always on the lookout for volunteers. Go to [www.dgft.nhs.uk/volunteering](http://www.dgft.nhs.uk/volunteering)



## BECOME A FOUNDATION TRUST MEMBER

Sign up on our website today! [www.dgft.nhs.uk/become-a-member](http://www.dgft.nhs.uk/become-a-member)



If you would like this information in an alternative language or format, for example in large print or easy read, please call us on 0800 073 0510, email [PALS@dgh.nhs.uk](mailto:PALS@dgh.nhs.uk) or write to: Patient Advice and Liaison Service, Russells Hall Hospital, DY1 2HQ.



# Governors 'out there'

## Governors and members – making a difference in a BIG way!

Members play an important role in the Trust, helping to ensure that the services provided meet the needs of our patients, families and their carers who live in and around Dudley. Members can also stand for election to be on the Trust's Council of Governors.

We are developing our Governor and Membership Strategy 2020/25 and want to ensure this reflects the views of the membership and the wider community we serve.

Over the next few months, we are calling on all of our members to complete a short survey. We want to hear about the ways you want to engage with the Trust and its Council of Governors, the events and activities you would like to attend and the best way for the Trust to stay in touch with you to keep you updated with news and developments.

If you are one of the 13,000 or so public members of our Trust, please look out for the survey coming your way.

If you are not already a member and would like to be and make a difference, visit the Trust website [www.dgft.nhs.uk](http://www.dgft.nhs.uk) and search 'become a member'.



In the last few months, members of the Council of Governors have been out and about meeting foundation trust members and members of the wider community.

Members of the Governors attended the May meeting of Halesowen Pensioners, the June meeting of Dudley Deaf Focus Group and hosted a 'Meet your Governor' stand at the Russells Hall Hospital main reception.

Governors were also invited to celebrate with Trust colleagues at the Committed to Excellence staff awards that recognised individuals and teams who had made an outstanding contribution to their ward or department, and

who had, in some way, helped to make a real difference to patients.

Members of the council were also on hand at the Annual Members Meeting held on 18th July where more than 70 guests learned more about the work of the Trust in the previous financial year and plans for the coming year, and had the opportunity to meet with a number of clinical teams from across the Trust.

If you are involved in a community or support group, and would like to invite one of the governors to speak at an event you are hosting, please contact the Foundation Trust office on 01384 321124.

## Message from the lead governor, Fred Allan Have you thought about being a Trust governor?

We welcome any of our members to come forward and we encourage younger members to consider becoming a governor as the work we are doing to make this Trust one of the best in the country, is their future.

Elections will start in September 2019 to return governors for posts becoming vacant in the following staff constituencies later this year:

- Non-clinical
- Nursing & Midwifery

To find out more, visit the Trust website [www.dgft.nhs.uk](http://www.dgft.nhs.uk) and search 'governor elections' or alternatively contact the Foundation Trust office on 01384 321124.



## Development days

Governors recently led the way by attending a series of national governor development days and sharing their learning with the rest of the Council of Governors. The newly introduced initiative is just one of the ways the Trust ensures that council members have the knowledge and skills they need to effectively work as a governor.



Staff elected governor Ann Marsh and public elected governor Farzana Zaidi delivering a governor training session

## 2019/20 Board meetings

Trust board meetings are held in public. Visit the Trust website for details of the venue, dates and times at [www.dgft.nhs.uk](http://www.dgft.nhs.uk) or call (01384) 456111 extension 1012. For details of forthcoming member events, please call (01384) 321124.

### Dates for your Diary 2019/20

All of the events are held at Russells Hall Hospital unless otherwise indicated:

- Thursday 19th September: 5.45pm Full Council of Governors meeting
- Wednesday 23rd October: 4.30pm Behind the Scenes event, Corbett Outpatient Centre
- Wednesday 13th November: 4.30pm Behind the Scenes event, Guest Outpatient Centre
- Thursday 19th December: 5.45pm Full Council of Governors meeting
- Thursday 16th July 2020: 4.30pm Annual Members Meeting and Health Fair

## Come join us in our warm welcoming cafe Opens 8.30am for our breakfasts



Home cooked meals and freshly prepared snacks till 3pm.

**All welcome**

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Interserve's origins date back to 1884 when brothers Edmund and Augustus Hughes formed London and Tilbury Lighterage Company Limited, which specialised in transferring cargo between vessels. Between 1930 and 1950, the business diversified by moving into waste disposal and purchasing a civil engineering firm

Further growth occurred after the Company bought a construction and engineering arm, which included expansion into the Middle East in the 1990s. In 2001 the Tilbury Group was renamed Interserve.

Interserve now employs 68,000 people worldwide, providing a wide range of services to more than 7,500 clients.

## Our values

At Interserve, we support people and organisations to manage change – helping to create improved and better environments in places where people live and work.

Our direction and behaviours are underpinned by a set of core values:



Creating a safe and healthy working environment is fundamental to Interserve.

We are committed to developing a proactive safety culture across the full range of our activities and aim to ensure that none of our employees, contractors, or the people who interface with our operations, become injured or made unwell by the way we carry out our work.

## Our practices

We work to achieve our targets for reductions in accident and lost time injury rates, work-related illness, increased senior management inspections on site, and industry leading health surveillance for our employees with the highest risk to their health from their work.

Interserve has a formal and disciplined approach to health and safety management, supported by the Health and Safety policy statement, signed by the CEO and communicated throughout all Divisions and Functions. Ian Hayes, Divisional Managing Director is our designated health and safety champion.

Senior directors are appointed with responsibility for health and safety in each division and these 'safety champions' review performance and guide the strategy onwards through continual improvement.

Formal safety management systems continue to be implemented across our operations. These systems are specific to each business and operation and provide appropriate guidance to deal with the range of risks encountered by our employees.

Proactive management of health and safety is delivered with programmes of health and safety competence and awareness training delivered by our in-house teams and external providers as appropriate.

Managers have the responsibility for delivering health and safety on site. They are trained appropriately and are supported by a team of full-time health and safety professionals including specialists in occupational health and well-being.

Every employee has a responsibility for their own safety and that of their colleagues. Employees receive relevant health and safety training and are encouraged to take proactive action and address unsafe conditions or work practices. Our I-Care HSE Cultural change programme is aimed at delivering a sustained and positive change towards safety across all employee levels throughout the Group. Interserve are keen to work our Trust colleagues to improve safety in a collaborative and proactive manner.

## PFI Partners in fundraising effort for RHH Dementia charity



On September 8th Members of Security, Interserve and Countrywide took part in a Charity run for RHH Dementia charity.

The run took place starting at Telford Southwater through Telford Town Park and along the Silkin Way to Coalport where we continued towards Jackfield. This was the half way point.

All participants finished the run and were helped by Trevor and Donna (the Marshals) along the way.

To date the team have raised approximately £1,200 which will soon be paid in to the Charity.

If you still would like to give to this most important and worthwhile cause, please contribute on the link below.

Paul Nichols, Olympian Security Manager, would like to thank everyone for their generous contributions and of course everyone who took part.

■ To donate visit <https://www.justgiving.com/fundraising/dementiacharityrhh>

## Recycle Waste Stream

Interserve have a proactive approach on the Healthcare contract in Dudley for dealing with waste; having already undertaken many initiatives for dealing with waste from a Healthcare facility to keep the Trust/customer compliant and in line with legal requirements for dealing with Healthcare Waste

The need to report and record so much information about what is produced has also evidenced that a large amount of waste is still being treated as Landfill waste, the NHS has its own targets and instruction from NHS England and the NHS Estates; so through third party reporting; Interserve initially took the approach to have all Landfill waste re-directed so that any of the material noted as being able to be recycled would be segregated from other waste; this identified that collectively we are sending between 17 – 20 tonne each month to Landfill that could actually be recycled,

Working with our trust colleagues we have looked to identify this waste separately and create a waste stream that enables the segregation prior to disposal from site, suppliers were met to identify a specific Bin style, decide on an appropriate transparent Bag so that contamination could be noted and the proposal has been presented to the Trust waste group. This has been accepted as a viable waste stream and will enable the Trust to hold its head up in the local community for being proactive with its production of waste making sure that it addresses the waste hierarchy with a responsible approach expected of a public institution like the NHS.

Interserve look forward to working with the Trust in making this initiative a success.

## Patient Catering

Putting patients first was a key aim for Interserve to improve its Patient catering services. Food and drink provided to patients in hospitals is an essential element of care. Interserve worked jointly with the Trust key stakeholders to source suppliers that would fulfil the improved requirements to improve patient food at Russells Hall Hospital.

A task and finish group was set up with both parties to start the process of looking at suppliers who would offer choice and meet nutritional needs of patients. The process took place over many months, which involved visiting Suppliers, tasting food and ensuring that meals met the nutritional requirements for patients.

After much consideration and listening to the people of Dudley we requested Apetito to visit site and showcase their food and choices to the public which was held in the main restaurant. This was a really successful day patients, visitors and staff were all encouraged to taste the food on offer and give feedback. This proved to be a very successful day, the menu was then chosen by the feedback we received.

The menu also includes:

- Special diets
- Texture modified
- Ethnic choices
- Mini meals extra

Apetito supported the mobilisation of the change and were on site to offer support and provided training to give the due diligence behind them. To support the quality of the service Interserve purchased new state of the art regeneration ovens that would improve the cooking process for the new and improved hospital food.

To add the benefit of aftercare to patient and families our local Wiltshire Farm foods are a part of the Apetito group so when patients go home they can carry on with their nutritional needs through Wiltshire farms. Details of this extension of our service can be obtained on request to the ward staff before being discharged.



Gillian Jones, Food Ward Operative of Interserve has been recognised by the Trust for her commitment, care and respect for patients. Despite being in her 70s she comes to work six days a week. She raises issues outside her remit and has provided feedback on menus. The Trust stated the "She is an asset to the group".