

Your TRUST



The Dudley Group
NHS Foundation Trust



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Meeting the experts at The Dudley Group

People from across the region have been getting a behind-the-scenes look at what goes on at the Trust's main sites with a series of 'Meet the Expert' events.

Corbett and Guest outpatient centres and the surgery department at Russells Hall Hospital have been throwing open their doors in an evening to give people the chance to chat to our teams and find out more about the services we offer.

The winter season of events has proved very popular, with free tickets being snapped up. It has also given staff the opportunity to see what colleagues in other departments are doing.

The first event took place at Corbett Outpatient Centre in October. Services putting on displays included day surgery, dermatology, Dudley Rehab Service and balcony garden project, physiotherapy, radiology and trauma and orthopaedics.

Dudley Rehab Service also put on a display at the second event at Guest Outpatient Centre in November. They were joined by radiology, rheumatology, cardiology, pharmacy and physiotherapy.

Simulated

The orthoptics team were on hand to demonstrate the equipment used to measure strabismus and monitor general eye health while the physio team used their skeleton to explain the workings of the musculoskeletal aspects of the body and illustrate some of the more common conditions they encounter.

The imaging team asked guests to 'spot the fracture' using x-rays and medical records challenged people to find a patient record in a simulated warehouse diagram.

The Trust's Council of Governors have been on hand to tell people more about their role in how health services are developed and delivered.

External organisations have also taken part, with information stands from, among others, Health Futures UTC – a secondary school specialising in healthcare and health sciences – Dudley MBC home improvement service and Dudley and Walsall Mental Health Partnership Trust showcasing their Thrive into Work initiative.

In December it was the turn of Russells Hall Hospital to invite people to 'meet the experts'.



Chief operating officer Karen Kelly, left, at Guest Outpatient Centre

The focus was on GI surgery and the innovative techniques now performed at the Trust. Guests heard more about the cutting edge procedures used in gastroenterology, watched a video of an operation being performed and went behind the scenes with a visit to theatres, anaesthetics and the outpatient areas.

Chief executive Diane Wake said: "These have been a great series of events with lots of people keen to learn more about what goes on. The teams have also enjoyed sharing their expertise and their enthusiasm has really rubbed off, helping create a great atmosphere."

The next event is on Wednesday 26th February at Brierley Hill Health and Social Care Centre when we will be showcasing our adult community services. These include district nursing, audiology, podiatry, physiotherapy and dietetics. Look out on social media for more details. Free tickets will be available for download from the Eventbrite website.

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Chief executive Diane Wake, right, in the physiotherapy area at the event at Corbett Outpatient Centre



Members of the award-winning cardiac assessment unit and Emergency Department

National award for cardiac assessment unit

The cardiac assessment unit in the Emergency Department at Russells Hall Hospital won the Initiative of the Year Award as part of the Forward Healthcare Awards 2019.

The awards celebrate and share great work across health and care, and the cardiac assessment unit (CAU) in collaboration with the Emergency Department, won the award for their approach to dealing with cardiac patients.

Launched in November 2018, CAU is a six-chaired specialist area near the Emergency Department, run by cardiac nurse specialists and supported by the on-call cardiology consultant/registrar. It sees patients with chest pain and a low to intermediate suspicion of having acute coronary syndrome (ACS) or other cardiac conditions where patients are ambulant, such as newly-discovered atrial fibrillation (AF) or other arrhythmias.

These patients all get seen by a specialist nurse within a hour – the current average is 30 minutes – are monitored on telemetry, get their blood tests/chest x-rays (CXR) done in a timely manner and are all discussed with a cardiologist. Their average stay is about four hours.

This has led to the early diagnosis of several heart attacks, the outpatient management of many arrhythmias that historically would have been admitted, and the safe discharge of the majority of patients, many with further outpatient tests.

Diane Wake, chief executive, said: "I'm thrilled that our cardiac assessment unit team has won this award and has been recognised for the great service they are providing to patients."

"This service highlights great team working between our Emergency Department and cardiology teams to improve how we care for chest pain patients."

"The teams involved have delivered a visionary service, committed to patient care, with a determination to succeed and keep patients safe."

Showing support with NHS Rainbow Badge



Trust directors sign up to the Rainbow Badge initiative

Staff at The Dudley Group are wearing their NHS Rainbow Badges to show that our Trust is an open, non-judgemental and inclusive place for people who identify as LGBT+.

The rainbow badge is an initiative that gives us a way to show our support for anyone who identifies as lesbian, gay, bisexual, transgender and all identities, regardless of how people define themselves.

It originated in Evelina London Children's Hospital to promote a message of inclusion. By choosing to wear the badge, staff send out the message "you can talk to me". They aren't expected to have the answers to all issues and concerns but are a friendly ear, and know how to signpost to the support available.

A recent survey estimates that one in five LGBT+ people are not open to any healthcare professional about their sexual orientation when seeking general medical care, and one in seven have avoided treatment for fear of discrimination.

Trust rolls out recycling bins

Mixed recycling bins have been delivered to wards and departments across The Dudley Group's three sites to give staff, patients and visitors more opportunities to recycle.

The move will help us go green and reduce landfill. Although 432 tonnes of waste was recycled between April 2018 and March 2019, the Trust has decided to widen the mixed recycling opportunities.

The bins are blue lidded with a transparent body and a magnetic sign on the top clearly identifies what can and cannot be put in the bin.

Senior nurses go back to the floor



Some of the senior nurses who are going back to the floor at Russells Hall Hospital.

Senior nurses who now work as managers are rolling up their sleeves and going back to the 'shop floor' to support their colleagues on wards.

More than 40 senior nurses whose roles have taken them away from direct patient care are going back to the floor one day a week to help ward staff deliver high quality care at Russells Hall Hospital.

The move will have a positive impact on patient experience while ensuring senior staff can be more visible in modelling high professional standards.

Chief nurse Mary Sexton said clear visible leadership was paramount in the delivery of safe and effective care.

"Strong nurse leadership from ward to board helps drive up standards of excellence, supports an open organisational culture and delivers high quality and safe patient care," she said.

Many of the senior nurses taking part moved into managerial positions within the Trust and among those going back to the floor with the chief nurse are deputy chief nurses, matrons and practice development nurses.

Did you know . . ?

We have a dedicated minor injury nurse practitioner team who see and treat approximately 23 per cent of our Emergency Department attendances.

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From the Chief Executive

A busy winter with much more to come!

Welcome to the winter edition of Your Trust. In these pages you will find all the latest news and dates for your diaries.

You can find out what has made our award-winning cardiac assessment unit so successful and how it is benefitting some of our most poorly patients. The unit sits by our Emergency Department and helps to ensure these people are seen and treated by a cardiology specialist as early as possible in their journey.

We have also been celebrating our diverse workforce through several events including a dedicated Allied Health Professionals Day that highlighted the huge range of skills and expertise

these staff bring to our clinical workforce - see more on page eight. Black History Month saw us celebrate through a range of events with a month-long display highlighting the key role the BME community has played in the history of the NHS, alongside the stories of some of our own staff and volunteers.

We were also delighted to launch the Rainbow Badge. This gives staff a way to show that our Trust offers open, non-judgemental and inclusive care and a place to work, for anyone who identifies as LGBT+ (lesbian, gay, bisexual, transgender, + meaning that we are inclusive of all identities, regardless of how people define themselves).

We also had a wonderful festive season with lots of fun across the Trust and much of it was to fundraise for our charity. Our first-ever Santa Dash was a great success with 15 Santas dashing through the wind and rain to raise over £1,000. The annual Sparkle Party was another huge success with more than £3,000 being raised for our Children's Emergency Department.

2020 is going to be the year of fundraising as we will be launching our biggest appeal yet - £1million for our Emergency Department. As you will know from my last column, we were fortunate enough to be able to apply for £20m to redesign our Emergency Department. Although that sounds a lot of money it will only really give us chance to redesign our existing space, so we want a fundraising appeal to run alongside this project to really make Dudley's ED as comfortable as it can be. We will need funds for those vital added extras like state-of-the-art additional kit, specialist sensory areas and a dedicated bereavement suite. So if you are a keen fundraiser or would like to join our team of volunteers raising money, or indeed represent a business that would like to support us, please do get in contact via Karen.phillips5@nhs.net or telephone 01384 244349.

The Trust became a smoke free site in July 2019 and since then most smokers respect this and do not smoke on site. However we do know there are still some visitors to our sites that continue to light up outside our entrances. To tackle this we

have undertaken a pilot of smoking marshals. The marshals patrol the site and move on anyone caught smoking. They also offer information sheets with advice and support for those wishing to quit.

As well as ensuring we hear what our staff want us to do to improve working at the Trust, we have also spent more time these last few months welcoming patients and the public into our health fairs. The extremely popular, in fact fully booked, events have given people the opportunity to have a look behind the scenes at Corbett, Guest and Russells Hall Hospital - even in our theatres areas. We have more planned this year so look out for those.

I hope you enjoy reading about these and other things going on at the Trust, and wish you a healthy and happy 2020.

Diane Wake



Dudley patients take part in major statins study

A major health study using Dudley patients has provided evidence on the safety and efficacy of statins for people who have rheumatoid arthritis and are therefore at a higher risk of heart attack and stroke.

News networks around the world have picked up on the study, which was published in Arthritis & Rheumatology, the official journal of the American College of Rheumatology.

Professor George Kitas of The Dudley Group NHS Foundation Trust was lead author on the paper. The Trust provided 150 volunteers, more than any of the other 100 participating trusts in the country.

Professor Kitas said: "This is quite important for people with rheumatoid arthritis, who are faced not only with the difficulties caused by their condition but, if not appropriately managed, also with a high risk for the additional burden of heart disease."

"The trial was originally designed in Dudley with academic partners and, with the University of Manchester, we were the official sponsors. Dudley was one of the three main co-ordinating centres and housed the majority of the trial management team."

"It is important for the Trust, as the completion of such a major trial demonstrates the great potential we have to advance knowledge and improve practice through locally generated but internationally competitive research."

Patients with rheumatoid arthritis have around a 50 per cent higher risk of heart attack and stroke compared with the general population. Lowering bad cholesterol with statins is known to help prevent cardiovascular events in certain high-risk individuals, but it was unclear whether they were safe and effective for patients with inflammatory conditions such as rheumatoid arthritis.

To find out, researchers including those at The Dudley Group designed a trial for 3,002 patients with rheumatoid arthritis which compared a statin with a placebo - a substance with no therapeutic effect. Patients did not know which they were taking.

At the end of the study, the researchers concluded that statins were safe for people with rheumatoid arthritis and appeared as effective at preventing heart attacks and strokes as for the general population.

Trust surgery success leads to clinic move

The Dudley Group is proving so successful at carrying out hip and knee joint replacement surgery, we are moving our pre-operative 'Joint School' to deal with the number of patients it can see.

We have some of the shortest waiting times in the country for planned procedures, with some patients waiting on average one to two weeks for an initial consultation and, once listed for surgery, just over six weeks for a hip or knee replacement.

Now the Joint School is moving from Russells Hall Hospital to The Guest Outpatient Centre so the team of staff - including nursing, therapy, clerical and hospital volunteers - can see double the number of patients. Joint School provides patients and their carers with information about their surgery and follow-up care, including advice on exercises and nutrition to enhance their recovery.

The clinic moved from 8th January 2020.

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Andrew Rigby, head of development and property management for the Dudley Group (left) and Paul Duffy, general manager for Summit Healthcare (Dudley) Limited (right) with the smoking marshals.

The Dudley Group NHS Foundation Trust has introduced smoking marshals at Russells Hall Hospital to help enforce our smoke-free policy.

We went smoke-free at our Russells Hall Hospital, Guest and Corbett outpatient centre sites on Monday 3rd June 2019 to promote a healthier lifestyle to all.

The marshals will be on-site at the hospital Monday to Friday, 9am-5pm. They will ask anyone seen smoking to move off-site, and they will also provide information and support to staff who wish to stop smoking.

Diane Wake, chief executive, said: "As a healthcare trust, we clearly wish to promote a healthy environment. Since launching our smoke-free policy we have inevitably still been experiencing smoking on our sites whilst staff, patients and visitors adjust to this new change.

"We believe that implementing smoking marshals to help patrol our site is the next positive phase of enforcing our smoke-free policy, and we ask everyone to respect them during their duties."

Did you know . . ?
 We have a
 seven-day inpatient
 diabetes nurse service,
 and all patients admitted
 with a diabetic emergency
 are reviewed within 24
 hours.

Trust researchers celebrate awards



Winners of the Business Intelligence Leaders award



Receiving the award for Creative Recruitment

Researchers at The Dudley Group have picked up two awards for their work – including one project which led to three people being diagnosed with rare diseases.

Our research and development teams picked up the gongs at the Clinical Research Network WM awards ceremony in Birmingham.

Dudley won awards for Creative Recruitment and Business Intelligence Leaders.

The recruitment award was for the team's part in the Pathfinder study which looked for rare diseases from routine pathology results. We had committed to recruiting 50 patients and actually recruited 675.

Of these, three were found to have rare, adult-onset genetic metabolic diseases – two had Pompe disease, while a third was a carrier of Gaucher disease. They were all referred to Birmingham Metabolic Centre.

Most people with late-onset Pompe disease experience progressive muscle weakness, especially in the legs and the trunk, including the muscles that control breathing. As the disorder progresses, breathing problems can lead to respiratory failure.

With Gaucher disease, both mum and dad have to pass one abnormal copy of the disease gene to their child in order for the child to develop the disease, which causes harmful substances to build up in the liver, spleen, bones, and bone marrow. These substances prevent cells and organs from working properly.

The Business Intelligence Leaders award was for our innovative database work which has been shared as good practice outside the Trust.

"The awards celebrate the wide range of high quality clinical research taking place throughout the West Midlands – improving the health and the wealth of the nation through research. This is the fifth year the CRN WM have put on the awards and we did extremely well to win two," said the Trust's research and development manager Claire Phillips.

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The dedicated frailty team will help reduce admissions for frail elderly patients



Extending skills to care for patients at home



From left, Louise Griffiths, Vicky Cornell, Sally Grimmett-Bate, Roxanna Taylor and matron Michelle Pinto

Four community nurses with The Dudley Group NHS Foundation Trust have studied with Wolverhampton University to improve their skills and help them keep patients out of hospital.

The four Band 5 registered nurses have now qualified as specialist practitioners in district nursing after the 12-month course. They attended university two days a week and spent two days in clinical practice, rotating between the different teams in community nursing.

Louise Griffiths, Vicky Cornell, Sally Grimmett-Bate and Roxanna Taylor learned ways to evaluate the economic, social and political influences that affect district nursing and other aspects of health care.

Community nursing matron Michelle Pinto said: "I am really, really proud of them as it is a very difficult course. They were working as well as studying, with an assignment to complete each semester.

"They now have the expertise of a district nurse and can go out and look after complex patients, helping to keep them at home and out of hospital because evidence shows patients recover better in a familiar environment.

"A further four nurses have been successful in gaining a place on this year's course as we recognise the importance of continuing to upskill our workforce and I wish them all the best for the next year's study."

Extra support for frail elderly patients

Russells Hall Hospital has transformed the way we assess frail elderly patients who arrive at our Emergency Department, ensuring they receive optimal care from a dedicated frailty team providing comprehensive geriatric assessment.

We have moved our ward-based frailty assessment unit to the Emergency Department, in line with recommendation in the NHS Long Term Plan, enabling patients to get home sooner and maintaining their independence.

Frail patients with complex health conditions receive comprehensive geriatric assessment in the new frailty assessment area and get support from a team of

specialists to help prevent admission to hospital and reduce their reattendance.

"When older frail patients attend our Emergency Department, they would often be admitted to a frailty ward. This could often be a lengthy process, time consuming and repetitive," said chief operating officer Karen Kelly.

Elderly patients who are admitted to a ward are at higher risk of falls as well as immobility, delirium and loss of independence.

"Now in the new frailty assessment area in ED, they are seen by a team of frailty specialists supported by physio and occupational therapists, dietitians, district nurses, discharge coordinators and social services to help them return to their place of residence," said

Karen. Dr Helen Hibbs, senior responsible officer for the Black Country and West Birmingham STP, commented: "The number of people aged 65 and over in the Black Country and West Birmingham is expected to increase by 14 per cent over the next 10 years.

"We want to do all we can to ensure that the most frail and vulnerable get the support they need in their communities and only have to visit a hospital when there are no other options.

"It is great to see that local hospitals like Russells Hall Hospital are developing new ways to ensure that when these people do attend our emergency departments they are seen quickly and that they are returned to independence as soon as possible."

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Weekend clinics hailed a success



From left, Victoria Marsh, Matron Michelle Pinto and Eloise Olley at the new weekend clinic

A new initiative which means patients no longer have to wait at home for a visit from a community nurse is proving a big success.

We have made the changes after listening to feedback from people who need to see a nurse at weekends, for instance to have a dressing changed.

Due to their heavy workload spread across the borough, the nurses were unable to give times for when they would be able to visit a patient's home – meaning some were having to wait in for much of the day.

Now those needing the service and who are not house-bound are able to visit a weekend nurse-led clinic at Brierley Hill Health and Social Care Centre at a time to suit them. They simply need to take their prescribed dressings and equipment along with them.

Community nursing matron Michelle Pinto said the scheme had gone down really well with patients and nurses alike.

"This has really improved patient experience at weekends," she said. "It was initially a trial but we are making it permanent."

"I'm really proud how the nurses have embraced this change – the staff, as well as the patients, love it."

The clinics are one of a number of new initiatives in community. The community IV team will be working with the specialist heart failure nurses to prevent unnecessary hospital admissions for patients with decompensating heart failure. They will provide care closer to home and improve patient's quality of life by reducing their symptom burdens. We are also piloting a supportive palliative and end of life care team who will work seven days a week, initially with patients from Dudley and Netherton; Coseley, Sedgley and Gornal; and Kingswinford, Ambelcote and Brierley Hill, to improve our provision of care.

Celebrating our Allied Health Professionals

The Dudley Group celebrated the invaluable contribution of our Allied Health Professionals (AHPs) by joining in with a national day of appreciation.

AHPs form the third largest clinical workforce in health and social care in England and comprise 14 distinct occupations including dietitians, occupational therapists, operating department practitioners, orthoptists, osteopaths, physiotherapists, podiatrists, diagnostic and therapeutic radiographers, and speech and language therapists.

AHP Day took place on 14th October 2019 and saw 100 AHPs from across the Trust meet up at Dudley Kingswinford Rugby Football Club for a day of fun, networking and professional talks.

It was also a chance to celebrate the contribution of AHPs to the Trust by nominating individuals for the AHP Awards.



Pictures show some of the workforce celebrating AHP Day at Dudley Kingswinford Rugby FC



Steel band launches Black History Month

Music from a steel band helped staff at Russells Hall Hospital kick off their celebrations for Black History Month.

Pupils from Summerhill School in Kingswinford set the mood in the hospital's main reception as our staff also enjoyed a taste of Jamaican spiced bun, traditionally served with cheese. Patients and visitors also joined in with the fun.

October saw us put on a month-long display highlighting the key role the BME community has played in the history of the NHS, alongside the stories of some of our own staff and volunteers.

These include Carol Love-Mecrow, who said: "I am proud to have had a very successful and enjoyable career here in Dudley. I feel very privileged to be the first black deputy chief nurse here and I have made the most of every opportunity that has come my way."

Interserve, which provides catering services at the hospital, served up Caribbean dishes during October, including jerk chicken and escovitch fish, plus puddings such as toto cake and coconut cake.

Black History Month has been officially celebrated in the UK since 1987 and is a time to commemorate the achievements and contributions of black people in the UK. The NHS has a particularly diverse workforce, with nearly one in five – 19.8 per cent – from ethnic groups.



Deputy chief nurse Carol Love-Mecrow with members of the Summerhill School Steel Band



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Wonderful response to card appeal



Students at Crestwood School and Sixth Form with just a few of their donated Christmas cards.

Russells Hall Hospital received over 1,000 written Christmas cards to give out to patients in hospital on Christmas Day.

We launched our inpatient Christmas card appeal in November, asking members of the public to write an extra card for patients who couldn't be at home on Christmas Day.

We received generous donations from local schools, including Church of the Ascension Primary School, Crestwood School and Sixth Form and Ridgewood High School, as well as from members of the public and staff.

Local libraries acted as collection points, as did other Trust sites in Brierley Hill, Stourbridge and Dudley.

Chief executive Diane Wake said: "We are completely blown away by the support we have received for this appeal. To say we have had over 1,000 cards donated to us is absolutely amazing.

"Thank you to everyone who took the time to write a card, and a special thank you to our local schools and businesses for helping to make this appeal such a great success. The Dudley community really pulled together."

Play in Hospital fun for children



Visiting musicians and a magician brought smiles to faces during Play in Hospital Week

Music, storytelling, magic and pets have all been bringing a smile to the faces of hospitalised children in Dudley.

The play team at Russells Hall Hospital celebrated Play in Hospital Week, highlighting the importance of play to hospitalised children.

Hospital play specialist Julie Dale said: "It is important to provide play for children of all ages and abilities. Staff from our children's ward joined in by reading a story or entertaining children with their musical skills, playing violin and flute. We also had a visit from a magician, plus Jean with her dog Ivy from Therapy Pets Nationwide."

Our Children's Ward continues to show that hospital can be fun for poorly children with a series of monthly themed days. These have included Hawaii Day, Where's Wally and Halloween fun and games.

Courtyard garden opens

A new courtyard garden has been created at Russells Hall Hospital to provide patients with a quiet space for relaxation and contemplation during their care and treatment.

Funded by The Leukaemia Unit Appeal Fund, the Forget-me-not Garden was officially opened by the Mayor of Dudley, Councillor David Stanley, the Trust's chairperson Dame Yve Buckland and chief nurse Mary Sexton.

The garden features a sculpture from local metal sculptor and furniture maker Lee Woodall from Hausform which he made as a thank you for the care his partner Richie Moore received on the Georgina

Unit. Both were special guests at the ceremony.

"Richie spent almost four months on the Georgina Unit last summer, and was not expected to come out," said Lee. "However, he did, and has now made a full recovery thanks to his limitless positivity and the amazing care of all staff on the Georgina Unit. This sculpture is my way of showing my gratitude and thanks."

Other guests included representatives from the Leukaemia Appeal Fund, Pro Seal Property Management who constructed the garden and Summit Healthcare who carried out extra planting and will provide ongoing maintenance. Theatres team leader Abbie Sullivan, who came up with the name for the garden in a competition for staff, was also present.



From left, sculptor Lee Woodall, chairperson Dame Yve Buckland, Mayor Councillor David Stanley and Richie Moore

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Meet our staff governors

Message from Fred Allen, lead governor, The Dudley Group Council of Governors



Fred Allen



Name: Ann Marsh
Role: dietitian manager

Constituency: Allied Health
Professionals and Health Care



Name: Edith Rollinson

Role: phlebotomist
Constituency: Allied Health
Professionals and Health Care

The Council of Governors is made up of people of all ages and backgrounds who all share one thing in common – the continued development of The Dudley Group.

The council represents the interests of the Trust's many members and the partner organisations with whom we work locally, for example local councils, voluntary organisations and commissioners.

The council is responsible for holding the non-executive directors to account for the Trust's Board of Directors' stewardship of the organisation. The council advises and supports the board which is responsible for the management of the Trust on a day-to-day basis.

The council also helps the Trust carry out its duties in ways that meet with NHS values and the terms agreed with the independent regulator for NHS foundation trusts (Monitor) whose role it is to oversee foundation trusts.

The council was formed with effect from 1st October 2008 and originally had 39 governors made up of public and staff elected members, together with people appointed to represent the interests of our local partner organisations.

Following the merger with Adult Community Services in April 2011, and a comprehensive review of the composition of the Council of Governors, this is now made up of 25 governors. The breakdown of the council is:

- Public elected governors – 13
- Appointed by our local partner organisations – 4
- Staff elected governors – 8 (currently 1 vacancy)

In this issue, I invite you to meet our staff governors all of who work for the Trust or one of its partner organisations. They have the same responsibilities as other council members and serve a three-year term.



Name: Marlon Amulong

Role: GI nurse
Constituency: Nursing and midwifery

Diary dates 2020

- Wednesday 26th February: Meet the Experts at Community Services
- Thursday 12th March: Council of Governors meeting
- Thursday 11th June: Council of Governors meeting
- Thursday 16th July: Annual Members Meeting and Health Fair
- Thursday 10th September: Council of Governors meeting
- Thursday 10th December: Council of Governors meeting

All of the events are held at Russells Hall Hospital unless otherwise indicated. Check the website at www.dgft.nhs.uk for copies of the agenda and meeting times.

Trust board meetings are held in public. Visit the Trust website for details of the venue, dates and times or call (01384) 456111 extension 1012. For details of forthcoming member events please call (01384) 321124 or visit the website and search 'members events'.



Name: Margaret Parker

Role: community nurse
Constituency: Nursing and midwifery



Name: Jill Faulkner

Role: Head of Patient Experience
Constituency: Non clinical



Name: Dr Atef Michael

Role: consultant
Constituency: Medical and dental



Name: Alan Walker

Role: Summit Healthcare
Constituency: Partner organisations

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Meet the experts

Teams from Guest and Corbett outpatient centres and Russells Hall Hospital surgery department welcomed people keen to learn more about what goes on in the Trust. Here are some pictures from the three events.



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Twilight Santa Dash

People got on Santa's good list by pulling on their trainers and taking part in the charity Santa Dash around Russells Hall Hospital.

The twilight event just before Christmas saw staff and members of the public run two laps around the hospital.

It raised over £1,000 for the Trust charity's Children's Emergency Department appeal, which has set a target of raising £100,000 to help provide a less clinical environment in which to treat more vulnerable patients.

Charity fundraising manager Karen Phillips said: "We want to provide a safe room for patients arriving in a crisis or those with mental health needs. We'll be paying special attention to the children's waiting area and consulting room to make sure they are equipped with sensory items for distraction, and will be providing specialist 'superhero' type books to explain complex conditions in a simple way. We are really pleased that we brought a smile to patients and staff as our Santas ran past."



Sparkle Party

Over 130 people brought glamour and glitter to a charity dinner dance in aid of the Children's Emergency Department Appeal.

The Sparkle Party, held at the Copthorne Hotel, took place on Friday 29th November and raised over £3,000 for the Trust charity. The evening included a two course meal and disco. The event was hosted by Trust chief information officer Adam Thomas who, with his own brand of sparkle, presided over the fundraising with a charity auction, raffle and quiz.

Adam said: "It was fantastic to see that everyone had made an effort to get their sparkle on; it is heart-warming to see our staff and friends having such a good time. They work so hard and it was a pleasure to see them all shine."



JOIN US!



**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 or go to www.dgft.nhs.uk/latest-vacancies



BECOME A VOLUNTEER

We're always on the lookout for volunteers. Go to www.dgft.nhs.uk/volunteering



BECOME A FOUNDATION TRUST MEMBER

Sign up on our website today! www.dgft.nhs.uk/become-a-member



SUPPORT OUR CHARITY

Make a difference to the experience of our patients and staff www.dgft.nhs.uk/our-charity



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@dgft.nhs.uk or write to: **Patient Advice and Liaison Service, Russells Hall Hospital, DY1 2HQ.**





Friends and family of Grant Clifford with ED staff at the opening of the room

Super Hero 5k Run

The charity is pleased to announce its very first Super Hero 5k run. Runners will be encouraged to wear the costumes of their favourite super hero while they take part. There will also be a 1k children's run.

The event, which will also include a family arena with bouncy castles, food and charity stalls, is to be held at Himley Hall on Sunday 21st June 2020.

Karen Phillips, charity fundraising manager, says: "This is a fantastic opportunity for people to celebrate the super heroes inside themselves by supporting the super heroes who work at the Trust."

Runners will be raising funds for the Emergency Department Appeal which will make a positive difference to the experience of our patients at a really stressful time.

Look out on social media for how to register.



'Chill out' room in memory of porter

A special 'chill out' room has been opened to help teenagers cope with the stress of being in a hospital emergency department, in memory of a hospital porter who died aged 27.

Grant's Room at Russells Hall Hospital features a Playstation and Xbox to distract older children who may struggle with being in the environment of paediatrics ED. Funds for the room have been raised in memory of Grant Clifford, who was a porter at the hospital for nearly three years.

Grant, of Colley Gate, died in June 2018. The room was officially opened by family and friends on what would have been his birthday – 13th November.

"He would have loved all the attention!" said mum Karen. "The fundraising was the idea of his dad Graham, who started it all with an auction."

"As well as the money for this special room, we have also funded a bench in the memory garden and made a donation to the children's ward."

"So far we have raised about £5,000 with more to come in. We are also going to keep fundraising – his

eldest sister Sarah is doing a parachute jump for his birthday next year, so we are thinking what his other sister Lindsey, who works in the Acute Medical Unit, can do!

"So many people have helped us already, including Nick Smith who compered the auction for us and donated a football signed by Geoff Astle; Dave Dillard who donated two racing bikes; James and Andrea Quinn, and Shane and Mo from the Hollybush Pub in Lye who were very generous. Grant's friends have also organised different ways of raising funds."

ED matron Rachel Tomkins said Grant's Room was at the heart of the paediatrics Emergency Department so staff could easily keep a check on young patients, but would provide somewhere separate for 13 to 16 year-olds to go.

"We needed a room where the older children could sit and wait but provides a distraction for those who may find busy areas nerve-racking. When Karen and Graham came to us and asked what they could do in Grant's memory, this was ideal," she said.



About our Charity

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

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

Find out about our charity appeals on Twitter (@DGNHSCarthy), 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



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Our People, putting *Patients First*

Here at Russells Hall Hospital we deliver the **Catering, Cleaning, Laundry, Patient & Logistic Portering**, Residences, Security, Sterile Services, Transport, Waste Management, Grounds Maintenance, Pest Control and Building maintenance services that keep the hospital environment running every day. Over the last 12 months we at Interserve have focused our efforts on improving the Patient Experience. We have created 2 positions for Patient Experience Practitioners to review and improve the experience at hospitals across the country. Our primary focus is at Russells Hall Hospital. We have created Patient First, a modular training framework designed to ensure Interserve colleagues

have the skills, awareness and confidence to deliver in accordance with the NHS Patient Experience and best serve those who visit Russells Hall Hospital. Patient First explores the patient's needs to ensure all support staff are aware of how their day-to-day duties impact upon patients, clinical staff and visitors. So far 110 of our colleagues have completed the Patient First Training with the remainder of our teams scheduled to complete by the end of 2020. Our teams who have attended the course so far have scored it 9.3 for recommending the course.



I thought the course was excellent and it made everybody think about their behaviour and mannerisms as soon as they set foot in the door to work

Porter



Enjoyable course that helps you to understand the roles we all play and how working together as a team benefits the Patients.

Domestic

Ambassadors

We have identified 5 Interserve colleagues to be our Patient Experience Ambassadors at Russells Hall Hospital who focus on identifying innovative ways to enhance the Patient experience.

We are doing this in collaboration with the NHS Patient experience team to ensure we are adding value where it matters most.

Hello My Name is...

We will soon also be introducing the 'hello my name is' badges. This will ensure we are delivering a seamless experience with our NHS colleagues and make our interactions with you more personal.

Reward and recognition

Has a member of our team gone above and beyond? Have they demonstrated one of our values? Let us know how our teams have helped to support the Patient Experience? Contact us at Customer.experience@interserve.com



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