

Your TRUST



The Dudley Group
NHS Foundation Trust



Medicines are stored in a secure, temperature controlled digital dispensing system



The acute assessment unit has 22 spaces and eight monitored beds

State-of-the-art unit welcomes patients

A new, state-of-the-art £15.6m unit has opened at Russell Hall Hospital to help provide emergency care and avoid unnecessary hospital admissions.

The Acute Medical Unit (AMU) is co-located with the Emergency Department (ED) and provides an acute assessment unit on the ground floor with 22 spaces and eight monitored beds. On the first floor is a 30-bed short stay ward. It provides a seven-day service with 24-hour senior cover.

This is the biggest investment for the Trust since the development of Russells Hall Hospital in the early 2000s. As well as helping with increasing demand and creating extra space, it provides a better experience for patients.

Named The Rainbow Unit following a poll among staff, AMU supports Same Day Emergency Care (SDEC) – allowing patients to be rapidly assessed, diagnosed and treated without them being admitted to a ward. They go home the same day if it is clinically safe.

Chief executive Diane Wake said: "With a strong community infrastructure, we provide sustainable care in the right place for medical patients who are transferred directly from primary care and West Midlands Ambulance Service, avoiding



The Rainbow Unit was named after the symbol of hope during the pandemic

unnecessary attendance in ED.

"Patients receive early, single assessment by medical teams, avoiding duplication of work in ED. This is a better experience for patients and our staff.

"Patients referred to the ground floor assessment area are seen, treated, and sent home or transferred to the first-floor short stay ward if, for example, they need ongoing acute care. If needed, they are transferred

to a specialty ward in the main hospital as an inpatient.

"Patients who also require some ongoing monitoring but not admission are transferred and managed in our Virtual Ward or Virtual Clinic, which allows the patients' care to be managed remotely with expert clinical oversight and advice."

The unit not only provides much needed extra capacity, but it has been designed in consultation with

clinicians and built around patients to provide a great patient experience.

The name Rainbow Unit was chosen by staff in an online poll in recognition of the rainbow symbol which was such a sign of hope during the first wave of the COVID pandemic.

This impressive building has wide aisles and four-bedded bays with en-suite shower rooms. Medicines are stored in a state-of-the-art, secure, temperature controlled digital dispensing system accessed by fingerprint recognition.

Deputy clinical director for acute and urgent care Mr Murali Veerabhu said: "This new unit means our teams are able to work collaboratively as we don't need to be running from the far end of the hospital where the old Acute Medical Unit was, to get to the Emergency Department. Everything is now better connected."

Rainbow Unit matron Debra Vasey added: "We were involved from the design stages which has made sure we have the right patient facilities."

Moving AMU to the new building has meant space to expand SDEC, bringing together specialty assessment for patients under frailty, cardiology, respiratory, haematology and oncology, and ambulatory emergency care. The Trust received £3m in Government funding towards the new unit.

Caring for our community in times of need

Message from Chief Executive Diane Wake and Chairman Dame Yve Buckland

Welcome to this edition of Your Trust. In it we share some of the tremendous work which takes place in our Trust to care for our community when it needs us.

Our last edition came out in the summer of 2021, when we shared how we had transformed many of our services to cope with providing healthcare in the midst of a global pandemic. Who would have thought then that COVID-19 would still be having such a major impact as we began another year?

Like the NHS nationally, we have had a very busy winter with attendances to our Emergency Department, supporting patients to receive planned care and dealing with the highly transmissible Omicron variant of COVID.

Once again, our amazing and committed staff have risen to these challenges. With many of themselves having to isolate, either because they had COVID or were contacts of positive cases, others stepped up to fill roles they wouldn't usually, to ensure we could provide safe care to our patients and to support their colleagues. Thank you!

To those who worked extra shifts, stayed beyond their hours and postponed leave, thank you!

We know it's going to take time as an NHS organisation to recover from the pandemic. We are fortunate as an organisation not to have many long waits for planned care. However, any wait for treatment can be an anxious time for patients and we are working across the Black Country with partners to help support all trusts restore our services.

■ Continued on Page 2



Chief Executive
Diane Wake



Dame Yve
Buckland

Trust is here to support and care for you

From Page One

We want to thank our local community for your support and understanding during what has continued to be an unprecedented time for the NHS. At the start of the year we had to take the very difficult decision to restrict visiting to our wards. We were pleased to be able to welcome visitors back again at the end of January, as case rates in the community showed a sustained fall.

And while measures have lifted in wider society, we still require anyone coming on to our sites to wear a face mask, wash their hands regularly and maintain a social distance. Thank you for helping us to protect our patients, staff and other visitors by doing this.

You can also help us by taking up the offer of vaccination. The COVID vaccines reduce hospitalisations, which means we are more able to look after others who need us. It is an evergreen offer, so it is not too late to have first, second or booster jabs. You can find out where to get your jab by searching on the Black Country and West Birmingham CCG website.

There are lots of ways you can get advice and support from the NHS. NHS 111 is there to point you in the right direction, if you are not sure what help you need. Remember that our Emergency Department is just that – for emergencies. A GP or pharmacist may often be more appropriate.

As a Trust, we work in the community to support people to manage their health and remain in their own homes, and you can read more about this aspect of our work on the following pages.

You can also meet one of our wonderful volunteers – perhaps that is something you could consider? Or why not become a member of our Trust, and even a governor? Or get involved with our charity?

As an organisation we have done a lot this to raise the profile of equality and diversity. Our networks have been doing fantastic work to raise awareness, shine the spotlight and support staff. We were really proud to have several nominations in the Black History Month 2021 celebrations.

The amazing work of our staff was beautifully and emotionally captured in a Sky News special report. The film shows the constant hard work and determination of our staff to do the very best for those in our care.

The powerful 14-minute special sees cameras follow staff and patients out in the community and at Russells Hall Hospital. It makes clear the pressures we all know the NHS is under.

To watch the film, search Sky TV on YouTube and then NHS Operation Waiting Times Under Pressure.

The Dudley Group is proud to be part of our local community, and there are many ways you can get involved. We'd love to hear from you.



40 years: Angela Dann



40 years: Julie Dunham



40 years: Karen Fisher



40 years: Marion Sinclair

NHS Trust celebrates 1,500 years of service



Elaine Tibbetts, who has notched up 50 years' service, with chief executive Diane Wake

The Dudley Group NHS Foundation Trust has celebrated the careers of 60 members of staff at an event that shone the spotlight on those who had reached key milestones of 25, 30, 40 and even 50 years of service for the NHS in 2021.

During the ceremony, those being presented with an award received a certificate of recognition, a commemorative length of service badge and a piece of locally hand crafted glassware.

Hosting the annual event was chief executive Diane Wake, who said: "Our staff have dedicated so much of their working lives to being a part of the NHS and these long service awards are our way of saying thank you for sticking with us, despite the challenges and difficult times we face."

One staff member proudly celebrated 50 years in the NHS. Elaine Tibbetts, who is a district nurse

team leader, was the longest serving member of staff at the ceremony.

Elaine started working as a nurse cadet at the age of 16 and is proud to have been able to lead and support so many dedicated, loyal and professional staff throughout her career.

Diane said: "It was an honour to award Elaine with her 50 years' length of service award, it is such an achievement."

"What I love about these awards the most, is listening to everyone reminisce about when they first started, many of whom started at Wordsley Hospital and have so many fond memories of it. The hospital is no longer there, and it is amazing how the NHS has progressed over time."

The Trust holds several Long Service Awards throughout the year to recognise the contribution of staff to the NHS and Dudley.



30 years: Manjit Randhawa



30 years: Jalil Al-Ibrahim



25 years: Maria Dance



30 years: Lisa Johnson



25 years: Chris Shepherd



30 years: Amarjit Virdee



25 years: Mike Platt

Service aims to provide the right care in the right place



Referrals come in via phone or email and are triaged immediately



Ready to provide care at home

Treating patients in hospital is just part of the work of The Dudley Group NHS Foundation Trust. We also make sure patients get access to the right service in the community.

Dudley Clinical Hub is a community-based integrated service that co-ordinates care and advice for patients and health and social care professionals in primary care, community and secondary care. Its vision is to promote community care first, and hospital where necessary.

Referrals come via telephone or

email. Teams have access to the patient's medical records electronically, from both primary and secondary care.

This means advice or action can be quickly provided by the right team based within the hub, or passed to the relevant external agency.

The service operates seven days a week, from 8am to 9pm. Teams based in the hub include the urgent community response team; triage; care home nurse practitioner; enhanced care home team; long term

condition nurses; Own Bed Instead team; end of life rapid response and an extra care nurse, who provides support to supported living schemes within Dudley. Edliz Kelly, operational lead for the hub, says: "The ambition is to provide crisis care within the community to prevent avoidable hospital admissions and accelerate the treatment of people's urgent care needs."

"We can ensure high quality, evidence-based care is delivered to all patients at all times, by involving

patients and healthcare professionals in their care using a personalised approach. We are very proud of the team's resilience, dedication, knowledge and skills, delivering an excellent service and changing patients' lives within Dudley borough."

Referrals are triaged immediately, and same day or next days visits arranged based on clinical need. Acute care is provided for housebound patients, with expert advice, support and training on managing long-term conditions.



Operational lead Edliz Kelly

Team supporting patients at home, sweet home

Own Bed Instead (OBI) began as a pilot project in November 2020 and has proved so effective, it was made permanent in April the following year.

Now with a team of 16, and still growing, it helps give people who often have complex health needs the resources, knowledge and confidence to remain safe at home, reducing hospital admissions.

Team leader Gemma Coleyshaw explains: "OBI is here for people who require therapy intervention and can have their medical needs managed at home with the support of our colleagues in Dudley Clinical Hub."

"We look at what they need to keep them safe at home and prevent them from deteriorating. These people will always do better if they are able to stay at home, rather than coming into hospital."

"It's about keeping people independent, empowering them to stay at home."

"We carry out physical assess-



Gemma Coleyshaw

ments, can provide equipment, set up rehab programmes and work closely with safeguarding teams and help set up care packages."

OBI began life during the pandemic, which saw more people becoming isolated. Care homes were also under pressure, all of which



Members of the Own Bed Instead team

meant an increasing risk of people ending up in hospital when they didn't really need to be.

In just over a year they saw 1,330 patients. Of those, 60 per cent were supporting hospital discharges and 40 per cent were preventing hospitalisation. Around 120 people at

present are referred to the team each month. Just over half are people being discharged from hospital, so the aim there is to prevent readmissions, with the remainder being referred by other professionals – GPs, district nurses, social services or West Midlands Ambulance Service – to pre-

vent admissions in the first place.

The role of the OBI team has two phases – firstly as 'fire fighters', as Gemma describes it, attending at a time of crisis to make sure the patient is safe; and then, when things have settled down, helping to improve their quality of life. This takes place over a month of intensive rehabilitation and therapy.

The NHS Long Term Plan, published in January 2019, stresses the need for more integration between health and social care, and that is exactly how the OBI team operates, linking up with colleagues in social services, mental health, district nursing, GPs and safeguarding. There is daily contact to ensure patients get the right support from the right provider, that work is not being duplicated and that OBI, as a seven-day service, can step in with support at weekends where needed. These collaborations also ensure no-one slips through the net, and onward referrals are speeded up.



Enhancing all our services

Nithee Kotecha is the fundraising and community development lead for the Trust and oversees the Dudley Group NHS Charity (Charity No – 1056979).

Our charity mission is to enhance and further improve the high-quality services offered by the Trust, providing additional comfort and benefit to its patients and staff, by focusing the funds and expenditure on areas not covered or fully supported by NHS funds.

We use the charitable funds to:

Provide specialist medical equipment – We fund projects that allow us to purchase specialist equipment for our patients in need of specialist care, such as:

■ Digital reminiscence technology for dementia patients

■ Shockwave therapy equipment for our Corbett Outpatient Centre

■ Stella 150 ventilator for our respiratory ward

Provide specialist training – The equipment we can provide often needs specialist training, we can use our funds to help train our staff to use this equipment and to also train them in how to provide specialist care.

For example, our staff working in the maternity, children's and neonatal units were able to complete e-learning courses which were necessary for the care of their patients during this pandemic year.

Provide direct support to patients – by way of information, networking support and better facilities such as:

■ iPads for patient to family contact when visiting is limited

■ Glide away folding beds for patient's relatives to use on the children's ward

■ LED skylights for our C4 ward – Georgina unit (cancer services)

Improve staff health and wellbeing – More than ever, with the ongoing COVID-19 pandemic and the pressure it is putting our staff under, staff wellbeing is vital to ensuring our staff are physically and mentally healthy and that our patients receive the best possible care. The COVID funding we received has supported staff rest areas indoors and outdoors across the Trust, and staff care packages.

We are looking to form long-term partnerships locally and we would be more than happy to work with any individual, community organisation or business who may want to support the Trust through our charity. The Trust Charity is based on the second floor of Russells



The Blue Granits buskers

Hall Hospital. You can contact us on 01384 456111 ext 3349 or dgft.fundraising@nhs.net

Social Media

All our DGNHS Charity news is shared on our social media accounts. Stay in the loop and be the first to know about our exciting events by hitting the 'Like' button on Facebook, and by following us on Instagram, Twitter and LinkedIn

■ Twitter: @DGNHSCarthy

■ Facebook: DudleyGroupNHS Charity

■ Instagram: @dgnhscharity
■ LinkedIn: Dudley Group NHS Charity

Successful Events

Virtual London Marathon:

We are delighted that five members of our staff – Matthew Welch, Rajeev Kumar, Sue Hammond, Claire MacDiarmid, Andrew Lee – and former Dudley Mayor Steve Waltho, ran the virtual London Marathon last October for our charity and raised more than £11,000 between them – smashing their target of £3,000!

Grants & Donations

Transport and General Workers Union Benevolent Fund:

We were chosen as one of the final charities to apply for the final round of funding from the Transport and General Workers Union Benevolent Fund ex-workers at Goodyear. We were successful with our application for £8,500 towards a Safespace Hi-Lo bed for our children's ward. The Safespace Hi-Lo is designed for individuals who require nursing care and have self-injurious behaviours and may be at risk of falling out of bed or hurting themselves on hard bed surroundings.

Waldrons Solicitors: Waldrons have been a phenomenal support

over the years, raising just under £40,000, which is incredible. The money has been put to good use helping to improve the hospital environment for our patients, purchasing of specialist equipment for our patients in need of specialist care and initiatives that improve our staff's health and wellbeing.

Every year, Waldrons show their support by hosting a Charity Will Fortnight in October, when Waldrons write wills for their clients free of charge who in turn, donate to the Dudley Group NHS Charity.

The Blue Granits (Buskers):

Busking duo Tom Stanton and Billy Spakemon, aka The Blue Granits, have been raising money for our charity through busking. In 2019 they raised £6,500 towards our Trust's Diabetes Unit and in 2020 they managed to raise £8,000 towards our Georgina Unit. Over the past year in 2021 they have raised £11,000 towards our Breast Cancer Care and Prostate Cancer Care departments.

This year Billy Spakemon is being supported by Halesowen BID team and Black Country Radio and Black Country Radio Xtra to fundraise towards Neonatal and Children's Department. The charity is grateful for fundraisers like Tom and Billy who continue to support our vital services yearly.



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Helping shape the future

The Trust charity is a member of NHS Charities Together, an independent national charity which has a network of over 230 NHS charities across the UK and was set up by the incredible donations of Captain Sir Tom Moore.

During the height of the pandemic, we received over £169,000 of funding to support COVID recovery which went towards staff wellbeing initiatives such as care packages, thank you gifts and outdoor spaces.

No Barriers Here

We also received £100,000 towards a two-year project in which the Trust is partnering with Mary Stevens Hospice, called No Barriers Here. The project will work with people from ethnic minority communities to develop and deliver art workshops to create conversations, so providers of end of life and palliative care have a greater awareness of culturally sensitive issues. This will feed into future practice and strategies, so services are better suited to the communities' needs.

Staff Wellbeing Hub

The charity was successful in November 2021 in our Stage 3 funding application of £121,000 from NHS Charities Together.

As part of our commitment to



A team of runners, including staff, ran the virtual London Marathon last October for our charity and raised more than £11,000

developing our staff wellbeing offer, exciting times are ahead of us with the build of a brand-new staff only wellbeing hub at Russells Hall Hospital. The hub will provide staff a safe space to rest and recuperate. The build is a joint funded project with the Trust Charity.

The project will be overseen by Paige Massey, the Trust's staff wellbeing business partner who is currently encouraging Trust staff to get involved in sharing ideas on how we can best use the space.

NHS Charities Together Sun Appeal

The Trust Charity was chosen from hundreds of other NHS charities to be part of the Joy to the Ward NHS Charities Together Sun Appeal that looks at how NHS charities supported children and their families over Christmas by featuring several hospitals across the country.

The children's ward and children's outpatient areas were decorated as a Winter Wonderland and

themed around the Polar Express movie. The play team delivered Christmas activities and every child was given a donated gift from our recent appeal from Santa's sleigh.

Santa Claus and the elves visited the children and young people, and they were issued with their ticket to ride the Polar Express and meet Santa.

The Trust Charity will receive a percentage of the funds that are being raised from the NHS Charities Together Appeal.

Volunteering Futures Fund

NHS Charities Together, supported by the Department for Digital, Culture, Media and Sport (DCMS), launched funding of £1.1m through the Volunteering Futures Fund in November 2021.

Our charity was successful in receiving a grant of £97,047 from the fund to be spent over a 15-month period from January 2022 – March 2023.

The fund will support young people who experience barriers to volunteering with a particular focus on BAME young people, to build their skills, wellbeing and social networks through volunteering.

The fund aims to test and trial solutions to overcome known barriers using informal, micro, flexible and digital volunteering opportunities. The target age group for this funding programme is 16–18-year-olds.

The Young People Volunteering Programme we have proposed will build on our volunteering service's existing student volunteering programme.

We will recruit and train 10 of our existing young volunteers as mentors and best practice assessors to support 150 new young volunteers who are currently experiencing barriers to volunteering in Dudley.



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Guests from Dudley Building Society



Guests from Waldron Solicitors



Staff from HSBC enjoyed the Glitter Ball



Joining staff and volunteers from the Trust were guests from George Green Solicitors

Guests glitter at fundraising ball



Trust chief executive Diane Wake with Dudley North MP Marco Longhi

The Dudley Group NHS Charity held a successful pre-Christmas Glitter Ball, their very first face-to-face fundraising event since the beginning of the COVID-19 pandemic.

The event took place at the Copthorne Hotel in Brierley Hill and brought together local businesses to support the charity's Better Brighter Future Appeal which aims to improve staff and patient wellbeing.

The businesses in attendance included HSBC, Dudley Building Society, Waldron's and George Green Solicitors, who were joined at their

tables by Dudley Group staff members and were treated to welcome drinks and a two-course meal.

Throughout the night, staff members took to the stage to give an array of moving speeches focused on their experiences of working through the pandemic and how they tackled the difficult challenges they faced during this time.

Overall, the charity raised an incredible £10,00 through sponsorship, table packages, a raffle and an auction.

Nithee Kotecha, fundraising and

community development lead, said: "Thank you to everyone who supported the success of this event."

"All feedback we received was positive and we have had several follow-up meetings with the businesses in attendance to discuss a future partnership. We hope to hold the event again in a larger venue with more local businesses."

■ If you would like to be involved next time, or have ideas about how we can connect with you via events, please contact Nithee on nithee.kotecha@nhs.net



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No two days in role are the same

Occupations aren't just our jobs; they are everything we occupy ourselves with, including our personal care and leisure.

Occupational therapy, therefore, considers all these aspects and uses a whole-person approach to physical and mental health and wellbeing, and how we engage in our 'occupations'.

Community occupational therapy enables us to consider the person in their own, familiar environment and how they manage their day-to-day activities; what they enjoy doing; what work roles they have or have had, and the environment they are in.

We support our patients to improve confidence in their chosen occupation.

That may include being able to walk confidently to the local shop, spend time with family, play golf or simply to feel safe getting in and out of the bath.

I enjoy the fact that my role is very varied.

To see patients mainly in their own homes enables me to understand how they manage and to really look at their routines, roles and motivation.

This all helps with ongoing rehabilitation.



Helen Cartwright shares a day in the life of a community occupational therapist

What does an average day look like?

Every day is different! There is no average day, and I guess this is what drew me to the profession.

I usually start off by checking emails and telephone messages. There may be priority visits that need to be contacted and a home visit arranged.

The situation has been very different over the past months and we are now beginning to see the effects of social restrictions and occupational deprivation on some of our patients, so this can be difficult.

I usually try to book patients a week in advance, leaving some capacity for priority visits.

We can now access new referrals electronically which has increased efficiencies for remote working.

The team has seen a real shift but a very positive one and it's great that we have all adapted so well.

Here's one day for me:

Meeting

Microsoft Teams rehab pathway virtual team meeting – This is usually a fortnightly information sharing meeting which is really important now that our daily working lives are more remote.

Telephone assessments

The first patient, a very elderly

woman who fractured her hip last year, was beginning to struggle again with daily activities. I had already checked electronic GP records to identify any recent contacts.

The patient had lost confidence with her mobility and was concerned about falling.

She told me she had relatives who lived close by that she hadn't been able to see.

She still liked to go outdoors on good days. I agreed to visit her at home the following day.

The second patient was a middle-aged man who had become unwell and had many falls. He was generally very anxious.

He had a medical condition which was not under control and was being investigated.

We discussed the immediate risks and agreed to visit the following day to discuss possible equipment to support with his daily activities.

Often we sort out the immediate problems, but will then visit again to discuss more long-term goals and organise rehabilitation programmes.

Previously the patient enjoyed going out and socialising, so we will discuss increasing his confidence with this.

Home visits

I visited a patient who had fallen, fractured their arm and had been

staying with their daughter. It had been agreed that the patient should return home and we spent some time discussing this.

I completed observations of all transfers and agreed an action plan.

I encouraged the patient to start to complete some of their daily activities at the daughter's house with supervision.

We agreed to meet again at the patient's home to assess progress and complete assessments there.

The patient is likely to need an ongoing rehabilitation programme to increase confidence, provide falls advice and return to organising trips out.

The remainder of the day

For the rest of the day, I worked on patient notes, triage – processing all new referrals for the rehab pathway, equipment ordering, data entry, onward referrals (telecare, podiatry, continence, social care, social prescribing), minor/major adaptation referrals, referrals to our therapy assistants to continue rehabilitation programme and checking emails and messages again!

I enjoy the varied work in the community team. We have an excellent multi-disciplinary team and often complete joint visits, which can only be positive for our patients.

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Meeting dates for your diary

The Trust board will next meet on Thursday, 10th March and Wednesday, 18th May, and meetings will be held online.

The agenda and meeting papers will be available on the Trust's website the week before along with future meeting dates.

There is an option for governors and members of the public to submit any questions they may have to the board for consideration.

Questions should be kept brief and to the point and sent to the following email address dgft.foundationmembers@nhs.net

Responses will either be posted on the Trust's board meeting web page following the meeting or can be found in the minutes published in due course at www.dgft.nhs.uk/about-us/board-of-directors/board-meetings/

Visit our website www.dgft.nhs.uk to find out more about the work of our Board of Directors and the Council of Governors.

If you have any questions, please email dgft.foundationmembers@nhs.net

Reminder
Check 2022 board meeting dates!

Have you ever thought of



New lead governor Helen Ashby

Message from Helen Ashby, public elected governor for Stourbridge and newly appointed lead governor, The Dudley Group Council of Governors.

Have you thought about being a Trust governor?

The Council of Governors is made up of people of all ages and backgrounds. Governor elections are held on a rolling basis and there are four vacancies arising in spring 2022. We are keen to hear from people who would be interested in applying for the role in the following areas:

- Halesowen
- Staff: Non-Clinical
- North Dudley
- Staff: Nursing & Midwifery

You do not need any formal qualifications to be a governor (with the exception of the Non-Clinical and Nursing & Midwifery categories, where you need to be a member of staff employed within that category).

The main requirement is that you support the continued development of The Dudley Group. It can help if you have had some experience of the NHS either as a patient or in an associated or linked area of your working life.

I was elected as a public governor for the Stourbridge constituency in October 2020 and became the lead governor in December 2021. I chose to stand for election because I am

passionate about healthcare for local people and I felt that the role of a governor gives me the opportunity to see the 'big picture' here at The Dudley Group. When attending board meetings, sub-committee meetings and board of governor meetings, I am able to ask questions for clarity and request assurances from the Trust, which I find a powerful tool in representing the views and interests of patients in our area.

I have been involved with health and social care for most of my adult life and always strive to put myself into a position where I can make a difference. I would highly recommend becoming a member of the Trust and putting yourself forward in the next election to be a governor representing the area you live in or the staff teams here at The Dudley Group.

I would like to take this opportunity to formally welcome the new Governors who have joined our board this last year, they are:

Alex Giles, public elected governor, Stourbridge

Richard Tasker, public elected governor, Central Dudley

Kerry Cope, staff elected governor, Nursing & Midwifery

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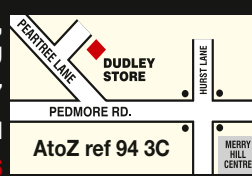
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becoming a governor?

I would like to pass on a big thank you and goodbye to Fred Allen, on behalf of the Council of Governors and the Trust Board, as he reached the end of his term of office in December. Fred has been serving as governor for the last nine years and, up until now, had been supporting the chair and the Council of Governors as lead governor. We are very grateful for his time and commitment to the Trust and we would like to wish him all the best for the future.

Please visit our website to find more about our Council of Governors at www.dgft.nhs.uk/about-us/foundation-trust/our-council-of-governors/

Frequently Asked Questions

If you are thinking about becoming a governor, have a look at the following FAQs about why our Foundation Trust Members and Council of Governors are so important to us.

How are governors supported in their role within the organisation? As a foundation trust, we are required to have in place a Council of Governors. The council comprises a set of individuals from three main categories: public, staff and representatives from some of the key organisations and academic institutions with which the Trust works closely.

It is my responsibility to ensure that the election or appointment to these key positions happens effi-



ciently and to provide the governors with the tools they need to be able to discharge their legal duties. This includes inducting new governors into the organisation, training them and ensuring they have the opportunity to hold the non-executive board members to account for the performance of the Trust.

How do foundation trust members and governors add value to the organisation? Members are local people and staff from all walks of life who can become governors themselves. The value of members and governors is that they provide the Trust with the opportunity to develop using the voice of our local community.

From sharing thoughts and ideas to helping out in and around our Trust, from electing our governors

to becoming a governor – there are many different ways you can help us deliver the best in care as a member of the Trust.

The more members we have mean we have more opportunity to reflect the views of our patients. We need as many interested people as possible to join us.

What does it take to be a governor? Having a real interest in the Trust is important. We are very proud of the organisation and the part it plays in the lives of people in Dudley and those living beyond its borders.

You should be willing to be a part of this and to speak up and represent your views and the views of others on the way the Trust is run so that it continues to be a trusted provider of safe, caring and effective services. There is no expectation for you to have undertaken a similar role before or have a particular skill set or experience, as training in the role is provided.

What commitment is needed to be a governor? The Dudley Group NHS Foundation Trust holds four meetings of the Council of Governors each year. As a governor, you will be expected to attend these meetings.

During COVID-19, these have been held using web conferencing with members of the public invited to submit questions in advance. We will set the dates of meetings for the

year ahead, and circulate this information widely through the Trust website and newsletter publications to members.

Governors are also asked to serve on sub committees of the council that meet between four and six times each year.

Are governors paid? No, the role is voluntary and governors do not receive payment. Reasonable travelling and other expenses will be paid. These could include caring costs.

Get Involved

Are you a member of a community group or organisation? Would you like to represent your views to the Trust? Would you like to know how we can support you and vice versa? We would love to hear from you.

As part of the Governor and Membership Engagement Plan 2022, we would like to hear from local community groups and organisations in the Dudley area.

Our governors are offering the opportunity to meet with groups to share and discuss ideas about how we can connect, contribute and collaborate to support one another to make positive changes in our community.

Our approach is flexible; we are happy to accommodate face-to-face and virtual meetings to suit the needs of individual groups and the changing ways that we work. Get in touch if you would like to take part.

Why not become a Trust member?

As a member you will receive a monthly email to keep you informed about the Trust's latest news. You will also receive invitations to events and meetings, including our Annual Members Meeting where you are invited to input questions and tell us how our services could be better.

Your involvement will help us to improve the way we provide services. You can choose your level of involvement, but whatever choice you make, your input will make a difference.

Members and governors are the centrepiece of the foundation trust's accountability and governance. Members are eligible to elect your local governor or even stand as a governor yourself to represent the views of foundation trust members and help shape the direction of the organisation.

If you are interested, then sign up for free at www.dgft.nhs.uk/about-us/foundation-trust/become-a-member/Dgft.foundationmembers@nhs.net or call 01384 456111 Ext 1124

Community groups – Do you run a local community group? Interested in hearing more about the work of our Council of Governors and the Trust? Then why not invite our governors to your next meeting – dgft.foundationmembers@nhs.net



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ReSPECT gives patients choice

Our Trust has adopted a national process which allows patients to have their say on what care and treatment they would want to receive in an emergency.

We have launched ReSPECT, a national process led by Resuscitation Council UK.

It stands for Recommended Summary Plan for Emergency Care and Treatment, and it sees the patient and their health-care professional talk together to work out a personalised plan for potential future emergency treatment.

This plan is to be used in emergency situations where the patient is unable to express their wishes, and it will ensure that patients receive the best possible treatment for their situation.

The plan is documented on a distinctive purple form, and is kept with the patient and can be accessed when a conversation may be unable to take place.

Chief executive Diane Wake said: "ReSPECT is about continuing to support our patients with their choice, which is why Dudley has embraced and adopted this important process across its health economy. We want our patients to utilise this great opportunity by expressing their wishes."

For more information, visit www.dgft.nhs.uk/patients-and-visitors/respect/ and www.resus.org.uk/respect

Pioneering work bags top award

A network to improve the care of people with Parkinson's disease, which was set up by a Dudley Group pharmacist, has won a national award.

The Parkinson's Specialist Pharmacy Network UK was set up by Dr Janine Barnes MBE, neurology specialist pharmacist with our Trust, to educate and upskill pharmacists and other healthcare professionals in the management of Parkinson's.

She established the network so pharmacists across the UK are able to help people with Parkinson's manage their condition and their often complex medication, keeping them out of hospital.

The network won the award for sharing learning and education at the Parkinson's Excellence Network Awards.

Janine, who was awarded an MBE for her services to pharmacy in 2019, identified a gap in the service and a training need for pharmacy teams who were interested in further developing their skills.

She said: "We are delighted that the work and importance of our pharmacy network has been recognised nationally."

"Our network membership continues to grow and we are working on hosting our second national conference, and opening it up to a broader range of professions."



Taking on a three-hour stint on main reception



Barb looks after people visiting the Emergency Department

Volunteer Barb helps staff and patients

When COVID put a stop to Barb Hawkins' activities, she soon found a new outlet for her energy – volunteering at her local hospital.

For active semi-retiree Barb Hawkins, the COVID-19 pandemic meant furlough from her one-day-a-week job as a veterinary receptionist, and an indefinite pause to her volunteer role at an animal rescue centre.

But Barb is not the type to put her feet up for too long, and she quickly spotted a new opportunity.

"I can't just sit at home and it didn't sit very easy with me that I wasn't doing anything," says the 72-year-old.

"I was crawling up the walls and my horse was fed up too because I was riding her every day! That's when I saw the post on social media about volunteering at The Dudley Group."

That was back in June 2020, and Barb now volunteers at Russells Hall Hospital three days a week in a variety of roles.

She spends two hours on a Monday making drinks and carrying out general duties on the Georgina Ward and day case unit; a three-hour stint on main reception from 4-7pm on a Wednesday, and four and a half hours in the Emergency Department on Thursdays.

"It's a bit of everything and I couldn't tell you which I enjoy the most," says Barb, who lives in Swindon near Wombourne.

"It's all different but similar in that you are dealing with people and you have got to have empathy because generally they are worried."

"In ED I am making sure patients are fed and watered."

"Elderly ladies especially want to have a little chat. They easily get worried and they've got nobody with them and they just want somebody to talk with. I just put them at ease a little bit."

"They might want to go to the toilet and they don't want to bother the nurses so we get someone to help

them. A lot of them are confused, they don't really know why they are there. They are in awe of the doctors and nurses, but they will talk to the volunteers. And the attitude here is that it is better to spend 60 minutes talking to one patient than one minute with 60 patients. I like that."

Barb also helps to make sure there is plenty of fresh laundry for staff and tops up their PPE. "It saves them a little bit of time because they are so busy in there," she adds.

Barb is one of a number of volunteers who give their time at The Dudley Group. They range in age from students to pensioners, and there is a role for everyone.

"You might not want to go on a ward, but you could be meeting people as they come in to a clinic," she explains. "You might not want to be walking around the hospital taking patient notes because that might be too much for you, but you could be doing admin instead. There is lots of stuff to do and there will always be more."

"And the team here are brilliant. I don't know them all because they are working different shifts, but they are so easy to get along with."

Is she still happy to be in a hospital setting as the pandemic continues?

"I feel safer in here than in the supermarket. I don't worry about coming here," she confirms. "It's a lovely, lovely place to be."

So what's her message to others who may be looking for an interesting, valuable way to spend their time?

"If you are thinking about volunteering, come in and have a chat just to see what it's all about. I thought I would give it a go and I was surprised how much I enjoyed it."

"Give it a try. It's so worthwhile. You are helping the staff and helping the patients."



Barb making drinks on the Georgina Ward and day case unit

Become a volunteer

We would usually have around 500 volunteers from the local community giving their time on a regular basis to make a real difference to patients, visitors and staff at the Trust.

However, the pandemic has impacted, resulting in reduced numbers of individuals offering support.

We are currently recruiting individuals to support in the following areas:

- Nutrition & hydration
- Wayfinding and outpatients

- Chaplaincy
- Emergency dept
- Patient experience
- Pharmacy
- Driving

Anyone interested in any of our opportunities should contact Jane Fleetwood, Hospital Volunteers' Coordinator, on 01384 456111 ext 3553.

Further information can be found on our webpage at www.dgft.nhs.uk or via email: dgft.volunteering@nhs.net

Centres speeding up diagnostics

Patients across the Black Country and West Birmingham can get potentially life-saving diagnostic tests more quickly in convenient locations with the creation of Community Diagnostics Centres.

One of the first is the imaging diagnostics centre based at Corbett Outpatient Centre in Stourbridge, with an additional satellite centre at Guest Outpatient Centre in Dudley.

It means patients needing planned scans or X-rays don't have to go to the acute hospital at Russells Hall, giving an improved patient experience and providing quicker access to testing and results.

Increasing diagnostic capacity will help drive improved outcomes in cancer, stroke, heart disease, respiratory diseases and other conditions. It comes as a result of NHS leaders in the Black Country and West Birmingham securing a multi-million-pound funding injection to help speed up the recovery of diagnostic services in the area.

The money is helping deliver a combination of new equipment such as MRI and CT scanners, and extra staff sessions, as part of a national drive to help services recover from the impact of the COVID-19 pandemic as quickly as possible. The aim locally is to deliver around 46,000 new tests in the community.

The centres will take patients from across the area, with patients



Corbett Outpatient Centre is home to the imaging diagnostics centre



Guest Outpatient Centre is a satellite centre

able to be sent to specialist centres where they will be seen most quickly and trusts providing mutual aid where waiting lists demand it.

Patients can now go to Corbett for an MRI and scan, with more appointment times available into the evening and weekends. We now have a seven-day service, 8am-8pm, for MRI and CT as part of the Community Diagnostic Centre. There is also additional ultrasound capacity at both Guest and Corbett.

Community Diagnostic Centres will improve patient choice, with the opportunity to offer appointments at multiple sites and times.

The need for Community Diagnostic Centres was highlighted in an independent review commissioned by the NHS as part of its Long Term Plan and published in October 2020. The report recommended the need for a radical new diagnostics model, with more facilities created in free-standing locations away from main hospital sites, providing quicker and easier access to a range of tests on the same day, and supporting earlier diagnosis, greater convenience for patients and the drive to reduce health inequalities.

Our chief executive Diane Wake, who is also elective care lead for the

Black Country and West Birmingham, said: "I recognise how important it is to get diagnostic tests done as quickly as possible. The funding is being used locally to add capacity to our diagnostic centres across Dudley and in Cannock, meaning that thousands of local people will be able to get a test sooner than they otherwise might."

"As an early adopter site we will also help provide learning for the whole country on how to continue the momentum on recovery further in a resilient way for both our staff and other services."

Jonathan Fellows, chair design-

nate of the Black Country Integrated Care System, said: "Thanks to the hard work and dedication of our staff, and the success of the vaccine programme, in recent months we have been able to provide far more planned care for people with non-COVID concerns than we were able to during the first wave of the pandemic."

"The mission now is to increase this activity further, ensuring that as many people as possible get the tests and treatment they need, prioritising those with the most urgent clinical need, addressing the longest waiters, and being mindful of the health inequalities COVID-19 highlighted."

The move to community diagnostics centres will mean that for some patients, tests may be delivered in different places to where they may have had them before. Where this is the case, invite letters will contain clear information and contact details for if they have any further questions.

Moving forward, our plans include additional phlebotomy capacity, further imaging capacity, additional heart scans at a community location, additional cystoscopy procedures, additional spirometry tests, and additional gastroscopy/flexible sigmoidoscopy procedures. This additional activity will phase in over the next five years.

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Arthritis help

One of our healthcare teams features in a new national online learning tool to help people with rheumatoid arthritis manage their disease.

The National Rheumatoid Arthritis Society has launched its SMILE-RA e-learning experience for people with RA and their families. The interactive series of modules includes an explanation of all the healthcare professionals who may be involved in the patient's care – and the team featured are from The Dudley Group.

Elizabeth Hale, psychologist with the Rheumatology Department, said: "We're very proud to have been involved in this – I think it will help patients enormously in understanding a complex condition."

The film features 10 members of the Dudley team, including a consultant rheumatologist, clinical nurse specialist, several Allied Health Professionals; a GP with Specialist Interest (GPwSI) and a pharmacist. It explains who the patient may see and what they can expect from their care team.

Rheumatoid arthritis affects more than 400,000 people in the UK. To register free of charge for the e-learning, visit nras.org.uk/selfmanagement

Procedure revolutionising care for prostate patients

A ground-breaking new procedure now being used in Dudley is sparing men with a prostate problem from having more invasive surgery – improving their quality of life and saving them days of staying in hospital.

The revolutionary steam treatment is being used at Russells Hall Hospital for non-cancerous prostate gland enlargement, which is common in men aged over 50.

Symptoms like needing to pass urine more frequently, trouble starting to urinate and loss of bladder control affect more than a third of men over that age.

The urology team at The Dudley Group NHS Foundation Trust, led by consultant David Mathews, has begun treating patients with male benign prostate hyperplasia (BPH) as day cases.

Previously, men having moderate to severe symptoms which did not respond to medication had to have a bigger operation and stay in hospital for several days to recover.

The new treatment has been recommended by NICE – the National Institute for Health and Care



The urology team at Dudley Group NHS Foundation Trust, led by David Mathews

Excellence – which says it improves quality of life and, as it is unlikely to damage surrounding tissue and nerves, has a low risk of causing sexual dysfunction.

Rezum is a minimally invasive procedure that uses steam to destroy excess prostate tissue, says Mr Mathews. It's this excess tissue which constrict and obstructs the urethra, causing symptoms of BPH.

"Via a scope in the urethra, a needle can be injected into the affected tissue of the prostate, and through this steam is used to kill off excess cell growth," he said. "This ablated

tissue is then disposed of naturally by the white blood cells of the body with a shorter recovery time and less reported side-effects. Rezum is a valuable addition to the treatment options we are able to offer for BPH here at Russells Hall Hospital."

Diane Wake, chief executive of the Trust, said: "We are delighted to be able to offer this to our patients. Embracing new treatments and technologies is important if we are to offer the best possible care and I'd like to congratulate the urology team on bringing Rezum steam treatment to Dudley."

One of the first to receive the treatment was Dudley man Martin Davies. He said: "As a 'young' man of 60, consultants were naturally cautious about proceeding with the traditional, standard surgery as this can result in more collateral damage than my enlarged prostate demanded at my age. Each man receiving this treatment gets surgery and discharge in one day versus being bedridden for a few days and housebound for a week or two. I was home by teatime and carefully mobile outside the home within four days."

"I found the day surgery unit and theatre teams absolutely fantastic and they went out of their way to get the maiden voyage of Rezum at Dudley Group rolling smoothly."

"I am now working actively with my consultant to manage my body's reaction to the treatment with minimal side-effects."

"We have to be patient and wait three to six months for the full results, but so far the prognosis is looking good. I am able to sit in a chair without pain already. I was back to work early and for a self-employed person, this is essential."



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