



# your trust

## Summer 2010

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



### In this issue:

Page 5  
New Director of Operations  
and Transformation

Page 6  
The journey of a blood test

Page 7  
Dates for your diary

Page 9  
Battle against the bugs

Pages 10-11  
Your guide to the uniforms  
at The Dudley Group of  
Hospitals

Page 14  
Preventing Deep Vein  
Thrombosis in hospital

Page 15  
Charity update

Page 16  
Your invitation

Page 20  
All in a day's work...

your  
**hospital**  
of choice



*Front cover: Denise McMahon, the Trust's director of nursing, and chairman Alf Edwards present a thank you cake to (front to back) Professional Development Team Carol Love-Mecrow, Maggie Wheeler, Tina Young and Kerrie Kerrigan as part of the International Nurses' Day celebrations.*

## Your Trust Deadlines

If you have an idea for a Trust story we would like to hear about it by the dates listed below:

Autumn 2010 – 16th July 2010

Winter 2010 – 5th November 2010

Spring 2011 – 11th February 2011

Summer 2011 – 6th May 2011

Please contact the Foundation Trust office on (01384) 456111 extension 1419 or email [foundationmembers@dgon.nhs.uk](mailto:foundationmembers@dgon.nhs.uk) with your ideas.

# Nurses thanked for their invaluable work

**The invaluable work carried out by nurses was honoured as part of an event to celebrate the pioneering work of Florence Nightingale.**

Nurses from around the Trust were presented with cakes for their wards as a thank you for all their hard work as part of the International Nurses' Day celebrations on Wednesday 12th May.

Nurses' Day is celebrated on 12th May each year as a tribute to the work of Florence Nightingale who was born on that day in 1820.

This year's celebrations were especially poignant as this year is the centenary of her death in 1910.

Director of Nursing Denise McMahon said the event was held as a tribute to all the nurses' hard work.

"Every single day nurses at the Trust dedicate their lives to helping others and striving to make a real difference to the wellbeing of those that they care for," she said.

"We wanted to do something to say thank you for all of their hard work and the cakes were a token of our appreciation for all that they do."



## Community Services

**A number of health services which are carried out in the community are due to be transferred to the Trust from Dudley Community Services under the Government's Transforming Community Services programme.**

The move will see services such as care for patients with long term conditions, acute care rehabilitation, end of life care, paediatric therapies, health visitors and audiology moving under our wing from April 2011. We will be working in shadow form with Dudley Community Services from October this year.

Chief Executive Paula Clark said: "We're really looking forward to welcoming the community staff to The Dudley Group, and hope that they are also excited about this new way of working. Patients shouldn't worry about the change. They will still be receiving quality care from the staff they are used to seeing and hopefully we will be able to streamline the pathways and use the change to improve patient experience."

More information will be available about the transfer of these services in future issues of this newsletter.

# Trust launches crime-busting Hospital Watch scheme



PC Adam Brassington, West Midlands Police Crime Prevention Officer Ray Dawson, Trust Security Manager David Ore and security guard Aden Onyeka launch the Hospital Watch scheme.

**An innovative crime-busting scheme to crack down on theft and improve safety in the borough's hospitals has been launched by The Dudley Group of Hospitals.**

The Hospital Watch scheme has been introduced to reduce crime in and around the Trust's three hospitals to help staff, patients and visitors feel more secure.

Security Manager David Ore said the scheme was to make patients feel as safe as possible and urged staff to sign up to become co-ordinators.

"We want The Dudley Group of Hospitals to be as safe as possible," he said. "The last thing patients want to worry about when in hospital is their safety and security.

"We are asking staff to get involved with the scheme by signing up as a co-ordinator. Staff will become a spokesperson for their area, act as a link between staff and security and be part of a problem-solving team."

To find out more about the scheme or to get involved in helping make the Trust a safer place, email [david.ore@dgon.nhs.uk](mailto:david.ore@dgon.nhs.uk)



## Message from the Chairman

We know so far that the new coalition Government has set a clear steer in some health areas including:-

- Public health funding will be ring fenced and increased by approximately four per cent
- Fund holding will be strengthened and GPs will be funded directly from the Department of Health.



- The Care Quality Commission is to take the lead on regulating quality across the NHS while Monitor, the independent regulator of Foundation Trusts, will focus on financial and business regulation.

They have also announced a White Paper to follow during July which will set out clearly the plans for the NHS.

Here at the Trust I am pleased to announce that both David Badger, our Deputy Chair and Senior Independent Director, and Ann Becke, Non Executive Director, have both been re elected for a further term of office by our Council of Governors. I would like to wish them and everyone in the Trust all the best for the future in what will be a very challenging period for health care in Dudley.

**Alf Edwards**  
Chairman

## Message from the Chief Executive

I write this column during a time of considerable change and challenge both nationally and locally for the NHS as we start to feel the impact of the economic crisis and also our new Government.

It has been promised that the NHS will not form part of the £6billion savings we need to make nationally this year, however in real terms this means there is no growth in income either and we will have to make careful and sometimes difficult decisions on the future of health services in Dudley. Despite this it is a time of excitement and opportunity as we are well underway with a programme of change across the Trust to look carefully at what we do and how we can make service improvements and efficiencies while also continuing to improve quality of care. We know there are areas of waste which we will remove from the system to improve our care to patients, one way of addressing this issue is through our commitment to the productive ward programme which improves systems and processes releasing more 'time to care' for our nurses, more on the productive ward can be found on page 12.

We are moving forward at a pace with our transformation programme with a range of improvement projects now underway. We also continue to build on the work we undertook with our partners at NHS

Dudley to improve our urgent care pathways in Dudley by rolling out learning across the hospital. Our aim is to make The Dudley Group of Hospitals Your Hospital of Choice by making great care our business, but to do this we realise there are challenges.

We are also pleased to have been awarded the bid to provide some of the community health services in Dudley from next April and know this will mean more seamless services for our patients, find out more on page 2. I would also like to take this opportunity to welcome Richard Beeken our new Director of Operations and Transformation, see page 5, and we welcome Paul Stonelake as Deputy Medical Director alongside Roger Callendar.

I hope you find time to enjoy the summer, when we see it! The months ahead will be busy ones so hopefully we will recharge our batteries while the sun shines and get some well earned time off.

Best Wishes

**Paula Clark**  
Chief Executive



Staff nurse Nicola Laird is pictured with the new curtains which will improve patients' privacy and dignity.

## New drapes to bring curtain down on unwelcome interruptions

New drapes are being introduced at Russells Hall Hospital to bring the curtain down on unwelcome interruptions.

The Trust has taken delivery of more than 400 new curtains which challenge people 'Curtains closed? Stop-Think! Ask before entering' to improve patient privacy and dignity.

The curtains, which are longer than ones used in the past, are weighted which makes them easier to pull together and less likely to gape or blow open in the breeze.

The soft-pastel shading of the curtains is designed to blend in across all areas of the hospital.

Facilities Service Development Manager Andy Rigby said the curtains had been well received on the wards.

"The feedback we've received so far has been very promising and the patients and clinical staff seem to really like them," he said.

"The aim of the curtains is to improve patients' privacy and dignity by making people ask before entering and not just opening the curtains and going in."

"It's all about putting the patient first and making sure their stay in hospital is as comfortable as possible."



*The Artists' impression of how the car park will look once it is finished and how it looks now.*

# Car Park Update

The new 691-space staff car park at Russells Hall Hospital is rapidly taking shape and is well on track for completion in the autumn.

Workmen are more than half-way through the project and the five-storey structure can be seen in the skyline at the rear of the hospital site.

About three-quarters of the steel framework has now been erected, and the concrete beams that will support the floor structure are being lowered into place.

Once the framework is completed and all the concrete floor beams are in place, a four-inch thick concrete mix will be spread on the beams to form the running surface of the car park.

While the framework is still going up, work has already started on installing the electric and lighting systems and all the exposed steel surfaces are being painted with a fire-retardant paint.



*The new staff car park starts to take shape.*



*A workman carefully lowers one of the steel girders into place.*

## Think Glucose to improve care for patients with diabetes

**A new initiative to improve the care of inpatients with diabetes is being rolled out across the Trust.**

Think Glucose, a major new programme designed by the NHS Institute, has been developed to improve the treatment of inpatients with diabetes as a secondary diagnosis.

Dr Jane Dale, medical service head for Diabetes and

Endocrinology, said people with diabetes spent longer in hospital.

"We know one in five of our inpatients has diabetes and, on average, they will spend 4.65 days longer in hospital than patients without diabetes," she said.

"Think Glucose aims to raise awareness among our staff to provide consistent and proactive care for inpatients with diabetes and reduce length of stay.

"We are asking all staff, no matter what their specialty, to routinely ask patients if they have diabetes when they are admitted to hospital and to refer directly to our newly-formed Diabetes Outreach Team if they have concerns."



## Keeping our records healthy

**A new campaign to ensure our case notes are kept in tip top condition is urging staff: 'Don't be a record breaker'.**

Launched in June 2010, the campaign has seen the introduction of coloured case notes and a new filing structure aimed at providing the consulting clinician with the most up-to-date information on the patient's medical history in a logical order.

Visual displays of the new structure and case notes are now available in all clinic areas, as well as on the wards for ease of reference for staff.

To coincide with this change, Health Records policies have been updated which include quality improvements and best practice guidelines. The new policies cover access to health records, retention and destruction of records, creation of patient records and case note tracking.





# Hello and welcome...

Among the new faces joining the Trust this summer is **Richard Beeken**, who has taken over the role of **Director of Operations**.

Richard joins us from South Staffordshire & Shropshire Healthcare NHS Foundation Trust where he spent two-and-a-half years as Chief Operating Officer.

The father-of-two, aged 38, has held a variety of senior positions within the NHS since graduating with a Masters degree in Managing Healthcare Organisations from Manchester University in 1997.

His first post was as Deputy Divisional Manager for Bromley Hospitals NHS Trust between 1997 and 2000.

Richard held a number of senior posts at various trusts, including General Manager of Surgery and Accident and Emergency and Assistant Director of Operations, before becoming Assistant Director of Operations at Birmingham Children's Hospital NHS Trust in 2002.



*Richard Beeken, joins the Trust as the Director of Operations and Transformation.*

After a year in Birmingham, Richard became the Divisional Manager of Surgical

Services at the Royal Wolverhampton Hospitals NHS Trust before moving back to Birmingham Children's Hospital to take up the key post of Chief Operating Officer.

After a further two years in Birmingham, Richard moved to South Staffordshire & Shropshire in 2007.

An avid traveller in the family's 1972 camper van, Richard also enjoys a round of golf and is the lead singer of Birmingham-based rock 'n' roll band Fatman Alley.

Richard said he was looking forward to his new role.

"I want to be a visible presence around the Trust and provide the best advice and guidance I can to help staff get the best out of their areas," he said.

"The Trust has huge potential and I'm really looking forward to playing my part in moving it forward."

Richard replaces Ruth Serrell who held the post of Acting Director of Operations for eight months.

## We also welcome

The Trust has also been joined by a number of new consultants, including Mr Matthew Weller, Dr Uzma Zafar, Dr Khalid Ashawesh, Dr Haroon Siddique, Dr Ramiah Srinivas, Dr Seau Cheung, Dr Michael Douglas, Dr Alistair Lewthwaite, Mr Aniruddha Chakravarti, Dr Joanne Taylor, Dr Peter Doyle, Dr Mary Garrihy and Dr Shanika de Silva.

# ...Fond farewell

Among those retiring from the Trust or moving on to pastures new is **Ruth Serrell**, the Trust's **Acting Director of Operations**, who is looking forward to new challenges and spending more time with her family.

Before embarking on a new phase in her career, Ruth will enjoy a well-earned break at the holiday home her and her husband have been building in Turkey.

When she returns, she will throw herself into a variety of new projects, including project work for the NHS and outside organisations, working with her husband at the plumbing merchants business he owns and indulging her other passion, horse racing.

Ruth, who originally joined the Trust in 1995, has been Acting Director of Operations since October 2009.

She started her career in the NHS as a student nurse in 1982 and held a variety of nursing roles before moving into NHS management in 1995 when she took up the post of nurse manager of Russells Hall Hospital outpatient department.

After a spell as nurse practitioner in the Urology department at the Trust, Ruth became the Head of Patient Care Services at Mary Stevens Hospice, in Stourbridge, in April 1998.

She moved to Wolverhampton City PCT in September 2003 where she served as the Network Director for the Greater Midlands Cancer Network and Black Country Cardiac Network, before rejoining the Trust as Performance Director in August 2007.

Ruth said she had enjoyed her time at the Trust and thanked everyone who had helped her along the way.

"I think it's a fantastic Trust to work for and I will really miss the people," she said. "I've particularly enjoyed working with the Chief Executive, the Directors, Governors and Private Finance Initiative partners, but I've been lucky enough to enjoy real support at all levels."

"I have been proud to lead the Operations Directorate as Acting Director of Operations for the last eight months. The fact that we as a health economy have achieved the four-hour target to see, treat and discharge or admit patients within the 4-hour timescale over the past six months is fantastic."

"I think over the last eight months, we have built strong foundations for Richard to now use his skill, expertise and knowledge to ensure the Operations Directorate's continued success."



*Ruth Serrell, who is leaving after two spells with the Trust.*

# The journey of a blood test

It's one of the most common procedures carried out at the Trust, with hundreds taking place each day, but the work involved in processing a blood specimen is anything but ordinary.

From the moment blood is taken from a patient, the specimen is sent on a journey which sees it shot through a complex network of air pipes, processed, validated and analysed.

Blood specimens are an extremely useful diagnostic tool and can be used to assess the general state of health, confirm the presence of bacterial or viral infections, see how well organs, such as the liver and kidneys, are functioning and monitor treatment.

The majority of specimens are collected in the Blood Test area in the Outpatients Department at Russells Hall Hospital, although specimens are also collected at Corbett Hospital Outpatient Centre, at local GP practices, on the wards and, on some occasions, in patients' homes.

Patients visiting the Outpatients Department do not have to make an appointment in advance and rarely have to wait more than 20 minutes once they have taken a numbered ticket and taken a seat in the waiting area. The blood collection itself takes around three minutes.

Specimens are then placed in a pod with the patients' paperwork and put into an air tube where they are sent through a series of pipes which also deliver samples from other areas of the hospital. Porters and couriers also deliver bags full of specimens from the wards and GP practices.

Once the pods arrive in the pathology department, specimens are given a number to indicate priority (specimens from the critical care areas such as Accident and Emergency are dealt with first) and the paperwork is processed in the data entry area. Patients' details are then stored on the Laboratory Information System, a database which can be accessed by any of the five pathology departments.

The information is converted into a label, which includes the patient's personal details and a unique bar code which contains information about tests that have been carried out, and validated by the Biomedical Scientists.

The samples are then racked up and placed on the relevant analytical system in Biochemistry or Haematology.

The information is automatically uploaded to the Laboratory Information System and, after validation, the results can be quickly accessed by the patient's consultant and GP within minutes.

Further analysis or follow up work, such as microscopy, is initiated by the biomedical scientists and any abnormal or unexpected results are reported to GPs or doctors within the hospital.

## Step 1



### Blood specimen being taken

*A patient has their blood specimen taken.*

## Step 2



### Pod loaded into air tube

*A pod full of blood specimens is loaded into the air tube and sent to the Pathology department.*

## Step 3



### Checked and validated

*Specimens are labelled up prior to being analysed.*

## Step 4



### Analysing the specimen

*The specimens are loaded onto an analyser.*



## Step 5

### Under the microscope

*Specimens are looked at under a microscope if further examination is required.*

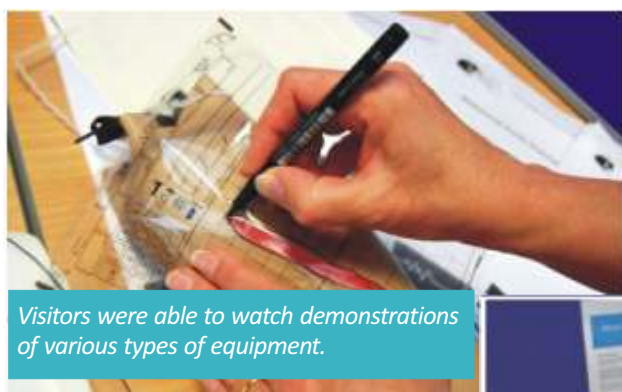


# Members go behind the scenes at health fair and Trust tours

**More than 100 people got the chance to find out what happens in the Pathology and Diagnostics departments at the latest health fair.**

The fair, which was held in the Clinical Education Centre at Russells Hall Hospital in May, featured presentations and demonstrations from X-ray and imaging, cardiac physiology, the Trust's five pathology services, as well as other services, including Action Heart and infection control.

Visitors were able to peer through microscopes at various samples, find out more about bugs such as MRSA and salmonella and have a go at using an ultra-sound scanning machine used to diagnose vascular disease.



Visitors were able to watch demonstrations of various types of equipment.



They were also able to enjoy a behind-the-scenes look at the work which goes on in the pathology, X-ray and imaging and cardiac physiology departments on a series of tours.

Chief executive Paula Clark said the event had highlighted the vital work carried out by the pathology and diagnostics departments.

"The services play an absolutely vital role in the day-to-day running of our three hospitals, but their work is often unheralded as it is carried out behind the scenes," she said.

"The presentations and demonstrations of equipment at the event gave visitors a glimpse of the work they do and the tours really helped bring it to life."

Also in May, around 40 members were shown around the Respiratory and Lung Function units, the Emergency Department and Emergency Assessment Unit and the General Medicine and Acute Stroke wards.

Students from a local college were invited on a tour of the Children's



Ward, the Antenatal, Maternity and Neonatal units, the Emergency Department and Paediatric area in April.

## Dates for your diary

### August

19th – Members Trust Tour  
1.00pm to 3.00pm  
Clinical Education Centre,  
Russells Hall Hospital

### September

27th – Annual General Meeting  
6.00pm  
Clinical Education Centre,  
Russells Hall Hospital

### October

6th – Members Trust Tour  
10.00am to 12.00pm  
Clinical Education Centre,  
Russells Hall Hospital

21st – Council of Governors meeting  
6.00pm to 8.30pm  
Clinical Education Centre,  
Russells Hall Hospital

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

# Your Invitation

## AGM and Health Fair

Members of the public and staff are invited to attend the Trust's sixth health fair which will incorporate this year's Annual General Meeting

**Date:** Monday 27th September 2010  
**Time:** 6.00pm  
**Venue:** Clinical Education Centre,  
1st Floor, C Block,  
Russells Hall Hospital

The meeting will include:

- Displays from services across the Trust
- An overview of 2009/10 from the Chief Executive
- Presentation of the Trust accounts for 2009/10

This event is open to all members of the community. Anyone wishing to attend should register by contacting the Communications team on (01384) 244404 or by completing the online form at [www.dgoh.nhs.uk](http://www.dgoh.nhs.uk)



# Your Governors



## Phil Higgins

**Appointed Governor,  
West Midlands Ambulance Service**

I am a Trust Board Secretary to the West Midlands Ambulance Service NHS Trust and an appointed Governor.

I have worked in various roles relating to Corporate Governance and Business Planning for nearly thirty years.

I live in Dudley and, like so many families in this borough, we have had cause to be grateful to the staff of Russells Hall Hospital on more than one occasion. I am therefore pleased to serve as a Governor and, wherever possible, provide support to the hospital and staff.



## Neal Gisborne

**Appointed Governor,  
Summit Healthcare**

I am the Operations Director for Interserve at The Dudley Group of Hospitals NHS Foundation Trust and an appointed Governor.

As an appointed Governor, I believe my role is to ensure the elected Governors have a link to the PFI organisation, allowing them to better understand how the PFI arrangements work here at Dudley. It is a great honour to be asked to be a Governor and I'm looking forward to working with the local community and all the Trust's stakeholders.



## Lesley Faulkener

**Appointed Governor, Dudley MBC**

For the last seven years I have represented Halesowen North ward as a councillor. During this time I sat as vice chairman of the Council's Select Committee on Health and Adult Social Care Scrutiny Committee for five years and now hold the position of Cabinet Member for Adult and Community Services at Dudley Council.

I will strive to represent and promote The Dudley Group of Hospitals in the community through taking an active role on the Council of Governors, while endeavouring to highlight concerns and signpost any member of the public in the direction they need to take.



## Ian Dukes

**Staff Elected Governor,  
Medical and Dental**

Having been a junior doctor at Russells Hall Hospital in the 1980s, I went on to undertake specialist training in the South West and West Midlands regions and I was appointed as consultant in Emergency Medicine in 1992.

I look forward to my role as Staff Governor, representing my colleagues at the Council of Governors.



## Kacey Akpoteni

**Public Elected Governor,  
Rest of the West Midlands**

I am the public elected Governor representing the rest of the West Midlands. I became involved in The Dudley Group of Hospitals NHS Foundation Trust as a result of my interest in local health issues. I am looking forward to the challenge of representing the members of my constituency in the Trust.

As their representative I will, to the best of my abilities, ensure that my constituents' views are taken into account in order to help to influence, shape and drive the future of the services and business activities of the Trust.



## Sarah Dugan

**Appointed Governor, Dudley PCT**

I am delighted to join the Governors as an appointed Governor following my recent appointment as Chief Executive of Dudley Primary Care Trust (PCT).

I am a nurse by background having worked as a general nurse, paediatric nurse and health visitor, mainly in the Birmingham area. I have strong personal connections to Dudley borough and am really committed to improving healthcare in the local area. My passions are around patient safety, quality improvement and the involvement of patients and staff in developing and improving services. I look forward to working with the Trust over the coming months.



## Trust winning the battle against the bugs



Consultant Nurse for Infection Control Dawn Westmoreland cleans her hands at one of the new Sanipost stations.

The Dudley Group of Hospitals met both of its targets for MRSA bacteraemia and Clostridium Difficile (C.diff) in 2009/10.

In the past year, the Trust recorded 10 cases of MRSA bacteraemia against its target of no more than 12, and just 126 cases of C.diff against its target of no more than 238.

Consultant Nurse for Infection Control Dawn Westmoreland said: "Our big challenge now is to maintain the standards we have worked so hard to improve."

"Although we're pleased to have achieved both the MRSA bacteraemia and C.diff targets, we're constantly looking at new things to try and bring the rates down even lower."

The latest weapon the Trust is using to further reduce healthcare associated infections are Sanipost stations which have been introduced at various locations around the Trust's three hospital sites to enable visitors to clean their hands.

The stations deliver a shot of anti-bacterial foam which is as effective as the alcohol-based handwash found at the entrance to the wards.

The foam has been introduced in response to visitor and patient requests to have more places where they can clean their hands.

## Check out our progress

Below you can see how well we are doing against some national performance targets as at March 2010

### Infection Control

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

#### MRSA

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

#### C.difficile

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



### Access

#### Cancer waiting times

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

#### Patient waits A&E

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

#### 18 week period from referral to treatment

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

#### Activity vs plan

We are treating more patients than we had planned to.



### Efficiency

#### Length of stay

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

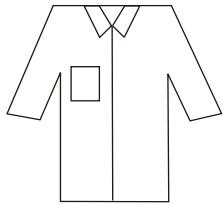
#### Day surgery rate

#### Complaints and Claims

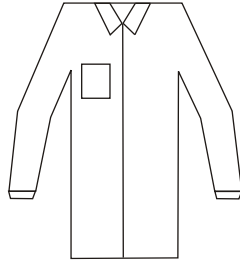
We want to improve the efficiency of our services to ensure patients are not kept in hospital longer than necessary.



# Your guide to the uniforms...



Biomedical Scientist/  
Laboratory Assistant  
working in  
clinical areas



Biomedical Scientist/  
Assistant working in laboratory



Cardiographer/  
Cardiac Physiologist



Cleanliness  
Support Worker



Clerical Staff



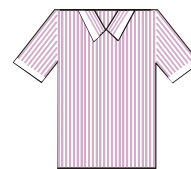
Clinical Coding



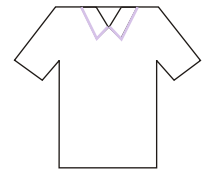
Clinical Skills Team



Consultant Nurse



Deputy Matron



Dietitian



Discharge  
Facilitator



Emergency Nurse  
Practitioner



Enrolled Nurse



Higher  
Clinical Support  
Worker



Clinical Nurse Specialist (C.N.S.)/  
Advanced Nurse Practitioner  
(Male and Female)



Matron



Occupational Therapist/  
Wheelchair Therapist  
with OT qualification



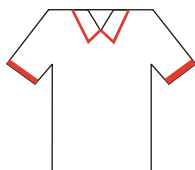
Occupational Therapist/  
Wheelchair Therapist  
with OT qualification



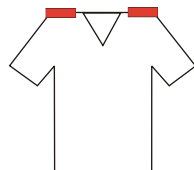
Paediatric Play Leader/  
Feeding Support Worker/  
Nursery Nurse/  
Dental Nurse



Pharmacy Technician/  
Student Technician/  
Assistant  
Technical Officer



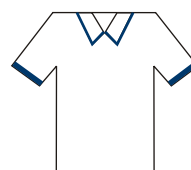
Female Phlebotomist  
(Medical Laboratory  
Assistant that takes blood  
specimens from patients)



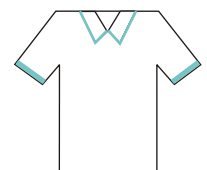
Male Phlebotomist



Physiotherapist/  
Wheelchair Therapist  
with physio  
qualification



Physiotherapist /  
Wheelchair Therapist  
with physio qualification



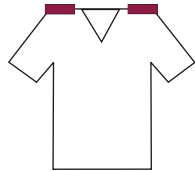
Podiatrist



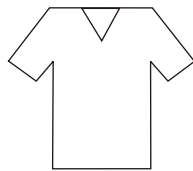
# at The Dudley Group of Hospitals



Professional Development Team



Radiographer (Male)



Radiographic Helper (Male)



Radiographer and Radiographic Helper (Female)



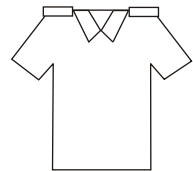
Registered Nurse/ Midwife awaiting PIN



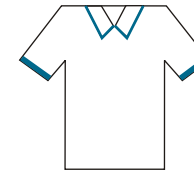
Registered Nurse/ Midwife up to 1st year of qualification



Registered Nurse/ Midwife after 1st year of qualification



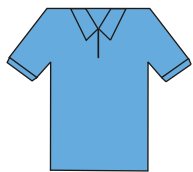
Male Registered Nurse (Epaulettes depending on Band)



Respiratory Physiologist/ Clinical Physiologist



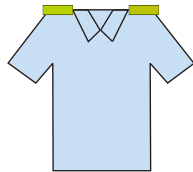
Shift Lead Nurse/Midwife



Speech And Language Therapist working in Rehab Centre, Outpatients and Community



Speech And Language Therapist on the ward



Staff Bank Clinical Support Worker



Staff Bank Registered Nurse



Standard Clinical Support Worker



Sterile Services



Student Nurse



Theatre Staff



Therapy Assistant



Therapy Assistant



Volunteer



Wheelchair Technician



# Best selling novelist thanks hospital for helping her write again



Author June Hampson, who has dedicated her latest book to staff at Russells Hall Hospital who helped save her life.

**A best-selling author has dedicated her latest book to staff at Russells Hall Hospital after they helped her to carry on writing when she collapsed with a life-threatening condition.**

Writer June Hampson has dedicated her book *Jail Bait* to the "specialists, doctors, nurses and staff at Russells Hall Hospital. Thank you for giving me back my life."

June decided to dedicate the book, which is the fifth in the Daisy Lane series of novels, to the hospital after she was suddenly taken ill while enjoying a canal holiday in the West Midlands in July 2008.

The 69-year-old, who lives in Gosport, Hampshire, had to be rushed to hospital with a burst bowel and peritonitis and her condition was so grave that doctors called

her children to be at her bedside in case she died.

But, thanks to the care she received, she made a full recovery and was able to return home just a month later.

Since being discharged, June has penned a new novel, travelled around the world and is about to embark on a safari to Kenya with her two grandchildren.

June thanked everyone who helped her to write again. "I can't speak highly enough about the care I received, it was absolutely wonderful. I just can't thank everyone enough," she said. "They have given me back my life and the whole thing has made me want to live life to the full."

## Trust gears up to get productive



Getting productive are (back from left to right): Allison Field, Lead Nurse Ward C4; Sharron Cole, Lead Nurse Ward B3 and Rachel Denning, Productive Ward Co-ordinator, with Director of Nursing Denise McMahon (foreground) launching *The Productive Ward*.

**Staff are busy reorganising wards to help them find more efficient ways of working and spend more time caring for patients.**

The Productive Ward Releasing Time to Care is part of a national project to help ward teams decide how best to run their wards so they can reduce wasted time and interruptions to create calmer and more organised wards.

The scheme provides teams with the tools to come up with smart ways of working, including reorganising storage areas and removing unused equipment that clutters the ward.

Sue Preston, Productive Series Lead, said: "The Productive Ward will empower ward teams to redesign their own processes and systems to improve quality, safety and reliability of care and increase the amount of time they spend with patients."

The Trust has also rolled out The Productive Operating Theatre scheme to boost team performance by improving communication and collaboration.



## Staff bank goes from strength to strength

**The Dudley Staff Bank continues to go from strength to strength and has signed up more than 400 members of staff since its launch.**

The staff bank was set up in April 2010 and will see us using our own staff to cover absence and short-term vacancies instead of using agency from outside the Trust.

The staff bank will give us more control over booking staff and also ensure that staff are already familiar with the working environment and the Trust's policies and procedures.

Deputy matron Julie Walklate, who has been instrumental in helping set up and run the staff bank, said she was pleased with how it had developed.

"We've got more than 400 members of staff signed up and another 50 or 60 people still waiting to be interviewed," she said.

"In the short time we have been running it, we have seen great improvements and we're very pleased with how it has developed."

If you are a registered nurse or a clinical support worker and are interested in joining the staff bank, email your name and contact telephone number to [dudleystaffbank@dgoh.nhs.uk](mailto:dudleystaffbank@dgoh.nhs.uk) or call Julie Walklate on (01384) 456111 extension 2209.



## New lead for safeguarding vulnerable adults

**Everyone has the right to live their lives free of abuse, however there are certain groups who are more likely to experience abuse because they are less able to keep themselves safe.**

One such group are adults who suffer from a mental health problem, a disability, a sensory impairment, are old and frail or have some form of illness.

To ensure they are safe during their stay in hospital, The Dudley Group of Hospitals signed up to the Department of Health's Safeguarding Vulnerable Adults scheme.

Nick Stockdale, a consultant in emergency medicine based in the Emergency Department, has signed up to become the Safeguarding Vulnerable Adults Lead.

Mr Stockdale will provide advice and clinical expertise to colleagues and advise the Trust board on safeguarding matters.

He said he had volunteered for the role to raise awareness about vulnerable adults, particularly older people and people with disabilities.

"All adults who come into hospital may be vulnerable given their circumstances, and adults with particular problems even more so," he said.

"Everyone needs to be aware of safeguarding issues. My tasks will be to develop awareness among healthcare staff, provide advice and clinical expertise to colleagues and advise the Trust board on safeguarding matters."

Mr Stockdale said that if staff had any safeguarding concerns, they should first report them to their lead nurse, matron or line manager.

## Nominate now for staff 2010 awards

Do you know someone at the Trust who has gone the extra mile to make sure you received excellent care?

Committed to Excellence is The Dudley Group of Hospitals' staff recognition scheme and provides an ideal opportunity for staff, patients, carers and members of the public to show how much they value an individual or a team that has gone the extra mile to make a real difference.

Nominations can be made for either individual members of staff or whole teams from any part of the organisation, working on the frontline of patient care or supporting from behind the scenes.

Foundation Trust members are invited to play a vital role in recognising the efforts of staff by nominating them for an award in the category of:

**Excellence in Patient Care** an award to recognise an individual who has made an outstanding contribution to patients' experiences.

**The closing date for nominations is Wednesday 21st July 2010.**

To make a nomination, simply complete the form then cut out and send it to:

FREPOST RSEH-CUZB-SJEG  
2nd Floor C Block  
Russells Hall Hospital  
Pensnett Road  
Dudley  
DY1 2HQ



## Nomination Form

Category: Excellence in patient care

Nominees name and department/ward

Reason for nomination

The judging panel will base their decisions on this information

Your name and contact number:

## Hundreds of staff take part in patient safety questionnaire



In June 2009, the Trust was one of 150 trusts around the country that signed up to the national Patient Safety First campaign which was launched to improve patient safety at hospitals across England.

As part of the campaign, staff were asked to take part in a questionnaire on patient safety culture at The Dudley Group of Hospitals.

More than 770 clinical and non-clinical staff completed the questionnaire during National Patient Safety week which was held in September 2009.

Two out of three staff said they believed patient safety was either excellent or very good at the Trust.

Ninety-one per cent of staff said they thought that overall safety in their work areas was excellent, very good or acceptable, while three-quarters thought there was good team-working in actively trying to improve patient safety.

Three-quarters of respondents said they reported any incidents and two-thirds said they were given feedback about incidents.

As a result of the findings of the questionnaire, a number of actions have been agreed and are in the process of being put in place.

The actions include:

- Managers to publicise and discuss the questionnaire's findings with their staff, promoting a debate on ways of improving patient safety and incident reporting
- Starting a staff suggestion scheme for patient safety improvements
- Issuing a statement signed by all directors on importance of patient safety/incident reporting/fair blame culture
- Continuing the programme of existing director-led patient safety walkrounds.

## Life begins at

# 40



## ...for the clinical education centre charity

It's been nearly 40 years since the Clinical Education Charity was launched to promote and advance the study of science and medicine.

Over the past four decades, the charity has offered bursaries and funds to hundreds of health workers who work in the Dudley borough to help them further their careers.

The charity has also bought equipment for the Clinical Education Centre at Russells Hall Hospital and educational equipment for other areas of the Trust.

Clinical Education Centre manager Barbara White said the charity had a range of bursaries available to cover course and training costs and travel and accommodation expenses.

"It's an extra pot of money that allows us to support departments or individuals when the ordinary budget doesn't allow for support or promotion of education," she said.

"Bursaries are offered to clinical staff within the Trust or Dudley Primary Care Trust, excluding medics, for attendance at courses, training or conferences."

"Travel and accommodation bursaries are offered for clinical and non-clinical staff who are planning to present at a conference, and funding is available to departments who would like to put on home-grown courses or training within the Trust."

"There is even a fund available to apply for money to pay for the preparation of posters for presentation at conferences."

For more information about the charity, contact Barbara White by emailing [barbara.white@dgoh.nhs.uk](mailto:barbara.white@dgoh.nhs.uk). For an application form, contact Sandi Roberts by emailing [sandraroberts@dgoh.nhs.uk](mailto:sandraroberts@dgoh.nhs.uk)

If you would like to make a donation to the Clinical Education Centre Charity, please contact Barbara White on the above email.

## Preventing Deep Vein Thrombosis in hospital

Being in hospital may increase a patient's risk of a developing Deep Vein Thrombosis (DVT), so the Trust is now risk assessing all patients within 24 hours of their admission.

Patients will be checked for blood clots by a doctor or a nurse as part of their medical checks. If patients are considered to be at possible risk of developing a blood clot, they will be prescribed medication and/or

asked to wear surgical stockings.

Patients can help prevent DVT by:

- Walking or exercising their legs whenever possible
- Not allowing themselves to become dehydrated. If they are allowed to, they should drink of water

For more information on DVT, contact the anti-coagulation team on (01384) 456111 extension 2380.



# The DGoH Charity Spinal Bed Appeal



None of us know when we may need the services of our local hospital. After a serious accident our whole life can be altered within a matter of minutes. It is critical at times like this that we know we will receive the very best care available.

Arriving at a hospital with a suspected spinal injury can be very daunting for both the patient and their family, which is why we have launched a £30,000 appeal to buy two new specialist spinal beds.

The spinal beds are invaluable to anyone with a spinal injury. Not only do they add comfort, they are specially designed to keep the patient safe and secure.

The Trauma and Orthopaedics department, based at Russells Hall Hospital, find the bed they already have invaluable, and the charity would love to supply the team with a further two which will give patients the very best start for their recovery.

Please help us to buy these very special beds by sending a donation to DGoH Charity. If you wish to hold a fundraising event for the appeal, contact the fundraising co-ordinator who can supply you with DGoH Charity balloons and promotional merchandise.

We will be documenting the progress of the appeal both in the Trust magazine and on the website.

## DGoH Make a Will Week

11th - 15th October 2010



Making a will is a simple and important way to protect the future of your loved ones. It's the only way to be certain that your money and your belongings go to the people and causes you care about.

For one week, supporters of The Dudley Group of Hospitals can take advantage of having a basic will written for £60.\*

All the solicitors taking part are offering their services free of charge, helping us to give extra support to patients and their families while they are at one of our hospitals.

If you wish to register for DGoH Will Week, contact the fundraising co-ordinator. You can register by telephoning (01384) 456111 extension 3349 or by emailing karen.phillips@dgoh.nhs.uk

(\* This is a suggested minimum donation. The usual cost of having a Will written is usually £100-150 when using a reputable solicitor).

## Introducing the official DGoH Charity badge



The white heart is the universal symbol for nursing and is meant to characterise the caring, knowledge and humanity that infuse the work and spirit of nursing.

Our badge has been produced by a local company and is unique to the DGoH Charity. They are available in both gold and silver finishes.

Anyone who thinks they could distribute some of our badges should get in touch with the fundraising co-ordinator.



## We can help you with your fundraising

Please get in touch if you need any of the following:

- ✔ Sponsorship forms
- ✔ Posters
- ✔ Merchandise
- ✔ Collecting tins
- ✔ Free fundraising pack

Contact Karen Phillips on (01384) 456111 extension 3349 or email karen.phillips@dgoh.nhs.uk

# Interserve supporting the Trust

In this issue, we welcome Interserve, who provide facilities services to The Dudley Group of Hospitals. Interserve has been working with the Trust since April 2000 as part of the Private Finance Initiative (PFI), managed by Summit Healthcare.

Interserve's 600 employees manage and deliver non-clinical support services on a daily basis. This includes everything from reactive maintenance services, security, car parking and energy management through to catering, portering and reprographics. Every day, these services shape the patient's experience through:

- 14 miles of corridors cleaned
- 250 helpdesk calls answered
- 2,500 patient meals served
- 600 visitor-cars managed
- 7,500 items of linen cleaned and folded
- 350 portering moves performed
- 7,000 items of mail handled
- 37,000 instruments and 912 surgical trays sterilised a year
- 700 tonnes of clinical waste, 36 tonnes of confidential waste and 850 tonnes of domestic waste collected and disposed of a year



## Innovation at Interserve

A Sharp Smart trial is currently being rolled out across eight departments within the hospital.

The new bin is proven to reduce sharp stick injuries, as well as being more environmentally friendly. The reusable box goes through a rigorous five stage cleansing process. The box has a new entry system which removes the practice of bins being overfilled and injuring subsequent users. Research has shown that changing to Sharp Smarts at the site will reduce sharp injuries by 27% and CO2 emission by 40% in the incineration process.

## Recent Achievements

The kitchens on the Patient Services ward at Russells Hall Hospital have each been awarded a 5 star status under the Scores on the Doors scheme run by the Environmental Health Officer.

Interserve catering staff at Russells Hall Hospital achieved their Chartered Institute of Environmental Health (CIEH) Level 3 Intermediate Food Hygiene course. Whilst 10 other Interserve employees have completed the CIEH Level 2 Cleaning in Food Premises – congratulations to you all!

Interserve and The Dudley Group of Hospitals have recently been recognised in a Confederation of British Industry Leaner and Fitter report. The report explores ways of boosting productivity in public services by drawing on the successes achieved by private sector providers. At Dudley, staff helped to identify a range of areas in their day to day work where productivity could be increased, making improvements of up to 20%.

# Cheque presentation

Proceeds from the annual golf day held by Interserve employees at Russells Hall Hospital were presented to two local charities.

A cheque for £2,322.70 was presented to Mary Stevens Hospice, situated in the Dudley borough and surrounding areas. Mary Stevens Hospice provides palliative care to patients with life-limiting illness.

Also receiving a cheque was Acorns Children's Hospice in Birmingham who were presented with £1,161 to support the care of more than 500 children who have life-limiting or life-threatening illnesses.



# Invitation

You're invited to attend our next Members' Trust Tour on **Thursday 19th August from 1.00pm to 3.00pm.**

Interserve will guide visitors around the following areas:

**Facilities Service Overview**      **Catering Department\***  
**Sterile Services**      **Helpdesk and Switchboard**      **Security**

Places are limited to 40, so please reserve your place by either calling (01384) 456111 extension 1419 or emailing [foundationmembers@dgon.nhs.uk](mailto:foundationmembers@dgon.nhs.uk)

\*Medical questionnaires will need to be filled in on entry to the catering department only.



# Meet the team ...Neurology

**It might be one of the smallest teams at The Dudley Group of Hospitals, but the Trust's neurology department has big plans to expand and develop the service it offers to patients.**

The team, which is made up of consultants Dr Roland Etti and Dr Michael Douglas, has been boosted by the recent arrival of a third consultant, Dr Alistair Lewthwaite, from the Queen Elizabeth Hospital, in Birmingham.



**The department has two main arms to its work – providing an outpatient service for neurological patients and providing acute neurological consultations for inpatients being admitted to hospital through the emergency department by diagnosing impaired function of the brain, spinal cord, peripheral nerves and muscles.**

As the Trust does not have inpatient facilities for patients with neurological conditions at present, patients who are diagnosed with severe and complex neurological conditions are transferred to the Queen Elizabeth Neurosciences Centre, in Birmingham.

With the arrival of Dr Lewthwaite, the department hopes to increase the five outpatients clinics it holds each week at Corbett and Guest hospitals and expand the service to provide specialist clinics for conditions such as Parkinson's disease, epilepsy and multiple sclerosis.

Dr Etti said it was an exciting time for the department as it looked to expand and develop the service it offered.

"Our work covers an endless list of conditions, including headaches, blackouts, fits, confusion, unsteadiness and abnormal movements; anything that can be connected to a neurological function," he said.

"As well as our regular clinics, we also get called to see patients when there is a concern or a diagnosis is uncertain and to provide reassurance that the right thing is being done.

"Although we don't have inpatient facilities for neurology patients at the moment, there's a potential for us to take that forward.

"We hope to expand the service to provide specialist services for conditions such as Parkinson's Disease, epilepsy and multiple sclerosis."

To get in touch with the team, call (01384) 244663 or email [r.etti@dgoh.nhs.uk](mailto:r.etti@dgoh.nhs.uk) or [michael.douglas@dgoh.nhs.uk](mailto:michael.douglas@dgoh.nhs.uk)

*Consultant neurologists Dr Roland Etti (above) and Dr Michael Douglas (below) who have recently been joined by a new colleague, Dr Alistair Lewthwaite.*





# Trust wins top health and safety award

*Health and Safety Facilitator Graham Dunn proudly displays the President's Award.*

**A long-standing commitment towards protecting patients, visitors and staff has earned the Trust a top national health and safety award.**

The Trust was presented with a President's Award at the annual Royal Society for the Prevention of Accidents (RoSPA) Occupational Health and Safety Awards 2010.

The President's Award is presented to organisations which achieve 14 Gold awards in consecutive years. If the Trust achieves another Gold award next year, it will win the prestigious Order of Distinction award.

The RoSPA Awards were established to encourage organisations to develop robust health and safety management systems.

Graham Dunn, the Trust's health

and safety facilitator, attended the awards ceremony which was held at the National Exhibition Centre, in Birmingham, on 13th May.

Graham said the award was testament to all the hard work put in by the Trust's health and safety representatives and staff.

"The Trust has worked very hard at reducing the number of reported accident incidents over the past decade and the number of incidents have reduced by at least 10 per cent a year over the past 10 years," he said.

"I'd like to say a big thank you to all the health and safety representatives and staff who have helped the Trust achieve this award.

"We'll continue to work hard and hopefully we can achieve the Order of Distinction award next year."

## Solutions

### Wordsearch



### Kriss Kross



### Sudoku

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

### PhraseFaze

1. Hair cut
2. Weather forecast

### Add Up

39

## New face to fight fraud

**A new face has arrived at the Trust to take on the job of tackling fraud within the NHS.**

Bradley Vaughan, Local Counter Fraud Specialist, will be continuing the work carried out by Lorna Barry and give advice on any suspected counter fraud concerns.

Bradley, employed by Trust auditors RSM Tenon, encouraged staff to be on the lookout for fraud and report any suspected fraudulent activity.

"The National Health Service is staffed by honest, dedicated and conscientious people," he said.

"However, the trust that exists within the NHS can create an environment where unscrupulous fraudsters operate, with no concern for staff or patients."

If you have any concerns regarding suspected fraudulent activity that you would like to report, please contact Bradley on 07721 977537 or email him at [bradley.vaughan@rsmtenon.com](mailto:bradley.vaughan@rsmtenon.com)

If you would like to remain anonymous, contact the NHS Fraud and Corruption Reporting Line on 0800 0284060.



*Bradley Vaughan, the Trust's new Local Counter Fraud Specialist.*

# Coffee Break Puzzles

## Wordsearch

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

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

- BAIKAL
- BALKHASH
- CHAD
- COMO
- CONSTANCE
- ERIE
- GARDA
- GENEVA
- GRASMERE
- HURON
- LOCH NESS
- LUCERNE
- MALAWI
- MICHIGAN
- NASSER
- ONTARIO
- PLACID
- SUPERIOR
- TAHOE
- TANGANYIKA
- TAUPO
- TITICACA
- VICTORIA
- WINDERMERE
- WINNIPEG

## Sudoku

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

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

## PhraseFaze

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

1. **our our our our**  
**our our our our**  
**our our our our**  
**our our our our**  
**our our our our**

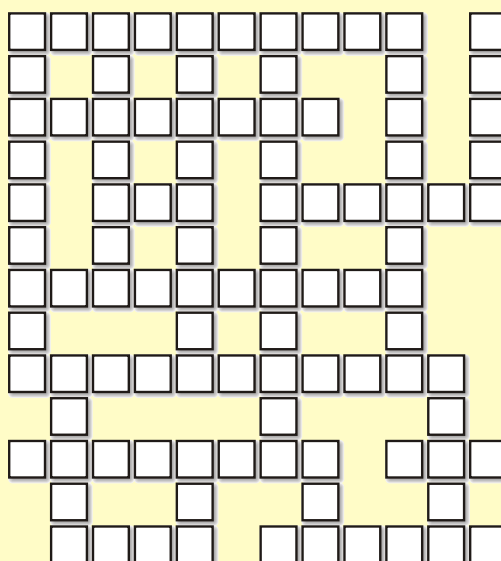
2. **airline** ✓

## Kriss Kross

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

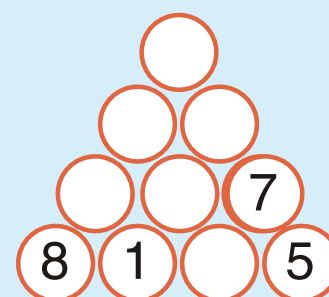
- 3 letters
- Gig
- Hum
- Ram
- The
- 4 letters
- Done
- 5 letters
- Gazed
- Livid
- Yours
- 6 letters
- Ageism
- Gnawed

- 7 letters
- Unnerve
- 8 letters
- Evicting
- Leniency
- 9 letters
- Belonging
- Dreamlike
- Gearwheel
- 10 letters
- Blundering
- Ineligible
- 11 letters
- Gloweringly
- Recognition



## Add Up

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





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

**Jane Flint, Medical Service Head, Cardiology Department, The Dudley Group of Hospitals NHS Foundation Trust**

**What books have you read lately?**

I was disappointed to reach the end of Hilary Mantel's great read *Wolf Hall*, but I'm now reading Alison Weir's *Lady in the Tower*.

**What CD have you got in your car?**

None! I am a Radio 4 listener until my teenage boys climb in and tune into Planet Rock! I have recently bought Joanna Newsom's *Have One on Me* harp music as I am considering trying harp-playing as a retirement hobby.

**What is your favourite food?**

My greatest weakness is food! I am enjoying the possibility of being more adventurous with my family's menu and introducing more frequent roasted vegetables. A single glass of red wine accompanying a little something different would be my choice, but spaghetti bolognese is the family favourite.

**What do you do to unwind?**

I have rediscovered poetry recently, particularly since reading to my mother in her latter Alzheimer's years. Having persuaded a Prestwood resident to have her verse printed at my periodic readings since, I have been encouraged to get writing myself and have just completed my third.

**Where were you born?**

I was born in the old Radcliffe Infirmary in Oxford 1951.

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

Several, and I really believe that is the secret to a happy and flourishing professional life, even though it will add to the hours!

**I attended Medical School at the University of Birmingham, so I have not escaped very far, although I did try to for my senior registrar years!**

I was part of the first SHO Medicine rotation set up at East Birmingham Hospital, now Heart of England, in 1976 and moved to the General Hospital, Steelhouse Lane, for my registrar years between 1979 and

1981. I wore down the M6 commuting to Walsgrave for my MD research years and came to Dudley after my senior registrar years between 1984 and 1988 at the United Birmingham Hospitals as they were then called.

I have now spent 21 enjoyable years in Dudley and have been proud to have further developed our District Cardiology service to one as comprehensive as any. I'm also proud to have had the opportunity to pioneer change across the Black Country as first Clinical Director of the Black Country Cardiovascular Network. I have the most wonderful team of fellow consultants, nurses, physiologists and radiographers.

## A TYPICAL DAY WILL INCLUDE...

I am not an early bird, but will begin my weekend on duty with an **8am** start on my ward rounds on Coronary Care Unit, Post Coronary Care Unit and Emergency Assessment Unit. This is fortunately only a 1 in 5 occurrence!

I would expect any major issue to be at my door first thing and before any new medical students arrive for welcome and induction after **9am** on a Monday. Filtering emails is important as I like to be aware of any significant issues before going off to a clinic in case I am called during the morning.

**By 10am** I have identified potential patients for teaching medical students. We need to be prepared as third year students from all teams may appear at random on our ward to listen to heart murmurs.

**By 11am** Ward rounds and teaching are in full swing by now and the lead nurse may bring other management matters to my attention.

**By 12noon** there is often the need to consider whether any emergency patients may be added to the laboratory list. Towards the end of the morning, junior training portfolio entries and appraisals and discussions of audits are often fitted in as well. We have a lunchtime department meeting on a Tuesday at **1pm** where all the multidisciplinary aspects of the team can come together for an update session or hear an outside speaker.



**2pm** Monday afternoons involve Nuclear Cardiology reporting, mainly myocardial perfusion imaging, and also teaching for a range of medical students who seldom get exposed to any specialty training in nuclear medicine otherwise. Thursday afternoons sometimes involve an hour walking tutorial on cardiac rehabilitation with medical students, taking in the Dudley volcano, on Barrow Hill, which is located behind Russells Hall Hospital.

**3pm** Thursday finds me reviewing Action Heart patient data for surveillance of the programme in my capacity as Medical Director. Tuesday and Friday afternoons find me in clinics again having developed a one-stop service for Cardiac Ante-natal patients on Tuesday, and Friday maintaining our outreach to Stourbridge at Corbett Hospital, often beyond Pharmacy closing!

**5pm** I enjoy a little quiet time when correspondence, other investigative reports, thoughtful replies to emails and phone calls to those still around can be made.

I try not to leave after 6.30pm as my children, especially when younger, would always make a remark if I did not reach home before dinner-time at 7pm.