

Your Health. Your Trust. Your Say.
Your Membership.

Issue 4 Winter 2011



Welcome

Welcome to the winter edition of 'Your Health. Your Trust. Your Say. Your membership'

Appointment of Chief Executive

Dear Members,

I am delighted to be able to inform you that Andy Hardy has been appointed to the substantive role of Chief Executive Officer at UHCW NHS Trust.

This appointment has been made following an open, competitive process with four extremely high calibre individuals having been short listed and interviewed, and following on from those candidates having met with internal and external colleagues and partners.

The interview panel consisted of myself as Chairman of the Trust, two Non-Executive Directors, Chief Executive Officer of University Hospital Leicester NHS Trust as an external assessor, and Chief Executive Officer of the West Midlands Strategic Health Authority who recommends to the Secretary of State conferral of accountable office of status upon the successful candidate.

Andy Hardy has been Finance Director, Deputy Chief Executive Officer, and Interim Chief Executive Officer at UHCW NHS Trust over a period of some 7 years. He is a local man, highly qualified professionally and personally, with a wealth of experience based upon a career within the National Health Service. I have worked with him during the entire period of his employment with UHCW NHS Trust, and I have no

doubt whatsoever that he will prove to be a highly successful and outstanding Chief Executive Officer of the Trust.

We are entering a period of substantial change and challenge, both within the National Health Service as a whole, and within UHCW NHS Trust in particular. In particular, we have embarked upon an application to secure Foundation Trust status, and that is an absolute strategic priority for the Trust.

To achieve that enviable status, we need to fulfil a whole range of criteria, the most important of which must be around the issue of patient confidence and safety. We must never forget our absolute obligation to care for those whose lives are placed in our hands. At the same time, there are profound financial challenges that must be met because of the national economic situation, and a radical change in the structure of commissioning.

In all of these matters, and many others I am confident that Andy Hardy will provide strong collegiate leadership at an executive level throughout the Trust.

With all best wishes,

Philip Townshend
 Chairman



University Hospitals **NHS**
 Coventry and Warwickshire
 NHS Trust



Strategic News

Information - £2m New Macular unit open in Rugby

UHCW has invested £2m in a new Macular unit specifically aimed at treating those with AMD at St Cross.

Age-related macular degeneration (AMD) is a medical condition which usually affects older adults and results in a loss of vision in the centre of the visual field (the macula) because of damage to the retina.

Sergio Pagliarini, Consultant Ophthalmologist, said: *"This fantastic new unit has been specially designed to treat patients who are suffering with AMD. We've installed high tech machinery and it has a highly skilled Ophthalmologic team in place."*

Andy Hardy, Chief Executive, said: *"The opening of the new unit demonstrates our commitment to the Hospital of St Cross and maintaining its reputation as a centre of excellence."*



Network Review Consultation

We would like to let all members know about the Transport Network Review that is being undertaken by CENTRO to gather public opinion on the transport in Coventry. Twelve sessions are being held over a two week period and one of these will be in the main entrance to University Hospital on Monday 4th April between 3pm to 7pm. This event is being held at the Hospital as it is one of the biggest public transport hubs in the city. Information will be available and a questionnaire about public transport will be there for members to complete. Advisors from CENTRO, Coventry City Council and Clive Robinson, UHCW Environmental Risk Manager will also be available to discuss the review.

Department of Health Consultations

The future of the healthcare workforce

This runs until April 1, 2011 and sets out proposals to establish a new framework for developing the healthcare workforce and seeks views on the systems and processes that will be needed to support it.

For more information please go to:
<http://consultations.dh.gov.uk/workforce/education-and-training>

The new public health service

This consultation runs until March 31, 2011 and focuses on the proposed key public health functions and responsibilities across the public health system and sets out the proposed commissioning and funding arrangements for delivery of public health services.

For more information please go to:
<http://consultations.dh.gov.uk/healthy-people/funding-and-commissioning>

Paving the way forward

Our plans to achieve Foundation Trust status form part of a long-term strategy for UHCW NHS Trust. This will guide our future direction and commitment to meet the health needs for the people we serve.

MEP takes a close look at the latest innovation at city's hospital

Innovation and research is at the top of the list for Malcolm Harbour MEP who recently paid a visit to the hospital where he viewed some of the cutting edge and pioneering technology that makes a difference to local people across Coventry and Warwickshire.



Malcolm Harbour MEP met with Chairman Philip Townshend before being shown some of the high tech scanners in the nuclear medicine department. He also visited the A&E department to find out how the Trust has used a modern build to provide state of the art technology to help some of the most ill patients and save lives.

The tour included showcasing the imaging techniques the Trust uses and the various imaging devices including the PET/CT scanner. This was one of the first scanners of its type outside London to be fully integrated into an NHS imaging department.

Phil Townshend, Chairman at University Hospitals Coventry and Warwickshire NHS Trust, said: *"This is the second visit by Malcolm Harbour within the last six months. We are extremely grateful and privileged to have someone like Malcolm who is a leading influential figure within*

the European parliament visit our hospital. With a background as a chartered engineer and a leading ambassador of innovation we hope that he encourages hospital research and innovation throughout all parliamentary levels to help the people of Coventry to receive world class health care."

Malcolm said: *"It was very good to pay a return visit to the hospital. The Digital Imaging department is phenomenal as a reflection of a massive public investment in the NHS and makes a real difference to the people who are treated.*

"I was also pleased to see the level of care and professionalism displayed by staff on the accident and emergency department and the lengths they go to in order to make sure people in Coventry, Warwickshire and beyond get the best possible life saving care."

Malcolm is the Chairman of the Internal Market and Consumer

Protection Committee, an influential position placing him at the heart of EU policy making. He is a member of STOA, the Parliament's science policy unit, and the Delegation to Japan. A Chartered Engineer, Malcolm uses his extensive industrial experience to work closely with regional business and universities, especially to encourage research and innovation. Through his leadership of European Forums, he is actively engaged in supporting the Ceramic and Automotive industries, and in promoting the digital economy.

Malcolm has led important projects in opening the EU market for services, car safety, telecoms and innovative procurement. He has an Honorary Doctorate from Aston University and is a Guardian of the Birmingham Assay Office.



Centre of Excellence

82 year old receives pioneering heart procedure at local hospital



Local resident Leonard Hylands, 82, has been given a new lease of life after receiving a state of the art heart procedure at University Hospitals Coventry & Warwickshire (UHCW) NHS Trust.

Mr Hylands had a special device called a Cardiac Resynchronisation Therapy Defibrillator (CRT-D) implanted which prolongs life expectation, improves patients quality of life and allows information about his heart to be monitored wirelessly.

The defibrillator part of the device treats dangerous heart rhythms from the bottom heart chambers by detecting them and delivering a shock to restore normal rhythm. Dr Faizel Osman, Consultant Cardiologist / Electrophysiologist at University Hospitals Coventry and Warwickshire NHS Trust said: *"I tell my patients it's like having a paramedic on your shoulder, watching the heart constantly and treating any dangerous heart rhythms automatically."*

The pacemaker part of the device improves the efficiency of heart contraction by controlling the timing of heart contraction of the left and right heart chambers. As well as treating the heart, the device is wireless which allows doctors at UHCW to monitor Mr Hylands heart without him having to necessarily come into hospital for his check-up.

Dr Faizel Osman and his team undertook the procedure to implant the specialised

pacemaker into Mr Hylands. The procedure is less invasive than open heart surgery because it is carried out through a small incision by the shoulder. Three wires are implanted into the heart: one into the top right heart chamber (right atrium), a second into the bottom right chamber (right ventricle) and a third into the vein that drains the blood of the heart and sits just outside the heart. The latter leads sit outside the left bottom chamber (left ventricle). The specialised pacemaker not only regulates the heart beat, like a normal pacemaker, but also improves the efficiency of contraction of the heart by re-synchronizing the chambers of the heart and forcing the heart to beat more efficiently. This results in significant improvement in symptoms, especially breathlessness, and improved quality of life.

The device is implanted in a similar fashion to a permanent pacemaker. Since the operation, Mr Hylands is feeling better than he has been in years. A year ago he found it difficult to walk into the next room due to severe breathlessness and tiredness, but since receiving the device earlier this year his old energy has returned and the Great-Grandfather is looking forward to the next chapter in his life.

Remarkably, Leonard was able to undergo the entire procedure as a day case procedure, arriving and leaving on the same day. The only outward sign was a small incision by his left shoulder

through which the device was implanted.

The procedure was imperative after Mr Hylands was diagnosed with severe heart failure, which meant that his heart was not pumping blood effectively around his body, leaving him tired and unable to carry out the most basic tasks.

Patients with severe heart failure can be at risk of dangerous heart rhythms that are often fatal. If detected by the device, these fast rhythms are treated with a life-saving shock to the heart to restore normal rhythm.

Because he had already suffered a major heart attack at the age of 58, Mr Hylands was considered to be at risk of a cardiac arrest in future, which was why he had the defibrillator fitted.

Mr Hylands said: *"The first time I had a heart attack I was lucky, because I happened to be inside a hospital visiting a friend when it happened. Now I no longer have to worry, because I know the defibrillator inside me will automatically kick in if I ever have any similar problems."*

"Obviously you can't expect to feel the same as you did as a young man, but I would say I feel about 75% of the way I did then, which isn't bad going for 82!"

"If it weren't for Dr Osman and his team I wouldn't be here today, I want to thank the staff at the hospital for their first class service and my carer Joan Granger."

Here at UHCW NHS Trust our mission is to **Care, Achieve and Innovate**. Whether it's performing pioneering surgery or finding new ways to deliver convenient care, we are constantly pushing the boundaries to provide a truly excellent service. Here are just some areas in which we are breaking new ground.

Warwickshire father of two has rare tumour removed through his nose



A rare tumour which was at the base of Ian Bradley's brain needed surgery which threatened to leave his face permanently scarred.

Traditional treatment would have been to have opened the skull and remove the tumour by swinging the nose over. But a new type of surgery to Coventry used a telescope to remove the tumour by going up through the nose of the 60-year-old from Wellesbourne.

Mr. Bradley first noticed a problem when his nose would not stop running and was constantly congested. He has asthma so tried sprays but these did not work. His nose had started to bleed so he was referred to University Hospital in Coventry where they thought it may be polyps - but a scan revealed it was a cancerous tumour which had to be removed with surgery.

The retired father of two was referred to Gary Walton at the hospital who realized that to have a cancer in that location was rare.

Mr. Walton also decided to remove a bone with smell receptors located in the base of the skull. This bone is like a honeycomb the size of a penny, and in a fifth of cases the tumour can move through the honeycomb into the brain.

On August 3 the operation was performed using the telescope. As this is less invasive for the patient it meant that Mr. Bradley was in surgery for less time and able to go home and be reunited with his wife Angela, aged 51 after two days.

During the operation Mr Walton found the cancer had gone through the bone and replaced it with some taken from his septum.

Mr and Mrs Bradley, who are both keen golfers and members of the Coventry Golf Club in Finham are now looking forward to getting back out on the course. Ian said: "Everyone from the cheerful young man who changed our jugs of water, right up to the surgeons was fantastic. The hospital has been amazing."

"I can breathe again. My sense of smell has gone but I'm quite happy to live without that if it means the tumour is gone. Before my nose was constantly running and if we went out I was very conscious of it so now it's a massive relief.

"I'd like to thank my wife Angela Bradley, Peter Dekker, Gary Walton, Mr Hussein El-Mghraby and Mr Shaz Ahmed, who were ably supported by

Gary Walton's In-Patient Secretary Sharron Jones, Dr Read-Jones and Dr Desborough at Hastings House GP surgery in Wellesbourne. In addition, Dr Fresco and her Radiotherapy Team have been marvellous."

Mr Walton said: "By using this new technique it meant we were able to remove the cancerous tumour without leaving an unsightly scar on Mr Bradley's face.

"This technique is better for patients as they recover quicker and we know many of them can find being scarred in such a prominent place traumatic. It's innovative, provides better outcomes for our patients and I'm thrilled it has been successful for Mr Bradley."

Awards

The Trust has been shortlisted for a further two awards:

- The cross-disciplinary team who managed and implemented the VTE assessment programme and tool across the Trust has been shortlisted for the E-Government National Awards
- The Communications Team has been shortlisted for the Chartered Institute of Marketing (CIM) Marketing Excellence Awards for the work around Rob Higgins' use of cryofiltration, in a world first for kidney transplantation.

As a reminder the other awards we have been nominated for are below:

- Consultant Dinesh Verma was runner-up for the Health Enterprise East's Innovation Award for his invention Personal Ophthalmic Diagnostic System incorporating innovative Tele eye Screening Tool (iTEST) for self/remote monitoring of visual functions.
- Maggie Denton has been shortlisted for a West Midlands NHS Innovation Award 2010 for her privacy and dignity sign.
- Natasha Wileman has been shortlisted for a West Midlands NHS Innovation Award 2010 for her Teggy Mouthcare device which allows patients to brush their teeth without a sink.
- Orthopaedic consultant Richard King's invention for more accurately measuring hips before a replacement operation called "KingMark" has been nominated for an HSJ Award (Acute & Primary Care Innovation category).
- Orthopaedic consultant Richard King was shortlisted for a NHS West Midlands Leadership Award.
- The Communications team was shortlisted for an AHCM Communicating Health Award for Best Media Handling category for the story of world's first use of cryofiltration in a kidney transplant.
- The Communications team was shortlisted for a CIPR PRide Award for Instilling Pride through Internal Communications.

UHCW Site

Some environmental information you may not know

The site at UHCW has a Sustainable Urban Drainage System (SUDS). This refers to the storm water management of the site; due to the Hospital being built on a flood plain. Some of the car parks have semi-permeable paving. This allows some of the water to drain to the substrata and reduce flooding potential. All car park drainage is fitted with oil interceptors and all surface water entering the storm drains is connected to the Swales on the southern border of the site next to the river. These are man made reed beds that naturally filter the hydrocarbons from the storm water before releasing it into the river system. The Swales also decrease the flow and amount of water released to alleviate flooding. Parts of the hospital have green roofs; where plants are grown to encourage wildlife and increase the bio-diversity of the area and reduce the speed of rainwater runoff, again reducing flood potential. The Swales are home to an abundant amount of wildlife and wild plants and are managed in a way that promotes wildlife and wild flower habitats.

Other projects completed and underway

The bank at the side of the CSB has been managed and cultivated into a wild flower haven that has a number of recorded species which will be increased in 2011 adding to the bio-diversity of the area. The buildings on site are very energy efficient and they are monitored to ensure they operate at their most energy efficient. The energy and carbon used on site is continually reviewed and examined to look at new ways to reduce it. There is work in progress fitting automated lighting controls to corridors and stairwells. Waste from the site is segregated and where possible reused. Domestic waste from the site goes to a Materials Reclamation Facility (MRF) where 75% of waste is recycled. Old IT equipment is reused by charities. Old spectacles are reused in third world countries. The site is one of the City's major public transport hubs having a significant bus hub connecting, Coventry, West Midlands, Warwickshire and Leicestershire. The Trust is in the final stages of finishing its carbon footprint, a piece of work that will then continue to be reported year on year. The IT equipment in the CSB has been programmed to automatically switch off at the end of the day to save energy. If you have any other suggestions please let our Foundation Trust Office know.

Coventry Lord Mayor takes a look at hospital radio station

Coventry's Lord Mayor, Brian Kelsey took a look behind the scenes at University Hospitals Coventry and Warwickshire NHS Trust (UHCW), to find out about volunteers who keep the show running with music, news and views for hospital patients

A group of volunteers at UHCW present a variety of radio shows for patients in the hospital. It was the first time the Lord Mayor came to visit the radio station and gladly took part in a live radio broadcast interview with Colum Nugent a volunteer who presents the morning show on hospital radio.

Colum said: *"It was a great pleasure to have the Lord Mayor at the radio station today, despite the weather taking a turn he showed his support for all the volunteers. I'm sure our listeners in the hospital were pleased to hear from him and hope he enjoyed his visit with us."*

Listeners at the hospital had a chance to hear about the Lord Mayor's experience of radio interviews and also about the work of the volunteers who run the

radio station. He highly-praised them for their dedication and commitment in keeping patients entertained and informed about the latest news of Coventry during their stay at UHCW.

Lord Mayor said: *"I was truly impressed by the work of the volunteers at the hospital radio, my wife's also a volunteer so I understand the dedication and commitment the volunteers make in supporting our hospitals. My colleague, Councillor Harjinder Singh Sehmi introduced me to hospital radio and as well as keeping on top of his council duties he spends time volunteering at the hospital radio."*

Councillor Sehmi said: *"It's the first time the Lord Mayor has visited the hospital radio and it's great to know how much he supports us in our volunteering roles. Almost 99% of patients in the hospital listen to our station and their friends, relatives and carers often send us requests for their favourite tunes to be played."*



University Hospitals **NHS**
Coventry and Warwickshire
NHS Trust

Members' Lounge

Welcome to the exclusive 'Members' Lounge'. This area is full of handy tips and information on how you can get the most from your membership. From discounts to important dates for your dairy, it's all right here for your information.

Public Register

When we become an NHS Foundation Trust we will be required by law to publish a register of members. This will include your name plus the constituency to which you belong. You may apply to have your name excluded from the public register should you wish. Just tell us by emailing, telephoning or writing to us, giving your full name, address and date of birth.

Young Persons Advisory Committee

We are looking for people to join in and become part of our Young Persons Advisory Committee working with our Partner School and other groups. Any young people aged 11-19 who are interested in joining contact the Foundation Office on **02476 964747**.

Where are my personal details held?

We employ Membership Engagement Services (MES), an external database company, to manage our membership database. All information is kept strictly confidential in accordance with the Data Protection Act 1988. If you would like to find out more about MES please visit their website **www.membra.co.uk**

NHS Discounts

Members can register with NHS Discounts to receive discounts on top brand goods and services, including gas and electricity as well as discounts at retailers such as Currys, Apple, Radley and BHS. To register visit **www.nhsdiscounts.com** When completing the 'your job' section, answer 'yes' to working for the NHS and then select 'Foundation Member' as the job category.

Your feedback is important to us

Let us know if you would like us to arrange a talk or tour on a specific issue or area that is of interest to you by calling **02476 964747** or emailing **foundation@uhcw.nhs.uk**, we also welcome feedback on our magazine. Is it providing you with the information and updates you need and do you find it interesting to read? We look forward to hearing from you.

Encourage your family and friends to get on board

University Hospital Coventry and Warwickshire now have 6,500 public members. Thank you to all of you who are spreading the word and have helped recruit friends, family and colleagues. Friends and family can register as members in the following ways.

Fill in the on-line application form on our web-site:

<http://www.uhcw.nhs.uk/foundation-trust>

E-mail or ring Andrea Phillips: **andrea.phillips2@uhcw.nhs.uk** or phone **02476 964747**

Have your details changed?

Have any of your personal details changed (ie: have you moved or changed your email address?)

If so, then please inform the Foundation Trust Office so that we can make sure we address any correspondence correctly and keep you up to date with what's going on at UHCW.

Andrea Phillips is our Foundation Trust Membership Manager and is, therefore, your first point of contact at the Trust regarding your membership. She can be contacted:



By email:

foundation@uhcw.nhs.uk



By phone:

02476 964747



By post:

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You can follow us on Twitter and facebook and keep up-to-date with news and happenings at UHCW.

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If you require information in other formats or languages, please contact Andrea