

Recruitment Pack



Our vision is to be a national and international leader in healthcare. We are looking for world class colleagues who share this ambition.

Come and discover what is amazing about working at University Hospitals Coventry and Warwickshire NHS Trust.

Contents

Chief Executive Officer – Foreword	1
An introduction to University Hospitals Coventry and Warwickshire NHS Trust	2
Our Vision	3
Our Leadership Team	4
Working in Partnership	5
How we are organised	6
How we will support you	7
Specialty Information	9
- Emergency Medicine	10
- Medicine	12
- Trauma and Neuro Services	16
- Surgical Services	20
- Women and Children's Services	22
- Clinical Diagnostic Services	26
- Clinical Support Services	28
Hospital of St Cross, Rugby	32
Research, Development and Innovation	33
Core Services	34
The Coventry and Warwickshire Area	36



Foreword

Dear Candidate

Thank you for considering University Hospitals Coventry and Warwickshire NHS Trust (UHCW) as your future destination. UHCW is home to one of the largest teaching hospitals in England with a workforce over 9,000 and a budget of over £660 million.



Professor Andy Hardy
Chief Executive Officer

This is a very exciting time for UHCW NHS Trust. We have an impressive improvement record working closely with our partners, the Virginia Mason Institute in Seattle, USA. At the heart of our improvement journey has been investing in the right resources and approach. We use UHCW Improvement methodology to empower all of our staff, clinical and non-clinical, with the tools, expertise and confidence, to improve the services we provide for patients. Together using the tailored methods and tools that we have learnt over the last three years, we have already been able to implement a number of big improvements for our patients and that can be seen in our much improved Care Quality Commission inspection. Modern digital health services are pivotal to the wide reaching transformation agenda. We are looking to appoint staff who will help ensure that the vision, direction and clinical strategy for the Trust are fully enabled by digital processes, change and innovation. Our ambition is to be an outstanding provider of healthcare and this critical role will help us achieve that.

We are committed to bringing our values to life, by creating the right kind of environment and culture that all of our staff will want to be part of. We still have much to do to achieve full cultural change and making our hospitals as safe as they can possibly be. We are looking for someone to show the commitment, experience and enthusiasm for this challenge as effective leadership for our hospitals and services is an essential component to help us achieve our vision as a national and international leader in healthcare.

In 2018 we launched our three year strategic plan with six clear objectives that set the framework for our leadership roles. We have seven Clinical Groups: Women and Children's Services, Emergency Medicine, Medicine, Trauma and Neuro Services, Diagnostics Services, Clinical Support Services and Surgical Services. Each Clinical Group is led by a multi-disciplinary team of Group Clinical Director, Group Director of Operations and Group Director of Nursing and Allied Health Professionals and supported by a range of corporate services. There are exciting times ahead for us as we look to shape our services with other health and social care partners. You will play a critical role in achieving our ambition for the best care for our patients and giving our stakeholders the confidence and assurances needed about the quality of our services. You can expect to be given support, development and the resources to enable you to make a difference.

I look forward to receiving your application and in the meantime, I would like to thank you for the interest you have shown in this post.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Andy Hardy', written in a cursive style.

Professor Andy Hardy
Chief Executive Officer

An Introduction to University Hospitals Coventry and Warwickshire NHS Trust

University Hospitals Coventry and Warwickshire NHS Trust (UHCW) is responsible for two hospitals, University Hospital in Coventry and the Hospital of St Cross, Rugby. We also deliver a range of services across the West Midlands region.

The Trust was first established in Coventry in 1992 and expanded to include Rugby in 1998. Between them, our two hospitals serve a population of over a million people. Every year we provide more than 800,000 episodes of care to patients from across Coventry, Warwickshire and beyond.

Our Trauma and Emergency departments are amongst the busiest in the UK, while our maternity services deliver over 6,000 babies per year with unique services such as a dedicated Centre for Reproductive Medicine. We are proud that year on year our Cancer Services perform strongly in the region and the country.

We provide both Emergency and Elective Care and specialise in Cardiology, Neurosurgery, stroke, joint replacements, In Vitro Fertilisation (IVF) and maternal health, diabetes and kidney transplants. We are also a designated Major Trauma and Cancer Centre.

Our networked services include:

- Cancer Services
- Neurosurgery
- Pathology
- Renal and Transplantation
- Trauma Services
- Vascular Services

We are a Teaching Trust with strong links to both Warwick Medical School and Coventry University, providing excellent training and education for our students. As a result of these partnerships, we are a major research organisation.

On a typical day at UHCW

- 1,970 Outpatients appointments
- Over 660 attending A&E (adults and children)
- 484 Inpatient and day cases
- 119 Operations in theatres
- 16 Babies delivered



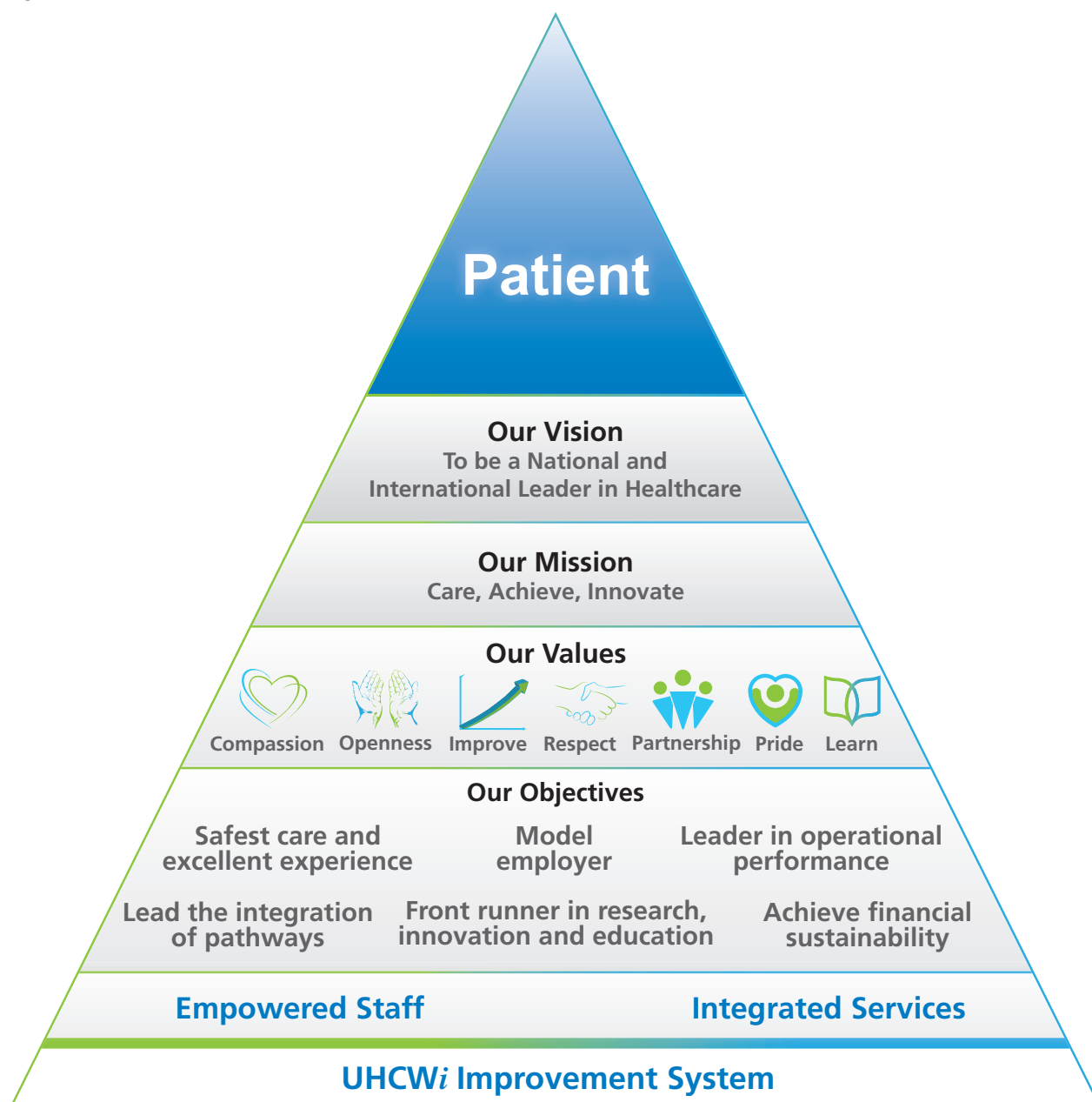
Our Vision

To be a national and international leader in healthcare.

Our **vision** is underpinned by our **mission** 'Care, Achieve and Innovate'.
Our **objectives** are to:

- Deliver safest care and excellent experience
- Be a model employer
- Be a leader in operational performance
- Lead the integration of pathways
- Be a front runner in research, innovation and education
- Achieve financial sustainability

This is represented in our strategy triangle which is designed to show our overarching principle of putting our patients first.



Our Leadership Team

The UHCW NHS Trust Board plays a key role in shaping the strategy, vision and purpose of our organisation.

They are responsible for holding the organisation to account for the delivery of its strategy and services as well as ensuring value for money.

The Trust Board consists of independent Non-Executives, with links to Coventry and Warwickshire, and the Chief Officers of the Trust.

The Chief Officers work closely with Group Clinical Directors to deliver our strategy.

Non-Executive Directors



Dame Stella Manzle
DBE
Chair



Ian Buckley
Vice Chair



Professor Guy Daly
Non-Executive Director



Jerry Gould
Non-Executive Director



Professor Sudhesh
Kumar OBE
Non-Executive Director



Ed Macalister-Smith
Non-Executive Director



Jenny Mawby-Groom
Associate Non-Executive
Director



Brenda Sheils OBE
Non-Executive Director

Chief Officers



Professor Andy
Hardy
Chief Executive Officer



Karen Martin
Deputy Chief Executive
and Chief Workforce
Information Officer



Professor Kiran Patel
Chief Medical Officer



Nina Morgan
Chief Nursing Officer



Laura Crowne
Chief Operating Officer



Mo Hussain
Chief Quality Officer



Justine Richards
Chief Strategy Officer



Su Rollason
Chief Finance Officer

Working in partnership



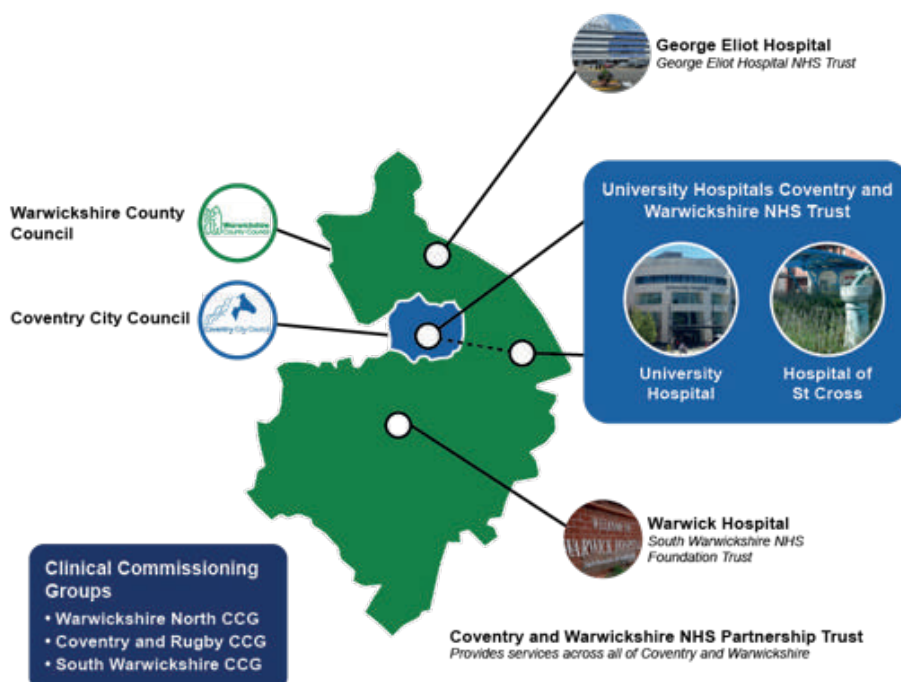
Coventry and Warwickshire Health and Care Partnership

Working in Coventry and Warwickshire Health and Care Economy

One of our values is partnership and we work in many partnerships across health and social care to meet the needs of our patients. The health service in Coventry and Warwickshire is designing services for the future to meet the additional demands expected from an increasing population that is predicted to live longer. The Coventry and Warwickshire Health and Care Partnership, led by our Chief Executive Andy Hardy, is delivering this shared vision to work together to deliver high-quality care, which supports our communities to live well, stay independent and enjoy life. There are six major workstreams that require Clinical Leadership and provide an opportunity for our Clinicians to help shape and improve pathways for our patients:

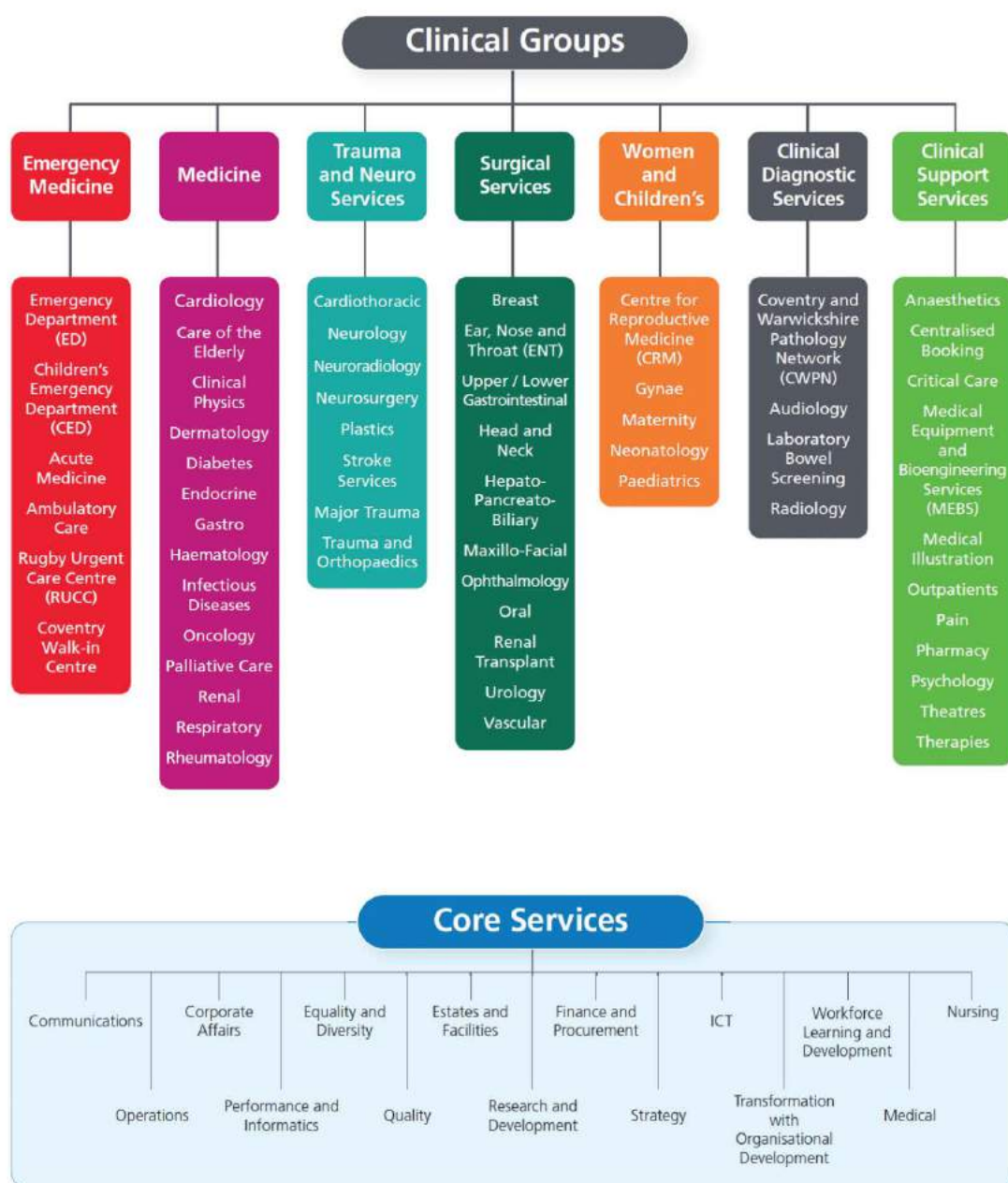
- Proactive and Preventative Care
- Urgent and Emergency Care
- Maternity and Paediatrics
- Productivity and Efficiency
- Planned Care
- Mental Health and Emotional Wellbeing

Our Clinical Directors are heavily involved in helping us work with our health and local authority partners – we deliver services across the health economy as far as Worcester and Burton.



How we are organised

We have seven Clinical Groups supported by a Core Services Group. The Clinical Groups are clinically-led by a Group Clinical Director, Group Director of Operations and Group Director of Nursing and Allied Health Professionals.





How we will support you

There are many reasons why you might join UHCW – here are a few:

Professional development

We are a teaching Trust so you can be assured that your development is central in our thoughts with a wide range of training opportunities available to you. These include:

- Clinical practice learning and development
- In-house study days, summits, workshop and education programmes
- Leadership development – you will be invited to join Leading Together with action learning sets to achieve change and a programme called Lean for Leaders, where over a year you will learn all about Lean Methodology with colleagues
- Shadowing opportunities and secondments
- A wealth of knowledge and information with our extensive on-site University library
- Career progression

As well as the contractual benefits, staff can also access the following benefits:

- ✓ Extensive education, training and research opportunities
- ✓ NHS Pension Scheme
- ✓ Annual long service awards (25 years in the NHS)
- ✓ Annual Trust awards “Outstanding Service and Care Awards”
- ✓ Personal loans with Neyber
- ✓ Free will writing service
- ✓ Regular health and well being events including dietary advice, smoking cessation support, and free checks for blood pressure, BMI, cholesterol and glucose
- ✓ A complete set of health and wellbeing services which have been designed to support you physically, emotionally and financially.

Transport

We are really well connected for rail, road and other transport links. We also offer the following benefits:

- ✓ Car lease scheme via salary sacrifice
- ✓ Car sharing scheme
- ✓ Cycle to work scheme whereby you can lease/buy a cycle over a 12 month period via salary sacrifice
- ✓ Free shuttle bus between our two hospital sites



Whether you are interested in management, leadership, research, innovation or teaching, we have facilities for you to utilise and benefit from. We are proud of our first class facilities and care including:

Top for Patient Safety: UHCW Trust was delighted to be recognised as Patient Safety Team of the Year 2018 for its Patient Safety and Risk Team by the Health Service Journal (HSJ) and our Maternity team was awarded as the Midwifery Service of the Year by the Royal College of Midwives (RCM) in 2018.

Leader in Workforce Efficiency: The Orthoptics department at University Hospital has been awarded a HSJ Value Award for Workforce Efficiency. Judges were wowed by effectiveness of its eye screening service across Coventry and Warwickshire, which benefits more than 8,000 pupils in 173 schools.

Special Global Partnership: UHCW is one of five hospitals in England working with the Virginia Mason Institute in Seattle, USA. We have been on a huge journey of improvement, as demonstrated in our latest CQC inspection report. Many staff have been trained in lean methods and taking charge of frontline improvements with great success.

Innovation Hub supports our staff and their ideas excel: Our new and unique Innovation Hub Centre formally opened in January 2019. This provides a unique open exchange arena for staff to develop ideas and learn together.

Towards an Intelligent Future: UHCW was awarded £14 million from the Government to advance the use of artificial intelligence in cancer diagnosis.

World Class Surgical Training: Our world-renowned Surgical Training Centre holds multi-disciplinary national and international courses to inform and educate specialists on difficult airway, trauma and neurosurgery.

European First for Digital Reporting: We are the first Trust in Europe to implement digital reporting in histopathology.

Morbidity Scorecard keeps us safely on track for trends: The 'Morbidity Scorecard' is a digital tool that enables tracking of all post-surgical complications / morbidity by surgeon for each patient. It enables learning, helps reduce complication rates and identifies trends in complications and morbidity. This innovation has been recognised regionally and locally by partners and other regulators.

Coventry leads the way for Motor Neurone Disease (MND) Association: The Trust and the local hospice motor neurone disease team had received an 'Extra Mile' award from the Motor Neurone Disease (MND) Association for its outstanding contribution to coordinated support for people living with MND in Coventry.

Time Tracker for Nursing: The innovative 'Care Clox' application developed by the Trust has been shortlisted for numerous national awards. The application, developed by the ICT System Development Team in partnership with nursing staff, tracked the amount of time nurses and other frontline staff spent on tasks to ensure they are spending as much time as possible on patient care and to improve efficiency.

Haemorrhage Training Video: A massive haemorrhage protocol video was recorded in the trust's simulation laboratory within the clinical skills department. This was initially downloaded onto the Trust intranet as a training and update tool. The video was made available on the internet with increased interest from both the specialist NHS trust for blood and transplants and the military.

Making Blood Count: The Trust was nominated for a national award for its 'Implementation of a Red Blood Cell (RBC) Calculator and Application'. The RBC calculator is a tool used to calculate how much blood/RBC is prescribed based upon patient weight. This innovation saw a decrease in RBC usage, resulting in significant cost savings. Prior to its introduction, there had been three reported cases of transfusion circulatory overload (TACO). Since full implementation in 2017, cases of TACO at the Trust have decreased to zero.

Innovative Primary Care Solution: The integrated frailty service, comprising a range of linked services, patient reviews and home-based care, has been shortlisted for a national award in primary care innovation. Transport home for patients was facilitated by the local service providing a home safety check.

Biobank helps understand pregnancy issues: The Trust's biobank is the most significant collection of reproductive health tissues in the UK. Operating on a virtual basis, with its server based at the Trust, it stores biological samples collected by scientists and clinicians at UHCW, as well as six universities across the UK. The tissues, donated by women who had a history of pregnancy problems, were used with clinical data to help scientists find new causes and cures for miscarriage, stillbirth, and premature birth.

Top for emergency medicine training: The Emergency Department (ED) was awarded 'ED Training Department of the Year' at the Royal College of Emergency Medicine inaugural Annual Awards in October 2017.

Trauma Patients supported with dietetics to aid recovery: The Trust took the innovative step to second a member of the dietetics service to the major trauma service for 12 months. This meant the nutritional needs of the major trauma patients were assessed and nutritional expertise was accessed earlier than they would have been previously.

Amazing People: At the heart of this organisation are the amazing 9,000 staff that provide world class patient care every day. In 2018/19 specialist nurses Hannah Martin and Paula Taylor were recognised for their exceptional contribution to healthcare as part of the NHS70 celebrations. Senior physiotherapist Sue Crewe-Smith was awarded an MBE, our Head of Resuscitation, Clinical Skills and Simulation Catherine Baldock won Individual of the Year at NHS England's Kate Granger Compassionate Care Awards and Clinical Nurse Specialist Joe Colby was awarded the prestigious accolade of Nutrition Nurse of the Year at the British Journal of Nursing awards.



Emergency Medicine

Urgent Care Services

Our Emergency Medicine Clinical Group hosts our Emergency Departments, which are among the busiest and most innovative in the country. We have dedicated adult and children's emergency departments who treat between 600 and 800 patients per day. We are a designated receiving Major Trauma Centre for Northampton, Kettering, Warwick and George Eliot Hospitals. We are close in distance to the major transport networks of the M6 and M1 motorways. The Air Ambulance can land alongside our University Hospital's Emergency Department entrance and we have close links with Pre-Hospital Emergency Services (PHEN). Our services include:

- Being ready as a hospital for major incidents and CBRN (Chemical Biological Radiological and Nuclear Defence).
- Dedicated Resuscitation area with 6 beds and the latest equipment such as Computed Tomography (CT) Scanners alongside so we can see the full perspective from a range of X-rays and scans to identify the source of the medical problem.
- Large capacity for our patients with 22 individual cubicles in Majors and 10 cubicles in our Minors area
- Range of specialist services in ED with on site liaison with psychiatry services
- 17 bed Observation Ward
- For rapid support, we also provide non surgical techniques for patients with heart disease e.g. myocardial infarction and Thrombolysis for stroke patients
- Rapid Enhanced Advanced Care Team (REACT), a range of different therapists provide on the spot help for those who need assistance into other types of support
- Children's Emergency Department with specialised support and separate waiting area that sees over 36,000 patients per year
- Advanced patient tracking system that is integrated with our pathology system and services to help us monitor activity
- Emergency Care Practitioner service that is delivered with staff rotating between Rugby Urgent Care Centre and University Hospital Minors Department so that there is strong understanding and knowledge for seamless care.
- Centre of Excellence with research nursing staff and award winning teaching facilities.

- Top for teaching – in 2017, UHCW was recognised as “Emergency Medicine Training Department of the Year” at the Royal College of Medicine annual awards.

Acute Medicine

The Acute Medicine Department provides a consultant-led team for acutely ill medical patients presenting through a single point of access in our Emergency Department. The Department is closely integrated with both general medicine and other clinical specialties.

In acute medicine, we provide a rapid-patient centred service for patients in their acute phase of illness. Our service is constantly evolving to ensure we give world class care to our patients.

Our services include:

- AMU1 (Ward 12) has 34 beds
- AMU2 (Ward 2) has 12 short stay beds
- AMU3 (Ward 3) has 26 beds

Medical Decisions Unit and an Ambulatory Emergency Care Unit (MDU/AEC) here patients are streamed into those who may need admission and those who we may be able to discharge home. Our ambulatory care service offers same day emergency care to patients at the hospital. Patients are assessed, diagnosed, treated and are able to go home the same day without being admitted into a hospital bed overnight where possible.

Rugby Urgent Treatment Centre is located within the Hospital of St Cross and the town centre. The centre is open 24/7 for patients five years and over. It is delivered by trained Emergency Care Practitioners who work at both sites and supported by colleagues in the Emergency Department as well as services from the hospital such as X-ray and blood tests.

Coventry Walk-in Centre is delivered by Virgin Healthcare and the contract is managed by UHCW.

Our facilities are some of the busiest but also some of the best in the country.



During 2018, we did a PJ Paralysis campaign to encourage all patients to get dressed during the day in hospital as national evidence shows it helps patients remain more mobile and aids recovery.

Medicine

UHCW has over 600 medical inpatient beds across our two hospital sites, managed by one medical team. Our Medicine Clinical Group looks after the following services: Cardiology, Care of the Elderly, Clinical Physics, Dermatology, Diabetes, Endocrine, Gastroenterology, Haematology, Infectious Diseases, Oncology, Palliative Care, Renal Services, Respiratory and Rheumatology.

There are over 77,800 medical admissions per year of which:

- 37% are emergency admissions
- 61% are day cases
- 2% are elective admissions

Cardiology

Our Cardiology Department helps us deal with disorders of the heart as well as parts of the circulatory system. Our trained colleagues help with diagnosing of congenital heart defects, coronary artery disease, heart failure, valvular heart disease and electrophysiological conditions. With their specialist skills they find, treat and prevent diseases of the heart and blood vessels.

The services we provide include:

- Ward 10 hosts 28 beds with a dedicated heart failure service including 8 Intensive Treatment Unit (ITU) beds
- Cardiology Day Unit with three beds and radial lounge
- Four Catheter Laboratories providing a comprehensive range of support for cardiology patients. Facilities include two single plane and one bi-plane laboratories, interventional cardiology, including PCI rotablation, IVUS, OCT, TAVI, post-infarct VSD closure, device closure of paravalvar leaks arrhythmia and a full range of cardiac devices.
- Coronary Care Unit with 10 beds offering care to patients suffering from acute onset cardiac disease either through the Emergency Department pathway or via the Cardiac Catheter Laboratory. The unit also takes a lead in the provision of ultrafiltration for the treatment of heart failure.
- New mobile cardiac catheterisation laboratory at our Rugby hospital site for providing patients with heart and lung conditions electrophysiological monitoring
- Heart failure specialist teams based at both of our hospitals as well as located in the community
- Specialist cardiac trained nurse practitioner

Care of the Elderly

With people living longer, this service continues to develop and expand. We provide a specialty service, with three acute complex wards at both hospital sites and 108 beds over five wards. Patients often have a range of needs so we work in Multi-Disciplinary Teams (MDT) with therapists, Integrated Discharge Teams, palliative care teams and community services. We have a Frailty Liaison Service which provides specialist support to the Emergency Department and Acute Medicine.

The Trust has an impressive track record of introducing innovative approaches to improve the quality of care for dementia patients.

The services we provide include:

- Acute Frailty Unit
- Complex Care of the Elderly
- Consultant Nurse and Advanced Nurse Practitioner (ANP) Service
- Dementia CNS Service
- Activity Coordinators

We host specialists from Age UK and work in partnership with them and local authorities to help provide the holistic response often required.

Dermatology

A full range of diagnostic and therapeutic services for general dermatological problems are provided at UCHW together with a number of specialist services. This progressive department provides acute and chronic care for inflammatory skin disorders and skin cancers and is regionally recognised for excellent teaching and training.

Diabetes, Endocrine and Metabolism (WISDEM – European Excellence Centre)

The Warwickshire Institute for the study of Diabetes Endocrinology and Metabolism is a specialist centre providing treatment and support for the more complex cases of diabetes, endocrine and metabolic conditions at University Hospital. We are a recognised European Neuroendocrine Tumour Centre of Excellence and this adds to our tertiary centre for pituitary diseases and surgery.

Gastroenterology

The Gastroenterology Team provides a comprehensive service in clinical gastroenterology, hepatology, endoscopy and clinical nutrition. Our consultants are specialists in the diagnosis and treatment of disorders of the oesophagus, stomach, small and large intestine, liver, biliary tract and pancreas.

Haematology

Our Haematology Service provides diagnosis and treatment for many blood based diseases such as leukaemia, lymphoma and common myeloma; clotting diseases and hereditary blood diseases, Hodgkin's Disease and Thrombocytopenia. The Haematology ward has 17 beds for patients with haematological malignancies and other blood problems. The department is a Level 3 centre, performing all autologous stem cell transplants from Coventry and Warwickshire. We also provide for patients with disorders such as sickle cell anaemia, thalassaemia and bleeding disorders such as haemophilia. The department has integrated day case and outpatient facilities.

Palliative Care

The Trust provides end of life care at the University Hospital site, working in partnership with local hospices such as Myton Hospice (with facilities adjacent to both of our hospitals) and Macmillan Cancer teams. End of life care encompasses all care given to patients who are approaching their end of life and following death. It may

be given on any ward or within any service and includes aspects of essential nursing care, specialist palliative care, chaplaincy, bereavement and mortuary services. Each year over 2,000 patients are referred for support and 50% of those are for cancer support. We work with trained volunteers to create Compassionate Communities to support those in the last year of life with Care of Dying companions.

Oncology

The Oncology Service covers all aspects of inpatient and outpatient care for patients with cancer. We have a specialised 30 bed inpatient unit with a modern acute oncology service. Our purpose-built Arden Cancer Centre has a large centre for outpatients, a specialist chemotherapy unit providing all aspects of systemic chemotherapy and a new radiotherapy centre able to provide full IMRT and IGRT for our patients. We also have a dedicated Clinical Trials area and actively participate in cancer clinical trials with good support from our research and development teams.

The services we provide include:

- Systemic Anti-Cancer Therapy including chemotherapy and immunotherapy
- Management of Oncological malignancies and emergencies
- Management Haematological malignancies and emergencies
- Management of disease symptoms
- Supportive treatments such as blood transfusions
- Level 3 Centre for the Local Haematology network
- Autologous bone marrow transplants
- Multiple Clinical Nurse Specialists across Oncology, Haematology and Palliative Care



Renal Services

Renal Services provide internationally renowned inpatient and outpatient services for patients with Chronic Kidney Disease and Acute Kidney Injury. This includes our innovative antibody incompatible kidney transplants.

Services we provide include:

- Inpatient Nephrology Ward
- Day Care Unit for day unit procedures such as kidney and liver biopsies, vascular catheter insertions
- Renal Transplant Programme – we are a major renal transplant centre and have around 60 live donor or cadaveric transplants per year
- Haemodialysis – we provide care for over 400 patients each week from Coventry and Warwickshire with a 30 station unit at University Hospital and four satellite units with 50 dialysis stations between them at Rugby, Nuneaton, Coventry and Leamington.
- Home based services– we have a large number of patients trained to undertake their peritoneal dialysis and haemodialysis in their homes, supported by our staff.
- Specialist staff – we have a dedicated team of Renal Nurse specialists with a caseload of over 1,200 chronic pre-dialysis patients.

Respiratory and Infectious Disease Services (RIDS)

Respiratory and Infectious Diseases Service provides care both in the acute and community settings. We are the designated unit for the provision of Non-invasive Ventilation and we care for patients with Asthma, COPD, tuberculosis, HIV, Pulmonary Embolism, Tracheostomy, Interstitial Lung Disease and Lung Cancer amongst others.

The services we provide include:

- Specialised Enhanced Care is provided from a 30-bedded unit for our acutely ill patients and supported by our nurse led NiV service

- Patients with infectious diseases and respiratory conditions are provided specialised care from our 48 bedded ward diseases and respiratory conditions
- UHCW@Home is a service for those patients who can be supported in their own home with staff who manage a 30 bedded 'virtual' ward offering sub-acutely ill patients ongoing hospital care
- Community COPD team providing ongoing care for patients in the community and undertaken nurse-led clinics in our Outpatients Departments
- Respiratory Specialist Nurse Team providing support to both the wards and patients in care of both acute and chronic conditions
- Lung Cancer Nurse Team providing both inpatient and outpatient specialist care by Macmillan to patients with a diagnosis of Lung cancer
- Respiratory Physiology Service supported by Specialist Oxygen Nurses providing safe and appropriate care support to patients in our hospitals and community.
- Sleep Studies Unit in Rugby helps identify the cause of sleeping conditions for patients with sleeping issues

Rheumatology

Rheumatology is a long established department with specialist consultants and a specialist centre, recognised by NHS England.

The Rheumatology service runs a wide range of clinics at both University Hospital and the Hospital of St Cross, including a Rheumatology Day Unit, Early Arthritis clinic, Connective Tissue Disorder Clinic and Urgent Review clinic.

The team work in close liaison with the Physiotherapy and Occupational Therapy Departments to ensure that the care patients receive is second to none.





Trauma and Neuro Services

Cardiothoracic Services

The cardiothoracic specialists within UHCW diagnose and operate on the heart, lungs and other chest (thoracic) based organs. In addition to performing surgery, they will also diagnose and treat diseases of these organs. We are a leading centre for the diagnosis, treatment and care of patients with a wide range of heart conditions. UHCW NHS Trust is a national specialist tertiary Cardiac (Heart) Centre, providing the full range of adult cardiac and thoracic services including:

- Cardiac Surgery (Coronary artery bypass surgery; aortic valve replacement; mitral value repair; aortic surgery and arrhythmic surgery).
- Thoracic Surgery (A range of videoscopic procedures including single port lungs resection, tracheal surgery and extensive thoracic trauma service including rib fixation).
- Cardiac education and rehabilitation service.

The services we provide include:

- A dedicated 16 bed Cardiothoracic Critical Care Unit
- 14 step down beds – offering Level 1 care
- 23 Cardiothoracic ward beds
- Cardiac Liaison Nurses
- Cardiothoracic Advanced Nurse Practitioners

The Cardiothoracic Ward (Ward 11) and Critical Care Unit work closely together to provide a wide range of elective and emergency cardiac as well as thoracic surgery services alongside the Trust's Major Trauma Centre.

Major Trauma Centre

University Hospital is a Major Trauma Centre (MTC), one of a number of designated specialist units within the NHS to provide specialised trauma care and rehabilitation for adult patients who have major trauma with multiple, or serious, injuries. Due to our size and the wide range of trained specialists and services available, we are able to deal with major trauma cases, working in partnership with the other emergency services including air ambulance services. As part of being a Major Trauma Centre, we provide consultant-led expertise in the fields of anaesthetics, resuscitation, orthopaedics, neurosurgery and emergency medicine. We have an on-site CT scanner and emergency operating theatres, on standby to perform immediate, life-saving surgery. As part of our commitment to trauma response, we regularly plan and prepare for the vast range of emergencies that may occur in the Midlands, ensuring we can respond effectively.



Neuroservices

Neurosciences is a nationally renowned service with innovative services and a number of sub-specialties including neurosurgery, neurology, stroke, neurological rehabilitation (in conjunction with Central England Rehabilitation Unit in Leamington) and clinical neurophysiology. There is diagnostic support from neuroradiology with the most modern imaging techniques available and neuropsychology, in collaboration with Coventry and Warwickshire NHS Partnership Trust.

The Trust's Neurosciences Unit is the sub-regional centre for the diagnosis, treatment and care of patients with a wide range of neurological and neurosurgical conditions such as Epilepsy, Multiple Sclerosis, Parkinson's Disease, head injuries, spinal disease, vascular disorders and tumours of the nervous system. The neurosurgical service is a tertiary service, covering a population of 1.5 million, delivered over five sites across Coventry, Warwickshire and Worcestershire. Outpatient clinics are held at local hospitals in the region including George Eliot NHS Hospital Trust, South Warwickshire Foundation Trust and Redditch and Worcester Hospitals.

Over 3,000 neurosurgical procedures are performed each year by our neurosurgeons with varying specialist interests.

The services we provide include:

Neurology inpatient service with 24 beds for patients with neurological conditions (Ward 42) and 12 neuro rehabilitation beds and a dedicated Neurological Enhanced Care Unit (NECU).

There are 34 dedicated neurosurgical beds, 12 neurosurgical enhanced care beds for those requiring additional support and the Neurophysiology service.

- The inpatient elective and emergency service is an integral part of our Major Trauma Centre providing essential support for brain injuries.
- Day Case Unit
- Tertiary Referral Centre across specialties for neurosurgery and neurology
- Hyper acute and acute Stroke Unit and Acute Thrombolysis Centre providing a 24/7 thrombolysis service and high/low risk TIA Clinics
- Clinical nurse specialist support for long term conditions in areas such as Parkinson's disease, epilepsy, multiple sclerosis, headache, neuro-oncology and stroke.
- Large Allied Health Professionals team enabling complex rehabilitation with specialists in physiotherapy, occupational therapy, speech and language therapy, neuropsychology and the Integrated Discharge Team.



Plastics

Plastic Surgery is used to repair and reconstruct missing or damaged tissue and skin. The main aim is to restore the function of tissues and skin to as close as normal as possible. It can be used to repair abnormalities that have existed from birth such as cleft lip and palate, birthmarks and areas damaged by removal of cancerous tissue and extensive burns or other serious injuries.

Our plastic surgeons have extensive training to deliver techniques such as skin grafts, skin flap surgery (skin transferred from one part of the body to the another) and tissue expansion to enable the body to grow extra skin for reconstruction.

Trauma and Orthopaedics

We are the second busiest Level 1 Major Trauma Centre in the UK. We offer a full range of elective and trauma services and have a large research, innovation and teaching focus. We have a state of the art Simulation Laboratory in the Surgical Training Centre. We perform a large amount of elective work in the Hospital of St Cross as well as our Major Trauma Enhanced Care Unit (MTECU).

Our services are delivered across four wards in our two hospitals, Ward 52 and 53 in University Hospital and Cedar Ward and Oak Ward at Rugby Hospital. These inpatient beds are supported with several specialist units, such as MTECU and Rugby Day Surgery Unit. The MTECU looks after patients with multiple injuries with a seven bedded unit.

Services we provide include:

- Elective beds for patients with complex needs
- There is a large advanced team of specialists delivering this service across our hospitals including 2 Professors, 3 Associate Professors, 2 Clinical Lecturers, PHD students and Clinical Trainees and some of the country's leading experts in specialties such as hand, foot, ankle, leg, soft tissue, knee and hip operations as well as arthroplasty and revision.
- The team are proactive in their contribution to academic research and introducing innovations in trauma and orthopaedics to improve patient experience as well as improve clinical practice. They are currently involved in 11 national studies, involving hundreds of patients each year in their research.

Recent data from the Trauma Audit and Research Network (TARN) has shown that in 2019, in terms of health outcomes, UHCW is consistently high achieving. We are one of the top five centres nationally for survival outcome. We have also been researching alternative methods for pain relief for patients undergoing knee replacement surgery. Using an injection of anaesthetics around the knee joint, we found that we could make improvements for patients using lower doses of painkillers.





Surgical Services

Over 42,000 operations each year

Our Surgical Services are based at both our hospital sites in Coventry and Rugby. They cater for patients who may have a planned operation (elective), an emergency operation and day surgery for simple procedures that can be done in a day.

- 33 Operating Theatres
- 374 Surgical inpatient beds
- 17 Surgical wards

UHCW has over 450 surgeons and consultants providing specialist knowledge and expertise in their specialty. Within our hospitals, they are supported with the best of equipment and support around them to allow them to perform to the highest standards possible. We are proud to be home to a number of the best surgeons in this country and we ensure we back them up with the range of services to ensure the best patient experience, recovery and rehabilitation. We are a dedicated Teaching Centre, working in partnership with Warwick Medical School and the Royal Colleges to ensure our surgical practice is the best it can be.

Surgery is challenging, exciting and rewarding, making it one of the most sought after careers in medicine. Many surgeons say they enjoy the intellectual challenges of their job combined with our positive, active approach to treating disease. Performing an operation and seeing a patient's life improved almost immediately is incredibly satisfying. We are committed to enabling surgeons to achieve and maintain the highest standards of surgical practice and patient care.

Our surgeons are not confined purely to working in our Operating Theatres. Each day they will be involved in our daily ward rounds to check on the state and progress of each of the patients in their care, liaising with nursing staff and junior doctors. They work as part of a surgical team involving anaesthetists, technicians, nurses and administrators to ensure the best possible outcome for our patients. Before the operation, our surgeons will meet the patient to agree the best treatment for their condition and explain carefully the procedures and risks.

West Midlands Surgical Training Centre

The West Midlands Surgical Training Centre, funded by West Midlands Strategic Health Authority, provides comprehensive simulation of a real operative environment and delivers medical, educational and instructional teaching using plastinated specimens. We are one of only a handful of UK medical training facilities to have been granted a Human Tissue Authority license that allows our surgeons to practise on donated body material, providing a far more realistic operating experience than they would get via more conventional practice on models.

The facility includes a state-of-the-art surgical suite with adjoining 30 seat seminar room.





Women and Children's Services

Centre for Reproductive Medicine (CRM)

We are one of the country's leading fertility centres, incorporating a variety of cutting edge treatment options and world class research to maximise chances of successful treatment. The Centre for Reproductive Medicine provides a comprehensive sub-fertility service including IVF/ICSI and egg donation treatments. It is also home to recurrent miscarriage clinics led by international experts Professor Jan Brosens and Professor Siobhan Quenby. Reproductive endocrinology and male factor clinics are also conducted by specialists.

The main risk from IVF treatment is having a multiple pregnancy. We are very proud that our multiple pregnancy rate is under 10% of all pregnancies achieved whilst maintaining one of the highest clinical pregnancy rates in the UK. We are the number one rated IVF centre in the UK for pregnancy per embryo transferred in younger patients. This is achieved by the detailed attention provided by the multi-disciplinary team throughout a patient's treatment. Our close links to the Biomedical Research Unit in Reproductive Health at the University of Warwick (including Tommy's Miscarriage Centre), further the level of care and treatment options we can provide here at Coventry CRM.

The services we provide include:

- Diagnostic andrology including post-vasectomy analysis
- Reproductive surgery (e.g. tubal and endometriosis)
- HyCoSy tubal patency assessment IVF (In-Vitro Fertilisation)
- ICSI (IntraCytoplasmic Sperm Injection)
- Egg Donation
- Intra Uterine Insemination
- Ovulation Induction
- Surgical Sperm Retrieval
- Fertility preservation
- Sperm, egg and embryo storage

Maternity

We have a fully comprehensive maternity service ranging from high end specialist support to helping delivery in community settings. Our number one priority is safety of baby and mum at all times.

This is a nationally recognised and award-winning service recognised as the Royal College of Midwives Best Maternity Team in 2018.

Services we provide include:

- Maternity Ultrasound, Labour Ward and Maternity Triage
- Our modern Lucina Birth Centre provides a welcoming, relaxed and supportive environment for mothers and their families.
- Two maternity inpatient wards (Ward 24 and 25) with 54 maternity, 20 antenatal and 34 post-natal, beds including four dedicated bereavement rooms and four emergency assessment beds.
- Specialist Services including a bereavement midwife and infant feeding midwife. The environment supports birth as a natural physiological process, aided by the expertise of the midwife as the lead professional for normal birth.
- Community midwives service
- Antenatal services such as Maternity Ultrasound and the Antenatal Clinic
- The Fetal Medicine Unit provides a specialist service for high risk women including those with multiple pregnancies. It is involved with diagnosing and managing chromosomal, genetic and structural abnormalities in the unborn baby.

Gynaecology

(Ward 23 SODA, Gynae Suites, Gynae Clinic and Emergency Gynae Unit (EGU))

We provide all the services for women that relate to gynaecology and pregnancy. The Gynaecology Suite is made up of three treatment rooms and allows the outpatient management of a variety of gynaecological conditions. The gynaecology oncology tertiary service accepts referrals from neighbouring hospitals in Warwickshire and Worcestershire. We provide the entire range of surgical treatments, including open and laparoscopic procedures for gynaecological cancer patients.

Neonatology

Neonatology – Neonatal, Special Care Baby Unit and Transitional Care Unit (TCU)

Our Network Neonatal Intensive Care Unit delivers care and treatment to the babies and families of Coventry and Warwickshire and forms part of the Central Newborn Network taking tertiary referrals from the West and East Midlands. Our Level 3 Neonatal Unit provides care for babies from 23 weeks gestation to term plus. We have around 800 admissions per year supported by a dedicated network transport team.

The services we provide include eight Intensive Treatment Units (ITU) cots, nine High Dependency Units (HDU) cots, 11 Special Care Cots and six Transitional care cots along with:

- Range of methods to help neonates breathe and recover from distress at birth – Conventional and High Frequency Oscillatory ventilation, nitric oxide therapy, High Flow Oxygen Therapy, Nasal NCpaper /CIPAP/SIPAP and Neonatal Whole Body Cooling and Therapeutic Hypothermia.

- Access to latest diagnostic techniques to understand what is happening such as Cerebral Function Analysis Monitoring (CFAM) and Neonatal Echocardiography.
- Services that support parents and their babies before birth such as Outpatient Neurodevelopmental Assessments and Antenatal Neonatal Counselling Clinic.
- Bringing the full range of expertise with Joint Fetal Medicine multi-disciplinary teams.
- First Trust in the West Midlands to achieve Baby Friendly Accreditation from UNICEF.



Paediatrics

Our vision is to be a world class service for children and young people. Our aim is to treat patients locally wherever possible. We work closely with neighbouring organisations, providing tertiary care and collaborating with colleagues to ensure complete pathways are in place for children to receive the most appropriate specialist treatment and high quality care

Ward 14

A unit for young people aged 13 to 18 with a variety of medical, surgical and orthopaedic conditions.

Ward 15 including High Dependency Unit

An infant ward where we care for babies and toddlers aged 0-2 years and a High Dependence Unit (Ward 15a).

Ward 16

A ward for children between the ages of two and 12. All of our facilities have patient and carer facilities.

All of our inpatient services have patient and carer facilities.

Children's Outpatients

We provide the following services for children and young people:

- Allergy
- Audiology
- Cancer Services/Oncology
- Cardiology
- Child Protection
- Clinical Genetic Services
- Cystic Fibrosis
- Diabetes and Endocrinology
- Ear, Nose and Throat
- Gastroenterology
- HIV
- Level 3 Shared Care
- Nephrology/Renal Services
- Neuro services
- Ophthalmology
- Orthopaedics
- Pain Management
- Palliative Care
- Plastic Surgery
- Rheumatology
- Surgery
- Weight Management

We also have a dedicated Children's Emergency Department, managed by our Emergency Medicine Clinical Group.

The Paediatrics Department works closely with other NHS organisations such as Birmingham and Leicester to ensure a seamless service for children.





Clinical Diagnostics Services

Our clinical diagnostics group bring together a range of experts in analysis and testing to help identify the root cause of a patient's health problems.

Centre for Hearing and Balance Disorders

The Centre for Hearing and Balance Disorders provides various tests to establish the extent and cause of hearing and balance problems. The team also provides rehabilitation, practical support and on-going assistance to people with hearing loss, balance difficulties or associated problems such as tinnitus. Our services are accredited by the United Kingdom Accreditation Service in line with the Improving Quality in Physiological Measurements Services framework.

The services we provide include:

- Newborn hearing screening, assessments, aid fitting and habilitation
- Paediatric hearing assessments, aid fitting and habilitation
- Adult hearing assessments, aid fitting and rehabilitation
- Adult diagnostics testing
- Tinnitus retraining therapy
- Balance assessment and rehabilitation

Laboratory Bowel Screening

Bowel cancer screening aims to detect bowel cancer at an early stage (in people with no symptoms), when treatment is more likely to be more effective. The NHS Bowel Cancer screening programme offers screening every two years to all men and women aged 60 to 75. The Midlands and North West Bowel Cancer Screen Hub is based at the Hospital of St Cross in Rugby.

Coventry and Warwickshire Pathology Services

Coventry and Warwickshire Pathology Services (CWPS) is a network of laboratories hosted by our Trust. We provide a comprehensive, high quality, accredited, audited and fully computerised, consultant-led diagnostic and advisory service.

The services we provide include: Haematology, Blood Transfusion, Biochemistry, Immunology, Microbiology, Virology, Histology, Cytology, Mortuary and Phlebotomy Services.

Interventional radiology and radiology

Advances in medical approaches means that the nature of radiology is changing. Doctors can deal with any type of trauma injury using their fast reactive skills. Supporting trauma services, radiology provides 'to the injury point' medical solutions within hours of accidents, helping to prevent unnecessary operations. We provide a 24/7 on call service and a variety of interventional radiology procedures.

The services we provide include:

- Newly redesigned seven bedded wait area
- Admitting and discharging day case patients from our department
- Participation in the Level 1 trauma service by providing out of hours cover
- Working collaboratively with the Vascular team to provide an option for Endovascular repair

Diagnostic imaging – 300,000 examinations per year

The Trust's Radiology department provides an imaging service using a wide range of methods and specialised interpretation. The department provides imaging for the diagnosis and interventional treatment of a large array of conditions. In addition to diagnostic procedures, the Trust undertakes a wide range of interventional and therapeutic investigations: x-ray (general and emergency department), fluoroscopy and theatres; breast scanning; Magnetic Resonance Imaging, MRI scanning; computerised tomography (CT) scanning; bone density scanning; nuclear medicine; vascular imaging and interventional radiology. The Radiology service provides support for level one trauma, with 24/7 on site radiographer cover for CT, plain film and on call service for theatre, interventional and MRI scans. Radiology is a training department for radiologists, advanced practitioners, radiographers, assistant practitioners and nurses and is constantly evolving its techniques.



Clinical Support Services

Allied Health Professional and Therapies

All of our services are provided by a full range of specialists and therapy staff working as part of Multi-Disciplinary team. This includes activity coordinators to help stimulate our patients in ward settings. Our Dietetics staff provide nutrition and dietary advice for those with long term or challenging medical conditions. Our Speech and Language Therapy Team (SALT) supports patients with communication challenges. Our Occupational Therapists and Physiotherapists are to be found on many wards.

Anaesthetics

The Anaesthesia Department operates across both Coventry and Rugby sites with over 100 trained anaesthetists, more than 50 consultants, clinical leads, associate specialists and support staff and 40 doctors in training. The department provides cover for 305 elective surgical lists each week including general, regional and local anaesthesia. It provides a 24/7 emergency service and underpins most of our resuscitation services.

Centralised Booking

Managing the large number of patient appointments requires a large number of staff to ensure patient telephone calls and letters are dealt with in an efficient way. In recent years we have introduced text reminders to help patients remember their appointments. We will be bringing in more digital solutions for patients as people increasingly prefer email communications to help save time.

Critical Care

UHCU has two Critical Care units located at University Hospital: a General Critical Care Unit (GCCU) and a Cardiothoracic Critical Care Unit (CCCU).

Critical Care provides specialised, continuous, multi-disciplinary care for patients with a life-threatening but treatable condition who require constant attention from specialist nursing and therapy staff at an appropriate ratio. They need to be monitored continuously, with staff able to interpret and act immediately on their needs. Some patients will need artificial organ support and advanced therapies to help them.

General Critical Care is an exciting and challenging department due to the complex and specialist needs of our patients. The General Critical Care service has 30 bedded High Dependency and Intensive Care Units supporting polytrauma patients from around the Midlands region, patients requiring radiological interventions and patients with surgical, medical, orthopaedic and obstetric needs. We provide a Critical Care Outreach Service and Critical Care Follow Up Service.

The services we provide include:

- Tertiary Neurosurgical Referral Unit
- Care for complex surgical patients
- Care for ventilated patients
- Care of patients requiring non-invasive ventilation
- Care of neurological and general medical patients requiring therapies
- Provide renal dialysis for unstable patients
- Care for patients with complex infectious diseases

The Cardiothoracic Critical Care Unit is managed by cardiac and respiratory teams with 22 beds.

Medical Equipment and Bioengineering Services (MEBS)

MEBS provides support and services for the extensive medical equipment within the hospital.

Medical Illustration

A number of clinical conditions or injuries benefit from being tracked with photos to research and look at the nature of a patient's condition as well as the deterioration and improvement. The Medical Photography and Illustration team consists of professionally qualified staff, who assist with the production of clinical photography including videography and animation to help as tools in the identification and teaching of medical problems.

Outpatients

The Trust provides Outpatient Services for a range of specialities and conditions including medicine, cardiology, ophthalmology, neurology, rheumatology, diabetes, respiratory and elderly medicine. Surgical clinics include ear, nose and throat (ENT), dentistry, colorectal, vascular, orthopaedics and trauma. Blood test services are provided within Outpatients as well as physiotherapy and occupational therapy. Outpatients include all areas where people undergo physiological measurements, diagnostic testing, receive their diagnostic test results, are given advice, care and treatment without being admitted as an inpatient or day case. Outpatient Services are located through

University Hospital with a main hub situated on the ground floor served by several reception desks. The fracture clinic and dermatology clinic are nearby. There is a Wisdom Centre that provides clinical support for patients with diabetes and hormonal illnesses through education, research and physiotherapy.

Pain

As a busy teaching hospital, a large amount of our patients can suffer from acute pain. This can be due to surgery, trauma or related to an exacerbation of a medical condition. It is our role to optimise pain management strategies and ensure patients have access to best practice in this area. We work and liaise with the multi disciplinary team including anaesthetics, nursing and medical staff, pharmacists, physiotherapists and major trauma co-ordinators to provide holistic patient-centred care.

One of our 800 volunteers making a difference



Pharmacy

Our large and modern Pharmacy Department, based on both hospital sites, has an innovative approach to pharmaceutical care with pharmacy led specialist clinics. UHCW has just rolled out the largest medicines digital cabinets “omincell” enhancing safety and management of medicines across all services.

Theatres

We have a total of 33 theatres and a day unit providing:

- Major Trauma Service - care for polytrauma patients
- Neurosurgery
- Day Surgery Unit (DSU) Ward with 31 beds
- State of the art robotic surgery for the previously inoperable in head and neck, urology and colorectal surgery

- Cardiac surgery, renal transplant surgery and 24/7 emergency and trauma surgery
- Obstetrics, gynaecology, ear, nose and throat, maxilla facial, orthopaedics, urology, colorectal, vascular, ophthalmology, plastics and breast

Ophthalmology

Ophthalmology offers all the sub-specialties including: cataract, cornea, glaucoma, paediatric ophthalmology, oculoplastics, medical retina, laser service and vitreo-retinal services. We also provide eye casualty services for across the Coventry and Warwickshire area.



Catherine Baldock wins national NHS top award from NHS Chief Executive Simon Stevens for Compassionate Care and implementing RESPECT programme into UHCW.

Hospital of St Cross Rugby



The Hospital of St Cross in Rugby was built in 1884 and today Hospital of St Cross has 110 beds and six operating theatres, including one mobile theatre. It enjoys high scorings on NHS.com from patients regularly scoring our services four to five stars for quality of care. The hospital was rated as 'good' following CQC inspection in 2018. It has an excellent reputation for elective surgery and rehabilitation services, with many trauma and orthopaedic operations.

Our two hospital sites are linked by a shuttle bus for staff and site coordinators ensure that we place patients in the right place for their care. For example, at Rugby Urgent Treatment Centre, Emergency Care Practitioners often rotate between sites to ensure there is continuous transfer of knowledge and processes.

The hospital has the Rugby Urgent Treatment Centre on site and also boasts a newly refurbished Blood Taking Unit and one of very few specialist Sleep Studies Unit, opened in 2018. The Dermatology, Endoscopy and Retinal Screening Unit is also based here. Services we provide:

- Cedar Ward (41 inpatient beds -elective orthopaedics)
- Hoskyn Ward (25 beds - sub- acute medicine)
- Mulberry Ward (22 beds -rehabilitation)
- Oak Ward (22 beds -rehabilitation)
- Rugby Urgent Treatment Centre with a clinically led service 24/7
- Diabetes Centre
- Main Outpatients Department
- Outpatients for Children's Services
- Dermatology
- Operating Theatres
- Ash Dialysis Unit
- Endoscopy
- Day Surgery Unit
- 69 inpatient rehabilitation wards and sub-acute medicine beds with 1200 admissions per year
- 41 elective orthopaedic beds -2,300 admissions per year
- 22 day Surgery Beds (8,700 day cases per year)
- Specialist Sleep Studies Unit

Research, Development and Innovation

UHCW has a strong reputation as a leading institution for research and teaching.

The Trust's mission statement is to Care, Achieve and Innovate. Research into new treatments and interventions means that our patients benefit from the latest evidence-based practice. We work in partnership with universities, industry and other partners to develop research within the Trust.

A dedicated team helps our clinicians achieve excellence through widening their knowledge base through effective research. Its aim is to:

- Increase high quality research and development activity that impacts positively across the organisation to improve the quality of care.
- Provide quality management and support for research and development.
- Raise the profile of Research and Development via engagement with, and involvement of, our patients, staff and the public.

The department is able to help establish Clinical Trials where a new drug or new invasive treatment is being tested. They ensure that we do this within clear national guidelines. The team also builds collaborations and partnerships with industry. It oversees our investment into research facilities and our specialist research facilities such as the Tissue Bank, our Research Treatment Centre and Cancer Research Unit. We encourage innovation research within our Trust and the team are able to help with feasibility and capability assessments as well as ensure we adhere to best practice around governance such as ethics, data recording and risk assessments.

The Research and Development team provides advice on all aspects of clinical care to support and develop research activities within the Trust, including:

- Registration
- Ethics and approvals
- Governance
- Statistics and design support
- Intellectual property
- Good research practice
- Honorary contracts
- Applying for research funding

In a typical year, the Research and Development team is supporting:

- 140 researchers
- 120+ staff to undertake some type of research (full or part-time) within their roles
- 4,583 patients to access research opportunities
- £6.8 million income invested into UHCW
- 400+ research projects

As medicine is changing, the Research and Development Team helps maintain our focus on emerging technical and clinical improvements to offer the best care possible.

Medical Education

Medical Education helps provide comprehensive training and support for our clinical teams with a wide range of specialist courses and access to expertise. Working closely with both of our university partners at Warwick Medical School and Coventry University, our staff benefit from the finest resources at their fingertips.

The services they provide include:

- A dedicated Clinical Sciences Building with 250 seat modern lecture theatre
- Seminar rooms with IT links to main lecture theatre and key locations within the hospital
- Full size mock ups of operating theatre and ward to train staff in techniques
- Learning resources in a modern library setting with IT connections for over 250 laptops
- Online access to over 200,000 publications and specialist journals with professional knowledge service advisors
- National and international conference facilities
- Full catering facilities and free wi-fi
- State of the art Clinical Simulation Centre and Clinical Skills Wing
- Research laboratories

Core Services

Our 9,000 staff include a whole range of trust-wide support services supporting high quality patient care

Our Core Services are dedicated to supporting frontline care.

The Communications Team manages our external information to patients through our website, social media and patient information, ensuring patients can find out information about our hospitals. The team also manages internal information, keeping the intranet up to date with the latest information, campaigns and events.

The Corporate Affairs Team supports the formal aspects of running a public sector organisation, various leadership groups and a range of committees with suitable scrutiny and expertise. It also helps deal with enquiries for Freedom of Information and Subject Access Requests as well as managing legal services and complaints.

All staff in the Trust are trained in equalities and diversity awareness so that our workforce is in touch with all the communities we serve.

Maintaining and upgrading our two hospital sites and their facilities is a significant challenge and our Estates Team works closely with a number of partners to keep our environment and equipment effective and safe. A PFI contract is in place with ISS, which provides all our 'soft' services such as cleaning, portering, transport and catering. These arrangements extend to both hospitals.

Running a large site requires services such as security, switchboard, car parking and meeting rooms management and our Facilities Management Team keeps everyone safe and the buildings moving operationally.

Our services are 'commissioned' and paid for from a number of different organisations. Specialised Services, often high cost and low volume procedures such as transplant, are paid for by NHS England whereas more common and higher volume operations or care may be bought by local Clinical Commissioning Groups from across the Midlands. Our Finance and Procurement Teams ensure that we get paid for what we do but also achieve value for money.

Our Nursing and Care Team is home to some of the services that benefit all patients such as our Bereavement Service, Chaplaincy Services, Infection Prevention and Control, Patient Discharge Lounge, Enhanced Care Team, Sterile Services, Safeguarding and Tissue Viability.

Clinical care uses a large number of different ICT solutions and our ICT Team is responsible for ensuring our staff have access to computers, appropriate software and are empowered with the latest technical help.

Keeping a hospital 'moving' is always a challenge, especially in a big trauma hospital. That is where our Operations Team helps manage the site operations with a view on when resources are becoming too busy or need assistance. With a busy site control suite where all services report each day, the team is ready to respond to whatever major issue or incident occurs around the clock.

Reading through the huge number of services we provide, it is essential to know how we are performing in delivering care. Our Clinical Groups provide details to the Performance and Informatics Team of how many operations they have done, when and how quickly.

Our Workforce, Learning and Development teams support staff from the moment they are recruited with training and development opportunities to support their career growth. As a major employer in Coventry and Warwickshire we aspire to be a model employer.

The Occupational Health Team provides health support and delivers an extensive health and well-being programme for our staff.

Looking at what is next in healthcare and how we can implement innovations to provide better care is what sets us apart. Driven by our Innovation team, UHCW is always striving to stay ahead of the curve.

The Transformation team is constantly looking at areas where we could move forward as an organisation to better provide for our patients.

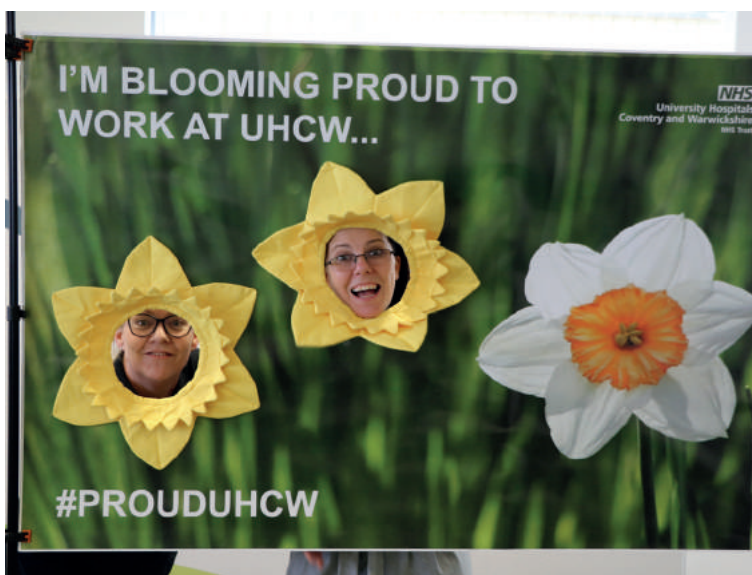
Information and analysis are provided to regional and national NHS organisations, as well the Trust Board, so we can make decisions on how to best run the Trust and meet changing trends in patients' needs.

Quality and safety of care is vital for all the services we provide. The Quality and Safety Team provide a number of services such as our Patient Advice and Liaison Service who signpost patients to the right support. They review the many different ways that patients feedback their views about the care we have provided so that we learn quickly about improvements we need to make. Our Involvement Hub in main reception provides constant feedback or 'impressions' which is fed directly back to teams. If there is a patient safety incident, our award winning Patient Safety Team is immediately on scene to talk patients but also support our staff and quickly learn from this.

People are living longer and medical advances mean that our wards regularly see people reaching their 100th birthday, something that was unusual not so long ago. The NHS is looking at how we meet this increasing demand for our services by getting health

and social care services to work even more closely together. Our Strategy Team works with our external partners on some of the future plans for healthcare and working with the Coventry and Warwickshire Health and Care Partnership.

The quality of our services is down to the quality of people we have delivering care. Our staff have developed a set of values that guide the way we work and care for patients.



The Coventry and Warwickshire Area



Coventry and Warwickshire Area

We love living in Coventry and Warwickshire. Here are just some of the reasons why:

- Benefits of a large city with wonderful countryside
- One of the youngest populations
- Coventry is the third happiest city in the UK (*2018)
- Rugby is steeped in history and sporting innovation
- Diverse and vibrant - delighted to host the Coventry City of Culture 2021

Central Location

Coventry and Rugby are located in the central Midlands with excellent access to major cities and resources. A quick direct journey from London and Birmingham, they are surrounded by industry and some of the finest

schools in the country. We have several airports close to the hospitals, including Birmingham, East Midlands and London Heathrow.

Education

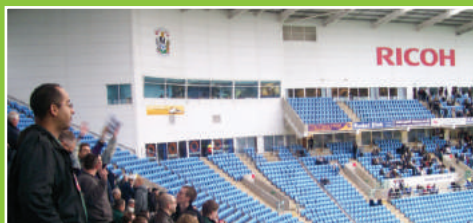
For families wishing to make a home here, there are excellent state schools in Coventry and Warwickshire and surrounding areas as well as high ranking public schools. We also have top colleges and Universities such University of Warwick, where we work in partnership

with Warwick Medical School. Coventry University, voted top for nursing teaching in the country and one of the best student experiences nationally is a strategic partner with our hospitals.

Quality of Life Second to None

Coventry is diverse and vibrant city surrounded by beautiful countryside and picturesque villages. There is a wealth of entertainment in Coventry and the surrounding areas, including restaurants, award winning museums, galleries, parks, theatres and gardens. That is why we were chosen to be Coventry City of Culture 2021. Our staff are excited about the cultural

programme planned over the next few years and the impact it is set to have on the city and beyond. The award winning Ricoh arena hosts concerts, exhibitions, conferences and sporting events and the Birmingham NEC is less than 20 miles away. The annual Godiva Festival is an opportunity for the community to celebrate life in Coventry and Warwickshire.











Now that you have seen what an exciting and innovative Trust we are and the range of services, support and opportunities that we can offer, we would like to hear from you.

For further information into opportunities across University Hospitals Coventry and Warwickshire NHS Trust, please contact the Resourcing team on:

Telephone: 02476 969192

Email: recruitment@uhcw.nhs.uk

For more information please visit: www.jobsatuhcw.co.uk

University Hospital

Clifford Bridge Road
Coventry
CV2 2DX

Hospital of St Cross

Barby Road
Rugby
CV22 5PX



[www.
jobsatuhcw.co.uk](http://www.jobsatuhcw.co.uk)

Email
recruitment@uhcw.nhs.uk



We Care. We Achieve. We Innovate