

In this edition:

• Involvement Hub • Patient Panel • Compassionate Communities • Take a Breath • PALS Service • Blood Test

New Involvement Hub at University Hospital, Coventry



A new Involvement Hub has now opened in the main entrance of the University Hospital in Coventry. The Hub was officially opened on 12 March by Professor Andrew Hardy, Chief Executive Officer at University Hospitals Coventry and Warwickshire (UHCW) NHS Trust. Professor Meghana Pandit, Chief Medical Officer and Deputy CEO, Consultant Gynaecologist said: "The Hub offers a fantastic opportunity for patients and carers to provide feedback on our services. It's essential that we create new and innovate ways to listen to the views of our patients so we can ensure our services are responsive to their needs."

The Hub provides opportunities for interactive involvement through new feedback kiosks. The Hub location will also be used for a range of engagement sessions on topics such as diabetes and dementia, along with demonstrations on new

equipment and opportunities to input into service improvements.

Patients and relatives are invited to come along and get involved using our new feedback kiosks and share their experience of using our services.

Welcome

Welcome to our first 'We Care' newspaper. This publication has been developed to provide useful information for patients and those using our hospital services. The newspaper will be published quarterly and available free at both our hospital sites. We hope we can share with you some new and exciting initiatives taking place at the Trust. This issue will cover:

- Developing a new Patient Involvement Programme.
- Compassionate Communities Project.
- The new Involvement Hub.

We would like to hear what you thought of this issue, please email us at:

patientinsight@uhcw.nhs.uk

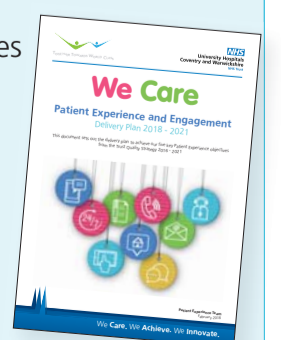
Thank you.

Paula Lloyd Knight
Associate Director
of Quality
UHCW NHS Trust



New Patient Experience and Engagement Delivery Plan

The Trust has recently released its 4 year Patient Experience and Engagement Delivery Plan which outlines its commitments and objectives around providing opportunities for patient voice to be at the heart of its service improvements. Jenny Gardiner, Director of Quality Said 'I'm really pleased that we have been able to work with patients as partners to develop key aspects of the delivery plan, which provides an excellent road map for the Trust to work with patients to improve the services we provide'



Support for bereaved - Compassionate Communities (Coventry)

Compassionate Communities is a local initiative which aims to offer support to the dying and bereaved. This is a partnership between UHCW NHS Trust Department of Spiritual Care, Coventry and Warwickshire Partnership NHS Trust, Community Palliative Care Team and Myton Hospice.

The chaplains along with Palliative Care nurses in the hospital recognised that non-medical support was crucial to the overall care and support for a dying person and their family. The idea for the project was developed by Simon Betteridge (Lead Chaplain), Sharon Hollyoak (Enhanced Supportive Care Nurse Lead for Cancer), and Kristine Davies (Head of Voluntary Services).

Having listened to the experience of patients and their families, it was clear that more could be done to support people. Local feedback and national research has shown that people could become anxious and isolated at home when dealing with a

life-limiting illness. It also showed that those who were bereaved, particularly elderly, were more likely to become isolated and admitted to hospital themselves following a loss. Different models around the country were looked at before coming up with a model that fit the needs identified in Coventry.

The aims of the service are to support:

- People in the last year of life and their carers.
- People in the last days of life and their carers.
- Bereaved relatives after their loved one has died.

UHCW NHS Trust recruited 10 volunteers to provide the



Compassionate Communities Service. The volunteers, who come from varied backgrounds with a wide age spread, took part in three days of training in November. The service was launched by Nina Fraser, Chief Nursing Officer, at UHCW and Ruth Freeman, Chief Executive, of Myton Hospice. Referrals are being initially taken from the Community Palliative Care Team, the Palliative Care Team in University Hospital, Coventry and from Myton Hospice.

When offering support the volunteers will seek to give comfort and support to the patient, family or a carer at their time of need by being present within the patients' or carers'

home in a supportive non-medical role. They will listen to their needs and feelings enabling them to show understanding and compassion appropriate to individual needs. When appropriate they will give guidance and support by signposting them to an appropriate professional. The intention is that by providing a level of support suitable to meet the patient's needs before death, the volunteer will then be best placed to provide support to the bereaved when their loved one dies.

If this initial phase of the service is successful it is hoped to widen the provision by taking referrals more widely in the community.

Would you like to help shape research at UHCW?

The Research and Development Department at University Hospital Coventry and Warwickshire NHS Trust (UHCW) are looking for patients, carers and members of the public to join the Research Patient and Public Involvement (PPI) Team.

Research is an essential part of healthcare development. We need to carry out research to develop new treatments or to decide which is the best available treatment or care. UHCW is very active in research, with over 4,000 patients taking part in a wide range of studies each year. It is important that patients, carers and the wider public have an opportunity to contribute their point of view about how the research at UHCW is undertaken.

By joining the PPI Team patients, carers and members of the public can use their personal experiences and perspectives to guide and shape research at UHCW. Some of the ways that the PPI Team can influence research include:

- Working with researchers to develop study proposals by giving a lay person's perspective.
- Reviewing study documents produced for patient information to ensure that they are easy for the patients to understand and provide relevant and appropriately phrased information.
- Sitting on a study steering group to give a non-clinical perspective from the start to end of a study.

- Suggesting a research topic that they think is important.
- Becoming a volunteer Patient Research Ambassador who promotes research to patients, the public and healthcare staff from their point of view.



Willy is a Patient Research Ambassador at UHCW and also the Chairman of the Friends of St Cross.

Willy's interest in research was stimulated by the amazing care his wife received when she had a series of heart events and his own involvement in a research trial for prostate cancer.

Willy said "I don't think the public is generally aware of all the world class research and care that is being undertaken at our local hospitals. There is so much we should be proud of and if we are better informed then more people will be encouraged to take part to help support and shape the future of healthcare".

Contact Us

If you are interested in joining the research PPI Team at UHCW or would like further information please contact us:

E-mail:
Research.PPI@uhcw.nhs.uk
Telephone: 024 7696 6201

Take A Breath - Respiratory Service in Rugby

The Take A Breath (TAB) project seeks to apply an asset-based community development approach to improve wellbeing and reduce the high levels of anxiety and social isolation observed in individuals with severe Chronic Obstructive Pulmonary Disease (COPD) in Rugby

Individuals with COPD suffer from chronic ill health and are at risk of early death and high utilisation of healthcare resources. Its symptoms, including breathlessness and a cough, can lead to and amplify anxiety, low self-esteem and social isolation. These in turn lower mental wellbeing and can result in both poor self-management and a lack of engagement with key treatments for COPD such as smoking cessation and pulmonary rehabilitation. People with COPD can become trapped in a negative cycle where poor self-management / engagement leads to worsening symptoms, further anxiety and social isolation and thus poorer self-management / engagement and further worsening of symptoms, increased exacerbations, visits to GPs and hospital admissions.

Building on the success and lessons learnt in the Coventry service we are now aiming to use a similar model to positively affect the well-being of people with COPD in the Rugby area. This will be a partnership between UHCW NHS Trust led by the Department of Spiritual Care, Rugby Myton Day Hospice, ConnectWELL and SWFT through its community nurses.

People will initially be invited for a 12 week period over which time there will be the opportunity to be part of an active community based at Rugby Myton Day Hospice. The programme will include a mixture of social activities and therapeutic input. During the 12 week period a 'Navigator' from the ConnectWELL Social Prescribing Service will work with those attending to help them engage in activities which focus

on the individual, their aspirations, needs, assets and their context within a community.

It is hoped that the above service will result in:

- Reduced social isolation.
- Reduced anxiety.
- Increased mental wellbeing.
- Transformation change in individual lives as evidenced by personal stories.
- Improved confidence in ability to self-manage.
- Reduction in unplanned admissions.
- An innovative and integrated model of service.

For more information about this service please contact:

Simon.Betteridge@uhcw.nhs.uk

Opportunities to become involved

- **Become a Patient Partner** - interested in supporting the Trust to improve its services.
- Want to stay in touch with what's happening at the hospital - sign up to receive email updates about events
Contact: **Julia Flay**
Patient Involvement Manager

Tel: **024 7696 5186** or email: **patientinsight@uhcw.nhs.uk**

Nominate your UHCW heroes for an OSCA



We are calling for patients and relatives to nominate staff and volunteers for our 11th annual Outstanding Service and Care Awards (OSCA).

You can complete a nomination online via UHCW's website at **www.uhcw.nhs.uk/osca**. Alternatively you can ask for a nomination form to be posted to you by emailing: **oscas@uhcw.nhs.uk** or calling **024 7696 7617**.

Extending opening times for the Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) at the Coventry hospital site has changed locations. It has moved to the opposite side of the main entrance atrium and now has bright new signage. The new PALS centre will now be open from 9.00am until 8.00pm Monday to Friday for face to face advice and support. By the 1 May 2018 the service will also be available at the weekend providing face to face advice and support: Saturday 12.00pm - 5.30pm and Sunday 1.00pm - 5.30pm.

The centre will stock a range of Trust patient information leaflets, many available in easy read formats. PALS also have a 24 hour voicemail service **0800 028 420**, where you can leave a message and a PALS officer will call you back between 9.00am and 8.00pm Monday to Friday or over the weekend (from 1 May 2018).



The PALS team can help if you have comments or concerns about the service provided by our hospitals. If you or your relatives or carers have queries or you are unhappy with any aspect of your care PALS is there to support you. The PALS will:

- Listen to your comments.
- Provide confidential advice and support.

- Liaise with clinics and wards on your behalf.
- Offer information on how to make a complaint.
- Forward compliments to staff across the organisation.

For more information on what's available pop along to the new PALS centre at the Coventry site and meet some of our friendly PALS staff.

Dates for your diary

April 24

We Care Event - Coventry Site
10.00am - 3.00pm

Launch of the Patients Partner's Programme

May 31

Patient Partners' Induction Day (cohort 1)

June 4

Patient Partners' training (cohort 1)

June 11

Patient Partners' training (cohort 1)

June 15

Patient Partners' training (cohort 1)

Hospital of St Cross

June 7

Patient Partners' Induction Day (cohort 2)

June 19

Patient Partners' training (cohort 2)

June 21

Patient Partners' training (cohort 2)

June 26

Patient Partners' training (cohort 2)

Developing a new Patient and Public Involvement Programme

The Trust embarked on co-developing a new Patient Involvement Programme and ran a series of co-developmental events.

The first event took place on the 2 October 2017 and was aimed at staff and local voluntary sector organisations.

The second event took place on the 27 November 2017 and was aimed at patients and their carers.

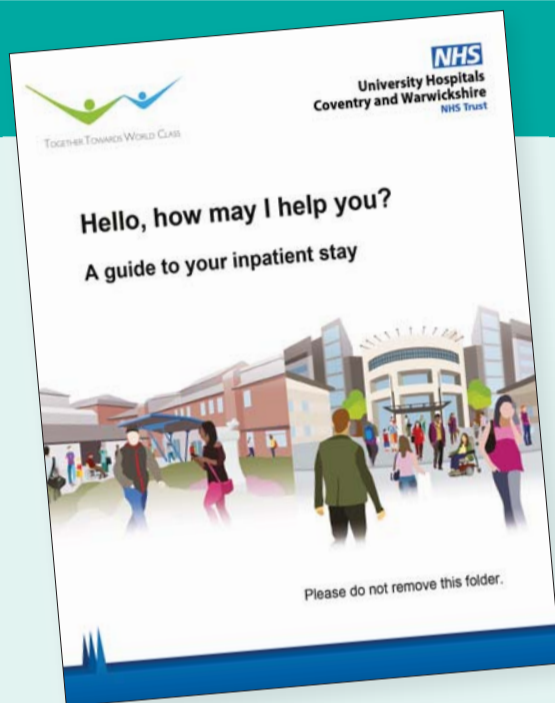
The final patient and carer event took place at the Hospital of St. Cross, Rugby on the 19 December 2017. In total 73 people attended the three events and helped to co-develop the new Patient and Public Involvement Programme.

As a result of the events a new Patient Partners' Programme will be launched in April during International Experience of Care Week, 23-27 April 2018. The event is open to all Coventry

and Rugby residents.

If you would like to find out more about becoming a Patient Partner or get involved in helping to improve the quality of the services provided by the Trust please contact our Patient Involvement Manager Julia Flay on:

024 7696 5186 or email:
patientinsight@uhcw.nhs.uk



New bedside folders at UHCW

All adult inpatient wards will have a new bedside folder that will provide patients with:

- A range of information to make their stay at the Trust as comfortable as possible.
- Inside the folder will be a new patient diary called 'Hello how may I help you' this gives every adult inpatient the opportunity to keep their own personal record of their stay and experience while in our care.

- Practical information such as: menus, Trust facilities and their opening times.
- An easy guide to ward staff uniforms.
- Advice on how to complain and access to spiritual care.

There will be an opportunity to tell us about your views of the new folders later in the year using the Involvement Hub feedback kiosks, look out for an update in the next edition of 'We Care'.

Book more convenient blood tests at the Hospital of St Cross

People in Rugby can now book their blood test outside work or school opening times at the Friends Blood Taking Unit at the Hospital of St Cross.

By booking an appointment online, adults and children can now get their blood taken at the following times:

- 7am - 8am, Monday to Friday, excluding bank holidays
- 5pm - 7pm, Wednesday
- 7am - 10am, Saturday

The new extended opening hours are only available for people who have pre-booked their appointments.

During the standard opening hours of 8am and 4.45pm, Monday to Friday, people can pre-book appointments for either

adults or children. For adults only, people can choose to walk into the unit to wait for a phlebotomist to be available during standard opening hours.

Free 30 minute car parking is also available at the Hospital of St Cross for people attending blood-taking appointments.

Norma Langridge, Supervisor at the Friends Blood Taking Unit at St Cross, said: "We have such good feedback about the care the phlebotomists in the unit provide, but people told us that they were having to book time off work or take their children out of school.

"We've listened to what they've told us, and we're so pleased that we can now offer early morning, evening and Saturday appointments to people to fit around their busy lives."

The £400,000 Friends Blood Taking Unit opened in December 2015. The Friends of St Cross raised £130,000 towards the development of the unit.

Willy Goldschmidt, Chairman of the Friends of St Cross, said: "We are delighted that the Friends Blood Taking Unit has made such a difference to the thousands of patients who have attended the unit every week

since it opened. All credit to the great team for the service they have delivered and it is great to know that they are now expanding and adapting the service to meet the demand which has increased significantly since the unit opened."

There are over 30 blood test service locations in and around Coventry and Rugby.

Adult and children's blood tests at the Hospital of St Cross and other centres can be booked here: www.swiftqueue.co.uk/uhcw.php

