

# Annual Review 2009-10





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# Our Vision

To deliver the best in care

# Our Purpose

To provide leading edge healthcare for the people and communities we serve locally, nationally and internationally by delivering excellence in patient care through clinical expertise, research, innovation, teaching, training and support services.

# Our Values

## Respect

We respect each other at all times with regard to age, disability, gender, position, race, religion and sexual orientation through professionalism and courtesy, treating all patients, colleagues, visitors, carers, communities and others as they would wish to be treated.

## Responsibility

We take personal and collective responsibility to do the best we can, working towards agreed individual and Trust-wide goals and expect to be held accountable and to challenge poor performance.

## Honesty

We are open, have integrity and are inclusive in our engagement and our decision processes.

## Innovation

We strive to be responsive, creative and flexible, always looking for ways to do things better. We trial new ideas and share best practice quickly and fully.



# Chairman's welcome

Welcome to University Hospitals Birmingham NHS Foundation Trust's (UHB) Annual Review. I hope you find it interesting, informative and easy to read.

The Annual Review is a summary of the activities of our hospitals – Queen Elizabeth, Selly Oak Hospital and the new Queen Elizabeth Hospital Birmingham – over the last 12 months. It also provides some of our patients with the opportunity to share their experiences of the care we deliver.

I am delighted to say that 2009/10 has been another tremendous year at UHB.

For the first time we have received ratings of 'Excellent' for Quality of Services and 'Excellent' for the Use of Resources from the Care Quality Commission (formerly the Healthcare Commission) which place us amongst the top 10% of high performing trusts in the country.

We have maintained financial balance for the 14th year in succession; we have met, and in many cases, exceeded our operational targets treating nearly 700,000 patients across the region.

We have continued to improve patient experience and have made significant reductions in MRSA and Clostridium Difficile rates for the third successive year.

Our Board of Governors and our members play an ever-increasing role in shaping our future and setting our priorities. Over the past 12 months, we have developed our membership and provided more opportunities than ever for our patients and local communities to be actively involved in helping us to deliver the best in care.

I would like to take this opportunity to thank all of you – our members, governors, staff, patients and the public – for the contribution you have made to the Trust over the last year.

Albert Bore

Chairman



# Chief Executive's welcome

The Annual Review is a more reader-friendly, patient-focussed alternative to the Annual Report and Accounts, which we are required by law to produce for Parliament and our regulator Monitor. I hope you find it informative and I welcome your feedback.

This is the fourth year I have been Chief Executive and I am proud to say that thanks to each and every one of you, we have had another very successful year at UHB. As the Chairman has outlined, we have achieved outstanding ratings from the Care Quality Commission, we have continued to reduce infection rates and ensured that our patients benefit from some of the lowest inpatient and outpatient waiting times in the NHS.

By far the biggest challenge over the last 12 months has been planning for the move into the new hospital, which received its first patient on 16 June 2010. To have the opportunity to be involved in a project of this magnitude is a great privilege. Over three days we successfully transferred over 400 patients from the old Queen Elizabeth and Selly Oak hospitals – an amazing achievement from all involved.

There are some tough challenges facing the NHS over the next few years and we have developed a strategy to ensure we are prepared.

Our key priorities are:

- To deliver the highest levels of quality evidenced by technology, information and benchmarking
- To listen to what patients want and respond quickly and proactively
- To create a fit-for-purpose workforce for today and tomorrow
- To ensure UHB is a leader of research and innovation

Julie Moore

Chief Executive

# About University Hospitals Birm



University Hospitals Birmingham NHS Foundation Trust (UHB) is the leading university teaching hospital in the West Midlands. It provides traditional secondary care services to the adult population of South Birmingham and specialist tertiary care across the West Midlands and beyond.

The Trust runs three hospitals, the Queen Elizabeth Hospital Birmingham, Queen Elizabeth Hospital and Selly Oak Hospital, which provide adult services to nearly 700,000 patients every year, from a single outpatient appointment to a liver transplant. The Trust is a regional centre for cancer, trauma, burns and plastics, and has the largest solid organ transplantation programme in Europe.

The Trust employs around 6,900 staff and has recently transferred services from Selly Oak Hospital to Birmingham's first new acute hospital in 70 years – the Queen Elizabeth Hospital Birmingham, which opened its doors to patients on June 16, 2010.

UHB achieved Foundation Trust status on the 1 July 2004. It has around 24,000 members and a Board of Governors. In 2009/10 its annual budget was £496 million.

UHB is one of the country's top 10% of consistently high performing trusts and received 'Excellent' for its financial management and 'Excellent' for the quality of its clinical and non-clinical services in the Care Quality Commission's Annual Health Check.

## Trust Performance

In 2009/10, the Trust has been successful in meeting and exceeding national targets and has also seen an increase in the number of patients being treated at its hospitals. Some 98.6% of patients (an increase on the previous year) were seen in A&E within four hours. The Trust has also exceeded national targets on inpatient, outpatient and cancer treatment waiting times, ensuring patients benefit from some of the lowest waiting times in the country.



# ingham NHS Foundation Trust



## Infection prevention and control

The Trust continues to hold infection prevention and control as one of its top priorities.

In 2009/10, the Trust once again, made significant reductions in MRSA and Clostridium Difficile rates seeing decreases of nearly 63% and 50% respectively.

Root cause analyses into individual cases of infection, provide valuable insight into preventing the spread of infection.

Awareness campaigns such as Infection Prevention and Control Week continue to educate staff, patients and visitors about the importance of hand hygiene.

In November the Trust's Patient and Carer Councils led the fourth annual Clean Your Hands Campaign, using ultraviolet glow boxes to demonstrate effective hand washing techniques. Staff

and members of the Councils visited wards and departments across a two-week period offering leaflets, promotional items and hand gel to patients, visitors and staff.

They also held information stands and conducted surveys, the results of which were fed back to the executive-led Infection Prevention and Control Committee.

See the infection control video at [www.youtube.com/user/uhbvideos](http://www.youtube.com/user/uhbvideos)

## Developments in Quality

UHB has made good progress in all three quality improvement priorities for 2009/10: reducing medication errors, reducing infection, and improving patient experience and satisfaction.

A number of initiatives set up to improve patient experience have

shown very encouraging results. Patient survey responses show 87% of patients feel they are always treated with dignity and respect – an increase of nearly 20% on the previous year's results; 93% of patients felt that their privacy was maintained at all times during their treatment – an increase of around 15% and the overall experience at UHB was rated good, very good or excellent by 95% of patients surveyed.

A key part of UHB's commitment to quality is being open and honest about performance. In November 2009, the Trust launched dedicated Quality web pages to provide staff, patients, members of the public and other stakeholders with regular up-to-date information on the Trust's performance in relation to the quality of our services. These can be found via the Trust website at: [www.uhb.nhs.uk/quality.htm](http://www.uhb.nhs.uk/quality.htm).



To ensure that patients are actively involved in their treatment, the Trust has developed a secure, prototype website called 'My Health at UHB' where patients with chronic long-term conditions can view information about their condition, appointments, blood results (within certain restrictions), how to contact other patients with the same condition and to access advice. The Trust intends to pilot this within Liver Medicine during 2010/11, and potentially within other specialties. To ensure the information is used appropriately, access to the website will be only be granted following discussion between individual patients and their consultants.

### **Compliments and complaints**

The number of compliments the Trust received rose significantly during 2009/10. The majority of compliments are received in writing – by letter, email or feedback leaflet – and the rest are received verbally via telephone or face-to-face. Whilst a high percentage of compliments are about the treatment, an increasing amount specifically mention medical or nursing care and the friendliness of our staff. In 2009/10, there was a 5.6% increase in the number of

formal complaints received by the Trust compared to the previous year, although the ratio of complaints to inpatient activity has actually dropped.

### **Supporting local people**

In July 2009, UHB launched its first Embrace course, a programme offered at the Learning Hub. As part of the programme, general advice, confidence training, financial guidance and good health tips are offered to those out of work.

The aim of the initiative, which will continue over coming years, has been to reach unemployed people in local communities and encourage them to pursue one of the Learning Hub's further pre-employment courses. These courses, including Activate and Building Health, provide training and advice for applying for jobs with the NHS.

The Learning Hub opened in 2008 with funding from UHB, several local partners and the European Social Fund. It is projected to help around 5,000 unemployed people over the next three years. UHB is also currently planning to help train 40 apprentices and provide a further 60 placement opportunities for young people under the Government's Future Jobs Fund initiative.

### **Building Birmingham a brighter future**

UHB is pivotal to Birmingham's regeneration. The health and social care sector as a whole accounts for over 10% of West Midlands gross domestic product. UHB itself has a similar budget to Coventry City Council – one of the biggest local authorities in England – and is Birmingham's third largest employer, employing some 6,900 staff.

The new Queen Elizabeth Hospital Birmingham, which opened in June 2010, is one of the region's largest capital projects and is adjacent to Birmingham University, creating one of Europe's largest academic/medical complexes. The development is a catalyst for the regeneration of South Birmingham.

### **Making patient experience count**

Improving patient experience continued to be a priority for 2009/10. Through Patient and Carer Councils, membership and the Trust's volunteer scheme, patient experience initiatives are making changes for the better.



# “You said, We did”

## You Said:

It was identified through food surveys that many of our patients would prefer a hot meal at lunchtime, rather than in the evening. This was supported by the senior nursing staff's 'Back to the Floor' visits.

## We Did:

Within four weeks, the Catering team and the Associate Director of Facilities had made changes which enabled patients to have hot food in the middle of the day. This involved changing staff rotas, delivery times from suppliers and reprinting menus.

## You Said:

Feedback from one patient revealed that the blankets available on the ward were too small and did not properly cover them when they were in bed.

## We Did:

New blankets were introduced across the Trust. Full size blue blankets are now used on beds and peach coloured half blankets are used as modesty blankets for transportation purposes only.

## You Said:

A mystery patient\* reported they had trouble seeing the steps leading out of the Diabetes Clinic. As visual impairment is a side effect of diabetes, this may well have been a widespread problem for our patients visiting the clinic.



## We Did:

We immediately contacted the UHB Estates team who painted white lines on the edge of the steps for improved visibility.

\*UHB's mystery patient scheme is similar to mystery shopping. Patients or carers are asked to provide feedback on their visit to our outpatient departments.

If you are a patient or carer and would like to join a Patient and Carer Council, please contact Carol Rawlings, Associate Director of Patient Affairs, on 0121 627 8179 or via email at [carol.rawlings@uhb.nhs.uk](mailto:carol.rawlings@uhb.nhs.uk).

# Board of Directors



**Sir Albert Bore**  
Chairman



**Julie Moore**  
Chief Executive

## Executive Directors



**Kevin Bolger**  
Executive Chief Operating Officer



**Kay Fawcett**  
Executive Chief Nurse



**Tim Jones**  
Executive Director of Delivery



**Dr David Rosser**  
Executive Medical Director



**Mike Sexton**  
Executive Director of Finance

## Directors



**Fiona Alexander**  
Director of Communications



**David Burbridge**  
Director of Corporate Affairs



**Morag Jackson**  
New Hospitals Project Director



**Viv Tsemelis**  
Director of Partnerships

## Non Executive Directors



**Professor David Bailey**  
Non Executive Director



**Gurjeet Bains**  
Non Executive Director



**Stewart Dobson**  
Non Executive Director



**Angela Maxwell**  
Non Executive Director



**David Ritchie**  
Non Executive Director



**Clare Robinson**  
Non Executive Director



**Professor Michael Sheppard**  
Non Executive Director



# Rabia Khanum - Welcomer

With a smile on her face and a spring in her step, Rabia Khanum a 44-year-old mother from Birmingham, spends her evenings greeting patients and visitors and helping them find their way around their hospital.

Making time to volunteer is not a problem to Rabia, despite her full-time role as an Information Assistant in the University of Birmingham's Medical Library, where she has worked for the last 12 years.


"I had always been interested in doing some kind of voluntary work," explained Rabia, "but I wasn't sure what I wanted to do; I had a couple of evenings free and enjoy helping people and wanted to play some small part

in helping the community, but being a very shy and timid person and lacking confidence, I never plucked up enough courage to give a go before.

"That was until the InsideOut hospital newsletter dropped in my lap. The Trust was advertising for volunteers to help out at the hospital, it was the 'sign' I needed to prompt me into applying for voluntary work. I started working at the old QE in August 2009. As I was already in full-time employment, I could fit it around the hours that suited me, I enjoyed it so much and the rest as they say is history. I have got to meet some really nice people - staff and visitors, and it has really brought me out of my shell and renewed my confidence."

Rabia, like so many of our volunteers, gets a great deal of personal satisfaction from giving up a few hours each week to help our patients.

"For many that come to the hospital, on their first visit it can seem a daunting and a confusing place, so we try to provide a friendly welcome to the many visitors that come through the doors," reveals Rabia, "just seeing a friendly, smiling face can put them at ease a little. On the whole visitors and patients are very friendly. The gratitude, appreciation and thanks we get are a real confidence booster - it makes the job so rewarding."



“ For many that come to the hospital, on their first visit it can seem a daunting and a confusing place, so we try to provide a friendly welcome to the many visitors that come through the doors ”

# Foundation Membership

Foundation Trusts remain part of the National Health Service and subject to NHS quality standards, performance ratings and systems of inspection. But most importantly, they are accountable to staff, patients and local people through foundation membership.

Members of UHB receive regular information about our hospitals, elect Foundation Trust Governors and, importantly, have the opportunity to give their views and opinions about how the hospitals are run and how they would like to see services develop in the future.

## What does being a member involve?

- **Thought Donor:**  
For those who have time to spare and are able to take part in activities around the Trust
- **Time Donor:**  
For those who have little time on their hands to spare but want to share their views and ideas

- **Support Donor:**  
For those who want to be involved in lots of ways from volunteering to joining a committee
- **Energy Donor:** For those who have bags of energy and like to do something active like fundraising

Typically, we offer members the chance to:

- Receive information - via electronic or hard copy - about the hospital
- Contribute ideas about the way the hospital runs and make suggestions for improvements
- Join special interest groups, and attend exclusive events to gain an inside view of the hospital
- Make the hospital aware of the needs and expectations of the local community

- Vote for the Governors - the representatives of all the members - or stand for election
- Be consulted on the activities of and attend open meetings of the Board of Governors

When UHB became a Foundation Trust (FT) on the 1 July 2004, it took an unusual approach to recruiting members through an opt-out system. The membership was a sizeable 100,000 – a membership that made meaningful engagement difficult to manage.

In July 2007 the Board of Directors and Board of Governors approved a new membership strategy, which focused on rationalising membership to those people who wanted to be actively involved in shaping the future of the Trust.

Over a period of 18 months, from May 2007 to September 2008, the Trust wrote to members on four separate occasions asking them confirm whether they wanted to remain a member of the Trust. As a



result of this exercise, a new membership of around 11,500 (excluding 6,900 staff) was formed.

In June 2009 the Trust launched a campaign to increase foundation membership, ensure the membership was representative of our patient population and the local communities we serve and to create a more engaged and informed membership.

To make membership more appealing and accessible, membership was split into four categories: thought donor, time donor, support donor and energy donor.

Each category offers patients and the public opportunities to be involved in a way that suits their individual circumstances from taking part in simple feedback surveys to giving up time to volunteer in our hospitals.

A number of recruitment channels were used with the most effective being direct mail-outs to a variety of groups from different backgrounds

and current patients, as well as recruitment 'days' within the hospital.

In March 2009 the Trust had 18,070 members. By March 2010 some 7,794 new patients, staff and members of the public had chosen to become a member of UHB.

This represents a 43% increase on this time last year.

To coincide with this campaign, the Trust also re-launched a much-improved membership magazine 'Trust in the Future' and improved the membership pages on its website. It also introduced a dedicated membership email and telephone number.

**Call: 0121 627 5757**  
**or email: [members@uhb.nhs.uk](mailto:members@uhb.nhs.uk)**





# Board of Governors

## Patient Governors



Valerie  
Jones



Colin  
McAllister



Jamie  
Gardiner



Shirley  
Turner

## Public Governors

### Northfield



Margaret  
Burdett



Edith  
Davies

### Selly Oak



Rita  
Bayley



John  
Delamere

### Hall Green



David  
Spilsbury



Tony  
Mullins MBE

### Edgbaston



Rosanna  
Penn



Prof  
Ian Trayer

### Ladywood



Shazad  
Zaman

### Perry Barr and Sutton Coldfield



Joan  
Walker

### Hodge Hill and Erdington



Monica  
Quach

### Yardley



Kadeer  
Arif

## Staff Governors



Dr Tom  
Gallacher



Patrick  
Moore



Erica Perkins



Susan Price



Barbara  
Tassa

## Stakeholder Governors



Prof  
David Cox



Ms Ruth  
Harker



Cllr James  
Hutchings



Rabbi Margaret  
Jacobi



Prof  
Edward Peck



Vice Admiral  
Raffaelli



# Best in Care Awards

In November 2009 the Trust held its first annual Best in Care Awards. The awards aim to recognise the efforts and achievements of staff, patients, members, governors, volunteers, fundraisers and ordinary members of the public who support our hospitals. The video of the event can be seen at [www.youtube.com/user/uhbvideos](http://www.youtube.com/user/uhbvideos)

The awards also recognise those who actively demonstrate the Trust's values – honesty, responsibility, respect and innovation. You can nominate individuals or teams who you think deserve their moment in the spotlight!

Choose from one of the following Award categories:

- Care Quality Award
- Best In Clinical Care
- Best In Non-Clinical Care
- Chief Executive's Innovation In Practice
- Governors' Award For Best In Care
- Volunteer Of The Year
- Contribution To Infection Prevention & Control Award
- Patient Carer Of The Year
- Member Of The Year

- Charity Supporter Of The Year
- Dignity In Care Award
- Chairman's Award For Employee Of The Year
- Outstanding Contribution To UHB Award
- Pat Taylor Award for Excellence In Service

To nominate someone who has gone that extra mile, visit the website [www.uhb.nhs.uk/bestincarenominations](http://www.uhb.nhs.uk/bestincarenominations) email [awards@uhb.nhs.uk](mailto:awards@uhb.nhs.uk) or call: 0121 627 2978



# Royal Centre for Defence Medicine

University Hospitals Birmingham is host to the Royal Centre for Defence Medicine (RCDM) whose primary function is to provide medical support to military operational deployments. The RCDM is a tri-service establishment involving service personnel from all three armed forces. It provides both secondary and specialist care for members of the armed services and has a special facility to treat those who are evacuated from overseas duties after falling ill or being injured. The Trust also holds a contract to provide medical services to defence personnel evacuated from overseas via the 'Aero-med' service.

Although the RCDM is based at Selly Oak Hospital, defence personnel are integrated across both sites and treat both military and civilian patients. It also has a dedicated training centre for military personnel and focuses on medical research.

## An award-winning partnership

The Trust has a strong partnership with the RCDM, both benefiting from the knowledge and expertise its professionals offer each other. Medical military staff gain valuable experience working in an NHS hospital, equipping them with the skills needed to take with them to theatre in war zones, and NHS clinicians learn

from dealing with more complex trauma injuries.

In 2009 staff at UHB, who have saved the lives of dozens of servicemen and women wounded in Iraq and Afghanistan, picked up two major awards for their work with the military.

The Military Civilian Health Partnership Awards recognised the outstanding achievements of blood transfusion consultant Dr Heidi Doughty, as well as the ortho-plastic team at Selly Oak Hospital.

Dr Heidi Doughty, who is also a colonel in the Territorial Army, won the 'Reservist of the Year' award for her pioneering work on improving blood platelet donation by soldiers to injured colleagues. "It's an honour that Operational Platelet Apheresis has been recognised by these prestigious awards," she said, "It's a real testament to the team both out in the fields in Afghanistan and at the centre back home in Birmingham, who have worked so hard to make this possible.

The ortho-plastic team, lead by Professor Keith Porter, won 'Team of the Year' at the awards ceremony held in Edinburgh. The team is responsible for many of the most difficult life-saving and life-changing procedures on the military patients brought to UHB.

Professor Porter felt the accolade was a just reward for the effort



by so many personnel serving with the RCDM, NHS staff and the many supporting agencies:

"It is an honour to receive this award, which recognises the sustained effort to provide the best care for injured military personnel, particularly at times of increased numbers. "Staff from all specialties and grades, no matter what their role, are recognised by this award."





“It is an honour to receive this award, which recognises the sustained effort to provide the best care for injured military personnel”  
**Keith Porter**

In 2009 “Wounded”, a BBC documentary, followed the treatment and rehabilitation of Parachute Regiment Lance Corporal Tom Neathway (pictured above) and Royal Irish Ranger Andy Allen after both suffered serious injuries in different incidents while serving in Afghanistan.

The documentary follows their initial fight for survival, after they were severely injured by improvised explosive devices

(IED). Tom was injured when an IED exploded near to him whilst his unit was on patrol in Kajaki, Helmand Province. He lost both legs in the blast and surgeons later had to amputate his left arm as well. Andy, also the victim of an IED, lost his right leg immediately and suffered serious damage to his eyes. Surgeons later had to remove his left leg in order to save his life.

They were both evacuated from Afghanistan to Birmingham,

where they were treated at UHB, both men spending time in Selly Oak Hospital’s critical care unit and undergoing multiple operations.

Screened in September 2009, the documentary won critical praise for its candid portrayal of the difficulties faced by both men in dealing with their injuries.

The documentary won Best Documentary at the 2010 BAFTA Awards.

# Patrick Room 10th Anniversary

The Patrick Room cancer support service celebrated its 10th anniversary on 2 February 2010. The idea for the Patrick Room was first conceived in 1999 after patient feedback inspired the Trust to look at starting an information and support service for cancer patients.

The idea for the service was realised by the Patrick family. Mr Patrick had been treated for lung cancer at the Queen Elizabeth Hospital and felt that there should be a support service at the hospital for cancer patients. The Patrick family initially contributed £20,000, with further donations in 2003 for a room extension and again in 2006. They check in regularly to see how the Room is running and if they can offer any help.

In 2007 the Patrick Centre worked on an information prescription project for the Department of Health. In 2008 the Irish Cancer Society paid a visit to the Patrick Room to see how everything worked. They later brought in their members of their nursing staff and finance team so they could understand the kind of services that were provided.

In 2009 the Irish Cancer Society took the Patrick Room as a model and set up a support service in a public hospital in Galway and has plans to have one in every cancer hospital in Ireland.

The Patrick Room continues to thrive and expand as a service. 2009 saw the number of visitors rise from 9,000 to 11,000, up

from just over 2,000 visitors in 2003. They work alongside all major cancer charities and help train Macmillan Cancer Support staff about information services. They cover all tertiary referrals to UHB now, nationally as well as regionally, and are involved in the writing and assessment of information for charities and national guidelines.

Around 60 staff, volunteers and patients who have benefited from the service, attended a celebratory event to mark the anniversary in March. The Patrick family flew in from Ireland for the event and thanked all involved over the last decade for making their vision a real success.





# Paul Davies - Patient story

Paul Davies is a man who has given an astonishing gift to his son, thanks to the surgeons at the Queen Elizabeth Hospital.

Paul's 15-year-old son, Jordan, suffered kidney failure and had to undergo dialysis while he waited for a transplant.

Paul was confirmed as a suitable donor and was admitted to the old Queen Elizabeth Hospital for the operation to remove his kidney. The organ was then transported to Birmingham Children's Hospital, where it was transplanted into Jordan.

"I can't say a bad word about the treatment I've received here at the QE – it's been as nice as it can be to be in hospital," he said.

“It's clean and tidy and from the moment I arrived they've looked after me really well, and I've been able to keep up-to-date with how Jordan is doing over at the Children's Hospital.”

"It's starting to hurt a bit now, but the nurses here are amazing and I feel in very safe hands."

Jordan is now recovering well from the operation and his new kidney appears to be functioning well, although Paul admits that his active young son just wants to get out and get on with his life: "He's not very happy about still having to be hooked up to a machine, bless him, but he's getting better and that's the main thing."



# Brian Briggs - Patient story



When Brian Briggs was diagnosed with prostate cancer, his world turned upside down. Determined to beat cancer and support the Trust, Brian has taken part in a number of research programmes to prevent and treat prostate cancer and a year on, Brian, Assistant Print Manager at UHB, is now campaigning for a national screening programme so that other men can get the help they need before it's too late.

Brian was diagnosed with prostate cancer in January 2009. Brian was put on a 20-dose course of radiotherapy as part of a clinical research trial being run by leading cancer specialist, Professor Nick James. The trial aspires to find the optimum course of radiotherapy for prostate cancer.

Brian is determined to make his experience of cancer a positive one by taking part in another research study to see if there is a defective gene that leads to prostate cancer. He is also a 'buddy' for other patients who are going through the emotions of being diagnosed with cancer.

"Unfortunately men don't talk about their problems especially when it comes to medical complaints," says Brian. "If my wife hadn't forced me into going to the doctors I would have never gone, but thankfully I did go and now I am getting the treatment I need. My brother got checked out just after I was diagnosed and was found to have prostate cancer too.



# Helping Haiti

“Thankfully my father-in-law, who also reluctantly went to the doctor following a lot of nagging, was given the all-clear.”

Prostate cancer is a common cancer amongst men, particularly over the age of 50. It is responsible for 25% of newly diagnosed cases of cancer in England and Wales.

“I was really surprised to learn that between a third and 50% of men aged 50 and over have prostate cancer and most do not even know they have it. In my department there are seven men; this means that the chances are that three of the people I work with on a daily basis will develop prostate cancer. It would be fantastic if routine screening for men could be introduced for men over 50 – just like women are screened for cervical and breast cancer.”

“The support I have received from my daughter Kim and wife Sue plus the support I have received from my work colleagues has been really important to me. I am glad I have the opportunity to make a difference by taking part in the research programmes and by supporting other patients.”

**Two staff members from UHB joined the international relief effort in Haiti to help those injured during and after the earthquake which struck the Caribbean nation on 12 January.**

Burns and plastics consultant Remo Papini and theatre charge nurse Bob Horton flew to Haiti as part of the Merlin charity, which delivers relief supplies and runs clinics.

The two were based at Merlin’s surgical unit in the Delmas 33, a suburb of the country’s capital, Port-au-Prince and spent two weeks in Haiti before returning to their normal duties at the Trust.

Speaking on his return from Haiti, Mr Papini described the challenges the team faced: “We were living and operating in tents. It was pretty basic. Lots have suffered complex limb trauma and we also saw a few acute burns suffered by people who were cooking under canvas in the street.”

Merlin’s team of Haitian and international emergency experts includes surgeons, trauma specialists, anaesthetists, A&E and specialist nurses. On an average day the team performs up to 10 operations and sees around 90 patients. The team also refers patients to hospitals and specialised facilities where necessary.





# Toby Clough - Patient story

To see him playing it is difficult to imagine Toby Clough in a hospital bed, frail and exhausted after hours of chemotherapy.

Yet in his short lifetime this little boy has endured more than his fair share of doctor's visits, operations and discomfort after being diagnosed with a rare and aggressive form of childhood cancer when he was just 21 months old.

Last year he underwent eight weeks of proton beam therapy at a clinic in Switzerland – treatment not yet available in the UK but which has almost certainly given the Clough family more hope than ever before.

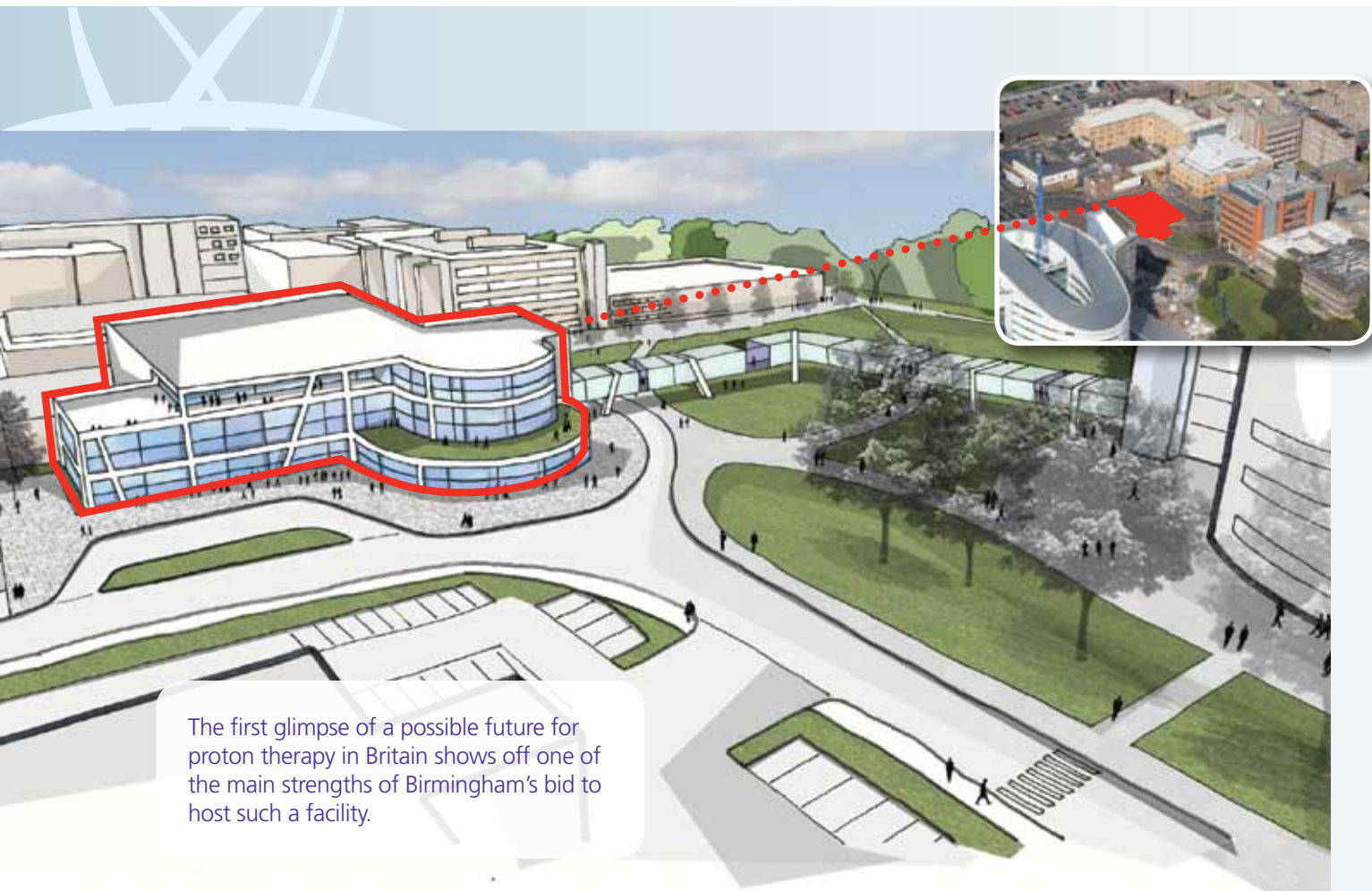
In October 2008, Toby's mum noticed a small red mark under his right eye. His GP suspected cellulitis and prescribed antibiotics, however Claire, still concerned, took Toby to another GP for a second opinion. When the mark got redder, Claire took her son to eye casualty at the Queen's Medical Centre in Nottingham.

Toby was admitted to hospital for IV antibiotics but 48 hours later there was no improvement so they scheduled an operation. That afternoon Claire received the news she had been dreading: there was more than a 50% chance of it being cancer - a rhabdomyosarcoma, so rare, it occurs in only about 50 children in the UK a year.

Scans showed the cancer had not spread but he was put in a 'very high risk' group meaning he'd require more intense treatment with more severe side effects.

It was clear that Toby needed more than just chemotherapy. A second doctor indicated a 50:50 chance of survival without further treatment for 'local control'. This meant either surgery to remove the whole eye or radiotherapy to make sure any remaining cancer cells were killed.

"None of these felt like great options," said Claire. "So after much time on the internet and help getting research journals, we learned that proton therapy



The first glimpse of a possible future for proton therapy in Britain shows off one of the main strengths of Birmingham's bid to host such a facility.

could offer the same treatment but with fewer side effects. Put simply, it was his best hope of survival.”

The Cloughs were first referred to a radiologist and then to Queen Elizabeth Hospital consultant clinical oncologists Dan Ford and David Spooner who applied for NHS funding for proton beam therapy. The application was successful and Toby underwent almost two months of treatment in Zurich in August last year.

“A centre here in the UK, like the one in Switzerland, would make a huge difference to other families going through what we went through,” said Claire. “I’m hugely supportive

of a facility in Birmingham because I think it would be used more efficiently than anywhere else.”

“It has been a life-changing event going through all of this. We’re just pleased that Toby has come out of it so well.”  
Claire Clough



## Proton Therapy Centre

March 2010 saw the official launch of Protons Birmingham, the city’s bid to host one of the first cancer centres of its kind in the UK on the QE site.

Proton beam therapy is a form of radiotherapy, a cancer treatment which uses directed beams of energy to kill tumours. Traditional radiotherapy can also damage healthy tissue, but proton beam therapy brings greater precision and so reduces this potential damage.

For children with cancer this is a tremendous advantage because their young bodies are still growing and often suffer serious long-term side effects

from traditional radiotherapy. Proton beam therapy also brings enormous benefits for adults with cancers which are located near delicate structures such as the brain, brain stem, eyes and spinal column.

Achieving this life-changing level of precision is not easy and requires high levels of scientific and clinical skill, as well as experience in managing the care of cancer patients with complex needs.

As one of the country’s leading cancer research and treatment centres and working with key local partners, UHB is ideally equipped to host such an important facility.

The Trust is working in partnership with Birmingham Children’s Hospital, the University of Birmingham, the Royal Orthopaedic Hospital and other partners to develop its plan for a world-class facility.

To view interviews, benefits of proton therapy and to learn more about Birmingham’s bid visit <http://www.uhb.nhs.uk/ProtonsBirmingham/downloads/index.htm>

**Protons  
Birmingham**  
Care is best at the centre



# New Hospital Update

The new hospital received its very first patient on 16 June 2010. Over three days, teams transferred over 400 patients from Selly Oak and the Queen Elizabeth hospitals, in a meticulously planned logistical operation.

Chief Executive Julie Moore said: "Building the new hospital has allowed us to invest in the very latest equipment, bringing our services right up-to-date with the latest medical advances available to the NHS. This means our patients benefit from the latest diagnostic scanners, new theatre equipment and innovative technology in laboratories to make testing faster and safer.

"We are now able to organise services in the most efficient and effective way so patients get the best and quickest service possible. We are able to provide more one-stop clinics, meaning fewer visits to hospital. We are carrying out more day surgery so patients do not spend so long in hospital and specialties are able to accelerate their service improvements. For example, renal patients now have access to dialysis on their ward. And the new design also greatly improves our ability to prevent infection, as it gives us greater ability to protect or isolate patients.

"This has been a mammoth task and an amazing achievement.

The dedication and enthusiasm shown by the staff and volunteers makes me extremely proud to be a part of this organisation."

## Did you know?

- The new superhospital is approximately 50% bigger than the Bullring project.
- Around 225,000 cubic metres of ground were excavated during construction which would be capable of filling 90 Olympic size swimming pools.
- 100 critical care beds, making this the largest critical care unit in Europe





- Approximately 55,000 metres in length of concrete piles was bored into the ground for the foundations of the superhospital - that's 55 km, roughly Birmingham city centre to Derby city centre!
- There are 1,213 beds – the same number as the QE and Selly Oak hospitals combined
- 44% of inpatient beds are single rooms (all of which have en-suite bathrooms)
- There will be 32 operating theatres: 23 inpatient theatres and 7 day case theatres and 2 ophthalmic theatres
- The site area of the superhospital is 137,000 sq metres; the site area for the Empire State Building is only 204,385 sq feet!
- The hospital corridors alone host some 60,000 metres of pipe servicing, more than enough to reach France through the Channel Tunnel
- The first major piece of medical equipment to be delivered to the new hospital was a Siemens AS Definition CT Scanner, which enables the hospital to produce high-quality digital images used to provide world-class diagnostic information.

It was delivered by Father Christmas himself in December 2009.

In preparation for the move staff were issued with handbooks and individual floor plans. Over 1,500 members of staff visited the new hospital on familiarisation tours prior to the move and a comprehensive staff website was developed to ensure information was readily available. Around 100,000 maps of the QEHB site including car parking arrangements and bus routes and were printed for patients, visitors and volunteers.

A time lapse video of the hospital under construction can be viewed at [www.youtube.com/user/uhbvideos](http://www.youtube.com/user/uhbvideos)



# Ann Bagnall - Patient story

With much anticipation, staff and patients alike were eager to find out who the first patient would be to move from Selly Oak Hospital to the QEHB.

For Ann Bagnall, the first patient to be transferred to the new hospital, Selly Oak Hospital had a special place in her heart as both her children were born there.

Just days before she took her place in the new hospital's history, Ann who lives in Selly Oak, made a last visit to the ward where she gave birth to James, now 26 and Emily, 25.

Minutes before she started out on the journey to the new hospital, Ann said: "This hospital has meant so much to our family – it is part of our lives but this is a momentous day and I am

looking forward to moving to the new hospital.

"Some of the buildings at Selly Oak are very beautiful but it will be good to move to the new building which looks fantastic."

Ann was admitted to Selly Oak in mid-May after suffering a stroke. She along with others on A1, transferred to ward 411 first thing on the morning of the move. Ann, like almost half of our patients, arrived to a single room - this time complete with en-suite toilet and shower facilities and a view of the Birmingham skyline.

After settling in to her new room, Ann said: "This is absolutely fantastic. I can't believe how good it is – it is lovely."

Ann was full of praise for the staff, who were heavily involved in the transfer of patients and delighted to see on her arrival ward sister Michelle Bates and staff nurse, Nicola Beale.

Ann said: "I can't praise the staff highly enough. They are so dedicated and caring – it has made all the difference."

“ I can't praise the staff highly enough. They are so dedicated and caring – it has made all the difference. ”





# QEHB Charity

The Queen Elizabeth Hospital Birmingham Charity, formerly UHB Charities, exists to support the patients of University Hospitals Birmingham NHS Foundation Trust. The charity does this by providing extra equipment and facilities at the hospitals, and by funding research projects into improving patient services and treatments.

As the only charity set up to support the whole of the Trust, QEHB Charity's goal is to help the Trust achieve excellence in care for everyone they serve. The charity does this by encouraging and assisting with advances in patient care, staff development, education and innovation.

QEHB Charity spent £2,319,000 on new equipment including the purchase of two ECMO

(Extra Corporeal Membrane Oxygenation) carts which will provide complex treatments for patients in the Wellcome Trust Critical Care Unit. UHB is one of only two centres in the UK which provides the specialised respiratory support called ECMO to adults.

Other projects funded include a £45,000 ultrasound machine for Selly Oak Hospital's Rheumatology department, a £27,000 fibre optic fluorometre and wireless digital radiography system costing £100,000.

The charity funded over £1.5 million of research projects in 2009/10 into areas as varied as Parkinson's treatments, cancer trials, intensive care medicine, heart disease and DNA screening.

The charity also supports the UK's military patients, who are treated at the new Queen Elizabeth Hospital Birmingham.

In February it was chosen to be the beneficiary of over £400,000 raised by the re-launch of the popular BRMB Walkathon. The money will go a long way towards £1 million target to enable it to create a special new Forces and Families Support Centre, which will enable patients and their families to spend time together in a relaxing 'home-from-home' environment.

QEHB Charity has been made an official partner for the 2010 EDF Birmingham Half Marathon.

To learn more about the charity and find out how you can offer your support visit the website at [www.qehb.org](http://www.qehb.org).







Visitors sign one of the Memory boards at the event



Two youngsters have fun with balloons



Princess Elizabeth on a visit to Selly Oak Hospital in 1949



# End of an Era

Staff and patients said a fond farewell to Selly Oak Hospital after almost a century of caring in the heart of the city.

Over 3,500 people attended the fun day to mark the end of what has been a fantastic era in Birmingham's history. Traditional fun fair stalls, an interactive game and sunshine made for a sensational celebration of the contribution Selly Oak Hospital has made to Birmingham.

Selly Oak Hospital, which closed its A&E department and transferred its inpatient services to the new hospital on 16 June, dates back to the 16th century and has played a notable part in the region's history.

A detailed timeline of the much-loved hospital's fascinating journey from local workhouse to a modern NHS facility was exhibited at the End of an Era celebrations. Hundreds of staff and patients reflected on the timeline and left their thoughts and good luck messages on the memory wall.

Throughout the day staff, patients and local residents signed aerial photographs of Selly Oak Hospital, which will be displayed in the new hospital later in the year.

Jane Tovey, Head of Medical Illustration shared her memories of working at the hospital with local BBC personality Carl Chinn.

Jane, who raised over £350 for the QEHB Charity from the sale of commemorative mugs and bookmarks at the event, said:

"It is sad to be leaving Selly Oak. I have worked here for over 25 years and have lots of fond memories. It has always been like a little family; everyone knows each other and there is lots of friendly inter-departmental rivalry.

“Whilst it will be sad to see it close, the new hospital is fantastic and I am looking forward to working in a much better facility.”



Former patient Margaret Deeley shares her memories with the BBC



The Maternity ward circa 1968



Nurses have a party in the Doctors' Mess 1950s



# A Great Big Thank You!

Wayne Durham sadly passed away in September 2007 aged just 28 after he developed liver failure.

Almost two years to the day, Wayne's cousin David Wardle took part in the Great North Swim, raising over £2,700 for UHB Charities - the official charity of the Queen Elizabeth Hospital.

The Great North Swim is part of a four race series held in various locations across the UK. David was one of over 6,000 swimmers who tackled the one mile distance across England's largest water, Lake Windermere on the 12 September 2009.

Amongst those taking part in the challenge was Ireland's most successful distance runner Sonia O'Sullivan, GMTV'S Dr Hilary

Jones, Andy Burnham MP and Steve McFadden who plays Phil Mitchell in Eastenders.

David completed the 1 mile course in 28 minutes and 54 seconds, coming 13th in his heat. "It was a tremendous challenge" explained David, "In order to get fit enough to do it, I had to give up smoking after 25 years and starting exercising.

"For my age and build I came 49th overall, which is great because over 6,000 swam over the two days. I even swam quicker than Steve McFadden and Dr Hilary Jones.

"The water wasn't particularly warm – it was about 16 degrees, but didn't feel cold. I was just enjoying the swim and the scenery which was absolutely beautiful."

This isn't the end of David's swimming or fund raising. His next challenge is to swim the Channel in a relay team, which he hopes to achieve in August 2010, to raise more money for the hospital that cared for Wayne.

Julie Jones who works on ward East 3B at the Queen Elizabeth Hospital said: "We are extremely grateful for the donation Wayne's family have made to the unit over the past few years."

"The money David has raised from the Great North Swim will be put towards a new ECG machine for the liver ward East 3B. This will mean that patients will not have to be moved around the hospital to have a scan."



Pictured left to right: Julie Jones, Anne Waller, David Wardle and Mrs Wardle with the ECG machine that David helped to fund.



# Membership Form

Many thanks for deciding to become a member.

Please fill in and send us this form so we can welcome you aboard as soon as possible. Please note that all fields marked \* must be completed for us to be able to register you. Needless to say, we would also very much appreciate you filling in the other fields too.

## Your name and contact details

Title:

\*First name:

\*Last name:

\*Address:

\*Postcode:

Telephone number:

Email address:

\*Date of Birth: DD MM YYYY

## Your membership

\*Please choose one of the following four ways to be a member (please tick):

- Thought donor       Support donor  
 Time donor       Energy donor

## Where did you hear about membership?

- Hospital       TV       Trust in the Future  
 Local Press       Leaflet       Other  
 Radio       Friend

## Your healthcare interests

If you have a particular interest in one or more areas of healthcare, we'd very much like to know. Maybe it's elderly care, cancer care, diabetes or accident and emergency – whatever interests you have, please let us know here:

- General health services       Eye care  
 Heart       Accident and emergency services  
 Lungs       Stomach, bowel and intestines  
 Kidney       Bladder  
 Liver       Breast and breast pain services  
 Cancer treatment       Brain and nervous system  
 Ear, nose and throat       Organ donation  
 Physiotherapy       Mental health services  
 End of life care  
 Diabetes  
 Elderly care  
 Arthritis and joints

If other, please state:

## Have you ever been a patient of Queen Elizabeth or Selly Oak hospitals?

- Yes       No

## Do you care for somebody who is a patient at Queen Elizabeth or Selly Oak hospitals?

- Yes       No

## More about you

It is important to us that our membership reflects all of the different communities that we serve, so that we can make sure that our hospital services meet their individual needs, and that we treat everyone in a way that respects their views, culture and dignity. To help us to do this we ask you to provide some information about you. This is entirely voluntary. If you choose not to provide the information it will not affect your membership.

## Please let us know your employment status:

- Employed part time       Employed full time  
 Student       Retired  
 Not working

If other, please state:

## Are you:

- Male       Female

## Your ethnic origin

### Please tell us about your ethnic origin

White:

- British       Irish

If other, please state:

Black or Black British:

- Caribbean       African       British

If other, please state:

Asian or British Asian:

- Indian       Pakistan       Bangladesh

If other, please state:

Chinese

Other Ethnic

Other ethnic group (please state):

## Are you registered disabled?

- Yes       No

## Sending you information in different formats

If you need us to send you information in any of the following formats, please tick the relevant boxes:

- Braille       Large font       CD ROM

Other language (please state):

## Getting your friends and family involved

It would be great if you could encourage your friends and family and other people you know in the community to get involved too. If you would like to suggest any person who we could send information to regarding the membership please provide their details here:

Title:

First name:

Last name:

Address:

Postcode:

## Thanks again for deciding to join

We look forward to you becoming a member and getting involved. We will send your welcome letter and membership card as soon as we have processed your registration.

## Data Protection

University Hospitals Birmingham NHS Foundation Trust will use your information for communications and research purposes. We may contact you from time to time by telephone, email or post to invite you to take part in surveys and questionnaires about our hospitals. If you do not wish your information to be used for this purpose, please tick this box . We may also share your information with carefully selected third parties, who may contact you by post or telephone with offers of interest. If you do not wish your information to be used for this purpose, please tick this box .

