

NHS

**University Hospitals
Birmingham**

NHS Foundation Trust

Annual Review 2016/17



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.



Delivering the best in care



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Chair's welcome



Welcome to University Hospitals Birmingham NHS Foundation Trust's (UHB) Annual Review for 2016/17. As you will be aware the NHS is under considerable strain and 2017 has already presented some of the toughest challenges; demand for our services grows year-on-year with an increasing number of patients choosing to be treated in our hospitals.

It is testament to the success of the NHS – which celebrates its 70th birthday next year – that we are living longer. But with this success comes ever-tougher challenges.

What is clear is that significant changes need to be made to ensure equity of access to quality services for all and one of the ways we are looking to transform care in Birmingham is by working closely with other providers across the city.

It is our belief that by reviewing, rationalising and sharing services across non-frontline services, we can then channel resource and investment into sustaining and developing our clinical services and sites, which is why in 2016 University Hospitals Birmingham and Heart of England NHS Foundation trusts agreed to work together to create a single organisation (see page 12 for detail on this).

Over recent months our Trust and our staff have received high praise for developments in clinical research and new treatments and our excellent colleagues have been nationally recognised for their services to healthcare.

As a Foundation Trust our Council of Governors and the members they represent, play an important and influential role in shaping the

ways in which we develop care.

Improving patient experience is a key priority for the Trust and here you will read examples of how we are acting on your feedback and suggestions to improve that experience even further.

At UHB we do this via superb teamwork based on our shared commitment to deliver the highest quality services for patients.

The Annual Review is a summary of our activities over the last year in the Trust. It also offers patients the chance to share their experience of the care they have received.

I hope it will give you an insight into the work we do and how the Trust strives to deliver the best in care.

A handwritten signature in purple ink that reads "Jacqui Smith".

Rt Hon Jacqui Smith
Chair

Chief Executive's welcome



The Annual Review is a more reader-friendly, patient-focused alternative to the Annual Report and Accounts, which we are required by law to produce for Parliament. I hope you find this a useful and thought-provoking insight into our work and I welcome your feedback.

This year has seen some significant challenges, however, I am proud to say that due to the commitment and dedication of our staff and volunteers, we continue to provide excellent care every day.

Over the past 12 months we officially opened the Institute of Translational Medicine and the Centre for Rare Diseases; we have introduced flexible visiting times and launched a Visitor Charter which has been well received. We have continued to deliver high-quality clinical care despite the ever-increasing demand on our frontline services.

In 2016, UHB was designated a Global Digital Exemplar; one of only 12 trusts in the country to achieve such status. This will provide access to vital funds to enable us to ensure we continue to enhance our digital infrastructure through the development of our award-winning clinical systems and provide specialist training to support our staff.

This year we also became a pilot site for a new Nursing Associate trainee programme, ensuring UHB has a significant role in shaping the future nursing workforce of the NHS.

I am pleased to say that the Trust's total annual revenue increased by 6.6% in 2016/17, ensuring the Trust remains amongst the largest foundation trusts in the country.

Like many NHS acute service providers, our financial position has improved from a deficit to a surplus (of £10 million), partly as a result of new Sustainability and Transformation Funding (STF) allocated by NHS Improvement.

The major focus over the last year has undoubtedly been the development of our ongoing relationship with our neighbour, Heart of England NHS Foundation Trust, and I believe that our plans to become one organisation will bring numerous benefits for patients across the city. You can read about this on page 12.

For the year ahead, the Board of Directors and I will continue in our efforts to deliver a robust strategy that will enable the Trust to:

- ▶ Deliver the highest levels of quality evidenced by technology, information and benchmarking
- ▶ Listen to what patients want and respond quickly and proactively
- ▶ Create a fit-for-purpose workforce for today and tomorrow
- ▶ Ensure UHB is a leader of research and innovation
- ▶ Reduce inequality and provide added value to the local health economy and communities we serve

Dame Julie Moore
Chief Executive

About the Trust

University Hospitals Birmingham NHS Foundation Trust (UHB) is reputed to be one of the highest-performing NHS organisations in Europe with a proven international reputation for its quality of care, information technology, clinical education and training and research. The Trust was established in 1995 and was amongst the first to be awarded foundation trust status by Monitor in July 2004.

UHB is a regional centre for cancer, has the second largest renal dialysis programme in the UK and has the largest solid organ transplantation programme in Europe. It also provides a series of highly specialist cardiac and liver services and is a major specialist centre for burns and plastic surgery. The Trust is also a regional Neuroscience and Major Trauma Centre and is world-renowned for its trauma care.

The Royal Centre for Defence Medicine (RCDM), hosted by UHB, has been the primary receiving unit for all military patients that are injured overseas since 2001. This combined experience of treating trauma patients and military casualties has led to the development of pioneering surgical techniques in the management of ballistic and blast injuries, including bespoke surgical solutions for previously unseen injuries. As such, the Trust has been designated as a Level 1 Trauma Centre and

host of the UK's only National Institute for Health Research (NIHR) Surgical Reconstruction and Microbiology Research Centre (SRMRC).

The Trust employs over 9,000 staff and has the largest single site hospital in the country. The £545m Queen Elizabeth Hospital Birmingham (QEHB) opened in 2010 and has 1,213 inpatient beds, 32 operating theatres and a 100-bed critical care unit, the largest co-located critical care unit in the world.

Since the hospital opened the Trust has seen significant growth in demand by patients and GPs for its services and consequently has opened a further 170 beds in the original Queen Elizabeth Hospital, now known as the Heritage Building, as well as a second Ambulatory Care facility and two theatres, to ensure capacity for the increased number of patients wishing to be treated at the Trust.

The Trust has an international reputation for research and in 2016 officially opened the Institute of Translational Medicine (ITM) – a collaborative hub for life sciences and clinical research.

In 2016, UHB was designated an NHS Global Digital Exemplar; one of only 12 trusts in the country to have access to £10 million in funding for developing digital infrastructure and specialist training.

In recent years the Trust has been increasingly acknowledged as one of the most successful NHS foundation trusts and UHB Trust has therefore been asked to provide management support to a number of other trusts and is presently supporting NHS Improvement (formerly known as Monitor) with an intervention in Heart of England NHS Foundation Trust to improve its clinical, financial and governance performance; most notably by sharing its Chief Executive and Chair who have been appointed Interim Chief Executive and Interim Chair since October and December 2015 respectively.

**The ITM
(Institute of
Translational
Medicine) – a
hub for life
sciences and
research –
opened
in 2016**





In 2016, UHB was designated an NHS Global Digital Exemplar; one of only 12 trusts in the country to have access to £10 million in funding for developing digital infrastructure and specialist training

Trust performance

UHB is one of the best performing foundation trusts in England despite unprecedented demand for its services.

UHB continues to focus on its vision to deliver the best in care. This is underpinned by the Trust's values and core purposes of excellent clinical quality, patient experience, workforce, and research and innovation.

In total, during the course of 2016/17, the Trust completed 1,067,849 treatments including more than 817,000 outpatient appointments, over 135,000 inpatient episodes and more than 115,000 Emergency Department attendances. The Trust has seen a rise in attendances of over 3% on the previous year.

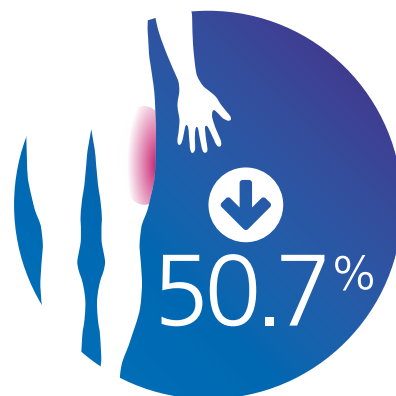
Improving patient experience

One of the Trust's key priorities is 'improving patient experience and satisfaction'. Throughout 2016/17 the Trust maintained a positive recommendation rate in the NHS Friends and Family Test for both its inpatient and outpatient care, placing it significantly higher than both the national and regional averages. Encouragingly, despite significant pressure within the Emergency Department, patient recommendation scores have improved significantly since January 2017.

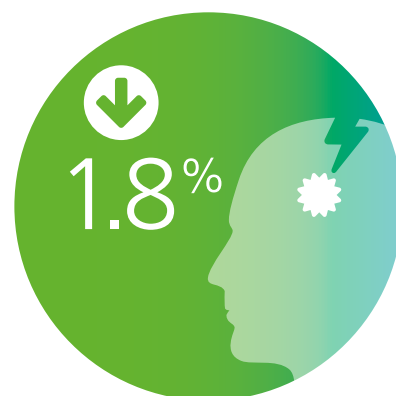
Reducing pressure ulcers

Another important priority for 2016/17 was reducing pressure ulcers – more commonly known as bedsores – which are often caused by sitting or lying for prolonged periods of time and are associated with hospitals or care settings.

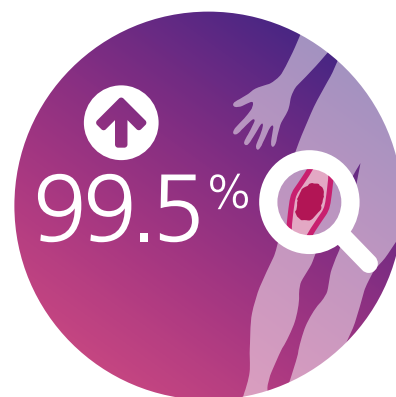
Good progress has been made: in the 12-month period, 71 patients developed a grade 2 pressure ulcer compared to 79 in 2015/16 and 144 the preceding year. In the last quarter of the year a significant reduction was achieved (just eight patients affected) by a relaunch of the 'React to RED' campaign, electronic documentation and closer working between therapists and nursing staff.



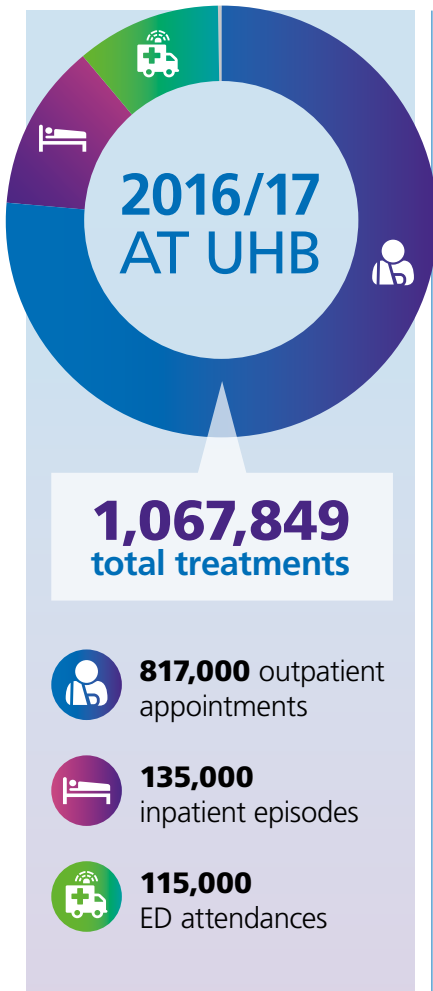
Occurrences of grade 2 pressure ulcers **reduced by 50.7%** from 2014/15



Hospital mortality rates for stroke patients **fell to 1.8%**



Number of risk-assessed venous thromboembolisms (VTE) **rose to 99.5%** – well above the national average



Other areas of improvement

The Trust made other notable areas of improvement including a reduction in in-hospital mortality for stroke patients (a reduction from 9.5% in 2014/15 to 1.8% in 2016/17) and the number of risk-assessed venous thromboembolisms (VTE) rose to 99.5%; well above the national average. Improvements in performance were seen for all nursing assessment indicators in 2016/17.

Meeting national targets

Despite ever-increasing demand for its services, the Trust continued its robust approach to capacity planning to ensure sufficient resource to deliver the nationally-set target to treat patients within 18-week of a referral from a GP. The Trust's effort in managing resource and creating clinical appointment time has meant that the target was consistently achieved throughout the year.

The Trust has also achieved the six-week diagnostic target for over a year although there remain certain specialties where the national 62-day cancer standard was not achieved. In these areas action plans are in place with progress monitored weekly. These cases are often complex patient pathways involving referrals from other hospitals where they have undergone a series of investigations at the referring hospital and have been referred quite late in the pathway.

Infection control

In 2016/17, the Trust has seen four cases of MRSA; half the number seen in the previous year. There were also 93 cases of *clostridium difficile*.

Staff wellbeing

At University Hospitals Birmingham, patients are not the only people we invest in; we also invest in providing support, training and resources to benefit staff.

Staff can access over 20 topic areas for advice and guidance, including bereavement, exercise and weight loss, via the staff portal, me@qehb.

Additionally, staff have access to dedicated on-site clinical resources including the self-referral physiotherapy service and the Staff Well Clinic, which offers general health services including blood pressure, height, weight, and body mass index measurements and referrals to specialist teams if required.

Other wellbeing initiatives currently available include mindfulness sessions, on-site gym and leisure facilities, faith services and quiet rooms.

A holistic plan for staff wellbeing is in progress, which includes the provision of a Green Gym within the green spaces around UHB, as well as designated walking routes around the site, yoga and pilates classes, staff networks for potentially marginalised groups, and arts and culture events.

The Trust also provides easy access to healthy food choices through a permanent fresh fruit and veg stall and its three restaurants; The Plaza, The Cellar and The Clock Tower.

Food and drink vending machines across the hospital site were upgraded in 2017 to offer a wider range of snacks and drinks, from healthy choices to occasional treats. The Trust also hosts a well-established bi-monthly Farmers' Market – one of the most successful in the West Midlands – which sees small businesses and growers offer a range of fresh local produce.

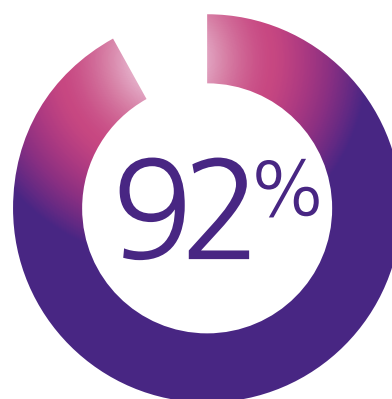
Staff survey

The results of the annual NHS Staff Survey show that UHB's performance was average or higher than average for 29 out of the 32 key findings this year.

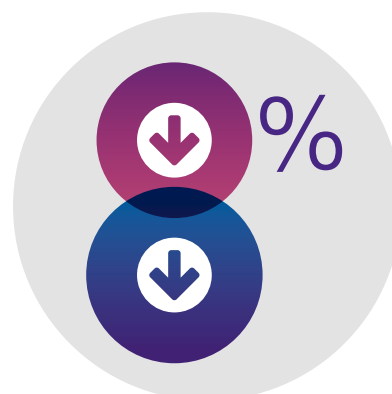
Importantly, staff who would recommend the Trust as a place to work or receive treatment rose from 3.96 (in 2015/16) to 4.02 in 2016/17 and 92% of staff agree that their role makes a difference to patients or the service – a score placing UHB in the top 20% of trusts.



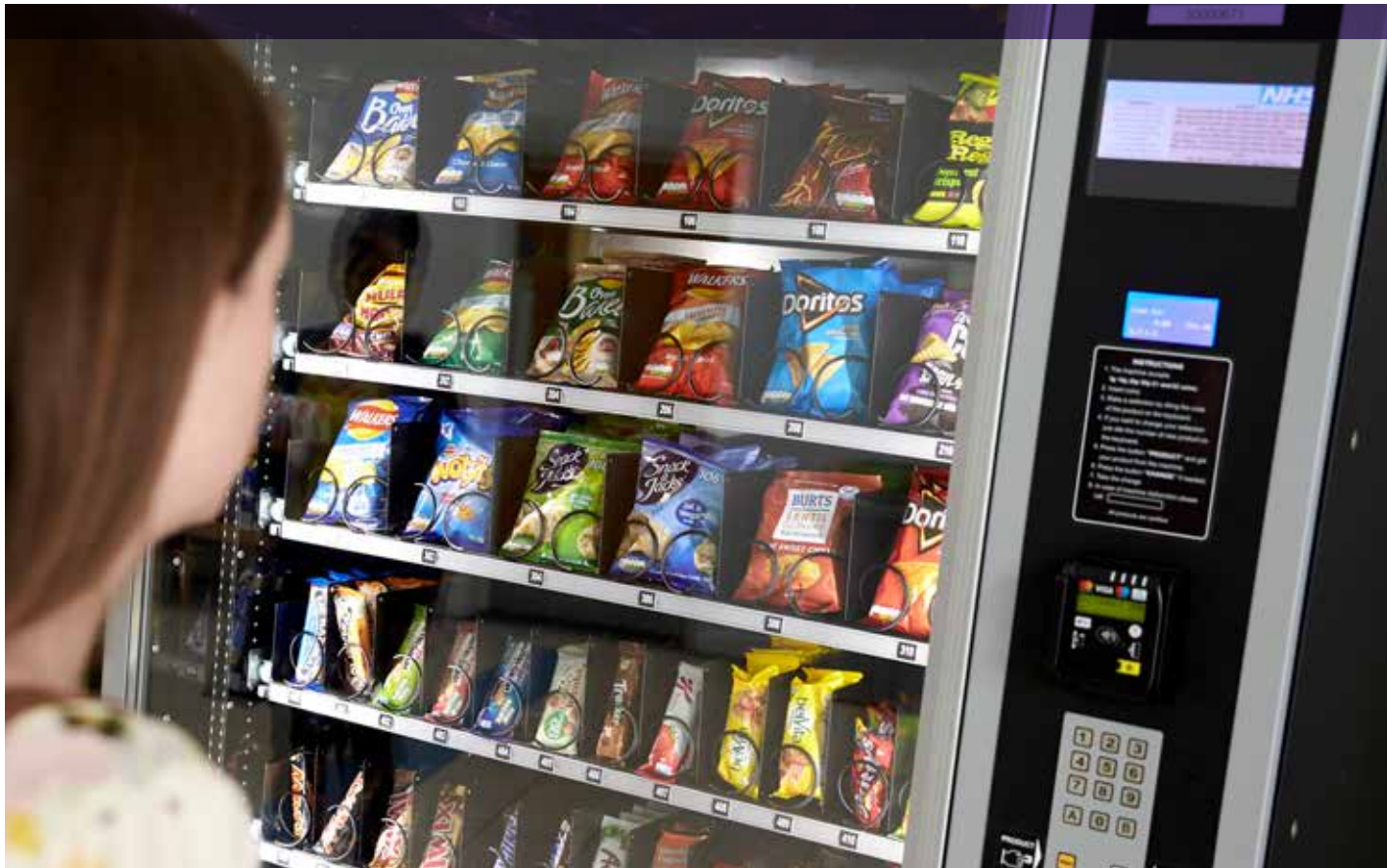
UHB provides easy access to **healthy food choices** with a permanent fresh fruit stall



92% of UHB staff agree that their role makes a difference to patients or the service



Staff feeling 'pressure to attend work when unwell' **reduced by 8%** from 2015/16



Food and drink vending machines across the hospital site were upgraded in 2017 to offer a wider range of snacks and drinks

Encouragingly, the percentage of staff feeling 'pressure to attend work when unwell' reduced significantly; a reduction of 8% on the previous year.

Staff satisfaction with resourcing and support and satisfaction with the quality of work and patient care they are able to deliver was consistent with the previous year and all remained higher than the national average.

Further plans will be developed over the next year to improve the number of staff reporting incidents and to reduce staff experiencing discrimination.



UHB's on-site gym is one of a number of wellbeing initiatives available to staff

Plan for trusts' merger by acquisition

In September 2016, the Trust announced its intentions to work more closely with neighbouring Heart of England (HEFT) NHS Foundation Trust to develop a business to potentially become a single organisation.

During the time that UHB has been supporting HEFT, the interim executive management team has delivered the stability, structure, governance and financial leadership to allow clinicians to better focus on delivering quality care for their patients.

As a result of new leadership, all key performance targets – bar the Emergency Department four-hour standard – are now being met and HEFT is one of the top 10 best performing trusts in the country for cancer targets.

The next stage in further improving performance and delivering the full range of potential benefits, is to decide if the two trusts should come together as a single, legal entity.

The process involves a number of stages including submitting several documents to the

regulators Competition and Markets Authority (CMA) and NHS Improvement (NHSI) and gaining approvals/risk-ratings

The preparation of these documents has so far involved consultation with more than 130 clinical staff at both Trusts, to help determine the broad clinical benefits to patients that only a merger can provide.

The CMA and NHS Improvement then decide whether the merger is viable; whether it is safe; and whether it is in the best interests of patients' clinical care. Once those decisions are reached, which is likely to be by October 2017,

both trusts' Boards of Directors need to give approval, or not, for the transaction and then that decision is then agreed, or not, by both Councils of Governors.

The outcome would be one Trust running the Queen Elizabeth Hospital Birmingham, Heartlands, Good Hope and Solihull hospitals, the Chest Clinic and Solihull Community Services, as well as satellite services.

The earliest this is likely to happen is December 2017.

**OCT
2015**

- ▶ Monitor (now NHS Improvement or NHSI) announces UHB-led intervention to stabilise operational and financial decline at HEFT.
- ▶ Dame Julie Moore takes up role as interim Chief Executive at HEFT.

**DEC
2015**

- ▶ Rt Hon Jacqui Smith takes up role as interim Chair at HEFT.

**APR
2016**

- ▶ HEFT comes within its monthly financial target for the first time in over two years and Treasury agrees to provide capital investment for the renewal of the estates and infrastructure over time.

How a potential new Trust would benefit patients

By optimising the talent of the two trusts' combined staff, the size and ethnic diversity within the combined catchment area's population, and the close proximity to the major academic and research institutions of the Birmingham health-sciences campus, a single Trust would develop to become a world leader in healthcare delivery, medical research and innovation.

Birmingham and Solihull have a total population of c1.3m people. Over 1.1 million people live in Birmingham and 205,000 in Solihull. Both have areas of affluence and areas of significant deprivation. The following factors are leading to poor health outcomes:

- ▶ 440,000 (~46%) of our residents live in the "bottom 10%" most deprived areas in England
- ▶ There is a life expectancy gap: Birmingham males and females live less than the national average and the gap for males is widening
- ▶ Solihull males and females both live to above the national average age, however there is a greater gap between the average age of death in the most affluent and deprived areas of the town (10 years)
- ▶ 1 in 3 children live in poverty
- ▶ Birmingham has higher levels of ED attendances (0–4 years) than the rest of England
- ▶ More infants die in Birmingham than in the rest of England
- ▶ 38% of children aged 10–11 were classified overweight or obese in 2014/15, the worst quartile (national average 34%)
- ▶ Birmingham and Solihull have higher levels of family homelessness than the rest of England.

In view of the challenges posed by these demographics, a single Trust would bring greater clinical benefits to patients while improving effectiveness, efficiency and driving improvements in services.



SEP
2016

- ▶ Boards of both HEFT and UHB acknowledge that having worked within the constraints of the intervention for over six months it is time to consider the realistic long-term, strategic opportunities for both trusts.

OCT
2016

- ▶ Operational structure implemented; all key mandated targets, bar four-hour standard, have been consistently hit since February 2016.
- ▶ On target to deliver control target of £13.5m.
- ▶ Staff morale improved significantly, evidenced by Friends and Family Test.

DEC
2017

- ▶ Earliest date two trusts could merge; with appropriate agreements and appropriate tests met.

Patient experience

The Trust monitors feedback via a variety of different methods including the patient advice and liaison contacts, complaints, compliments, mystery patient initiative, the NHS Friends and Family Test, Patient and Carer Councils, membership and both local and national surveys. Ward-based feedback is also well established via an electronic bedside survey.

These surveys have helped the Trust to benchmark the success of its patient improvement measures against the results of the National Patient Survey.

Feedback from patients has resulted in a number of initiatives to improve patient experience including:

- ▶ An extension of the 'buddying scheme' to provide companionship for young people who are inpatients
- ▶ The installation of new artwork in a number of areas to enhance the environment and make it more pleasant for patients, visitors and staff
- ▶ The installation of free Wi-Fi in key areas across the Trust to support patients and visitors with communication and internet access while using our services

A new Patient Experience Dashboard was also launched in January 2016 to provide staff with easier access to patient experience feedback results enabling them to take ownership of suggestions and feedback. The initiative has been very well received and has enhanced staff engagement, in addition to improving experience.

In line with its four key values, the Trust takes the resolving of issues very seriously. The Trust's Patient Relations 'Hub' – a team comprising patient advice and liaison service (PALS) and complaints team staff – provide a 'one-stop-



shop' approach to dealing with any queries or issues raised.

The team liaises closely with divisional managers to deal with issues swiftly, and where a formal complaint is raised, that the complaint is investigated and responded to in a timely manner to the satisfaction of the complainant.

The total number of all complaints (formal and informal) received in 2016/17 was 779, an increase of 15% on the 680 formal and informal complaints received in 2015/16. However, the number of inpatient complaints received in 2016/17 reduced compared to the previous year, whilst activity increased, resulting in a lower complaints-to-activity ratio.

UHB consistently receives considerably more compliments than it does complaints with 2,286 compliments received in 2016/17.



Developments in Quality

Quality is a driving factor across the NHS, informing national strategy and policy. UHB's continued focus is to improve the quality of its services and to deliver the best in care.

The Trust is committed to being honest and open with patients and relatives about the quality of the care provided and has developed many ways of enabling the wider public to understand how the Trust is performing against local and national targets.

The Trust's Quality web pages 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 services. These can be found via the Trust website at: uhb.nhs.uk/quality.htm

Information published includes:

- ▶ **Quality Reports**
These include the Trust's 2016/17 Quality Report plus quarterly update reports on progress
- ▶ **Specialty Quality Indicators**
Graphs showing performance and explanatory text for specialty quality indicators which are updated monthly
- ▶ **Patient experience feedback**
- ▶ **Other information**
This includes some Annual Reports on specialised services such as HIV and national audit reports

Research and development

As a regional and national centre for specialist clinical services, UHB is home to some of the country's leading clinical research institutions dedicated to developing and implementing ground-breaking treatments, technologies and techniques.

The Trust, in collaboration with the University of Birmingham (UoB), currently hosts the largest Wellcome Clinical Research Facility in the UK, a national research unit in liver disease, the largest specialist Cancer Trials Unit in the UK and the UK's only centre for trauma research.

The Institute of Translational Medicine (ITM) is delivered by Birmingham Health Partners – a collaboration which brings together the clinical, scientific and academic excellence of University Hospitals Birmingham, UoB and Birmingham Women's and Children's NHS Foundation Trust – and represents a £24 million investment in health research.

The Centre for Rare Diseases saw around 6,000 patient attendances in 2016/17



The ITM was officially opened on the site of the original Queen Elizabeth Hospital in October 2016. It is also home to the Centre for Rare Diseases, which was officially opened on Rare Diseases Day in February 2017.

The Centre is benefiting hundreds of patients with the numbers attending growing year-on-

year – from just over 2,000 in the first six months of the centre being open (Sep 2015–Mar 2016) to around 6,000 attendances this year (2016/17). There are now 69 rare disease specialties based within the Centre for Rare Diseases. In addition, there are three research clinics up and running, with plans for more imminently.

The ITM offers world-class facilities that will speed up the rate at which research can improve patient treatments and outcomes by using a multi-disciplinary, highly-collaborative approach, and facilitates opportunities for new funding for research and innovation infrastructure growth through collaboration with external bodies.

One such collaboration is with the Cobalt Health Charity, which has invested £2m in the ITM Imaging Centre, a new state-of-the-art Magnetic Resonance Imaging (MRI) research facility which opened to patients in December 2016. The centre will support a broad range of research for many specialties, including cardiac, liver, oncology and neurosurgery.

In collaboration with UoB, UHB has been awarded a £30.6m boost for a five-year research project into patient care. The funds comprise a £10 million investment from the National Institute for Health Research (NIHR) which will be complemented by £20.6m match-funding from local health and social services to continue evaluating and developing healthcare until December 2018.

UHB is also one of 126 NHS trusts in England taking part in the High-intensity Specialist Led Acute Care (HiSLAC) project, which involved consultants and specialists completing a short, anonymised survey to contribute to a nationwide 'snapshot' of care provided for emergency hospital admissions.

QEHB Charity also funds research projects and in 2016/17 made grants totalling £1,352,000.



“The increase in the number of clinical research participants last year and the improvements we are seeing in studies delivering to time and target are fantastic achievements.”

Professor Jeremy Kirk, Clinical Director for the Clinical Research Network West Midlands

UHB tops West Midlands' table for clinical trials

UHB is the leading West Midlands trust for the total number of clinical research studies undertaken.

Figures published by the National Institute for Health Research (NIHR), show that the Trust has seen a 10.3% increase in the number of people taking part in studies: from 5,735 in 2015/16 to 6,327 in 2016/17.

UHB has an extensive and innovative clinical trials programme, which is central to the regional research agenda. Participation in clinical trials mean our clinicians can, in many cases, access drugs or treatments which are not generally available to the rest of the NHS.

These trials offer access to new medicines which can provide hope for patients for whom conventional treatments might have failed.

The 2016/17 Research Activity League Table

details the clinical research happening, where and in what types of trusts, and how many participants are involved.

Nationally, UHB is in the top 20 trusts for research activity, contributing significantly to the number of patients across England (665,000) accessing new treatments via clinical trials.

Professor Jeremy Kirk, Clinical Director for the Clinical Research Network West Midlands, said: “The increase in the number of clinical research participants last year and the improvements we are seeing in studies delivering to time and target are fantastic achievements that are contributing to better health and care outcomes in this country.

“Researchers can be more confident of being able to complete their studies, and more patients will benefit from new and better treatments becoming available.”

Patient hopes to save lives through research

Toby Knight had surgery for colorectal cancer at QEHB in January 2014 followed by chemotherapy. Having been given the 'all clear' he is now using his experience to urge others to sign up to the pioneering 100,000 Genomes Project.

Before undergoing his life-saving operation, Toby gave permission for a tumour sample to be kept for research – which led to him signing up to the ground-breaking NHS England initiative, the first of its kind in the world.

"I signed the release form saying that the tumour could be used for research. I didn't have a problem with that. If it could help someone else in the future that was fine," he explained.

"I then forgot about it really. I was one of the lucky ones, the surgery went well, I didn't have a bad experience with chemotherapy and I recovered and put cancer to the back of my mind.

"But when I got the phone call about the 100,000 Genomes Project I came in and had a chat about the whole genetic aspect of the disease and was happy to take part."

The project is open to patients with certain cancers as well as patients (and their families) with eligible rare diseases and aims to sequence 100,000 whole genomes – complete sets of people's genes.

In the case of cancer it is hoped that comparing the genetic make-up of patients' tumours with their healthy blood will enable doctors to learn more about the disease, leading to a better understanding of what causes it and the development of more personalised treatments and drugs.

Toby, aged 44, who lives in Northfield, is a strong advocate of the project, having lost his mother to lung cancer just 12 months before his own diagnosis and his father to leukaemia 15 years before that.

"Mum had a cough and felt a bit run down and we thought it was a bit of a cold but it didn't go away," he explained.

"Eventually she was sent to hospital and after various scans and tests she was diagnosed with terminal lung cancer. Three and a half weeks later she passed away.

"It hit me really hard, I was struggling to deal with it and then I was diagnosed myself. In a way, that helped me cope because I had to focus on my own situation."

Toby is now determined to help to raise awareness of the project and cancer research.

"I am passionate about it," he said. "I think there needs to be more projects like this and more money for research. There's a chance I might get sick again.

"Obviously I hope I don't, but there's always a risk, so anything that can be done to increase knowledge and improve treatment could help.

"But it's not about me, it's about supporting anything that will help us understand more about cancer and potentially identify new, safer and more effective therapies.

"There are no quick fixes, we know that, but the more work that's put in the quicker we will make progress.

"The 100,000 Genomes Project obviously depends upon getting as many people on board as possible and I would urge anyone who is in that position to take part."

“The 100,000 Genomes Project depends upon getting as many people on board as possible and I would urge anyone who is in that position to take part.”

Toby Knight



Improving care through digital excellence

In September 2016, UHB was designated as an NHS Global Digital Exemplar by NHS England, providing access to up to £10m of funding to invest in accelerated development of digital clinical systems and specialist training.

Over the past 20 years, the Trust has developed one of the most sophisticated health informatics capabilities in the world, the only secondary care informatics system created and controlled by the NHS.

This includes the pioneering and award-winning portal, myhealth@QEHB, which allows patients to access their own health records. The Trust also created the informatics platforms for the national 100,000 Genomes Project, used not only across the region but across the UK by organisations such as Great Ormond Street Hospital, and has created a suite of innovative clinical systems which use real-time data capture to provide enhanced clinical decision making and support the delivery of safe clinical care.

Throughout 2016/17, developments to the Trust's clinical systems have been made to further improve the way in which they support care delivery.

The creation of additional functionality within the Trust's award-winning IT solution PICS (Prescribing Information and Communication System) has had significant impact on patient care within Critical Care with all bedside observations being captured electronically, with pharmacy, diabetic activity, mental capacity assessments, sepsis screening and liver admissions also benefitting from over 30 new and updated functions to the system.

The rollout of Ward Order Communications (WOC) in 2016/17 has dramatically improved the way in which laboratory requests are conducted across inpatient wards.

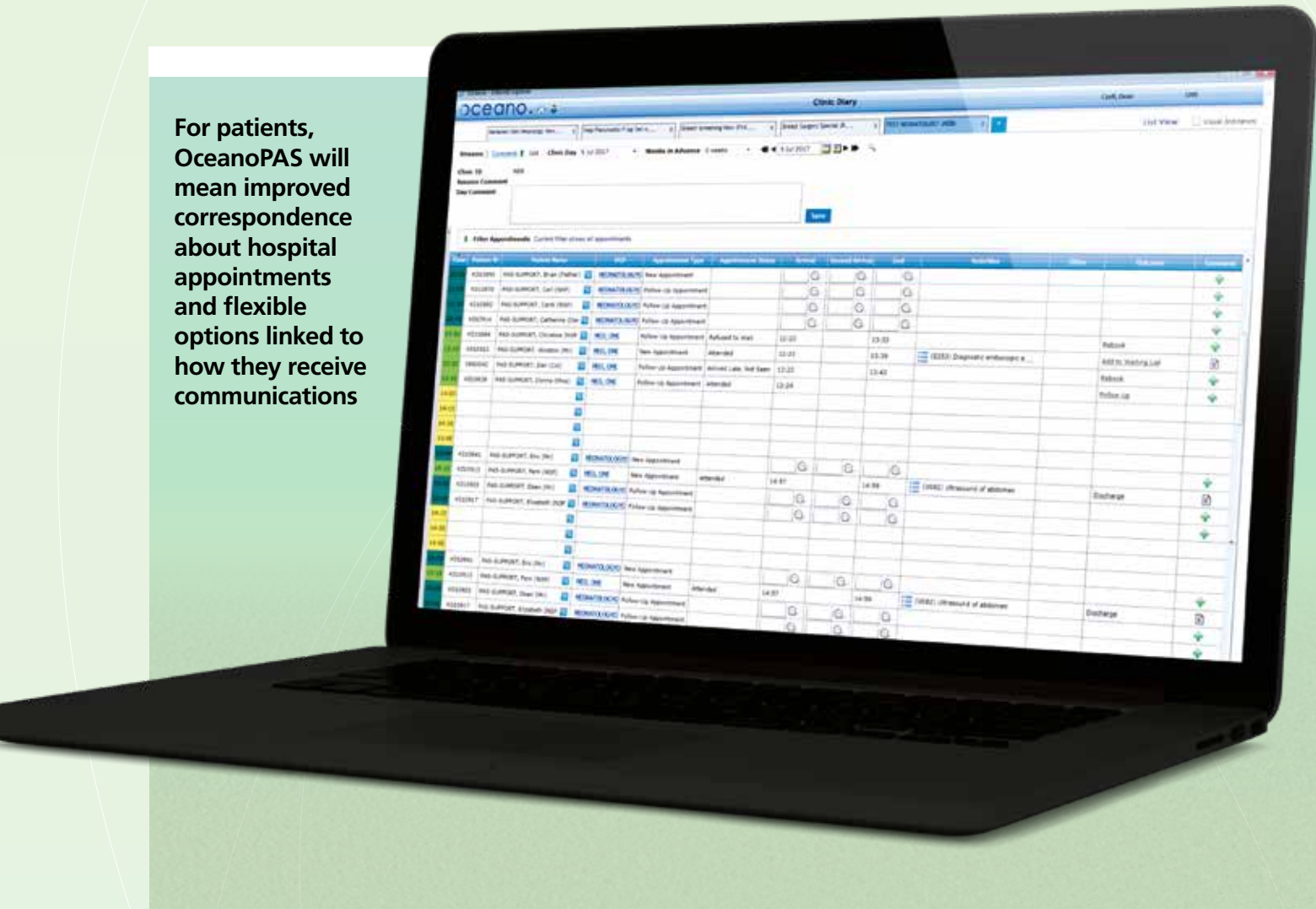
Medical teams use WOC functionality to request phlebotomy via PICS. After blood is taken, blood tubes are barcoded, scanned and then sent to the lab where a pre-sorter will handle them – this eliminates the human element of the booking-in process. Results are then uploaded into PICS from the labs telepath system. Results are now available sooner due to the streamlining of the process, which provides an end-to-end audit trail.

In April 2017, a project team from UHB, in partnership with Birmingham Children's Hospital, launched PICS to support electronic prescribing and medicines administration for paediatrics. The team worked collaboratively to develop and adapt PICS for use in paediatric care setting making this the Midland's first paediatric e-prescribing system.

Within UHB the PICS system provides full e-prescribing and drug administration



For patients, OceanoPAS will mean improved correspondence about hospital appointments and flexible options linked to how they receive communications



Within UHB the system provides full e-prescribing and drug administration, requesting and reporting of laboratory investigations, clinical observations and assessments and extensive order communications, including imaging requests and internal referrals.

In developing the system for paediatric care, the team enhanced the bespoke drug dictionary which sits at the heart of PICS and created ground-breaking paediatric prescribing algorithms, which includes age and weight-banded prescribing dose limits; essential to ensuring safer medicines management.

In 2017, the Trust also launched its new patient administration system, OceanoPAS. The solution is the culmination of a four-year project to develop a patient administration system specifically to meet the needs of an acute trust.

Oceano is an end-to-end administration

solution to support patient care management. It was developed in collaboration with Servelec HSC, the Trust's commercial partner, to replace iPM which was implemented in 2006 as part of the Government's now defunct National Programme for IT.

Its integrated functionality allows greater automation of tasks and aims to improve data quality by limiting the scope for user error through a series of controls.

For patients, the implementation of OceanoPAS will mean improved correspondence about their hospital appointments and flexible options linked to how they receive communications – for example by email.

Over 1 million patient records were transferred to the new system which is used by around 1,500 staff across the Trust, many of whom were involved in designing and testing the software.

Nurse recruitment video takes social media by storm

A nurse recruitment video, aiming to attract experienced nurses to the Queen Elizabeth Hospital Birmingham (QEHB), has sparked excitement across the Trust following its launch on social media.

The video, which was released on the Trust's Facebook page has already reached nearly 150,000 people across the city thanks to staff and patients sharing the content with friends, making it the hospital's most popular post to date. In addition to raising awareness of nursing at QEHB, the video has prompted an outpouring of public support for the hospital from hundreds of reactions.

One patient commented via Facebook: "Amazing hospital, unlike any other I've ever been to. The staff are exceptional and the care you receive is second to none. They saved my life and will continue to save millions more."

A former member of staff reacted to the video with praise: "Without this hospital I wouldn't have achieved what I have in my career, they are phenomenal."

The video was launched to provide an insight into working at QEHB and promote on-site facilities at the Nursing Conference in May 2017.

The video can be viewed on the Trust's YouTube channel '**UHBvideos**', via the Trust's official Facebook page **@QEHBOfficial** or at: **www.nursing.uhb.nhs.uk**

"Without this hospital I wouldn't have achieved what I have in my career, they are phenomenal."

**Former staff member,
commenting on Facebook**





UHB surgeon awarded MBE

A transplant surgeon from the Queen Elizabeth Hospital Birmingham (QEHB) was awarded an MBE in the Queen's Birthday Honours' List for services to transplantation patients.

Mr Majid Mukadam, a father of two, has encouraged thousands of Asian people to sign the organ donor register during the course of his 17-year career at UHB.

Mr Mukadam has been involved in raising awareness of organ donation issues facing the Muslim community; working closely with faith leaders to address concerns around the religious permissibility of donating and accepting organs for transplant.

Dame Julie Moore, Chief Executive, UHB said: "I am delighted to hear of Mr Mukadam's well-deserved award and send him my congratulations. Despite his very busy commitment to the Trust, Mr Mukadam continues to devote his spare time to raising awareness of transplant and organ donation within the Asian community in Birmingham and beyond.

"He has addressed issues that are crucial in improving the health and wellbeing of people living within Birmingham's ethnically diverse and culturally rich population. He has highlighted the fact that many Asian people, particularly Muslims, are on the waiting list for transplant and that there is a high mortality rate within the waiting list."

Last year Mr Mukadam was awarded a Hospital Health Star award, organised by ITV1 show Good Morning Britain (pictured above).

"Mr Mukadam continues to devote his spare time to raising awareness of transplant and organ donation within the Asian community in Birmingham and beyond."

**Dame Julie Moore,
Chief Executive**



UHB takes part in national pilot for new nursing roles

In April 2017, the first Nursing Associate trainees embarked upon on a landmark teaching programme as part of a national pilot.

The government announced its plan to create the Nursing Associate – a new nursing support role – in December 2015 and UHB was one of 24 centres chosen by Health Education England to test the ability of education and service providers to deliver work-based training programmes.

The Trust will be involved in training and developing the second wave of trainee nursing associates, who began a two-year programme for a cohort of 1,000 trainees in April.

Nursing associates will work alongside healthcare assistants and registered nurses to deliver hands-on care however, will have wider opportunities and more flexibility to move between acute, social and community settings and primary care.

It's hoped that the new Nursing Associate roles will bridge the gap between nursing assistants – who provide the core of personal care such as washing and dressing and support patients with feeding and mobilisation – and the registered staff nurses who provide more complex clinical care.

UHB has 10 nursing associates undertaking the programme, as part of the Birmingham

and Solihull Partnership, and trainees will be undertaking a Foundation Degree (Nursing Associate) at Birmingham City University.

The programme is modular with assessments and exams undertaken during the programme leading to qualifications as a Nursing Associate, regulated nationally by the Nursing and Midwifery Council.

Each week the trainees, who were previously nursing assistants, will spend one day a week at university and a second day on placement in another healthcare setting or area.

Their remaining hours are spent undertaking work-based training in their primary placement (ward/unit) where they are employed. The trainees will be supported by clinical mentors, senior nurses, clinical educators and UHB's Practice Placement Team.

The trainees began their programme on 24 April, with a welcome from Chief Nurse, Philip Norman, and a two-day induction focused on exploring their role and getting to know each other.

Lead Nurse for Workforce, Carolyn Pitt, said:

"This is one of the most exciting and challenging opportunities we have as a pilot site testing a National Curriculum Framework and shaping the future of nursing.

"Our trainees are incredibly enthusiastic and are really breaking new ground as we test work-based learning, leading to academic professional qualifications.

"As senior nurses all the partnership leads are working together to ensure that all of our trainees get exposure to working in different practice settings across the health economy in Birmingham and Solihull.

"We aim to ensure our trainees at UHB get to undertake placements which cover adult and paediatric, mental health and learning disability nursing as well as exposure in different adult care settings in hospital, close to services and in patients' homes.

"As the Trust lead I am delighted to be involved in such an important programme and hope our journey at UHB will influence future trainee nursing associates."



"Our trainees are incredibly enthusiastic and are really breaking new ground as we test work-based learning, leading to academic professional qualifications."

Carolyn Pitt,
Lead Nurse for Workforce

Board of Directors

Covering period 31 March 2016–April 2017



**Rt Hon
Jacqui Smith**
Chair



**Dame
Julie Moore**
Chief Executive



Fiona Alexander
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McMahon**
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Cherry West
Executive Chief
Operating Officer



Dr Jason Wouhra
Non Executive
Director

Council of Governors

Covering period 31 March 2016–April 2017

Patient



Paul Darby



Aprella Fitch



Linda Stuart

Public



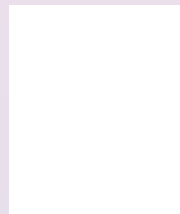
Bernadette Aucott



Paul Burgess



John Cadle



Edith Davies



John Delamere



Alex Evans



Alka Handa



Sandra Haynes



Elizabeth Hensel



Bridget Mitchell

Staff



Helen England



Tom Gallacher



Margaret Garbett



Patrick Moore



Susan Price



Stephanie Owen



Yvonne Murphy

Stakeholder



Margaret Jacobi



Valerie Seabright



Alasdair Walker



Iestyn Williams

Sustainability: creating a better future

Sustainability is about providing the best in care – high quality patient-centred healthcare that meets the needs of today, without compromising the needs of tomorrow.

The Government set national targets for the NHS in England to make a 10% reduction in emissions by 2015, which UHB successfully met and exceeded (delivering a representative 27% reduction) through a range of procurement, transport and waste minimisation initiatives. The Trust is now working towards the challenging target to reduce its carbon footprint by 80% by 2050.

The installation of solar panels on various roofs of the Heritage Building (original QE Hospital) is generating more electricity than was forecast and a number of LED replacement lights have been fitted in the Heritage Building.

However, sustainability is not limited to reducing the Trust's carbon footprint; it's about how we deliver care, how we create a healthier population and how we ensure we can continue to deliver care in the future by developing a local workforce.

The Trust's focal point for its community work is the Learning Hub which provides a purpose-built facility to train unemployed people into entry-level healthcare jobs and to help existing

staff where they lack a basic skill.

The training projects based in the Learning Hub, have enabled nearly 2,400 people to gain a job – with 140 trainees gaining employment in 2016/17 with a further 30 awaiting a start date.

The majority of the Learning Hub's pre-employment training provides induction and placement in a ward, technical or administrative area. Experience shows this is invaluable in gaining unemployed people a job.

In January 2016, UHB signed a contract with Birmingham City Council until July 2018 to be a named delivery partner within a city-wide initiative funded by European Social Funds and Youth Employment Initiative called Youth Promise Plus (YPP). The city-wide project aims to support 16,000 Birmingham and Solihull young people (15–29 years) who are not currently engaged in employment, education or training.

The Learning Hub also continues to work in partnership with external organisations, in particular the Prince's Trust, with whom it has delivered various 'Get into Hospitals' programmes aimed at helping young people in to work.

Mixed recycling


UHB has a well-established mixed recycling programme enabling staff, volunteers, patients and members of the public to recycle on a high-volume scale across its two hospital sites and its off-site administrative premises.

In 2016/17 the Trust yielded 689 tonnes of reusable material, an increase of 24.38 tonnes (3.6%) on the previous 12-month period.

A comprehensive mandatory education programme supports the recycling agenda and more than 850 mixed recycling receptacles are located in departments and public areas to encourage the recycling of a wide range of items – from newspapers and cans to plastic bottles trays and paper.

UHB has a well-established mixed recycling programme





The Trust co-ordinates a range of activities aimed at providing practical alternatives to travelling to work by car.

In addition, an extensive range of other items are recycled throughout the Trust, including:

- ▶ Cardboard and paper
- ▶ Green waste (garden)
- ▶ White goods (fridges etc)
- ▶ Fluorescent tubes/light bulbs
- ▶ Clothing (uniforms)
- ▶ Metal
- ▶ WEEE (electrical goods)

Travel

The Trust employs some 9,000 staff and last year treated over one million patients, with an estimated two million visitors. Consequently, the QEHB site is a major generator of traffic from across the city and beyond.

As part of its wider sustainability strategy, the Trust encourages the use of sustainable transport modes through a comprehensive Green Travel Plan in conjunction with the city council – as part of the city's medium-term transportation strategy 'Birmingham Connected' – and other employers across the hospital campus.

Between 2003 and 2016, there has been a 25% reduction in the number of single occupancy car journeys, which has been complemented by a 11% increase in staff

commuting by public transport and a 2% increase in staff cycling to work.

In March 2017, the Trust relaunched its Traffic Management Policy to further support this work. The Trust's eligibility criteria for staff car parking has led to a significant reduction in the number of staff cars permitted to access the Trust premises and has contributed to a 'culture shift' seeing many staff opt to use public or non-motorised forms of transport (e.g. walking and cycling) as their primary method of getting to work.

To support staff in the use of sustainable transport, the Trust co-ordinates a range of activities aimed at providing practical alternatives to travelling to work by car.

These include:

- ▶ Public transport schemes and discounts
- ▶ Cycle training sessions through local 'cycle to work' schemes
- ▶ On-site cycle storage for up to 300 cycles
- ▶ Marked cycle routes and footpaths on site; cycle lanes along roads leading to the hospital site and accessible routes along the neighbouring canal towpaths
- ▶ Frequent events and promotion of travel opportunities
- ▶ Staff 'Park and Ride' facilities



The community orchard and gardens is spread over 16,000 square metres around the QEHB campus.

Dedicated travel information kiosks and screens are helpfully positioned in the main entrance of the new hospital to provide timely information on public transport serving the site. Bus route maps and timetables are readily available from the hospital's main entrance and via the Trust's website and intranet. For a copy of the UHB Travel plan visit: uhb.nhs.uk/travelplan

Clothing and food bank

As part of the Trust's commitment to reducing disadvantage, three clothing and food bank drop-off points are located within the main QEHB building. Donations given to the food and clothing bank are given to Sparkhill foodbank which runs a number of satellites across the city and is part of the Trussell Trust network of foodbanks.

This initiative not only allows the Trust to collect food and clothing for local people; it enables us to further support patients who need additional help. Clinical staff are able to assess their patients upon discharge, and if needed, offer support in the form of an emergency food parcel or vouchers for the local food bank and/or seasonally-appropriate clothing.

If you would like to donate clothing or food at the hospital, the drop-off points can be found by the Education Centre Reception on Level 1, and in the main atrium of QEHB on Level 0.

Community orchard and gardens

The community orchard and gardens, part of the Birmingham and Black Country's Nature Improvement Area, is spread over 16,000 square metres around the QEHB campus.

It includes a wildflower meadow, more than 1,000 trees including more than 200 fruit trees, some 50,000 honey bees, vegetable plots, a pond and a woodland walk.

Local volunteers regularly take part in creating raised food beds, tending the orchards and running nature walks around the hospital site.

Since April 2016, more than 10 tree planting sessions have seen over 80 new fruit trees, including varieties of plum, apple, and damson, added to the orchard.

Once these have matured, it is envisaged that fruit will be distributed free to staff and visitors and via food bank partners.

Local residents, staff and visitors to the Trust have also been able to enjoy the eight 'Dawn Chorus' walks, which provide education on local species of birdlife.

Peregrine, kestrel, song thrush and greenfinch have all been spotted on site.

In addition, important insect biodiversity has also been encouraged with the creation of 'bug houses' at events for the children of patients and visitors.

Membership development

UHB was one of the first trusts to receive Foundation Trust status in July 2004. Foundation Trust membership is largely representative of the populations it serves and has members from a broad range of backgrounds.

Members play an important role in developing and improving services. During 2015/16, via the membership magazine *Trust in the Future*, members have contributed significantly to research used to deliver benefits to patients across the West Midlands.

Members are involved through the National Institute of Health Research (NIHR) patient and public involvement group to help in the design of trauma research studies being carried out at the hospital. Members are also engaged with, and invited to take part in, health research via the Trust's monthly health talks.

In 2016/17 members have been involved in projects to replace uncomfortable patient chairs, improve facilities for visitors and careers and develop a new Visitor Charter. Evidence of the contribution members make towards improving the Trust's services can be seen in monthly 'You Said, We Did' articles publicised in the hospital newspaper *news@QEHB*.

Members have also actively participated in the work of the Trust's Community Orchard and Gardens Project with members tending to the trees, vegetable patches and bee hives within the hospital's grounds, and support the Trust's community-based projects such as collecting for the food and clothing banks on site.

Social media channels such as Facebook and Twitter play an ever-increasing role in engaging members. Members may access information directly to their smartphone, or devices with internet connectivity, as it is released and monthly e-bulletins are sent to members who have signed up to receive them.

Our governors hold drop-in sessions for staff, front the annual Membership Week – a celebration of membership across the Trust. Staff



Members have been involved in the development of the Trust's new Visitor Charter

governors also take an active role in promoting and developing the Trust's health and wellbeing strategy by championing cycling and healthy eating.

Members take part in many of the Trust's annual awareness days by volunteering to support clinicians in handing out literature on various topics and sharing their stories of coping with their conditions. In 2017 members held information stands on renal care to mark World Kidney Day and to raise awareness of the hospital's patient support group as well as taking part in a series of events during Tinnitus Awareness Week.

During 2016/17 the overall membership remained consistent with just a small increase from 24,249 (2015/16) to 24,317.

Contacting the Membership Office

Membership Office triages queries from members to the most appropriate governor, and or Director, for action.

✉ membership@uhb.nhs.uk

☎ 0121 371 4323

📍 Membership Office, University Hospitals Birmingham, Mindelsohn Way, Edgbaston, Birmingham, B15 2TH

Charlie's story: stammering to success

Charlie Beddows left Halesowen College in July 2015 having achieved a distinction in Level 2 Health and Social Care. For many youngsters this would have been enough to get them their dream job, but for Charlie, landing a position was more difficult.

"I do suffer with a stammer. I have had a stammer since I was little. I was born 16 weeks premature. I was really poorly and I had life-saving surgery to connect an artery to my lung at the age of 15 days old.

"In total I spent 134 days in hospital before I was well enough to go home and I was even in the local newspaper when I celebrated my first birthday. I am also one of triplets.

"I left college thinking 'what I am going to do?' I had let my stammer control me. I was so nervous all the time and I was always worried what other people at school and college were thinking.

"I always used to get upset and cry a lot. I remember being at the doctor's in floods of tears because I found it really hard to speak and to even talk about my stammer. I remember at school and college I found it very difficult to get my point across and complete group tasks. At home my speech was a bit better – I think this is because I was more relaxed."

After leaving college Charlie completed the Innovate course at The Learning Hub to help him apply for an apprenticeship with the Trust.

"I had an interview in the January for an apprentice position. I was so nervous for this. There were three people on the panel and I remember really struggling with my speech.

"Having a stammer is not a physical disability. When we speak to people the first thing that people do is say 'hello' and I struggled to say hello or even yes to a register. So in October 2015, when I came across The Starfish Project, an organisation which provides four-day intensive speech courses, I booked on.

"I told the interview panel that I had booked myself on a speech course and then I just burst into tears. I think it was the fear of the unknown and the realisation of what I was going to do.

"I wasn't actually successful in my first apprenticeship interview but a few hours later they phoned me up to say The Learning Hub had offered me some work experience. I went from being so sad to being extremely happy.

"I started my work experience in January, having not yet gone on the speech course. I generally shadowed people in the office and I didn't even go near the phone. I had another interview at end of January for the apprentice position and I was successful – I was so excited.

"In February 2016 I went on the course; it was the most emotional and intense few days of my life. I think all of the emotion that I must have built up over 15-plus years just poured out of me. I remember getting dropped in Sussex and I felt sick. I was incredibly nervous. This was also the first time I met other people who had a stammer. It was also the first time I had done anything about my speech.

"On the first day we had to create a video in front of everybody on the course. There were people from all walks of life from young people to those in their 50s and 60s. It was the scariest and hardest thing I have even done!



“I pinch myself every day that I’m doing the job I am – because not in a million years did I think I would be able to do what I’m doing.”

Charlie Beddows

“After each day ended we would then practice the technique in everyday situations, for example, ordering from a menu.

“For me using the telephone was the most difficult of all! We had to practise using the phone and call up the people in the room. Then we had to do a ‘real’ phone call to the public.

“On the last day of the course we were all so tired and emotionally drained but we went into Eastbourne and tried out the techniques we had learnt. For the first time in my life I could say my name to a member of the public with control and it felt amazing!

“On the very first day back at The Learning Hub I used the phone for the first time and I was able to phone up 30 clients; I will never forget that! Everybody at the Learning Hub was so happy for me and could not believe how much the course helped.

“They even let me go back to teach the technique to young people and their parents. To be on the other side and able to teach the breathing technique to a young person in front of 40 people was another amazing experience.

“I practise my breathing every day. I have to do that because I will always have a stammer,

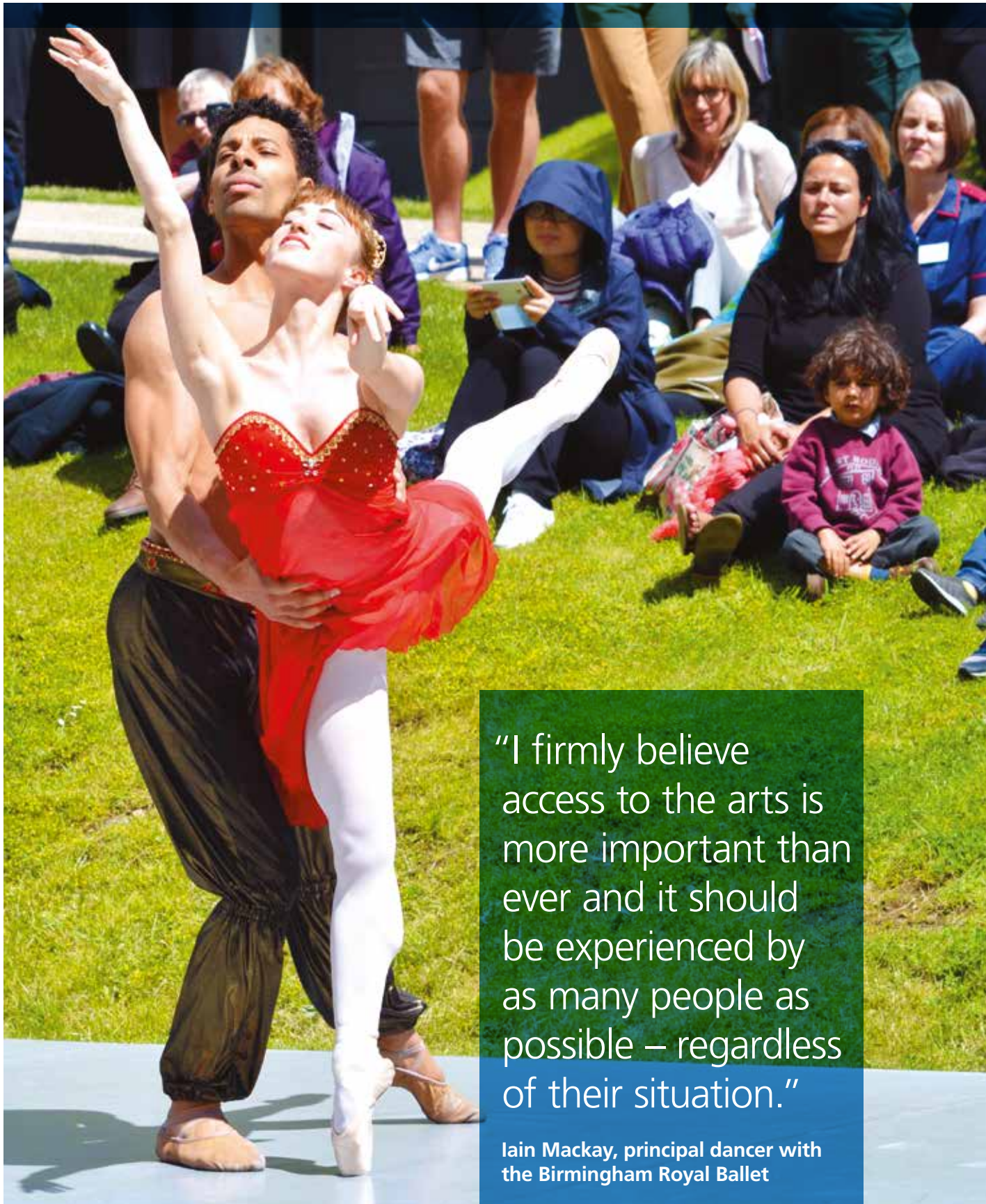
but it’s a great feeling that I am able to control it. Sometimes I have broken down and have been a bit low, but I pick myself up by going back to basics with the technique and the knowledge that there is so much support from the people from Starfish, the people at work and my fantastic family. I have just completed an apprenticeship with the Queen Elizabeth Hospital, where believe it or not, I worked on a reception desk meeting students who are attending the different courses we run at the Hub.

“I pinch myself every day that I’m doing the job I am – because not in a million years did I think I would be able to do what I’m doing.”

His commitment to overcoming a stammer that had held him back throughout his life, saw him publicly recognised in 2016 at the Trust’s annual Best in Care Awards Ceremony.

Humbled to even be nominated, Charlie was overwhelmed to receive the ‘Brighter Futures Award’, presented by Olympic gymnast Kristian Thomas (see picture).

He also successfully secured his first permanent role at the Queen Elizabeth Hospital Birmingham and hopes to inspire other young people to seek support and follow their dreams.



“I firmly believe access to the arts is more important than ever and it should be experienced by as many people as possible – regardless of their situation.”

Iain Mackay, principal dancer with the Birmingham Royal Ballet

Birmingham ballet brings feel-good factor

Creating opportunities to engage the wider community in healthcare and improve patient experience, the Trust actively fosters relationships with arts groups and the third sector.

Principal dancer with the Birmingham Royal Ballet, Iain Mackay, brought a bespoke pop-up dance group – Open Door Dance (ODD) – to perform at QEHB.

Open Door Dance delivered three performances, each lasting around 25 minutes, for the staff, patients and visitors outside the hospital.

Each performance contained a variety of short dances, ranging in style from classical duet to modern contemporary pieces, especially choreographed for this unique event.

The performances were filmed and live streamed using social media on both the hospital and Birmingham Royal Ballet's social media platforms allowing all patients, staff, carers, volunteers and members of the public the opportunity to enjoy the shows – regardless of their mobility or location.

The live streams and videos have since reached over 25,000 views.

Dancer Iain Mackay, who has toured widely with Birmingham Royal Ballet throughout an impressive career, is leading on this new venture and has enlisted the talents of other dancers from the company to help bring his vision of accessible art in unlikely places to life.

He said: "The goal for Open Door Dance is to take high quality live dance into places you

wouldn't expect to see it. I firmly believe access to the arts is more important than ever and it should be experienced by as many people as possible – regardless of their situation.

"This is my community, my family's community and as a principal dancer with Birmingham Royal Ballet, access to dance as an art form is something that I have to offer.

"With ODD I want to use my unique skill set to help to bring people together and inspire them, and I'm so glad to have brought this to the Queen Elizabeth Hospital Birmingham.

"We had a fantastic time, the turnout and engagement from all was superb and we hope everyone at the hospital enjoyed it as much as we did."

Dame Julie Moore, Chief Executive, said: "We are excited to have hosted Open Door Dance and hope that our patients, visitors, and staff – where possible – were able to experience the incredible live dance that was on show outside the hospital or from their bed space via social media.

"These world-class performances served as a welcome and inspirational distraction for our patients and their loved ones."

Watching the performance, Clinical Nurse Specialist, Jenny McKenzie, commented via Facebook: "A wonderful afternoon's performance. Thank you Iain and the troupe for bringing us your outdoor show.

"A real rare treat to see Le Corsaire pas de deux. More please!"

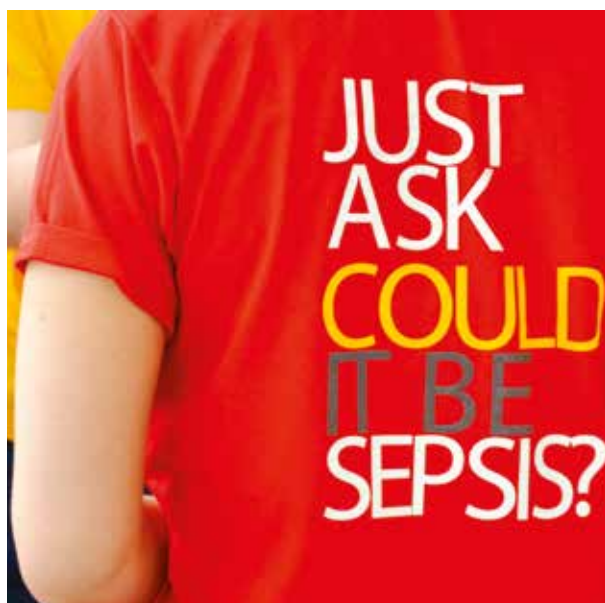
Another onlooker commented via Facebook: "Well done for bringing it to a wider audience – open air performance is special."

Sepsis awareness will save lives: new sepsis screening toolkit is launched

A team of doctors, nurses, pharmacists and educators at the Queen Elizabeth Hospital Birmingham is fighting back against sepsis by launching a new screening and action toolkit to improve awareness of the life-threatening condition.

The sepsis screening and action toolkit is part of the Trust's THINK SEPSIS campaign to educate staff on the early-warning signs of sepsis and is just one of a number of ways the sepsis team are improving the sepsis care pathway.

To launch the initiative, the team held Sepsis Awareness Week (3–7 April), which was opened by Dr Ron Daniels, Chief Executive of the UK Sepsis Trust, who has greatly influenced the national and international sepsis agenda and is a clinical adviser on sepsis to NHS England.



More than 160 clinical staff attended Dr Daniels' thought-provoking lecture on the real-life impact of the condition highlighting the importance of early intervention and treatment.

Throughout the week, staff across the Trust got involved in a range of education activities, held information stands and took part in a taste-bud-tantalising charity cake sale, raising £142 for the UK Sepsis Trust and QEHB charities, whilst promoting the THINK SEPSIS 'recognise, screen and treat' message.

Staff also engaged in a 'Think Sepsis' quiz to test their new knowledge, which was won by nurse Joanne Sayles on Ward 620.

Kerry Holden, Senior Infection Control Nurse, who co-ordinated the Sepsis Awareness Week activities said: "Sepsis is a medical emergency and if not recognised and treated in a timely manner there can be devastating consequences on both patients and their families.

"The good news is that with urgent basic care we can make a real difference between survival and death in sepsis, therefore we need you to 'think sepsis'.

"THINK SEPSIS is a concept that encourages every healthcare worker to consider a diagnosis of sepsis for every patient that presents to them acutely unwell or with an acute deterioration in their condition.

"The launch of the THINK SEPSIS campaign was a great start to our work to improve sepsis care and it would not have been possible without the time and efforts of the Infection Prevention and Control team, clinical educators and student nurses from the University of Birmingham; thank you!"



Kerry Holden, Dr Ron Daniels, Dr Mav Manji and Martin Biggs

“With urgent basic care we can make a real difference between survival and death in sepsis.”

Kerry Holden, Senior Infection Control Nurse

What is sepsis?

Sepsis is a life-threatening condition that affects an estimated 150,000 people in the UK every year. It occurs when the body’s natural response to an infection damages its own tissues and organs.

If not recognised early and treated quickly, sepsis can lead to septic shock, organ failure and even death.

Approximately 44,000 people die each year in the UK as a result of sepsis – more than bowel, breast and prostate cancer combined. It’s estimated that a quarter of deaths could be avoided by early detection and timely treatment.

Sepsis can be caused by a huge variety of common bacteria, which we all come into contact with every day without them making us ill. On occasion, the body responds abnormally to these infections and causes sepsis.

Sepsis can develop following chest or water infections, problems in the abdomen like a ruptured stomach ulcer, or simple skin injuries like cuts and bites, and although there are certain groups in whom sepsis is more common – the very young and very old, people with multiple health issues, people with impaired immunity and pregnant women – it can occur in anybody, regardless of their age or health status.

QEHB Charity

Queen Elizabeth Hospital Birmingham Charity exists for the benefit of patients at University Hospitals Birmingham NHS Foundation Trust (UHB). As the only charity set up to support the whole of the Trust, QEHB Charity's aim is to help UHB achieve excellence in care for everyone it serves.

The Charity supports the Trust by raising funds to purchase equipment and facilities not normally seen in NHS hospitals, funding research at the University of Birmingham, and providing those little extras that make a stay in hospital just that little bit easier – from pizza nights and music teachers on the Teenage Cancer Trust Young Persons' Unit, to memory lane cafés and conversation cards for our older patients.

The Charity generates income through fundraising, donations, charitable grants, legacies and sponsorship and has raised over £18 million over the past five years, enabling the Charity to continue to run existing activities as well as take on new and exciting projects. The Charity's Trustees oversee charitable expenditure to ensure that funding is for clear benefit to patients, their families and others using the hospitals.

QEHB Charity relies on the kindness and generosity of fundraisers and donors from far and wide; with the majority based throughout the West Midlands, but with an increasing number of donors from across the UK and even overseas who support Fisher House; the 'home away from home' for military patients and their families.

The Charity is also working with former England cricketer Ashley Giles and his wife Stine Giles in the area of brain tumour research, under the banner of The Giles' Trust. The Charity is also funding cutting-edge medical equipment for the diagnosis and treatment of brain tumours, and is funding a Clinical Research Nurse who will be able to increase the number of patients taking part in clinical research trials by recruiting appropriate patients and administering the novel treatments.

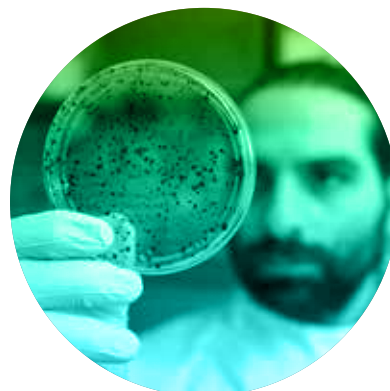
In 2016/17, QEHB Charity made grants to the Trust totalling £3,203,000 (2015/16: £3,448,000). Of this, QEHB Charity spent £542,000 on new equipment (2015/16: £1,374,000) that would not otherwise be available in an NHS hospital including more than



QEHB Charity granted **£121,000** to purchase a mobile mammogram trailer



The Charity funded **'My Life' units** used to create personal life stories for dementia patients



QEHB Charity granted **£1,352,000** for medical research at the Trust



QEHB Charity supports the Trust by funding equipment, supporting research, and providing 'little extras' for our patients

£121,000 on a mobile mammogram trailer and £135,000 on a neurosurgery brain navigation system.

The Charity also funded a digital mammogram unit, a Fibroscan machine and special touchscreen monitors which patients can use to play games, view popular video clips from days gone by, and create personal interactive 'life stories', using the patient's own photos, with the help of staff and families.

An important part of the Charity's charitable grants programme is funding research. In total Queen Elizabeth Hospital Birmingham Charity made research grants of £1,352,000 in 2016/17. (2015/16: £1,024,000).

As well as funding equipment and research, QEHB Charity also supports training and education and patient support and welfare. In 2016/17, it spent £658,000 in this area on resources such as patient information films on cardiac rehabilitation exercise. The charity also funded free patient access Wi-Fi throughout the site to improve experience.

You can find out more about QEHB Charity and its activities at the charity's website: qehb.org



uhb.nhs.uk