



**University Hospitals Birmingham**  
NHS Foundation Trust

# Annual Review 2018/19



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# Our vision

To build healthier lives

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# Our purpose

To improve the health of our patients and communities through delivering the best in clinical care, research, innovation and education.

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# Our values

## Collaborative

Working in partnership with others to provide safe, appropriate care and improve outcomes.

## Honest

Being transparent in all that we do, communicating openly, inclusively and with integrity.

## Accountable

Taking personal and collective responsibility for the way in which we deliver care.

## Innovative

Being responsive, creative and flexible, always looking for ways to do things better.

## Respectful

Treating everyone with compassion, dignity and professionalism.



**Building healthier lives**

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# Welcome

## Welcome to University Hospitals Birmingham NHS Foundation Trust's annual review for 2018/19.

Looking back over this period, which covers the first year since the merger between University Hospitals Birmingham and Heart of England NHS Foundation Trusts, it's fair to say it's been a momentous 12 months.

There has been a lot of necessary work to ensure the new, enlarged UHB is ready to face the issues that lie ahead as well as the ever-increasing demand on our services which has continued to pose a challenge against a backdrop of budget constraints.

But now we are very much looking ahead with our new strategy 'to build healthier lives'.

As one Trust, with one vision, we are proud of our track record of providing high quality care to millions of patients. In February this year, the Trust was rated 'good' overall by the Care Quality Commission and 'outstanding' for the well-led aspect of the inspection. But, like the rest of the NHS, we need to adapt to meet growing challenges in the years ahead.

There are three main strategic priorities required to take us forward at the pace necessary to ensure that the quality of services we offer our patients in the future is maintained. All this is set against the backdrop of the enormous challenges that we, together with the rest of the NHS, face.

It is clear that "more of the same" in terms of how we deliver clinical services will not be sufficient to deal with these pressures and we need to create the capacity to fundamentally transform the way services are configured and delivered across the system.

There are three priorities for the enlarged organisation, namely:

- delivery of day-to-day operations
- integration of clinical services

- Transforming our healthcare services to be more efficient and responsive using technology

Our vision demonstrates our commitment to the health of our population, before, during and after patients need hospital care – from maternity to the end of our lives. We have a shared purpose of what we need to achieve and the ambition to make it happen.

We will be focusing more than ever on transforming our services with technology and looking at new and exciting ways of making things better for patients by tackling issues such as long waits in A&E and Outpatients.

We will also be leading the healthcare side of the West Midlands 5G testbed project. Again, UHB is undoubtedly as well placed as anywhere in the world to deliver transformation in healthcare through digital technology, further improving services to our patients.

There is also much to look forward to in terms of capital developments with £97.1million recently confirmed by the Department of Health and Social Care for the ACAD development at Heartlands Hospital and work already forging ahead on the new specialist hospital at QEHB.

The Annual Review is a summary of our activities over the last year in the Trust and we hope it will give you an insight into the work we do and how the Trust strives to build healthier lives.



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

**Rt Hon Jacqui Smith**  
Chair

A handwritten signature in black ink that reads "Dr David Rosser".

**Dr David Rosser**  
Chief Executive



# About the Trust

**University Hospitals Birmingham NHS Foundation Trust (UHB) is one of the highest performing healthcare organisations in Europe with a proven international reputation for its quality of care, information technology, clinical education and training and research.**

The Trust's multiple sites include Birmingham Heartlands Hospital, the Queen Elizabeth Hospital Birmingham, Solihull Hospital and Community Services, Good Hope Hospital in Sutton Coldfield and Birmingham Chest Clinic. The Trust also runs a number of smaller satellite units, allowing people to be treated as close to home as possible.

UHB employs more than 20,000 members of staff and is one of the largest Trusts in England.

The Trust has regional centres for trauma, burns, plastics, neurosciences, dermatology and cancer. It also has centres of excellence for vascular, bariatric and pathology services, as well as the treatment of MRSA and other infectious diseases. It also has expertise in HIV/AIDS, premature baby care, bone marrow transplants and thoracic surgery.

The Trust delivers approximately 10,000 babies each year and provides around 20,000 days of neo-natal care.

UHB has the largest solid organ transplantation programme in Europe and runs Umbrella, the sexual health service for Birmingham and Solihull.

It is also home to the West Midlands Adult Cystic Fibrosis Centre and a nationally-renowned weight management clinic and research centre.

The Queen Elizabeth Hospital Birmingham is a Major Trauma Centre treating the most severely injured casualties from across the region. The hospital's single site 100-bed critical care unit is the largest in Europe.

The Trust hosts the Institute of Translational

Medicine (ITM) and led the West Midlands Genomics Medicine Centre as part of the national 100,000 Genomes Project.

UHB is also proud to host the Royal Centre for Defence Medicine (RCDM). The RCDM provides dedicated training for defence personnel and is a focus for medical research.

UHB also holds the contract for providing medical services to military personnel evacuated from overseas via the aero medical service.

During 2018/19, the Trust has focused on its vision 'to build healthier lives'. This is underpinned by the Trust's values: collaborative, honest, accountable, innovative and respectful and its core purposes of excellent clinical quality, patient experience, workforce, and research and innovation. In February, the Trust was rated 'good' overall by the Care Quality Commission and 'outstanding' for the well-led aspect of the inspection.

The Trust was established in 1995 and was among the first to be awarded foundation trust status in July 2004.

From October and November 2015 respectively, UHB's then Chief Executive and Chair held interim corresponding roles at Heart of England NHS Foundation Trust, along with other senior managers, to improve its clinical, financial and operational position. The acquisition of Heart of England NHS Foundation Trust (HEFT) by UHB was concluded successfully on 1 April 2018.

This annual review covers the performance and highlights of the year since the formation of a new enlarged Trust.

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**The Trust's full annual report is available here:**  
🌐 <https://www.uhb.nhs.uk/annual-report-and-accounts.htm>

**The Trust delivers approximately 10,000 babies each year and provides around 20,000 days of neo-natal care**



# Trust Performance

**In the first year since its merger with Heart of England NHS Foundation Trust, UHB has continued to deliver high quality care and treatment to patients.**

UHB is now a much larger and more complex organisation and has more patients under its care than any other NHS provider. The Trust has 2.8 million patient attendances per year, over 20,000 employees, nearly 2,700 beds and an annual turnover of £1.6bn.

The Trust is also playing a leading role in local health system reform through Live Healthy Live Happy, the Birmingham and Solihull Sustainability and Transformation Partnership.

Following the merger in April 2018, the Trust updated its vision to 'building healthier lives' which previously was the vision of Heart of England. This sets out the Trust's plan to create more equitable patient access to better quality and integrated healthcare across Birmingham, Solihull and South Staffordshire.

It also demonstrates an important change in the Trust's outlook and a strategic pivot in how it operates within the health and care system.

The Trust is no less committed to providing high quality care for the patients who come through its doors because that remains part of our core purpose, but it is increasingly concerned with the mental and physical health of our population before and after they come through our doors.

All the Trust's activities are underpinned by its

values: collaborative, honest, accountable, innovative and respectful.

There are three major priorities that have to be delivered to achieve our vision:

- Maintaining effective day-to-day operational and financial performance
- Integrating our clinical services and corporate functions
- Transforming our healthcare services to be more efficient and responsive using technology

Within these priorities there are nine major areas of focus for the Trust:

- ✓ Standardisation of high quality patient care
- ✓ Clinical service planning across sites
- ✓ Digital and technological transformation
- ✓ Making best use of all resources
- ✓ Developing and supporting our workforce
- ✓ Working with our partners
- ✓ Research and innovation
- ✓ Non-clinical support services
- ✓ Emergency preparedness

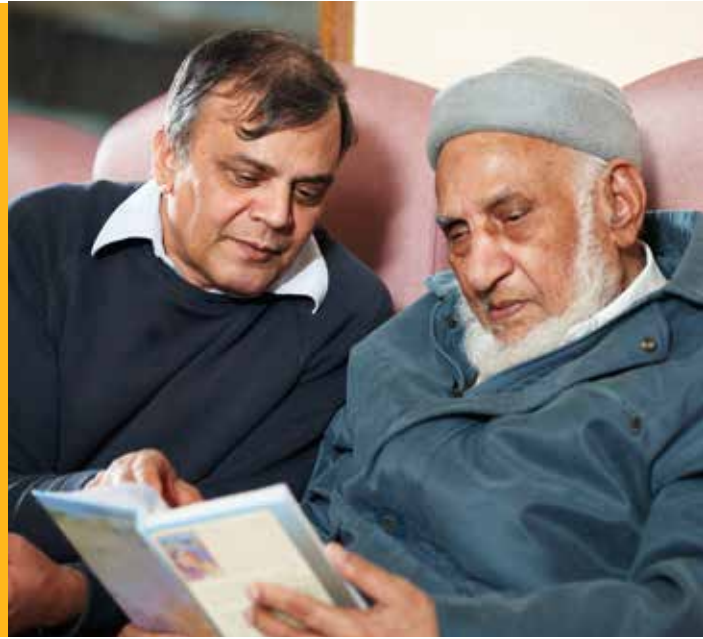
**20,000  
members  
of staff**

**2.8 million  
patients  
treated**

**2,700 beds  
across sites**



## The Trust is also playing a leading role in local health system reform through Live Healthy Live Happy, the Birmingham and Solihull Sustainability and Transformation Partnership



This was summed up in the Trust's new strategy 'Our Strategy for Building Healthier Lives'.

During this first year, a number of important new senior roles have been created. The Director of Quality Development was appointed and further changes in the Executive Team have taken effect including changes to portfolios to create a Chief Transformation Officer, a Chief Innovation Officer and a single Chief Operating Officer.

Divisional structures have also been revised with the creation of six multi-site divisions that will allow them to best support the delivery of the Trust's strategy.

As well as the challenges of coming together as one enlarged Trust, UHB and the NHS as a whole, faced another very challenging year with continued increases in demand. There were also funding challenges despite increased investment.

Across UHB as a whole, a total of 2,819,399 treatments were completed during 2018/19. These included 1,871,680 outpatient attendances, 408,148 Emergency Department (A&E) attendances and 539,571 inpatient episodes.

This was a 5.4 per cent rise in the number of patients we saw during the previous year.

The Trust has continued to see very significant growth in attendances, ambulance arrivals and emergency admissions through its Emergency Departments (EDs), particularly since Christmas 2018. The Trust now averages one day a week with more than 1,200 attendances and on its busiest day in 2018/19 1,395 patients attended our EDs.

The Trust is now the second largest Foundation Trust in country in terms of revenue. UHB's total annual revenue increased to £1,613.6 million with the near doubling of turnover since the acquisition of the former Heart of England NHS Foundation Trust.

**1.8 million  
outpatient  
attendances**

**408,000  
A&E  
attendances**

**540,000  
inpatient  
episodes**

# Trust rated 'good' by hospital inspectors

**University Hospitals Birmingham NHS Foundation Trust (UHB) was rated 'good' overall by the Care Quality Commission – with an 'outstanding' rating for the 'well-led' aspect of the inspection.**



In a report published in February 2019, the inspectors also gave a rating of 'good' for whether the Trust's services are responsive, effective, caring and safe.

Community health services for end-of-life care and children, young people and families.

The CQC inspected the 'well-led' key question between 26 and 29 November 2018.

It was the first CQC inspection since the merger by acquisition of Heart of England NHS Foundation Trust in April 2018.

The enlarged Trust provides services at the Queen Elizabeth Hospital Birmingham, Birmingham Heartlands Hospital, Good Hope Hospital and Solihull Hospital. It also runs Birmingham Chest Clinic, a range of community services and several smaller satellite units.

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. They make sure health and social care services provide people with safe, effective, caring, well-led and responsive care, and encourage care services to improve.

The CQC regularly monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety and their reports are published to help people choose where they receive their care.

**The full CQC inspection report on UHB has been published here:**

[www.cqc.org.uk/provider/RRK](http://www.cqc.org.uk/provider/RRK)

“ The findings of the inspectors are testament to the hard work, dedication and collaboration across all of our teams. ”

**Dr David Rosser**  
Chief Executive

They found that there were consistently high levels of constructive engagement with staff and people who used its services, including all equality groups.

The inspectors found the Trust engaged and involved patients to shape services and culture; safe innovation was celebrated; and there was a clear, systematic and proactive approach to seeking out and embedding new and more sustainable models of care.

Dr David Rosser, UHB's Chief Executive, said: "The findings of the inspectors are testament to the hard work, dedication and collaboration across all of our teams."

Between 8 October and 19 October 2018, the CQC inspected a total of five acute core services provided by the Trust across four locations. They inspected urgent and emergency care, medical care, surgery and outpatients at QEHB.

They also inspected urgent and emergency care, medical care, surgery and maternity at Heartlands, Good Hope and Solihull Hospitals, plus

# Improving patient care through new technology

**As a key part of its plans for the future, the Trust is exploring ways of using digital technology to help tackle the severe pressure on our hospitals.**

Ideas such as online symptom checkers and video consultations are being looked at to see how these could help reduce the huge demand on services in A&E (Emergency Department) and Outpatients.

The Trust believes that the current model of healthcare isn't working and that something radical needs to be done urgently to deal with the constant strain on services.

UHB is leading the way nationally by looking at how the latest technology could be part of the answer, how it could help reduce the use of A&E and the number of outpatient appointments.

Over the past three years, emergency attendances across our hospitals increased by an average of 3.4 per cent each year – and this is expected to keep on increasing. Of the 133,800 patients who attended QEHB's ED in the last year, 39,700 were discharged without the need for admission or diagnostic tests.

The Trust has begun talks with Babylon Healthcare which has already developed a new digital way of using GP services called GP at Hand.

The UHB board has approved exploring the merits of collaboration with Babylon. It also approved establishing an internal project team to explore the use of video consulting and Artificial Intelligence symptom checking software in outpatients and urgent care. The go ahead was also given for a diverse patient panel to advise on the new ways of engaging with the Trust.

Chief Executive Dr David Rosser said: "We need a step change in pace and scale because incremental improvements will not match the pace of demand growth we are experiencing in our current model of care.

"We need to use technology innovatively and widely to achieve this transformation. The proposed health-technology collaboration may be able to play a part in helping us to deliver on our ambitions."

If the collaboration goes ahead people thinking

about seeking help at A&E would be encouraged to answer questions in an online check of their symptoms before they go to hospital.

This 'artificial intelligence triage' would then tell them if they need to seek treatment or not and give a potential diagnoses.

It might point them in the direction of a GP or pharmacist or give them the option of speaking to a Trust nurse on the phone, thus bypassing long queues at A&E.

People who are already waiting at A&E could also fill in the checker to save time. The new way of working could also see patients given the chance to talk to their consultant using their smartphone at home or work and not have to go to the hospital itself for an outpatient appointment.

Consultations done that way would be more convenient for many patients who wouldn't have to take time off work.

Dr Rosser added: "The way patients access and receive healthcare in Birmingham will be unrecognisable in five to 10 years' time, with technology playing a hugely enhanced role.

"This is the first case of technology of this kind being deployed at such a scale to aid the hospital sector."

**Of the 133,800 patients who attended QEHB's ED in the last year, 39,700 were discharged without the need for admission or diagnostic tests.**

# Thanks for saving my life

## **Liz Sloan says she owes her life to staff at Queen Elizabeth Hospital Birmingham after she contracted an extremely rare skin disease.**

Liz, 55, suffered horrendous blisters all over her body and lost 90 per cent of her skin during her agonising and painful ordeal.

It all started with a rash which got angrier and angrier and spread and the skin began to blister and peel. It became so painful she could hardly move and was rushed into hospital.

It turned out she had suffered an intense allergic reaction to some medication and developed a life-threatening skin disorder called Toxic Epidermal Necrolysis Syndrome (TENS).

Liz knows she could have died and is grateful to all the staff at QEHB who saved her life and then cared for her as she recovered so that today she is back in good health.

The former sales executive, who lives in Redditch with her husband and two pet westies, said her problems began at the end of 2017 when she had a pulmonary embolism.

As she was recovering at home in early 2018, the rash first appeared.

She recalled: "I was being sick a lot and lost weight and a rash the colour of beetroot started."

Despite visits to a GP, the rash got worse and worse.

"The week before I was admitted to hospital in May 2018 I wasn't getting out of bed at all. I was in a lot of pain, the skin was starting to peel off and there was blistering. I had blisters like eggs, about 28 of them, all over my body as well as the rash.

"The condition starts to shut down the organs and when I first came into hospital one of the biggest issues was – apart from the fact I was crying out in pain – they thought my kidneys were completely shutting down.

"I lost 90 per cent of skin and it was extremely distressing. The pain was on a different level – you couldn't find any way to lie comfortably or move."

Initially she was in Critical Care Unit (CCU) at QEHB but was later transferred to the Burns Unit.

Liz can't remember much about her first few days in hospital. But she has nothing but praise for the constant and compassionate care she received in both the Burns Unit and the CCU.

It was the risk of infection after losing 90 per cent of her skin that put her life at risk.

She says that large doses of steroid proved the solution to getting things under control and she will be forever grateful to the consultant who came up with the solution.

After this there were weeks of healing and recovery and she is full praise for everyone who cared for her, especially the dermatologists and rheumatologists.

She recalls being wrapped like a mummy in bandages, having oil treatment on her skin every two hours but also the consideration of staff when she needed to go through the painful process of bathing at the height of her pain.

She also lost 30kg during the months she was ill.

"The staff were absolutely fantastic; they knew exactly what to do and when to do it. They were very compassionate extremely caring and so helpful they were just great. I definitely owe my life to them.

"The care level was absolutely superb; they were very compassionate and I am extremely grateful. They were fantastic at putting me at ease."

One consultant told her they had only seen one other patient in 16 years with the same condition.

It later emerged that Liz had Lupus Bullous as well as TENS. Now she feels her ordeal is behind her and she is enjoying cycling and walking her dogs again as life returns to normal.

“ The care level was absolutely superb; they were very compassionate and I am extremely grateful. They were fantastic at putting me at ease. ”

Liz Sloan



# Patient Experience

**The views of our patients matter a great deal to us so feedback is monitored through a variety of methods.**

During the year, the Trust has continued to monitor feedback through a variety of different methods including patient advice and liaison contacts, complaints, compliments, friends and family test, and local and national surveys.

Feedback is proactively sought from patients, visitors and carers via surveys and visits to wards and departments. These enable the Trust to prioritise issues that are important to patients, as well as assisting the Trust in monitoring the success of patient improvement measures.

We listen to what our patients are telling us but we also act on it too – so feedback from patients has resulted in a number of initiatives to improve patient experience.

## Emergency Department information screens

Information screens in the Emergency Department (ED) have been developed to include information such as the current longest waiting time to be assessed or treated and other treatment centre options.

## Carer co-ordinators

Two carer co-ordinator roles were introduced during 2018 to offer extra support to carers and since then, a range of resources and training have been developed and implemented.

## Pets in Hospital

Pets in Hospital is the Queen Elizabeth Hospital Birmingham's bespoke therapy dog service. Pets in Hospital sees specially assessed dogs visiting patients at the hospital, helping to reduce their anxiety, and enhance patient communication and interaction. As the service has grown, so has patient demand and more patients are now requesting visits from our furry friends.

Thanks to donations from charity supporters, the service has been able to expand to meet this demand.

## Name badges

New yellow name badges with first names were brought in for ward-based staff to support good communication with patients and visitors.

The eye-catching yellow badges feature larger text than the previous white badge, ensuring patients can easily see who they are talking to and who is treating them.

**As the service has grown, so has patient demand and more patients are now requesting visits from our furry friends.**





**New yellow name badges with first names were brought in for ward-based staff to support good communication with patients and visitors.**

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 received in 2018/19 was 1,950 and the main subjects related to clinical treatment communication and patient care. Only five cases were upheld or partially upheld by the ombudsman – a reduction on the 13 cases the previous year.

The Trust consistently receives considerably more compliments than complaints.

The majority of compliments are received in writing – by letter, card, email, website contact or via the Trust Patient Experience feedback leaflet. The rest are received verbally via telephone or face to face.

Positive feedback is shared with staff and patients to promote and celebrate good practice as well as to boost staff morale.

Overall, however, the Trust recorded fewer formal compliments in 2018/19 (1,970) than in 2017/18 (2,136).

The Trust's Patient Experience Group has decided to focus its patient experience improvement for 2019/20 on two key aspects that patients have told us are important to them:

- ✔ Nutrition and hydration
- ✔ Pain control in our Emergency Departments

## Quality

**University Hospitals Birmingham NHS Foundation Trust is committed to measuring and improving the quality of the services it provides to patients.**

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](https://uhb.nhs.uk/quality.htm)

Information published includes:

### **Quality Reports**

These include the Trust's 2018/19 Quality Report

### **Specialty Quality Indicators**

Graphs showing performance and explanatory text for specialty quality indicators which are updated monthly

### **Patient experience feedback**

The Trust collects feedback from patients to monitor and improve patient care.



# Staffing

**The Trust is committed to engaging its workforce and recognises that the quality of the services we deliver to patients is defined by our people.**

We strive to find ways to work with staff to improve their working lives, and feedback is crucial to understanding their needs and views.

The Trust works in partnership with its trade unions to engage with staff; the strength of this partnership is reflective of the value demonstrated by the Trust in its responsiveness to this feedback.

There is a Trust Partnership Team which offers a platform for trade union interface with senior management and serves as a barometer for the climate of staff feelings in general terms and on specific subject areas.

The Trust runs a quarterly Staff Friends and Family Test to seek the views of staff on their experiences at work, and reasons for recommending it as a place to work and recommending it for care and treatment.

In addition, all staff are invited to take part in the annual staff survey which provides detailed feedback on staff experience across a range of key themes.

The Trust uses other mechanisms throughout the year to actively seek the views and opinions of staff. These include hosting targeted focus groups, direct e-surveying on specific topics and engagement briefing sessions.

UHB is committed to keeping staff up-to-date with news and developments through an internal communications programme.

There are 17,795 female and 5,461 males employed by the Trust.

The largest staff group at UHB are employed in nursing, with the next highest groups of staff in administrative and clerical, additional clinical services and estates and ancillary roles.

## Staff wellbeing

**UHB continues to actively promote health and wellbeing amongst its staff. National awareness days such as World Mental Health (October) and Time to Talk (February) have also been widely promoted with a series of activities to support awareness of key issues.**

All staff members are able to self-refer to a number of activities and services and these include:

- Staff Support
- Staff Well Clinic
- Staff Physiotherapy
- Occupational Health
- Mindfulness
- Chaplaincy Support

The Staff Well Clinic has expanded and offers a complete health assessment for individuals with options to either refer back to the General Practitioner or refer within the Trust to the appropriate service.



# Staff Survey

**An amazing 6,952 staff took part in the 2018 National Staff Survey and had their say, which is 36% of our staff. Our full results were published at the end of February 2019.**

The survey results were categorised into 10 key themes and the results for our Trust show we are scoring average across all themes, with scores out of 10. For Quality of care, we scored 7.5, Staff engagement was 7, and Health and wellbeing 5.7.

Over 1,000 staff provided comments as part of the survey, which have all been read and analysed. Using this information along with the scores from the key themes, the Trust has identified priorities to focus on to improve staff experience:

- ✔ Culture of high quality feedback: We will continue the work we started last year to strengthen leadership skills & behaviours. We want to build a culture of high quality feedback, and will deliver a programme of support for managers to grow our capability to give and receive feedback.
- ✔ Values behavioural framework: To support the culture of feedback, we want to refresh the values behavioural framework, with clear statements about what behaving in line with the values looks like in practice.
- ✔ Health and wellbeing: mental health support: Deliver a programme for managers to equip them to support staff around mental health issues.

**61%** of staff would recommend us as a place to work

**72%** of staff would recommend us for care and treatment

## Top employer

**Stonewall, the pioneering LGBT rights organisation, has scored UHB in the top 100 employers in Britain in its 2019 Workplace Equality Index.**

The prestigious index is coveted by employers and staff as a symbol of the great work it does to help achieve acceptance without exception for all LGBT people.

In the past year, UHB worked collaboratively with many partners such as Birmingham LGBT, the South Asian LGBT community and the University of Birmingham to raise awareness, coordinate dedicated events such as Umbrella at Birmingham Pride and the South Asian LGBT conference hosted at QEHB.

Activities also saw a further LGBT conference, the expansion of the Trust's staff networks,



the embedding of a dedicated policy to support trans people and inclusion training to improve the understanding of our LGBT staff and patients.

UHB also saw staff across all sites mark their support for the trans community during Trans Awareness Week.

# Simply the best

## Exceptional staff from across the Trust won prestigious national accolades during the year.

Heartlands Hospital midwife Nicky Taylor was the presented with the Best Midwife accolade at The Sun's 'Who Cares Wins' awards ceremony for her incredible work supporting families who have lost a baby.

Nicky, who has worked as a midwife at Heartlands Hospital for 16 years, was nominated for the award by Cat and Mike Blewitt, from Tamworth.

They were under her care at the Eden Suite following the heartbreaking loss of their triplets Jack, Lottie and Rosie.

Nicky said: "Every one of the midwives on the Eden Suite deserves this award. It's not an easy job but we support each other and we have lots of training and support."

Cat described her as "like a ray of sunshine coming into our lives."

Nicky was not alone in collecting a major national award as other UHB staff won top prizes and many more were shortlisted.

Both Gillian Lowe, consultant haematologist at UHB, and Pip Nicolson, a Clinical Lecturer in Haematology



Nicky Taylor with Cat and Mike Blewitt



The award-winning Ophthalmology team



**Members of the HECTOR team**



**Pip Nicolson is handed his award**



**Gillian Lowe collects her award**

collected national researcher of the year awards.

A group of staff from the emergency department at Heartlands Hospital were honoured in parliament last summer as part of a special, one-off competition to mark the NHS's 70th birthday.

The NHS70 Parliamentary Awards, sponsored by IBM and Teva, were launched in February to recognise the massive contribution made by the individuals who work in and alongside the NHS.

MPs in England were asked to nominate individuals and teams serving their constituents across 10 categories. Regional champions were selected in May, with the national winners chosen by a panel of senior

leaders representing staff and patients.

Having been nominated by Jess Phillips MP in the Urgent and Emergency Care category for improving outcomes for older patients who sustain traumatic injuries, the HECTOR (Heartlands Elderly Care, Trauma and Ongoing Recovery) Project was named Regional Champion in May, and then took home the national award at a ceremony in Parliament in July.

The 'Best Ophthalmology Team' award at the 2018/19 Ophthalmology Honours programme, was presented to UHB's Uveitis Service, for "building a holistic, personalised service for patients with sight-threatening inflammation".



# Research and Development

**University Hospitals Birmingham NHS Foundation Trust (UHB) is home to some of the country's leading clinical research institutions, and is dedicated to developing and implementing groundbreaking treatments, technologies and techniques.**

The Trust's extensive and innovative Research and Development portfolio enables patients to have access to new medicines, devices or diagnostics early as part of clinical trials. These can provide treatment options for patients for whom conventional treatments might have failed or where treatment options are limited.

During 2018/19, UHB has been able to deliver benefits to patients on clinical trials including reduced symptoms, increased survival times and improved quality of life.

The total number of patients recruited into all studies open during this period was 16,040.

The number of new studies during 2018/19 was 347 with a total of 808 studies open across all of the UHB hospital sites.

There were three Royal visits during the year with the Earl of Wessex visiting The Centre for Clinical Haematology on the QEHB site in July 2018. He was given a tour of the centre which had reopened in January that year following a £3.4million refurbishment.

The centre doubled its capacity, providing benefits for blood cancer patients and leading to an increased ability to provide ground-breaking clinical trials.

In November, The Countess of Wessex officially opened the Scar Free Centre for Conflict Wound Research. The first military and civilian wound research centre of its kind in the world aims to minimise the psychological and physical impact of scarring among armed forces personnel and civilians wounded in terrorist attacks.

The Centre for Conflict Wound Research was later visited by the Duke of Sussex in March, see above, to find out more about the new treatments being tested, which could help reduce scarring.

There were many other highlights, including:

- ✔ Heartlands Hospital was the leading recruiting site for a national trial aiming to reduce the use of unnecessary antibiotics during labour.
- ✔ Thomas Pinkney (Lead Researcher) and Linda Webber (Lead Research Nurse) were winners at the NIHR Clinical Research Network West Midlands annual awards in October.
- ✔ The Trust's successful annual Research Showcase, pictured below, held in May to coincide with International Clinical Trials Day, allowed members of the public, patients and staff to see how their involvement in research can make a real difference to the healthcare of future generations.
- ✔ The Trust also celebrated Rare Disease Day on February 28, with stands providing information about the rare disease facilities across UHB.



## Premier League football concussion diagnosis study

**A new study funded by The Drake Foundation to review and potentially enhance concussion diagnosis in football was launched by The University of Birmingham and UHB.**

This new study, supported by the Premier League Doctors Group which is allowing access to players, ran throughout the 2018/19 football season. It involved saliva and urine samples being collected from injured Premier League players, as well as uninjured "control" players, by club doctors immediately post-match and at further time points over the course of a players' recovery.

These samples were then tested in the laboratory at the University of Birmingham using a new ground-breaking test, called the 'Birmingham Concussion Test', which has been developed following a decade of research led by academic neurosurgeon Professor Tony Belli.

The test looks for molecules in the blood, saliva or urine known as microRNAs, which can act as biomarkers to indicate whether the brain has suffered injury. The patented technology from the University of Birmingham is being commercially developed in partnership with Mirna Diagnostics Limited which owns the global patent licence of these biomarkers.

This expands research also being carried out by the University of Birmingham and UHB, which began in 2017 and is currently ongoing, testing the urine and saliva of concussed Rugby Football Union players.

In the future, it is hoped that the Birmingham Concussion Test could be used pitch-side and would have the potential to assist in return-to-play decisions or concussion diagnosis across sports, from grassroots to professional, in addition to military and other frontline settings.

# How results from genetic project helped cancer patient

**Cancer patient Sarah Crozier underwent a voluntary mastectomy after receiving results from a pioneering genetic project.**

Sarah, 45, was diagnosed with breast cancer in August 2017 and was recruited into the 100,000 Genomes Project the following month.

Sarah's results showed a mutation in her BRCA2 gene, meaning she was likely to develop breast cancer again.

Sarah's diagnosis reinforced her decision to have a voluntary elective mastectomy in July 2018.



“The results came in at just the right time, a month before the operation, and really helped make my mind up.”

She said: “When I was first diagnosed, my consultant Naren Basu also told me about the Genomes Project.

“I decided to take part, as knowledge is power, and I was keen to find out if something could be passed onto my children, who are currently 16 and 19.

“The results came in at just the right time, a month before the operation, and really helped make my mind up.

“If I wasn't already planning to, I would have definitely decided on the mastectomy based on the results.”

Daniella Lynch, Genomic Research Nurse, said: “Sarah's result show that taking part in the 100k project really can make a difference to patients.

“Everyone who takes part is also potentially contributing to breakthroughs in the future, as doctors find out more about how some cancers and rare diseases work.”

The genome (entire genetic code) of a patient's tumour is compared with their healthy blood, leading to a better knowledge about the causes of cancer.

This knowledge may show an individual has a higher than average likelihood of developing, or re-developing, a particular kind of cancer, as was the case for Sarah. Further tests for close family members will also confirm if the genetic mutation has been passed on.

Other patients may benefit by being offered new, personalised treatments that could be more effective.

Sarah, who lives in West Heath, added: “My sister and children are also having tests to see if they have the same BRCA2 mutation, which has all happened thanks to me taking part in the project.

“I can't thank everyone at QEHB enough for their support throughout.”

UHB is the lead organisation of the West Midlands Genomic Medicine Centre (WMGMC), one of 13 centres across England.

The WMGMC, which includes 16 Trusts across the West Midlands, is the leading cancer recruiter to the project, and is also the second highest recruiter both overall and in terms of rare disease.

# Rare disease trial improves patient's quality of life

**A patient at Queen Elizabeth Hospital Birmingham (QEHB) was the first person in the world to take part in a pioneering gene therapy trial for his rare disease.**

Simon Smith, 45, was diagnosed with Ornithine Transcarbamylase (OTC) deficiency as a teenager. Although he defied medical expectations by living a full life in his 20s and 30s, in recent years Simon's health has taken a turn for the worse.

This resulted in a referral to the QEHB Inherited Metabolic Disorders team.

Dr Tarek Hiwot, Consultant in Inherited Metabolic Disorders, said: "QEHB is a specialist regional centre for rare diseases, meaning we are involved in ground-breaking clinical trials that have the potential to transform patients' lives.

"We have worked with Ultragenyx on a number of clinical trials, including the trial Simon has taken part in, which could potentially cure OTC deficiency."

University Hospitals Birmingham NHS Foundation Trust (UHB) is the only Trust in the country involved in the trial, which involves a single intravenous injection that targets the liver.

The injection of a benign virus, DTX301, contains a treatment for OTC deficiency that helps the body to produce the correct proteins to help stabilise ammonia levels.

OTC deficiency has a number of symptoms, including an inability to stabilise ammonia levels in the body. This can cause issues with the liver, tiredness, and lead to delirium.

Simon added: "Taking part in this trial has absolutely changed my life. I've gone from taking dozens of tablets a day to just three, and all my other symptoms seem to have gone.

"The care and support from Dr Hiwot and Research Charge Nurse Vishy Veeranna has been brilliant, and I can't thank them enough. The trial has literally saved my life."

Simon took part in the trial in August 2017 and has regular follow-up appointments at the NIHR/ Wellcome Trust Clinical Research Facility, on the QEHB site, to assess how effective the treatment has been.

He was closely observed during and immediately after the transfusion, and has had weekly blood tests, which have monitored the effectiveness of the treatment.

## Highest recruiting Trust in the West Midlands region as thousands of people sign up for research trials

UHB is the highest recruiting Trust in the region for research, according to figures published by the National Institute for Health Research (NIHR).

The 2018/19 NIHR Research Activity League Table showed that UHB recruited 16,393 new participants, as well as featuring in the top five Trusts nationally for research activity in commercial studies.

Across the West Midlands, a record total of 73,920 people took part in clinical research – the

most ever in a single year.

Joanne Plumb, Deputy Director of Research Development and Innovation at UHB, said: "At UHB, we are committed to helping our patients build healthier lives through access to research.

"The quantity and quality of research taking place across our four hospital sites is testament to the hard work and dedication of our staff, as well as the generosity of our patients agreeing to take part."

# Three times a baby for Laura

**Laura Smith couldn't believe it when doctors told her she was going to be a mum three times over.**

And despite an eventful pregnancy she gave birth to triplets – the first set to be born at Good Hope Hospital in more than five years.

Harry, Carter and Aria were born safely last August – five weeks early.

Laura said: "The maternity staff across Heartlands and Good Hope were wonderful throughout our pregnancy and after the babies were born."

They were strong, if small, spending just 13 days on neonatal care before being discharged home.

Laura, a 27-year-old estate agency manager, and husband Anthony discovered that she was pregnant in January 2018 and the test said that she was 12 weeks pregnant.

The excited couple booked a private scan for a few weeks later, when it revealed there was nothing in her womb.

They advised her to come back in a few weeks, as it might still be too early to show up in a scan. The later one revealed three dots, suspected triplets – which the couple thought must have been a mistake.

Her first hospital appointment a few weeks later at Heartlands Hospital confirmed that Laura was indeed carrying triplets and they were around four to five weeks into the pregnancy.

The false 12 week reading on the pregnancy test was likely to have been caused by pregnancy hormones.

“ The maternity staff across Heartlands and Good Hope were wonderful throughout our pregnancy and after the babies were born. ”

Laura Smith

Because triplets are classified as high risk, Laura was seen every two weeks at the hospital from 13 weeks for scans, blood pressure tests, and the babies

were regularly checked to ensure they were growing and remained healthy.

They discovered that the boys were identical twins, sharing a sac, and their little girl was in a separate sac. Once she entered the final trimester of her pregnancy, the checks became weekly.

Laura said: "The babies were a complete surprise! When the Heartlands doctor confirmed that it was triplets, we couldn't believe it. From then on, it was a whirlwind of appointments to make sure the babies were OK. It was a tough pregnancy, my blood pressure was regularly high and sometimes too low, I had heartburn and the babies all took up residence on the right side of my bump, making it difficult for me to get comfortable.

"Within the first 12 weeks, I had put on two stone and by the time I was ready to give birth, I had gained five and a half stone which meant I couldn't even get close enough to the sink to wash up!"

At 35 weeks, Laura was concerned as she couldn't feel the boys moving. When she was hooked up to the fetal monitor, her stomach started to tighten and the team feared that she was going into labour. Because they would need to have three neonatal care beds together, the decision was made to move Laura from Heartlands to Good Hope Hospital where she underwent a C-section, welcoming Harry (4lbs 11 oz), Carter (4lbs 1 oz) and Aria (4lbs 7 oz).

Laura said: "When each baby started crying as they came out, it was the best thing I had ever heard. Carrying triplets, I was aware of the risks involved and that they might not cry because they needed help to breathe.

The babies were put on oxygen for a short time and were tube fed and bottle fed, thriving so well that just 13 days after they were born, they were able to go home.







Surgeons: At the Edge of Life

# Television highlights

**Millions of TV viewers got to see some of the amazing work that goes on at the Trust earlier this year.**

Filming for the second series of *Surgeons: At the Edge of Life* took place last year at Queen Elizabeth Hospital Birmingham and the new series was broadcast in April and May this year.

It proved a huge hit on BBC Two, attracting around two million viewers per episode at its peak.

The six-part documentary was based at QEHB, with episode four featuring colleagues at Birmingham Children's Hospital.

The programme has prompted an outpouring of support for the teams involved across social media platforms.

The daughter of one of the patients featured wrote on Facebook: "Thank you to everyone who worked on my dad in last night's programme and Khalid (Hasan) for keeping the blood flowing! Was stressful watching this but amazing at the same time. You are all very special people so thank you again from all of us."

One viewer emailed our Patient Experience team to say: "I am in absolute awe of the surgeons,

doctors, nurses, all who were involved. I find it riveting watching what wonderful things people can do. Thank you to all who are involved in showing us 'miracles'."

A review in *The Guardian* talked about "the size of the teams involved, the cost of it all, the waiting, the care, the sheer weight of every tiny fraction of a decision".

It concluded: "It is not pretty, or easy to look at, but it is quite awe-inspiring."

A UHB consultant also featured in an uplifting new TV programme on Channel 4. Geriatrician Dr Zoe Wyrko had a starring role in the new series *The Restaurant that Makes Mistakes*.

“ I am in absolute awe of the surgeons, doctors, nurses, all who were involved. I find it riveting watching what wonderful things people can do. ”

Along with chef Josh Eggleton she ran a restaurant that had people with dementia working as its staff. The programme went behind the scenes as the restaurant opened to the public.

Its aim was to challenge the perception that life stops with a dementia diagnosis.

The programme, running on Wednesday evenings at 9pm, came from the creators of *Old People's Home for Four-Year-Olds* which also featured Dr Wyrko. This heartwarming documentary, which showed the positive effects children can have on older people, returned for a second series in 2018 and was nominated for a BAFTA award.

Dragonfly Television, the makers of the BAFTA-winning *Surgeons: At the Edge of Life*, are currently filming for a brand new BBC One documentary at Heartlands, Good Hope and Solihull hospitals' maternity units.



**Old People's Home for Four-Year-Olds**

## What you said about us

“ I have just been discharged from a ten day stay and I just wanted to email to thank all of the staff who looked after me whilst I was in. Everyone I came across was friendly, helpful, and worked together to make the place as nice as can be for all of the patients. ”

“ What you do is so important and you do it with a huge amount of patience and generosity. Thank you. ”

“ I arrived at the hospital that day feeling extremely anxious about Dad and I left so much more assured that he had the best possible team looking out for him and that he was safe in your care. ”

“ Special thanks to staff who demonstrated exemplary compassion and care and made sure our mother was comfortable throughout her stay. ”

# Dad undergoes incredible life-saving transplant

**James Walton was given a new lease of life thanks to the first transplant at Queen Elizabeth Hospital Birmingham (QEHB) using a revolutionary Heart in a Box machine.**

The device, which was funded by QEHB Charity and Heart Research UK, keeps a donated heart beating and in a better condition than the traditional method of keeping the heart on ice.

James, 34, had Marfan syndrome and had been living with heart difficulties for many years.

“As soon as I woke up, I felt like a new person. I felt great. I can breathe again. Most importantly, I can spend time with my little boy.”

He was placed on the urgent heart transplant list in January 2018 after becoming so ill that on some days he couldn't get out of bed, let alone play with his three-year-old son, Jack.

James' wife Kat said: "James couldn't walk more than 100 yards; he couldn't play football or go to the park. He was exhausted all of the time."

Within a few days, James had been told the heart he so desperately needed had been found.

Lead retrieval surgeon and transplant specialist for heart and lung transplantation at UHB Majid Mukadam retrieved his new heart and used Heart in a Box to keep the heart 'alive' before it was transplanted into James.

James has been able to return home to Stoke-on-Trent and says he feels much better. Although it is early days he is feeling more active and enjoying family life.

He said: "As soon as I woke up, I felt like a new person. I felt great. I can breathe again. Most importantly, I can spend time with my little boy."

Justine Davy, Head of Fundraising for QEHB Charity, said: "I am so delighted that James has now



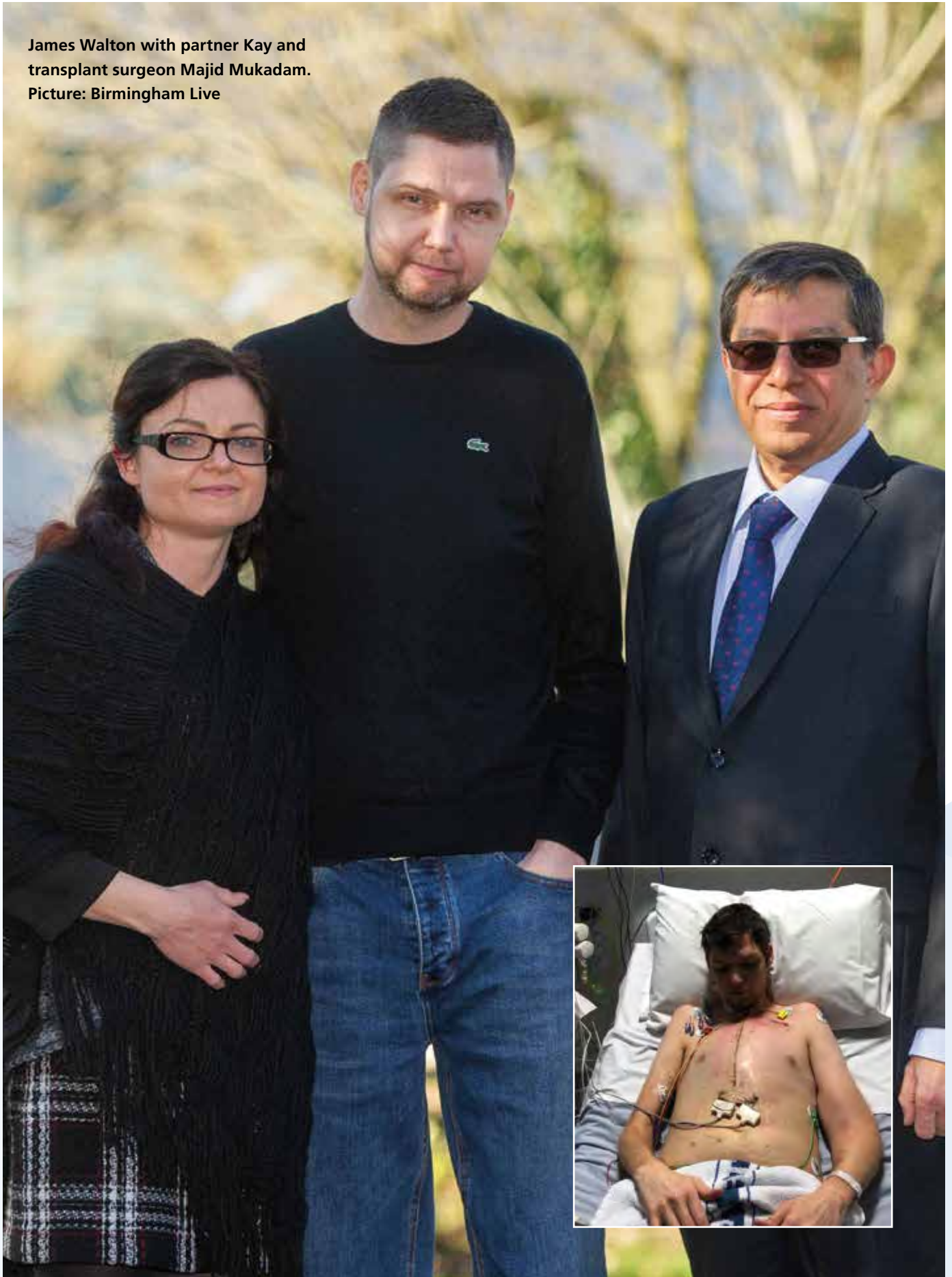
got a second chance of life and he is feeling healthy following his transplant. It is a fantastic demonstration of the difference that can be made thanks to our supporters."

Barbara Harpham, Chief Executive at Heart Research UK, said: "To see such a young man given the gift of life is a wonderful way to show it was well worth all the effort to get this revolutionary machine in the Midlands. It will go on to save many lives. We're very grateful to everyone who gave to the Heart in a Box Appeal and at the same time remember with thanks, the donor and their brave family who made this precious gift possible for James."

In 2018, QEHB Charity launched a new fundraising appeal to bring the new machine to the hospital. It has the potential to increase the number of heart transplants that take place at the hospital.

Thanks to the amazing support of hundreds of people, £265,000 was raised to bring the incredible equipment to the hospital.

**James Walton with partner Kay and  
transplant surgeon Majid Mukadam.**  
Picture: Birmingham Live





# Building for the future

**Over the past 12 months, the Trust has continued to invest in building and major refurbishment projects across its sites.**

At Queen Elizabeth Hospital Birmingham, work started earlier this year on the new £100million specialist hospital facility.

This will create extra capacity and access to specialist facilities for NHS patients. The 138-bed hospital is set to open in 2022 and is a partnership between HCA Healthcare UK and UHB.

As well as providing an extra 72 beds for NHS patients, the hospital will offer acute care to private patients in the region and will include a radiotherapy unit and state-of-the-art operating theatres.

The hospital will be equipped with the latest technology to provide some of the most complex surgical and medical procedure and treatments in cancer, cardiology, neurology, hepatobiliary, urology, orthopaedics and stem cell transplantation, complementing the services at UHB.

Funding of £97.1million has been confirmed by the Department for Health and Social Care to complete the Ambulatory Care and Diagnostics (ACAD) Centre at Heartlands Hospital.

This is a four-storey building that will house a range of services, including outpatients, endoscopy, day case surgery and imaging, and will care for nearly

half a million patients each year.

Enabling works have been taking place on site before construction work begins.

Demolition of the redundant Estates building and the Oncology administration block took place last year and the sites were cleared in 2018. This cleared the way for the proposed new access road and on site car parking reconfiguration, to assist in minimising the disruption to patients and visitors during the construction of the main ACAD building.

Also at Heartlands, work to provide two negative pressure suites on Ward 26 at Heartlands was completed in September 2018, significantly improving the facilities to cater for highly infectious patients.



A total of about £2million has been spent on refurbishments at Heartlands throughout the year, including: Radiology; the Renal Unit; Ward 5 in the main ward tower block; and Ward 17 in the twin theatre block.

At Good Hope Hospital, the old Cedarwood Ward was converted into the 'Homeward Centre' which is a step down facility for the care of older people. It will also assist in relieving the pressure on the main hospital mainly over winter periods.

At Solihull Hospital, the new £2.2million Haematology and Oncology Day Unit welcomed its first patient in May 2018 and was officially opened two months later.



**Rock star Tony Iommi meets a patient at the opening of the Haematology and Oncology Unit at Solihull**



**The first patient at the new Homeward Centre at Good Hope Hospital**

This unit was designed to meet the needs of patients undergoing chemotherapy and supportive treatments. More than 12,000 treatments were carried out in its first year.

At Queen Elizabeth Hospital Birmingham, work was also carried out to improve capacity in the Emergency Department. To reduce waiting times and thus improve patient care, the triage area was reconfigured and expanded by the creation of an additional 12 assessment spaces and the creation of an emergency observation unit with eight trolley spaces, two assessment rooms and 19 recliners.



**An artist's impression of how ACAD will look**

# Board of Directors

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**Professor Simon Ball**  
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Bernadette Aucott



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Dr Sue Balmer



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Lt Gen Martin  
Bricknell, QHP

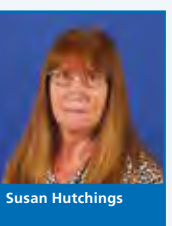


Prof Isabelle Szmigin



Cllr Kate Wild

## Associate Governors



Susan Hutchings



Vernoica Morgan



David Treadwell MBE



Thomas Webster



# Membership

**From sharing your thoughts and ideas to helping out in and around our hospitals, from electing our governors to becoming a governor yourself – there are many different ways you can help us as a member of University Hospitals Birmingham NHS Foundation Trust.**

As a member of the Trust you'll be playing a big part in our future.

## You can:

- **help us provide hospital services to around 2.2 million people in Birmingham and Solihull, day in, day out**

We see more than two million patients a year who stand to gain from the thoughts and time and effort you give as a member

- **influence the way we provide and develop our services**

As a member, you have a vote and a voice to directly influence what we do and how we do it

- **improve your local Trust**

University Hospitals Birmingham NHS Foundation Trust (UHB) is one of the largest teaching hospital trusts in England, serving a regional, national and international population.

- **enjoy getting involved**

It can be a great experience and very satisfying. And there are members' discounts to enjoy, too!

During 2018/19 the overall membership remained relatively consistent and currently stands at 50,347 members.

The larger and more involved our membership is, the more closely it reflects the diverse communities we treat as patients.

Members are encouraged to contribute suggestions for improvements and feedback on the needs and expectations of the local community.

As a member you:

- Receive a monthly e-bulletin, keeping you up-to-date with Trust developments
- Have the opportunity to vote in the elections for the Council of Governors or even stand for Governor yourself
- Can attend membership events, including health talks on a wide range of topics
- Could help out within the hospital – you decide on how much or little you wish to be involved

Anyone who lives in the Birmingham area and is over 16-years-old is eligible for membership and it's free.

**Register online to become a member. Visit**  
[www.uhb.nhs.uk/membership.htm](http://www.uhb.nhs.uk/membership.htm)

# Youth workers based in A&E to help victims of violence

**Youth workers have been brought in to the emergency departments (ED) at Heartlands and Queen Elizabeth hospitals to help victims of violence.**

The pioneering initiative was launched in August 2018 and is already having a positive impact.

Youth workers from the charity Redthread meet the young patients as soon as they can when they come into A&E. They provide an extra level of support with the aim of keeping the young people out of danger in future.

The three year pilot project follows similar groundbreaking schemes in London and Nottingham.

It's part of Redthread's Youth Violence Intervention Programme in which a team works with victims of assault aged 11 to 24. The idea is to help them turn their lives around while away from their usual environment and it is hoped it will reduce the number of people being injured in violent crime.

The Rt Hon Jacqui Smith, Chair of UHB, said: "We are delighted to be working with Redthread to bring an extra dimension to the emergency care we provide at the 'front door' of our hospitals.

"Victims of youth violence are at their most vulnerable when they are brought into the Emergency Department: this service will provide another level of support and potentially ensure these young people no longer put themselves in dangerous situations that could result in further serious injury, or worse."

On average, the Heartlands team has been receiving 18 referrals per week and the QEHB team is receiving 14 referrals per week.

Recent cases included a 20-year old who had been the victim of a serious assault and would not speak to staff. By being impartial and asking if he was ok, a Redthread youth worker gained his trust and slowly was able to convince him to stay in hospital and receive treatment.

Another young man came into the ED with pains in the abdomen from an historic incident. As well as getting medical treatment, he was helped get on the right track to meet with his probation officer and in addition supported to apply for a college course.



## FACTFILE

- ✔ One in five young people have previously attended the QEHB and Heartlands ED due to an assault.
- ✔ Young hospital attendees are two to three times more likely to engage with someone in hospital than outside of it.
- ✔ The majority of Redthread referrals have been for serious assault, domestic violence or risk of harm.
- ✔ The average of age of young people who have been referred is 20-years-old at both hospitals

# Sustainability and Transformation Partnership

**University Hospitals Birmingham is a key member of the Birmingham and Solihull Sustainability and Transformation Partnership (STP).**

This is a collaboration of public NHS and council social care providers across Birmingham and Solihull, working together with partners in the community, voluntary and social enterprise sector.

It aims to find the most effective ways to manage the health and care needs of our population within the available resources and to provide high quality, sustainable care for the future.

The STP intends to do everything within its considerable, collective power to address inequality and contribute to its people's health and happiness, from local residents to staff at its numerous sites across the city.

Birmingham and Solihull STP has developed a Live Healthy, Live Happy brand in order to communicate its core aims to local people.

Its vision is to help everyone in Birmingham and Solihull to live the healthiest and happiest lives possible.

Its mission is: Born well, grow well, live well, age well and die well. This ethos has been reflected in NHS England's (NHSE) Long Term Plan (LTP), which was launched in January 2019.

The LTP is a new, 10-year plan for the NHS to "improve the quality of patient care and health outcomes".

The Birmingham and Solihull STP's three priorities are focused on people's lives; not sectors, organisations or diseases.

**They are:**

- 1. Maternity, Childhood and Adolescence**
- 2. Adulthood and Work**
- 3. Ageing and Later Life**

They will be supported by 'enablers' based on new approaches to clean air, urgent care, digital innovation and the best use of public estates.

Each STP priority has a Portfolio Board which will drive forward delivery of the projects detailed within the Transformation and Sustainability strategy.

The Long Term Plan is a new, 10-year plan for the NHS to “improve the quality of patient care and health outcomes”





“ I just got on with it, went into autodrive. I just thought he’s not breathing I’ve just got to do what I’ve got to do. ”

# Teenager’s quick-thinking helps man who collapsed

**A young health care assistant at Good Hope Hospital stepped in to save the life of a man when he collapsed in the street.**

Abby Dove, aged 19, was on a day off and had stopped off at a hairdresser’s in Sutton Coldfield when the drama unfolded.

She took control of the situation and gave the elderly man CPR when he fell outside the salon and was lying unconscious on the pavement.

Abby, who had only been in her job about a year, kept doing CPR until paramedics arrived about 20 minutes later and the man was taken to hospital.

Her quick-thinking helped save the man’s life and her colleagues in endoscopy at the Treatment Centre at Good Hope are very proud of her.

Abby, of Kingstanding in Birmingham, was on a day off and was visiting her mum who works at Cagney’s hairdressers in Avery Road.

Former James Watt College student Abby said: “Someone came into the salon and said a man had bumped his head and I went over to have a chat. I found him unconscious on the pavement with blood spurting out his head. A man handed me a tissue to

put on his head which was bleeding.

“Two people were on the phone to the paramedics and I took the phone off someone to say what was happening and she asked me to tell her every time he took a breath and he didn’t have one for a while and started to go blue so just started CPR.

“I did that for 20 minutes and was still doing that when paramedics arrived. They shocked him three times and took over his airway.

“One of paramedics took over and put him in the ambulance. I knew what to do as I had done my CPR training at Good Hope but it was the first time I had done it in real life.

“I just got on with it, went into autodrive. I just thought he’s not breathing I’ve just got to do what I’ve got to do.”

Sisters Danielle Aston and Lisa Green said staff were very proud of Abby.

Danielle said: “She took everything in her stride. We are really proud of her; she saved this man’s life in an emergency situation.”

The patient was admitted to hospital after the incident where he was recovering for several weeks.



Ryan Wayne and his friends have been fundraising for the Hospital Charity

# Teacher thanks staff for saving his life after knife attack

**Primary school teacher Ryan Wayne believes he owes his life to staff at the Trust after a brutal stabbing on a night out.**

He was taken to the Queen Elizabeth Hospital's Trauma Unit where doctors assessed the injuries on a CT scanner and it was discovered that the attack had severely lacerated his liver.

After surgery performed by specialist liver and trauma surgeons, Ryan spent a week in the Intensive Care Unit and then a second week on Ward 726 being treated for his injuries before he was eventually discharged in March this year.

Ryan, who teaches in Yardley, said: "I was admitted to the Queen Elizabeth Hospital because of a devastating knife attack, and this hospital and its staff saved my life. The QE were amazing – they provided such an amazing service."

While he was recuperating at home he decided to use his experience to help educate schoolchildren in Birmingham about the dangers of knife crime. He is

now delivering knife crime sessions to Year 6 pupils.

"I have said that this has happened to me it's a bad thing but I'm trying to turn it into a positive.

"I was brutally attacked simply because of the fact that I would not give them my mobile phone and some loose change. Where is the logic in that?"

He added: "Knife crime incidents in the UK have reached astronomical numbers and after being personally affected by knife crime, I fully understand its effects. The offences continue to rise and have risen rapidly in the last four years.

"Teachers, social workers, police and parents need to come together and work together to stop this epidemic and rid the streets of violence and trauma. We must stand together."

He has since been calling on people to work together to tackle the growing increase of knife crime as well as working to increase awareness of knife crime. He has also been raising money for the hospital charity along with friends and family.

# Cecily's 58 years as volunteer



**Volunteer Cecily Gilbert devoted an incredible 58 years to running the patient library at Good Hope Hospital.**

Cecily, who in 2014 was awarded the British Empire Medal for her services to the community, began her volunteer work in 1960 to support her mother, Ivy Burke who had set up the book lending service after the Second World War.

In the same year the US Senator John F Kennedy was nominated for President of the United States, Harper Lee published her novel *To Kill a Mockingbird* and it would be nine years before Neil Armstrong walked on the moon.

Guests at a party to celebrate her service and retirement at the end of 2018 included the Trust's Chief Nurse Lisa Stalley-Green.

Cecily maintained her weekly volunteer work while working at Aston University, supporting her late husband Paul and bringing up their children Martin and Phillippa.

After taking the difficult decision to retire last year Cecily returned to the hospital to clear her desk, supported by friends and fellow volunteers Marilyn Beckett and Marilyn Ridge.

"We weren't looking forward to doing this as we knew it was going to be the end of an era," said Marilyn.

"But Cecily was thrilled when at the back of one of the drawers she found her British Empire Medal which she thought she had lost. It was a lovely moment."

The three women took the decision to have a break from volunteering after falling demand for the traditional library service.

Marilyn said: "We only decided to call it a day when Cecily said she had been thinking the same. It is amazing what she has achieved."

Following the Trust merger, there are now 878 registered volunteers across all four hospitals who continue to provide an enhanced and quality experience for our patients and terrific support to our staff.

## Volunteers

At UHB we have a team of dedicated volunteers who help us deliver the best in care to our patients at each of our hospitals:

Our volunteers are part of the team and complement the work of our paid staff to enhance the experience of patients, carers, visitors and staff. They have a huge impact on our patient services, supporting staff by doing the little things that make a difference.

As well as the difference they make to others, our volunteers often comment on the positive impact being a volunteer has made on their lives.

**Our volunteers come from all walks of life, a variety of different cultures, ethnicities and communities aged between 18 and 88. Visit -**  
[www.uhb.nhs.uk/volunteers.htm](http://www.uhb.nhs.uk/volunteers.htm)



Hundreds of fundraisers joined the QEHB Charity Velo team on a marathon cycle ride.

# UHB Charity

**University Hospitals Birmingham Charity exists to support the patients of University Hospitals Birmingham NHS Foundation Trust.**

The Charity works across all four of the Trust's hospital sites and has four identities under the UHB Charity umbrella: Queen Elizabeth Hospital Birmingham Charity, Heartlands Hospital Charity, Good Hope Hospital Charity and Solihull Hospital Charity.

UHB Charity's aim is to help the Trust achieve excellence in care for everyone it serves. It is the only charity set up to support the whole of the Trust.

The Charity supports the Trust by raising funds to purchase cutting-edge medical equipment normally available only abroad or in private practice and providing facilities not usually available in NHS hospitals. It also funds world class research or helps make a patient's stay in hospital that little bit better.

The charity generates millions of pounds in income through fundraising, donations, charitable grants, legacies and sponsorship, enabling the Charity to continue to run existing activities as well as take on exciting new projects.

The Charity's Trustees oversee charitable expenditure to ensure that funding is for the clear

benefit to patients, their families and others using the hospitals.

UHB Charity relies on the kindness and generosity of fundraisers and donors locally and nationally. People have supported us in all sorts of ways including jumping out of aeroplanes, abseiling down tall buildings, taking part in 100 mile bike rides or even taking part in tea parties to mark the 70th anniversary of the NHS.

Most of the charity's supporters are based throughout the West Midlands, but there are an increasing number of donors from all over the UK, and even overseas, who support Fisher House; the 'home away from home' for military patients and their families.

Fisher House has now been a safe haven for over 4,700 patients and family members in the six years since it opened in June 2013 and has provided over 25,000 nights' accommodation. 2018/19 was one of the busiest years for the house since it opened, with just under 1,000 patients and family members using the house.





**Solihull Hospital Charity funded a red bags scheme to help with transfer of patients between care homes and hospital.**

The charity's two NHS family facilities, Karen's Home from Home and SACA's Home from Home, continue to build on the success of Fisher House and serve the families of leukaemia and cancer patients.

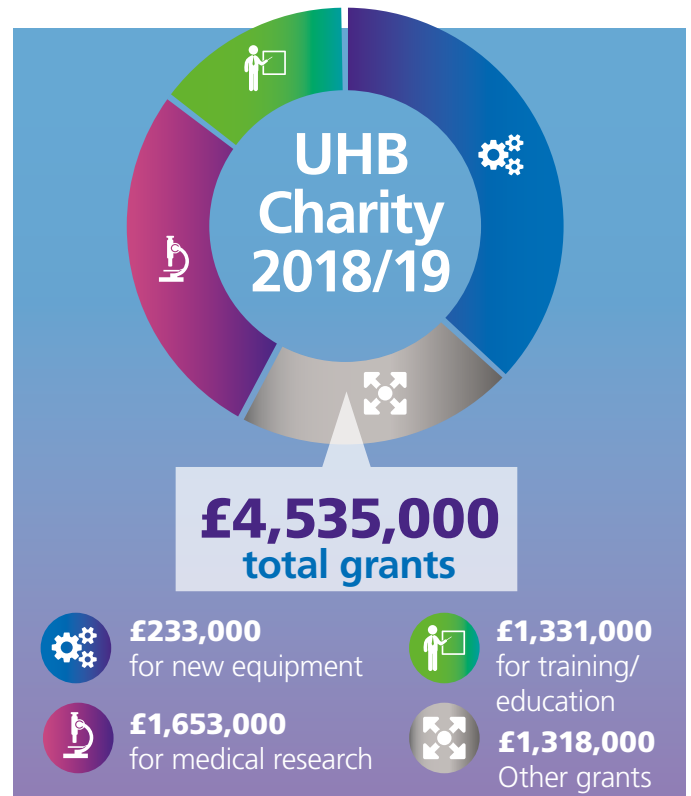
The charity has continued to support ground-breaking medical research, provide cutting edge medical equipment, and improve patient experiences across the hospitals. UHB Charity also funds research projects and in 2018/19 made research grants totalling £1,653,000.

In 2018/19, UHB Charity made grants totalling £4,535,000 to support the Trust.

Of this, UHB Charity spent £233,000 on new equipment that would not be otherwise be available in an NHS hospital, including a 3D liver surgery planning tool and radiotherapy equipment for treating patients with breast cancer.



**The Oncology team at Heartlands Hospital introduced a new way of administering chemotherapy treatment for cancer patients, funded by the hospital charity.**



**Good Hope Hospital Charity was well represented by 75 runners who took on the Great Midlands Fun.**

As well as funding equipment and research, UHB Charity also supports training and education and patient support and welfare and in 2018/19, it spent £1,331,000 in this area.

Sometimes the charity funds improvements to buildings or even completely new facilities. In 2018/19 the charity spent £1,318,000 in this category and Fisher House is its largest commitment in this area.

**You can find out more about UHB Charity and its activities at the charity's website**  
[www.hospitalcharity.org](http://www.hospitalcharity.org)

“ It’s been slightly strange to say the least, I feel like a celebrity! It’s amazing that my video has been seen by so many people ”



# Radiographer Hayley makes headlines across the globe

**UHB Research Radiographer Hayley Carruthers made headlines across the world, thanks to a dramatic finish at the London Marathon.**

After running the 26.2 mile marathon, Hayley collapsed just before the finish line, and crossed it in a personal best of 2:33:59 by crawling the final few metres.

Hayley, who received medical attention, was able to celebrate her brilliant achievement with friends and family, and returned to her day job less than 24 hours later.

Based in the Cancer Centre on the Queen Elizabeth Hospital Birmingham site, Hayley is part of the research radiography team, and continues to combine her job with her running exploits.

According to reports, Hayley was the only female professional athlete at this year’s marathon who also has a full-time job.

After the race, Hayley said: “I’m not badly injured at all, apart from my pride!

“I’m really touched that people have been so kind about it. It’s not a reaction I expected – it’s certainly not my goal to end up in that state at the finish.”

Hayley, whose first competitive race was the Manchester Marathon in April 2017, tweeted on her return to work: “Don’t worry guys I’m a’ok! Back to reality... #doublelife”

Victoria Harrop, Senior Research Radiographer, said: “We were all so pleased to see Hayley get another personal best on Sunday.

“Hayley is continuing to combine two of her passions – running and being a research radiographer – with the support of her colleagues.

“We’re all looking forward to seeing where her running takes her next!”

Hayley’s perseverance in crossing the line by any means necessary was seen by millions of people around the world.

Speaking about the global interest, Hayley said: “It’s been slightly strange to say the least, I feel like a celebrity! It’s amazing that my video has been seen by so many people.

“Continuing to work in research does sometimes feel like a double life, and the job can sometimes be mentally draining, but I find that going for a run always makes the day better.”



