

together



VOLUNTEER
of the year
AWARD

CARING AT ITS BEST AWARDS



focusing on what
matters most
OCTOBER 2012

University Hospitals of Leicester



NHS Trust

Caring at its best



Welcome to the latest edition of Together

We focus on what
matters most



As you will see from the front cover, we've recently celebrated our annual award ceremony. We spent the evening recognising and celebrating those of our staff and volunteers that

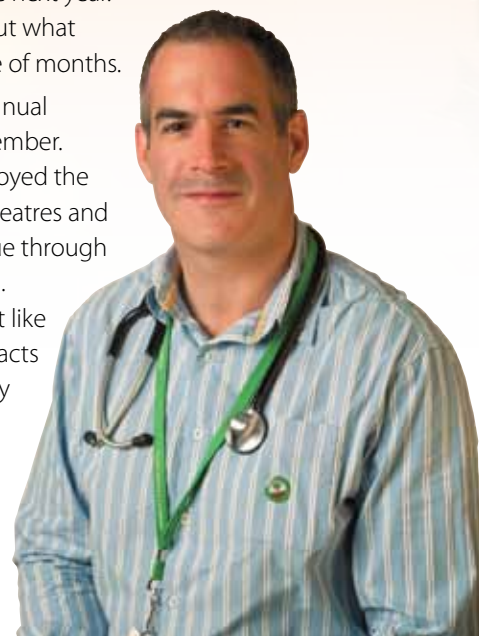
colleagues or patients felt are living our values and providing caring at its best. I hope you enjoy reading all about the evening in the centre pages, and if you've got a couple of minutes perhaps you'd like to watch a short video on our website www.leicestershospitals.nhs.uk

There is a really interesting feature about one of our geriatricians, Dr Simon Conroy (pictured right) who, along with his team, is leading the way in improving the care we provide to older people. Below you can read a message from one of our Emergency Department consultants, Jay Banerjee, who is studying in Boston at the

Harvard School of Public Health for the next year. And of course there's much more about what we've been up to over the past couple of months.

Thank you if you came along to our annual general meeting on Saturday 22 September. I know that many of our members enjoyed the opportunity to go on a tour around theatres and accompany some of the Nurses' League through some of the older parts of our hospital. It was another success, and I hope that like me, you found all of the pictures and facts about the history of the Royal Infirmary interesting.

Happy reading!
Martin Hindle, chairman



In the June/July issue of Together Jay Banerjee, consultant in emergency medicine, told us about his plans to spend 12 months in the United States, at Harvard University and the Institute for Healthcare Improvement in Cambridge, Massachusetts.

We caught up with Jay from the lecture theatre at the Harvard School of Public Health to see how it is going so far. He said:

Cambridge Massachusetts

'I started my journey in medicine on 1 August 1987 learning how to influence systems to improve the care we give and now, here I am, twenty-five years later, doing the same thing. I cannot help but reflect on the fact that I felt extremely fortunate, as well as severely daunted, by the challenge on both occasions, maybe I haven't changed!

'Since arriving here I've been on an emotional roller-coaster. I have been envious of all the incredible brains around me, but missed my family every day. I have loved health policy and rediscovered my lack of love for epidemiology, biostatistics, and temperatures above 28°C and 90 per cent humidity which I'm facing daily! I have missed UHL and all my

Postcard



friends, but have formed a relationship with my new exercise bike and Mac book Pro! I have discovered the best burger at Mr. Bartley's but really miss a decent curry!

'My journey so far has led to many conclusions, one of which is that the patient needs to be at the heart with the system planned around their experience.

One has to believe in this.'



Jay



Harvard University photo by Daderot

Jay will be back to tell us
more about his adventures in future issues



COVER

Mr Ramnikbhai Panchmatia
Volunteer of the year winner

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together

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UK FIRST

A consultant cardiologist has carried out the UK's first operation to tackle heart failure using CardioFit, a novel nerve-stimulating device.

The operation, performed by Dr Andre Ng from Glenfield Hospital, is part of a clinical trial called INOVATE-HF and could pave the way for a revolutionary treatment of a condition that scientists say has reached "epidemic proportions."

In patients with heart failure the nervous system is out of balance. This imbalance leads to added stress on the heart and progressive deterioration of cardiovascular function. The CardioFit system is

intended to restore balance by activating a specific part of the nervous system (called the "parasympathetic" nervous system) to reduce stress on the heart, thereby alleviating symptoms and reversing deterioration. It operates by stimulating the vagus nerve on the right side of the neck.

Heart failure is a common condition in which the heart's pumping function is compromised, leading to a cascade of limiting symptoms and poor overall body function. It is also associated with increased mortality from sudden death as a result of dangerous heart rhythm disturbances.

Dr Ng said: "This is a potentially ground-breaking treatment for desperate patients with heart failure, a serious condition that has increased over the past years in epidemic proportions."

The INOVATE-HF study team is made up of staff from the University of Leicester and Leicester's Hospitals.

For more information about the INOVATE-HF study, please call 0116 250 2603 or email keb18@le.ac.uk.



Pictures top right and bottom right courtesy of the University of Leicester



NEW HOPE TO ASTHMA PATIENTS

Groundbreaking research has identified a promising new treatment for patients suffering with severe asthma

A team of medics led by Professor Ian Pavord from Glenfield Hospital have spent 10 years researching the best way to treat patients with severe asthma. They identified a subgroup of patients who might respond to a new antibody therapy called Mepolizumab. More than 600 patients from 13 countries were involved in the DREAM Trial – a controlled drug trial which compared the effect of Mepolizumab and a placebo on the number of asthma attacks experienced over a year.

Researchers found that there were 50 per cent fewer asthma attacks when patients were treated with a monthly injection of Mepolizumab. The drug works best in patients who have frequent asthma attacks.

Professor Pavord, the chief investigator of the DREAM study, said: "This is an important finding which raises considerable hope for the 5-10 per cent of patients with asthma who have severe disease not responding to treatments currently available.

"This is likely to be the first new drug treatment option for patients with severe asthma for at least 15 years."

Research trial patient Colin Hurst, 52, from Longridge in Lancashire, has been travelling down to Leicester to take part in the study. He said: "I cannot praise Glenfield and the research enough. Apart from my appreciation of their professional and thorough approach, the understanding of my own condition has been priceless.

"Taking part in the study, and being fortunate enough to receive the active drug, has been more than beneficial, to say the least. Dependent at times on large doses of steroids to create a sense of normality, I have found the drug to be a much better and consistent solution.

"My quality of life has been drastically improved as a result of the trial. There are people who suffer more severely than me and for them this research will be life-changing."

Medics now plan to carry out more research into the drug treatment before it becomes available for use in clinics nationwide. Mepolizumab is currently being developed as a new asthma treatment by GSK, the world's leading pharmaceutical company in the field.

The DREAM Trial

"My quality of life has been drastically improved as a result of the trial. There are people who suffer more severely than me and for them this research will be life changing."

Colin Hurst
Asthma patient



A controlled drug trial comparing the effect of Mepolizumab and a placebo on the number of asthma attacks over a year



A new way of managing our buildings and delivering services such as security, catering and cleaning took a step closer in September.

Our hospitals, in partnership with the other NHS Trusts in Leicester, Leicestershire and Rutland, agreed to appoint Interserve as the preferred bidder for a brand new Estates and Facilities Management contract due to come into operation early next year.

This contract includes the management of the 550 buildings currently used by the NHS locally, as well as facilities management services. It will mean improving the quality of services, as well as providing the best possible value for money.

Interserve is experienced in working with the NHS and is the second largest provider of healthcare facilities in the UK, they work with NHS trusts and GPs across the country.

Andrew Chatten, acting director of estates and facilities at our hospitals, said: "This is a very exciting time for our local

hospitals and for healthcare provision in Leicester and Leicestershire and Rutland. We have been working together as a health community for over two years now to shape an estates and facilities model that will deliver patient centred estates and facilities services as well as investment to improve our patient environments and buildings. Innovation, modernisation and better access to our buildings and services are all crucial objectives for our partnership with Interserve.

"We will now continue discussions with Interserve about the details of the new services and expect to sign a contract by the end of December."





Quick questions



Which three words sum you up?

Dynamic, persistent and passionate.



Pet peeve?

The word 'elderly'... Nobody wants to be elderly, no-one wants to buy an elderly car or travel in an elderly aeroplane. In a Europe-wide survey, older people expressed a clear preference for the use of the adjective 'older' or 'senior' to describe their age group, rather than terms such as 'elderly', 'aged' and 'old'!



Best way to relax:

Rugby!



Favourite ipod track:

Something from Pink Floyd.



What is the best piece of advice you were ever given:

Accept what you cannot change, change what you can, and know the difference between the two.



Who makes you laugh?

Michael Macintyre.



Where was your first job?

I was Dr de Caestecker's house officer at Glenfield in 1995 (just to make him feel old!).





Simon Conroy

Geriatrician **Simon Conroy** on working with older patients, future plans and his personal 'pet peeve'...

SIMON SPENDS HIS DAYS divided between the busy wards at the Royal Infirmary where he is head of service for geriatric medicine, and the academic corridors of the University of Leicester, where he carries out research and teaches. He has a varied role and also spends time at Leicestershire Partnership NHS Trust, looking after the needs of older patients in community hospitals. He says: "I enjoy both working with patients and the academic side and find that my clinical work stimulates my academic work and vice versa."

Simon arrived in Leicester from London back in 1990 when he joined the University of Leicester medical school and has stayed in Leicestershire ever since.

Simon finds his role as geriatrician incredibly rewarding and cites his main challenge as keeping up with everything.

He says: "As I have three or four different roles it can be hard to be up to speed with everything all of the time. This means working late to catch up sometimes, but I don't mind, as long as it improve services for older people.

Thinking towards the future Simon sees our hospitals becoming a centre of excellence in the care of frail older people, both in terms of the services offered but also in terms of research and the teaching of junior doctors. He has a huge passion for his job and says he most enjoys "seeing older people getting a better deal and the team being proud of their achievements."

Simon's full and varied life doesn't end at work. At home he is married with two teenage daughters and a five-year-old son.

Simon's pet peeve

"The word 'elderly'...nobody wants to be elderly, no-one wants to buy an elderly car or travel in an elderly aeroplane. In a Europe-wide survey, older people expressed a clear preference for the use of the adjective 'older' or 'senior' to describe their age group."

TRANSFORMING END OF LIFE CARE

Did you know that over 50 per cent of all deaths happen in hospital and around 25 per cent of all hospital beds are occupied by someone in their last year of life?

HERE IN LEICESTER we are working hard to further develop the excellent work we already do but also to improve the quality of end of life care in our hospitals. To help make this happen we have signed up to take part in a national project called 'Route to Success'. The project aims to train ward staff and give them the skills and confidence to make a real difference to the experience of patients who are dying, as well as support their relatives and carers. This initiative will give nurses the opportunity to take part in a five day training programme developed by local hospice LOROS, followed by a six month programme

of self-learning. The course will allow nurses to reflect on their own feelings and thoughts of end of life care, discuss these ideas with colleagues and ultimately change the way they care for this vulnerable group of patients. In June a group of five senior nurses spent a week at LOROS. Feedback has been extremely positive with one nurse saying: "My learning has given me time to reflect on my own practice... have confidence in my communication skills and knowledge to champion end of life care."

"My learning has given me time to reflect on my own practice... have confidence in my communication skills and knowledge to champion end of life care."

"We are able to offer a quieter and more respectful space to patients and their families at such a difficult time."

SISTER BILLI HAMNETT



Butterflies help families in difficult times

We have embraced a new scheme to show extra respect to the families of those who are dying or have died in the Emergency Department.

THE NEW INITIATIVE involves placing an image of a butterfly on the door to identify that the patient and their family need peace and quiet.

Sister Billi Hamnett recognised a need to keep areas in the department quiet so families could spend time with patients who are dying or have died after hearing feedback from people who thought the department

could be noisy at difficult times. Billi said: "I saw an article about a hospital in Manchester who came up with the idea of a butterfly. It made sense to introduce the scheme here in Leicester as it means that we are able to offer a quieter and more respectful space to patients and their families at such a difficult time."

The butterflies act as a visual prompt to Emergency Department staff and ambulance crew bringing patients in and have been embraced by all in the department.



Glitter, glamour, smiles and feathers!

On Wednesday 12 September award winners, their friends and family gathered with colleagues at the Athena in Leicester for our first annual Caring at its best Awards.

External judges carefully pored over all the winning applications from throughout the year to choose overall winners in each category; they also decided the winners for the very first 'Volunteer of the year' award.

The winners are:



We treat people
how we would
like to be treated



Joanna Snow, deputy
sister, Intensive Care
Unit, Royal Infirmary,
presented by Ben
Jackson from
BBC Radio Leicester.

award
sponsored by:

serco



We do what
we say we are
going to do



Claire Young, Lung MDT
co-ordinator, Glenfield
Hospital, presented by
Dr Tony Bentley GP and
David Belli from category
sponsor Medstrom.

award
sponsored by:

medstrom



We focus on
what matters
most



**Helen Ord, Kate
Machin, Vince Humby
and Jackie Wilson**,
Nutritional Care
Team, Royal Infirmary,
presented by Tony
Donovan from Age UK.



We are one team and
we are best when we
work together



**Respiratory and
Thoracic Admin and
Clerical Team**, Glenfield
Hospital, presented
by our interim chief
executive Jim Birrell and
Christopher Langley from
category sponsor Asterol.

award
sponsored by:

ASTERAL

"Congratulations to all of our winners, we are incredibly proud that you are part of our team at Leicester's Hospitals" Martin Hindle - chairman

Supported by



We are passionate and creative



Martin Wiese, Emergency Department consultant, Royal Infirmary, presented by chief constable Simon Cole.

award sponsored by:



Caring at its best
AWARD



Dr Johannes Visser, consultant paediatric oncologist, Royal Infirmary, presented by chief constable Simon Cole and our chairman Martin Hindle.



VOLUNTEER
of the year
AWARD



Winner Mr Ramnikbhai Panchmatia.

Runners-up were Michael Vose, David Allen, Pat Brickley and Ravi Bhatt presented by councillor Manjula Sood and Jenifer Ainsworth from category sponsor WRVS.

award sponsored by:



Thanks

To our judging panel

Liz Kendall

Leicester West MP

Manjula Sood

Leicester City Councillor and Assistant City Mayor

Dr Tony Bentley

GP and North East Leicester locality chair of the Leicester City Clinical Commissioning Group

Ben Jackson

Presenter, BBC Radio Leicester

Tony Donovan

Executive Director, Age UK

Simon Cole

Chief Constable
Leicestershire Police

Cathy Buss

Health Correspondent
Leicester Mercury

Our grateful thanks go to **The Starlets Performing Arts School of Dance** for performing on the night.

With thanks to **Majestic wine** for our welcome drink.



Volunteering

Focus

This month we focus on our
meet and greet volunteers.

Our front of house volunteers are often the first person that patients and visitors come into contact with when they enter our hospitals. A smiling face and a friendly word can make all the difference to someone who is anxious about their visit and volunteers can provide valuable support to patients and visitors alike.

Volunteers can show people where to go, find and push wheelchairs, deliver and collect items to and from wards, deliver flowers and gifts to patients and much more.

One of their most important roles is delivering patient e-greetings that are sent in via our website from family and friends of patients within our hospitals.



'Welcomers' at Glenfield

Gill and Tom both give their time as 'Welcomers' in addition to helping patients with nutrition and hydration during their stay on our wards.

Volunteers...



...are here to help

Meet and greet at the Royal Infirmary



Sheila has been a WRVS volunteer at Balmoral Main Reception for 12 years.

She said: "I came when I was made redundant as I didn't want to stay at home and do nothing. I really enjoy it and I want to help others so this is a good role for me. It makes you appreciate your life and it keeps my legs and my brain active and working!"

Sheila estimates that she helps about 50 people each time she comes in – 50 people twice a week for 12 years is a staggering 62,400 people!

Our front of house volunteers are often the first person that patients and visitors come into contact with.

Patient guides at the General

Alan and Fred are described as: "Always smart and friendly and willing to help anyone. They are always there at reception waiting to be of assistance. They're just great."

Volunteers...



...are here to help

Volunteers...



...are here to help

Janice and Shelley are both completing an NVQ level 2 in Customer Service with the Training Department. Their experience as volunteers has helped them to gain the practical skills that they need to achieve this and will hopefully help both of them to gain employment in the future.

Receptionist Irene Huddlestone, said: "Our volunteers are wonderful, they play a very important role in our service. People don't like having to queue and volunteers help deal with people quickly and take them to where they need to be."

A smiling face and a friendly word can make all the difference to someone who is anxious about their visits

The new Macmillan Information Centre

Staff from the new Macmillan Information Centre would like to recruit new volunteers to help in the Osborne Building.

In addition to meeting and greeting, volunteers can help with refreshments, the headwear shop and displays, support fundraising events and carry out general administrative tasks.

For more information please call Richard Moody on 0116 258 6189 or Volunteer Services on 0116 258 7221.



Our Annual Report

We have now completed our Annual Report and copies are available in the Volunteer Services Offices or can be accessed via our website: www.leicestershospitals.nhs.uk.

It is always encouraging to see all of our volunteers' achievements in print and this year's report is no exception, so please take the time to have a read if you can.

Letters...

One reads so much these days of failures in the NHS because bad news always sells better than good and it is the unusual that makes news rather than the everyday. I don't think my experience of Glenfield Hospital was unusual; I think it was probably fairly typical of the commitment and dedication that patients receive all the time.

The thing that really struck me was the clear sense of teamwork that ran from the consultant, Mr Garcea, right through to the cleaning staff. I have no idea how many people were involved in my care that day and the days preceding it (my pre-admission appointment ran like clockwork) but all gave a level of service of which the Trust can be justifiably proud.

Yours sincerely

Roger

As a patient of Professor Sayers I was admitted to Ward 21, in early February for pre-operation tests, prior to Vascular Surgery.

I wish to convey my thanks and appreciation for the excellent care I received from the Nursing Staff and the Medical teams during my stay on Ward 21.

Their politeness, care and courtesy to me is a credit to them, as individuals, and the Nursing Team in general, in creating an excellent atmosphere on the Ward.

My thanks also go to the Doctors and other technical staff for their care and concern during tests and other procedures.

I look forward to returning to the Royal Infirmary for my surgery, in the near future.

Yours sincerely
Alan

On 30 May I was enjoying the regular Wednesday club run with the Rutae RC when my bike slid from under me at a roundabout, just outside Lutterworth, that had been contaminated by diesel oil. It was clear that my injuries were not superficial and so began a series of events that reflects extremely well on the University Hospitals of Leicester Trust.

The East Midlands Ambulance service speedily responded to the 999 call and transported me to the LRL - I was fortunate not to be behind a long queue in A&E and my condition, a broken right hip, was quickly diagnosed with the help of the Radiography Department. After significant discussion by the consultants on duty it was decided that the most appropriate treatment was a total hip replacement, for which I was transferred to the LCH the following morning. A cancellation in Mr. Ashford's list meant that the procedure was completed the same day. I was well looked after by the nursing staff, especially Nurse J. Delgado, and efficiently prepared for release on 4 June by him and the duty physio- and occupational therapists.

Today I have had my post operation consultation with Mr. Ashford, who answered all of my questions with concern and good humour so that I now feel confident that I should make a full recovery. Needless to say, I cannot speak too highly of the care and professionalism shown at all stages in this process and would particularly like to thank Mr. Ashford, his colleagues, including those in Accident and Emergency at the Royal Infirmary and the nursing and physiotherapy teams on Ward 19 at the General Hospital.

Yours sincerely

Kevin

Thank you!

Fundraisers...



Tandem skydive

Becki Whiteley and Dean Preston did a tandem skydive on Sunday 15th July in memory of their mother Christine Jean Moore. They hope to raise as much money as possible for the Intensive Care Unit at the General.



Stroke appeal

£2,243 was kindly donated to the **Lord Mayor's Stroke Appeal** by the Parking Enforcement Team in Leicester.



★ Celebration Ball

We are holding a celebration ball in aid of the Our Space Appeal at King Power Stadium on Saturday 3rd November. The night will include a three course meal, a short fashion show with John Lewis lines, live music, a charity auction and a disco. For further information and ticket enquires please contact Debbie Adlerstein on 0116 258 8531 or email: debbie.adlerstein@uhl-tr.nhs.uk.

★ Songs For Ella

Liane Ashberry raised £6,726 for the Our Space Appeal at her annual event, Songs For Ella, in memory of her daughter. Liane has raised nearly £20,000 for the charity over the past few years.

★ Edith Murphy Foundation

We have received £20,000 from the Edith Murphy Foundation, that is a total donation of £30,000 from them towards the Our Space Appeal.

★ One in a Million

LCFC's One in a Million campaign reached £180,000 and we have received £18,000 for the Our Space Appeal from them. Radio Leicester's Ian Stringer raised a fantastic £18,000 for the campaign by completing the London Marathon in April.

★ In memory

Guthlaxton College in Wigston donated £703 for the Our Space Cancer Appeal. They sadly lost student Natalie Dennard who had been treated on ward 27 and as well as the donation the college unveiled a bench in her memory.

★ Ali Johnson & Professor Martin Dyer

In July Professor Martin Dyer had a tattoo of the toucan, designed by his patient Ali Johnson, applied by tattoo artist Swanny in Loughborough. So far between them they have raised nearly £8,000 for the Our Space Appeal.

Although we still need to raise £130,000 to achieve the £1.4 million target, we have started the building work and hope to have this fabulous, dedicated unit for our young cancer patients completed by the end of October this year.



Professor Martin Dyer and Ali Johnson with Swanny



Work begins!

Excitement is building as work starts on the new state-of-the-art children and young people's cancer unit at the Royal.

The development of the unit, costing £1.4 million, is a joint venture between the Our Space Appeal and Teenage Cancer Trust.

The new unit will include dedicated space for children with cancer - all designed to provide a much needed diversion from treatment, and a brand new Teenage Cancer Trust Unit, for teenagers and young people from 13 to 24 years of age. It will benefit patients from Leicestershire, Rutland and Northamptonshire.

The Our Space Appeal has received fantastic support from patients, families, staff and the community including companies and grant making trusts. The appeal is now not far of the £900,000 target. Leicester Hospitals Charity is still fundraising, to get involved and support the Our Space Appeal please contact the charity on 0116 258 8531 or visit: www.justgiving.com/cancerappeal



Olympic spirit on the wards!

Patients on the stroke unit at the Royal got into the Olympic spirit by competing in sports events during their physiotherapy sessions. The fun of the games also spread to ward 31 at the Royal where patients took part in sporting activities to celebrate the 2012 London Games.



Sadly missed

Rosie Smith, a cardiac rehabilitation specialist nurse, passed away peacefully in June 2012. Rosie continues to be fondly remembered as 'Rosie Rehab' by many colleagues, friends and patients.



Haven created on a busy ward

Staff on ward 34 at the Royal have re-energised their day room and have created a relaxing and quiet place for patients and relatives to sit and talk away from the hustle and bustle of the ward. Staff nurse Verity Marlow lead the project and contacted John Lewis who kindly donated all of the furniture and most of the soft furnishings and even helped to paint the room and arrange the furniture and electrical equipment.



John Lewis
in-store | online | mobile



Improving dementia care

Patients suffering from dementia are set to benefit thanks to generous donations from the WRVS and the Lord Mayor of Leicester's Forget-me-not Appeal 2010/11 which funded improvements for patients with dementia. The new room, located on an older persons ward at the Royal Infirmary, includes a comfortable sofa, TV and dining area with meaningful activities such as games, puzzles and a piano which provides a soothing and calm environment for our patients with dementia. Anna Duke, matron in medicine, said: "Patients seem to relax and become less agitated once they have spent time in the meaningful activities room." The Lord Mayor's Forget-me-not Appeal raised £170,000 and has also funded enhanced dementia awareness training for staff and reminiscence boxes.

forget-me-not
appeal



Competition

One lucky reader is in with the chance of winning a fantastic pamper pack, all thanks to John Lewis at Highcross, Leicester.



To be in with a chance of winning simply tell us:
Who scooped first prize in the Caring at its best award category at this year's staff awards ceremony?
Send your answer, name and contact details to:
competitions@uhl-tr.nhs.uk

John Lewis
in-store | online | mobile

DIARY DATES

October

18

Medicine for Members 2012

6-8pm, in the lecture theatre

LEICESTER GENERAL HOSPITAL

The importance of play for the sick child

Join play co-ordinators Vanessa Daniels and Sally Markley as they take us on a child's journey through our Children's Hospital. Although they are unwell, play is still extremely important to children that use our services and has a variety of functions. It can help to prepare for hospital procedures, encourage friendships and help children to cope with their anxieties and feelings. Using case studies, this talk will explore how we encourage and facilitate play in Leicester's Hospitals.

November

22

Medicine for Members 2012

6-8pm, in the lecture theatre

GLENFIELD HOSPITAL

Improving the hospital experience of people with dementia

Two thirds of medical beds in hospitals are occupied by people over the age of 65 and around 30 per cent of these will have dementia. It is common for people's dementia to be diagnosed for the first time when they are admitted to hospital, often for a separate health issue. During this talk Lara Wealthall, our patient experience sister will be sharing the journey we have taken in Leicester's Hospitals to improve the experience of people with dementia during their stay with us.

Karl Mayes, Patient & Public Involvement / Membership Manager
University Hospitals of Leicester NHS Trust Tel: 0116 258 8685

