

# together



## Caring for more children with poorly hearts



we treat people how we  
would like to be treated

APRIL 2016

University Hospitals of Leicester **NHS**

NHS Trust

*Caring at its best*



# Welcome

to the latest edition  
of our magazine  
Together



We treat people  
how we would  
like to be treated



In this edition our spotlight is on Stephen Corral, a personal assistant working on ward 17 at Glenfield

Hospital who will become Lord Mayor of Leicester, the first member of our staff to take on this prestigious role. His partner Lynne, also a member of our staff will become Lady Mayoress. Congratulations to them both and you can read more about them on pages 16 and 17.

On pages 8 and 9 you can read about an innovative scheme to provide emotional and practical support to teenagers and young adults affected by cancer.

In this really interesting article you will meet Nadia and Laura and read about how they have worked together to help Kelly who was diagnosed with leukaemia at 17.



We also meet Edith Varley from Oadby, who at 104 is one of, if not the oldest patient in the country to have successfully undergone a hip replacement operation. Hear about her fascinating story on pages 12 and 13.



There are lots of other interesting articles about research in our neonatal unit, the expansion plans for our East Midlands Congenital Heart Unit and an update on the build of our Emergency Department amongst others.

I hope that you enjoy reading this edition.

**John Adler**  
Chief Executive

## Your invitation

Chief Nurse and Medical Director's

# LISTENING EVENT

Join us for Afternoon Tea and tell us  
about **your hospital experience**

**Wednesday 11th May, 3pm - 8pm**

**St Martin's House** (next to the Cathedral)  
7 Peacock Lane, Leicester LE1 5PZ

**Have you or a member of your family** been a patient at Leicester's Hospitals recently?

**Whether things went well for you or you feel there is room for improvement**, our Chief Nurse and Medical Director invite you to come and share your experience with them at this special listening event.

Feedback from patients and carers is really important to us. Please drop in anytime between 3pm and 8pm when Julie, Andrew and members of their senior teams will be on hand to listen privately to your experience.

**Refreshments will be served throughout the afternoon. There is no need to register your attendance, simply turn up on the day.**

For further information please contact Karl Mayes, Patient & Public Involvement Manager on 0116 258 8685 or email [karl.mayes@uhl-tr.nhs.uk](mailto:karl.mayes@uhl-tr.nhs.uk)

**We hope you will be able to join us.**

University Hospitals of Leicester **NHS**  
NHS Trust

*Caring at its best*



**Julie Smith**  
Chief Nurse



**Andrew Furlong**  
Medical Director







# Colourful new uniforms for eye clinic staff

Staff in our Ophthalmology (Eye) department at the Royal Infirmary have been gifted with new uniforms, thanks to Charitable Funds.

Feedback from patients, who are often visually impaired, has highlighted the need for staff to be more easily identifiable as at times patients were unsure who to report to on arrival and where to direct any queries.

The new uniforms are colourful and professional. The majority of staff in the department are now dressed in turquoise tunics, with the team leaders in black tunics.

Pat Bingley, general manager for the Ophthalmology department, said: "We have received a number of compliments from patients already

about our new uniforms and we hope this will improve the experience for patients visiting our clinics."

We provide general and specialist ophthalmology services for adults and children in Leicestershire and Rutland. At the Royal Infirmary there are three outpatient clinic areas, three operating theatres, and an eye casualty. We cover the county, holding clinics at Loughborough hospital, Hinckley and district hospital, Melton Mowbray hospital, Coalville hospital, Rutland memorial hospital, and Market Harborough district hospital.



## What do staff think of their new uniforms?

**Linda Wortley:**

"I love my uniform it is so nice to wear and I feel a part of our great team. I am very proud to wear it so patients can identify with who we are and our job roles. Patients have said how nice it is and how smart we all look in it."

**Salmah Ackbarally:**

"Having the uniform is very practical on a daily basis, shows professionalism and I am happy to wear it."

**David Casey:**

"I feel that the new uniform is both practical and professional. Patients can easily tell us apart from other members of the general public and I feel it makes us look united as department."

**Irene Triffitt:**

"We have received positive feedback from patients who think we really look professional. I am very pleased also to have a uniform because it saves me from thinking what to wear every day."

**Ravinda Sharma:**

"I enjoy wearing the new uniforms as it is practical and looks professional and identifies the department. The patients have commented and like the new look."





Patient Experience and Care is at the heart of Leicester's Hospitals' Caring at its Best programme and in this issue we are focussing on a specialist team who deal with what might be considered a 'taboo' subject

- continence - and the use of our electronic and digital systems which as an inpatient or visitor you will see being used on the wards.

# Welcome to the Continence Team...

As a conservative estimate there are around 14 million people in the UK today with some form of bladder problem. This figure means there are more people suffering with bladder problems than with Asthma, Diabetes and Epilepsy put together. The biggest misconception is that incontinence is a normal part of

ageing and it cannot be treated.

This is very misleading as many people can be treated successfully and, if not cured, their condition can be significantly improved. Treatments can often be simple, such as advice on fluid intake or medication to more complex treatments.



Bladder scanning equipment





Janet Browning, Specialist Nurse and  
Sally Ryder, Continence Nurse Specialist

"Incontinence  
is not a disease  
but a symptom with a  
cause and we believe  
many people forget  
that."

**Janet Browning and Sally Ryder are the Trust's continence specialists.**

They work across the three hospitals, hosting specific clinics, one for frail older people with complex medical conditions and the other a nurse-led clinic for adults with bladder and bowel dysfunction in neurological conditions. They also provide a telephone consultation clinic offering support and advice without the need to come to the hospital. They also accept referrals from GPs, other consultants and specialist nurses.

"We take referrals from most of the adult wards as well as provide an in-reach service three mornings a week at the Royal Infirmary for the

acute assessment wards, picking up patients early on with problems such as urinary retention or recurrent urinary infections. This can often speed up their discharge and recovery as well as reduce further admissions" said Sally.

"We are very involved in teaching all aspects of continence care and speak to many different groups of staff. Our aim is to provide nurses with the knowledge and skills to manage continence care for their patients. Janet and I are both extremely passionate about continence but it often feels like the 'Cinderella of the NHS'. Nobody really pays it any heed until it affects them. Becoming

incontinent at any age has a devastating effect on lives; it can stop people leaving the house, from seeing their family and friends. It can literally destroy a person's confidence."

"Many people say to us that they would not want our jobs as they see it as just dealing with 'wee and poo'. It is so much more than that; it is about individuals who are suffering often in silence. I can honestly say that there is nothing as rewarding than helping somebody who is incontinent and improving their life."

"Incontinence is not a disease but a symptom with a cause and we believe many people forget that."

To contact Sally or Janet please telephone: 0116 258 4062  
Based at Leicester General, they work across the three hospitals.





With **E-Obs** clinicians will now have up-to-the-minute information about their patients at their fingertips

# Committed to Patient Safety

Whether you are an inpatient or visitor, you should be becoming more accustomed to seeing doctors and nurses using a range of handheld electronic devices, for example ipads and ipods on the wards. This unprecedented step, moving away from paper means that more than 9,000 medical, nursing and allied health professionals across the three hospitals have access to a mobile device to log vital patient information and share key clinical details.

**The system, which is called 'E-Obs', is a digital solution to record the vital signs of a patient.** A mobile device is used by the nursing staff to collect and store patient observations, creating a score that can assist in making clinical judgments when treating a patient. This scoring can help indicate signs of deterioration, for example sepsis and acute kidney injury.

This enables a nurse to remain with the patient should their observations deteriorate, as alerts can be sent automatically to the responding teams who can

then come and review the patient.

It also allows the consultants when away from the wards to keep track of their patients and have a 'bird's eye' view of the ward from afar.

Julia Ball, assistant chief nurse and corporate lead for the project said: "This is part of our commitment to patient safety; through the introduction of technology identifying the deteriorating patient. With E-Obs clinicians will now have up-to-the-minute information about their patients at their fingertips, wherever they are in the hospital and the ability to communicate with staff about an individual patient.

"The project will significantly increase staff communication and has the

potential to make substantial patient safety improvements."

Jodie Holland, healthcare assistant, who works on one of first wards to use E-Obs, is a keen supporter of the new system:

**"E-Obs gives very exact and accurate information and gives me the opportunity to raise any concerns without having to leave the patient's bedside. I cannot fault it."**

So if you see a doctor or nurse on an ipad or ipod, they are not playing 'Candy Crush' or texting friends, they are utilising our very latest technology for the benefit of the patient!



Julia Ball



# Onwards and upwards

You can track our progress by  
visiting the weekly blog at  
[www.leicestershospitals.nhs.uk/aboutus/reconfiguration-projects/emergency-floor](http://www.leicestershospitals.nhs.uk/aboutus/reconfiguration-projects/emergency-floor), where you'll  
find the latest  
photographs  
from our  
building  
site.

It's been busy on the new Emergency Floor building site at the Royal Infirmary since the start of 2016. The new Accident and Emergency (A&E) Department is taking shape as the steel frames continue to be put into the ground.

The retaining walls for the basement are being put in, and the upper level steel structure is nearly complete.

Our £43m Emergency Floor will be completed in two phases – the new A&E first opening in winter 2016/17, followed a year later by a suite of assessment units located right next door.

There are over 75 people involved in making our new Emergency Floor a reality; from construction workers on site, to our staff and patients who are helping to make plans and prepare for the successful opening of the first phase of the new facility next year.

## Building *Caring at its best*



There are over  
75 people involved  
in making our new  
Emergency Floor a  
reality

The upper level  
steel structure is  
nearly complete





# CANCER SERVICES UNITE TO TACKLE ISOLATION IN LEICESTERSHIRE

A scheme to provide emotional and practical support to teenagers and young adults affected by cancer has been launched in Leicestershire and Nottinghamshire by charity **Macmillan Cancer Support**.

## Children and Young people with cancer in the East Midlands

are treated by the Children and Young Peoples Integrated Cancer Service (CYPICS) provided by Leicester's Hospitals and Nottingham University Hospitals.

The Macmillan One2One Support Project is helping young cancer patients across Leicestershire and Nottinghamshire, and is run in partnership with Self Help UK in Nottinghamshire and De Montfort University (DMU) in Leicestershire, where student nurses and midwives get involved in volunteering.

Kelly Burfoot, aged 22, from Aylestone was diagnosed with leukaemia at the age of 17 and treated successfully by CYPICS. However the cancer had a lasting effect on her and created severe stomach problems which then led to acute anxiety, depression and panic attacks.

For months Kelly had been almost entirely housebound, leaving only to attend hospital appointments or see her therapist with the support of her family.

It wasn't until she was partnered with volunteer Nadia Morawski, a student at DMU, on the Macmillan One2One Support Project that she felt able to leave the house by herself.

Kelly explains: "I finished my treatment in November and was back at school full time by January to do my A-levels. Then I went straight to university. I just had to keep going. Through the whole of my treatment



and for a long time afterwards I didn't ask any questions, I didn't ask 'why me', I just kept my head down and got through it. Then when my treatment finished I just threw myself back into everything."

However in her second year of University Kelly began to struggle. "My body was struggling with the after effects of the chemo. I felt weak, I was always poorly and I'd developed stomach problems as a result of the treatment.

“ I became really anxious and depressed. I'd suffer from panic attacks because I'd be worried that I'd eat something which would set my stomach off when I was out with friends or at uni and I'd have to rush to find a bathroom. ”



Kelly and Nadia enjoying a recent outing.



Left to right  
Laura Cutler,  
Kelly Burfoot and  
Nadia Morawski.



At first she hid her anxiety from everyone including her parents until it wasn't possible to hide it anymore.

Her mum became concerned so contacted Macmillan Clinical Nurse Specialist, Laura Cutler who specialises in supporting long term survivors of teenage and young adult cancer and runs the new Macmillan One2One Support Project.

Laura introduced Kelly to Nadia, one of the volunteers on the scheme.

Kelly said: "I've seen Nadia each week for months now and she's already helped me to get my confidence back. She's so easy to talk to. We take my dogs out for walks or go to the shops for an hour. She's happy to do anything that I want to and will suggest short trips out. It's definitely given me the

confidence to start socialising again and is good to have someone to chat to and keep me company."

Macmillan Clinical Nurse Specialist Laura also runs the Teenagers and Young Adults Survivorship service in the East Midlands which helps young people at the end of treatment deal with the long term consequences of cancer and maximise their life chances.



“

The change in Kelly is just phenomenal in such a short space of time, which just shows how vital the service is for young people recovering from cancer. Just because the cancer treatment has ended, doesn't mean that support is no longer needed. Anxiety and depression affects a lot of people after treatment, leaving many feeling very alone. ”

**Laura Cutler**  
Macmillan Clinical Nurse Specialist

If you are between the ages of 18 and 30 and would like to know more about the **Macmillan One2One Support Project**

**Text Laura on 07812 269 998**  
with your name and contact details.





# Making a Difference from the Start

Clinical research happens in every specialty in Leicester's Hospitals, but did you know that even our youngest patients can take part?



"Clinical research allows us to provide the best care for our youngest and smallest patients."



Mum  
Siobhan, Dad  
Kev and baby  
Róisín

Dr Fawke  
with baby  
Shanaya



**Our Neonatal team** run a number of research studies at any one time looking at many different things, such as; eye development in extremely preterm babies, reducing infections in preterm babies by using tiny intravenous lines with a special antibiotic coating, or reducing high lung pressures in very sick ventilated babies using a very small dose of Viagra!

lung pressures in critically unwell ventilated babies. This has been a successful joint venture with our paediatric intensive care colleagues and some of the other 31 hospitals in the trial are planning to visit us to see why we have been so successful.

The team is made up of nine consultants, three research nurses and motivated neonatal nurses and junior doctors. We are also involved in two feeding studies which help us to optimise nutrients and reduce bowel problems for small, delicate babies.

There are new studies in the pipeline that will be looking at the effect of delaying cord clamping in premature babies and using ibuprofen to reduce heart problems in babies. So clinical research will be continuing.

Dr Joe Fawke, consultant neonatologist,

explains why clinical research involving small babies is vital.

"Neonatology is a young, dynamic, fast moving speciality and new developments happen frequently. Clinical research keeps Leicester at the forefront of this wave of innovation and allows us to provide the best care for our youngest and smallest patients."



To find out more about neonatal research, please contact [joe.fawke@uhl-tr.nhs.uk](mailto:joe.fawke@uhl-tr.nhs.uk)



**One study that is currently being delivered involves looking at eye development in very low birth-weight babies.**

This is a collaborative study with our colleagues in Ophthalmology and involves using ultrasound to look at the back of the eye to see how immature it is. Leicester was the first Trust in the UK to use this technology. The next steps are to use more advanced techniques including doppler and angiography to assess blood vessels in the retina. A medical research council grant for a large multicentre trial has been awarded. We are currently the second highest recruiters behind Sweden in an international trial of a treatment for high



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# Hip-op success at Leicester's

## for one of the oldest patients in the country

At age 104, Mrs Edith Varley, from Oadby, is one of, if not the oldest patient in the country to have successfully undergone a hip replacement operation.



"I am delighted with the success of the surgery and so grateful to Mr Power and his team for freeing me from the dreadful pain I have suffered for so long."



The operation was performed in just over an hour with Edith awake under spinal anaesthetic



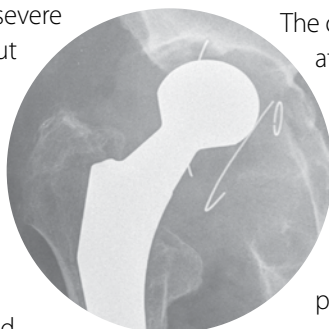
Edith is able to walk pain-free allowing her to maintain her independence

Modern anaesthetic techniques made this possible and the operation was performed in just over an hour with the patient awake under spinal anaesthetic.

Mrs Varley, a retired clerk, had her right hip replaced in 1987, almost 30 years ago and it had given her good service up until fairly recently. However, the hip came loose leaving Mrs Varley in severe pain and unable to put weight on her leg. Despite turning 104 a couple of weeks before her operation, she had been living independently and was otherwise in good health. The failing hip was threatening that independence.

In discussion with her Orthopaedic Consultant, Richard Power, and our anaesthetists it was agreed to

proceed with revision surgery of that hip. This is a major operation and as far as the team are aware this has not been performed on a woman of this age.



The operation took place at Leicester General Hospital on 22 December 2015. Mr Power explains: "Modern anaesthetic techniques made this possible and the operation was performed in just over an hour with the patient awake under spinal anaesthetic. She made a good recovery and is now out of pain and able to weight bear and has

now returned to independent living."

Jenifer Quelch, Edith's daughter, was delighted with how quickly her mum recovered: "Her age was a concern ahead of the operation but we were told that there are people in their 60s who aren't as fit as her. She was on the high dependency unit for just one night and one day before being transferred to a regular ward to continue her recovery. The operation was a great success meaning that she no longer has pain in her hip and is able to walk and has been given exercises to do.

"We are very grateful for the team at Leicester's Hospitals and the work they have done to help my mum."





**East Midlands**  
Congenital Heart Centre



Ward Sister,  
Sarah King with  
baby Frankie



# The East Midlands Congenital Heart Centre is... growing

The East Midlands Congenital Heart Centre (EMCHC) at Glenfield is expanding to treat more children born with heart defects in the region.



Following NHS England's review into congenital heart services in England, surgical centres will be required to undertake a certain number of cases per surgeon, per year for the service to

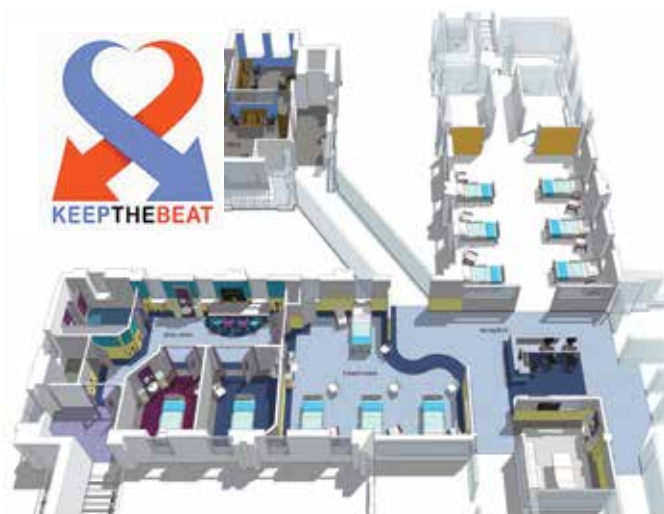
continue being commissioned. Surgeons at the nine surgical centres in the country will need to perform 125 heart operations a year by 2017.

To enable our surgeons to achieve this, we need to create more space on Ward 30 and in the Outpatient department at Glenfield to provide care for patients before and after their operation.



Construction work has already started and will be completed in August 2016.

Deputy Sister, Jessica Davies with Mum Harriet and baby Jonah



♥ The number of beds on Ward 30 will increase from 13 beds to 17. Two of these will be side rooms specially designed for teenagers, with equipment kindly donated by supporting charity, KEEP THE BEAT. The new beds will be situated in the wing previously used as parents' accommodation, as this was identified as the only suitable bed space on the ward.

♥ Our parents' accommodation has been re-located nearby and extended from seven to nine rooms, with new parent facilities and a play area. These new rooms were previously used as on call rooms for doctors and are located on the third floor above Ward 32, a short walk from Ward 30. Thanks to supporting charity, Heart Link, the rooms have been extensively refurbished with new carpets, beds, mattresses, TV/DVD players and artwork for the walls.

♥ The Outpatients department will also be expanded to give the team two extra consulting rooms. This will be facilitated by moving our Cardiac Liaison Nurses to the top floor of the Heart Link extension off Ward 30. The ground floor of the extension will also be refurbished to create a new kitchen and seating area for parents, which will also be funded by Heart Link.



Zoi Krommyde, senior house officer, with deputy sister, Sophie Green.



If you are on the ward and have any questions, please ask a member of staff.





# Stephen Corrall

In May, **Stephen Corrall**, a personal assistant working on Ward 17 at Glenfield is set to become the first ever member of Leicester's Hospitals' staff to be made Lord Mayor of Leicester.

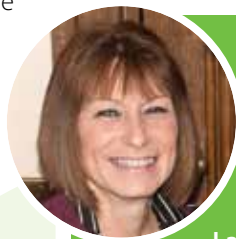
**STEPHEN CORRALL** works part-time on Ward 17 supporting the team providing cardio-respiratory care. He puts in a lot of hard work to ensure that he can support both staff and patients.

Stephen is currently the Deputy Lord Mayor and a Councillor for Braunstone Park and Rowley Fields. He is also Lord Mayor-Elect and is due to be formally elected to the position of Lord Mayor for 2016-17 at the Annual Council Meeting on 19 May.

Stephen is extremely keen to get started on this once in a lifetime job. He explains: "Having been born in Leicester and being given the opportunity to be its First Citizen is, to me, an amazing opportunity and I will be so proud when it happens, as I'm sure my family will too."

"It's my intention through my Mayoral charity to raise funds, during my civic year, to help children throughout the city and I hope my colleagues can help to support that aim. Also, Leicester's

Hospitals has been a major part of my life for over 20 years and if I can give something back through my role then I will. I hope to be able to support events at the hospitals during my year in office as the Lord Mayor of Leicester."



**Lynne Dixon,**  
Stephen's partner  
and a housekeeper  
for Respiratory  
Medicine at Glenfield,  
is also set to become  
Lady Mayoress.

"I was surprised and delighted to be asked. I know it's going to be a very busy year for Stephen and I will do anything I can to support him in his new role. I also intend to continue working on Ward 16 at Glenfield throughout the coming year."

## What is a Lord Mayor?

The Lord Mayor is Leicester's First Citizen and is elected each year at the annual council meeting in May. Councillor Ted Cassidy MBE has been Lord Mayor for 2015-16.

The role of the Lord Mayor is primarily a ceremonial one, maintaining and promoting the interests of the city and its citizens, and attending a variety of engagements during the year.

The Lord Mayor is an elected member who sits on Leicester City Council and is usually the longest serving councillor.

The mayor making ceremony takes place at the annual meeting of the council every May. This is where the Lord Mayor, Deputy Lord Mayor and High Bailiff are officially appointed and begin their civic year.

The main ceremonies that Stephen will have to preside over are Remembrance Sunday and the Armed Forces Day parade.

## Quick questions...



### Which three words sum you up?

Flexible, easy-going and hard-working.



### What was your first job?

I worked for Dunns, the hatters and clothiers on Horsefair Street in Leicester.



### Favourite film?


The Great Escape.



### Favourite song?

Unchained Melody - The Righteous Brothers version.





Lord Mayor elect Stephen Corrall (left) with Lord Mayor Ted Cassidy MBE.



**Stephen on his role**

“It’s my intention through my Mayoral charity to raise funds, during my civic year, to help children throughout the city and I hope my colleagues can help to support that aim.”





FREE

# Leicester's MARVELLOUS

## Medicine talks



Our free medical talks bring you the very latest in cutting edge research, leading experts and in-depth information on a wide range of medical issues and conditions. Why not come along and see for yourself?

**With a talk every month we have the human body pretty much covered from head to toe!**

The talks are held in an informal and friendly environment with plenty of time for questions. Although they are designed with the public in mind, students will find them very useful too.

Over the last year we have run sessions on genetic research, obesity, ebola treatment, conditions of the eye, heart surgery, breast cancer and many more. If there is a topic you would be interested in hearing more about please feel free to contact us and let us know. With so many experts in Leicester's Hospitals we can usually find someone to oblige.



## What our members say about our talks:

"This was the first talk that I have attended, I really enjoyed it."  
Elle Deane



"I always learn a lot. The talks are pitched at the right level. The speakers listen and they always answer questions."  
Cashita Charles

"The talks provide a readily understandable insight into the challenges and achievements of so many of UHL's very talented medical professionals."  
David Gorrod



"This was my first talk but won't be the last"  
Sue Parks



"It's good to gain knowledge of different types of illnesses that can affect us."  
Bharat Patel



"They are very informative and they have a variety of subjects, some of which you don't come across everyday!"  
Vivienne Hedges



"It's really interesting to get a medical insight into the topics. It's quite hard to find this information elsewhere."  
Jack Peet



"The subjects are all relevant to people who have an interest in health."  
Brenda Fields



The talks are held in a friendly environment with plenty of time for questions



# We've got the body covered from head to toe

Our talks  
take place from  
**6pm-8pm**  
at Leicester  
General Hospital

**Tuesday  
12th April**

**Dr Damian Roland**  
Consultant in Paediatric  
Emergency Medicine

Children suffer frequent illnesses and injuries – it's a natural part of growing up. Dr Roland will explore common childhood ailments and use patient videos to demonstrate these conditions. He will discuss the latest evidence to assist families and carers in making the best judgements about their children.



**Treating  
Emphysema  
with surgery**

**Thursday  
7th July**

**Mr Sridhar Rathinam**  
Consultant Thoracic Surgeon

Emphysema is a condition that gradually damages the air sacs (alveoli) in the lungs. Mr Rathinam performs surgery to ease the symptoms of people with end stage emphysema. He will be talking about this operation and other surgery to the chest wall.



**Fat, fit and  
healthy:  
is weight loss  
the wrong  
goal?**

**Thursday  
23rd June**

**Dr Gary O'Donovan**  
Researcher in Physical Activity,  
Sedentary Behaviour and Health

Low aerobic fitness may account for more deaths than obesity, diabetes, smoking, high blood pressure and high cholesterol. Aerobic exercise is beneficial to health with or without weight loss. Perhaps weight loss has been described as the wrong goal!



**Common  
childhood  
injuries and  
illnesses**

**Sunlight and  
skin cancers –  
how to be  
sensible**

**Wednesday  
18th May**

**Dr Anton Alexandroff**  
Consultant Dermatologist

Too much sunlight may cause damage to our skin and increase risk of skin cancers. As Summer approaches Dr Alexandroff will discuss skin awareness and how to be sensible about sun protection.



## Contact Us!

For more information or to book a place on any of these talks please contact us on **0116 258 8685** or email Karl Mayes, Patient and Public Involvement/Membership Manager: **karl.mayes@uhl-tr.nhs.uk**



Our talks are from 6pm-8pm in the Lecture Theatre,  
Clinical Education Centre, Leicester General Hospital.





# Could **YOU** be a Patient Survey Volunteer?

For some volunteers the idea of talking to patients with the specific purpose of gathering information is very appealing.

## **The Patient Survey Volunteer**

role was developed for volunteers in 2013 to support our hospitals in gathering information on the experience of patients using our services. The role involves speaking with patients, supporting Leicester's Hospitals' patient survey and other activities aimed at gathering patient feedback.

This role is very flexible and is often chosen as it fits so well for volunteers who have busy schedules and want to help in the variable free time that they have.

Very often patients who we most need feedback from are those who may not readily complete surveys and questionnaires unsupported. Volunteers are able to give their time to enable these patients to provide their feedback on a range of different services.

Volunteers tell us that asking the survey questions prompts long and interesting conversations with patients on a range of unrelated topics. It is not unusual for a Survey

Volunteer to collect a library book for a patient who has said they enjoy reading or to suggest that a Patient Visitor might call and see a patient who had clearly enjoyed a long chat!

Survey Volunteering is also an activity that some volunteers choose to do on a less regular basis alongside their main role. If there is a need to collect feedback for a particular area or on a specific topic and time is short, volunteers are often willing to 'help out'.

Rebecca Gardner from the Patient Experience Team supports and coordinates these volunteers. The volunteers receive regular emails relating to the content of new surveys and updates on current surveys.

The Survey Volunteers are invited to regular support meetings which are organised by the Patient Experience Team, giving volunteers the opportunity to catch up with one another, share experiences and suggest improvements.

If you would like to find out more about becoming involved as a Survey Volunteer please contact:

**Volunteer Services 0116 258 7221/8868/3955**  
**[volunteer.services@uhl-tr.nhs.uk](mailto:volunteer.services@uhl-tr.nhs.uk)**

Or visit our website **[www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk)**

Some of our Survey Volunteers have been sharing what volunteering means to them...

"I volunteer because I wanted to give something back to Leicester's Hospitals who looked after my family members and friends so well in their time of need. I chose to do survey work because I can generally come into the hospital at a time that fits in with my other commitments."

"The nature of survey work gives me excellent opportunities to meet and interact with wide range of interesting people - staff, patients and their visitors. I believe the work ultimately benefits and supports patients when the results of the surveys change things for the better and thus improve their experience of hospital care." **Cheryl**

"All my working life has been within hospitals and after retiring I missed terribly the contact with patients and all that goes on here. Being a survey volunteer has gone a long way in filling that gap for me. I also hope there are times when I am of help to the patients, their relatives and hospital staff. It is very rewarding." **Lesley**



“I enjoy this role because it gets me out of the house, it stops me being bored, lets me meet lots of different people, and the volunteer team is really friendly. You feel part of a big family and at the same time you are doing something useful for the hospitals.” **Judith**

**Patient Survey Volunteers: Cheryl Pharoah (left), Fatma Mohamed (middle) Judith Teasdale (right).**







THANK  
YOU

# FUNDRAISING

news...



## A huge thank you to Helen Adams-Brown



**Helen donated £6,427.80 to our Neonatal department.**

Helen was the Lady Captain of the Hinckley Golf Club for the past year and organised a range of fundraising events. Helen said: "If it hadn't been for the hard work and dedication of the staff on the unit, my two children

wouldn't be here today, and I will never be able to thank them enough."



**We are fortunate to be one of Leicester City F.C.'s 'Foxes Foundation' partner charities again**

The focus will be on raising funds for Leicester Children's Hospital. At a home match against Stoke in January we arranged for a Phantom Jet cockpit filled with footballs for a 'guess the number of footballs in the Phantom' competition. Two lucky winners guessed 173 and have won a chance to sit in a jet at full take off speed at one of the Fast Taxi Days at Bruntingthorpe Proving Ground ([www.bruntingthorpe.com](http://www.bruntingthorpe.com)).

**We would like to thank Dave Walton and his team for providing the cockpit, footballs and the many prizes donated!!**



## Thanks Deltic Group

The UK's biggest nightclub operator **donated £4221.75 from its Echo Trust Charity** for the purchase of two electrically fully reclining mobile treatment armchairs for Ward 19 children's Day Care Unit. Regional Director Tony Gorbert said: "We wanted to support this hospital because it does so much to help children and their families."



**Thank you to Neil Pursglove, his wife Georgina and their daughter Ivy**

They visited the Neonatal Unit at the Royal to donate **a cheque for over £1,000**, plus toys and clothing for premature babies. Ivy was born at just 25 weeks and was given a 50/50 chance of survival. Neil, who manages local football team Cosby United, brought along star players Lee Pritchard and Luke Hall who helped raise the money by taking part in 'Movember'.

## Thanks Wayne

Corporal Wayne Delahunty, of the 1st Battalion of the Rifles, ran a gruelling 26.2 miles on Christmas day whilst on service in Iraq. **He raised an amazing £500 for Haematology Ward 41**, to say thank you for the excellent care and treatment received by his Mum.





## NATIONAL AWARD FOR RESEARCH MIDWIVES



Research midwives, Julia Austen and Molly Patterson have beaten tough competition to win this year's British Journal of Midwifery Practice Award for Midwifery Researcher, having been nominated for setting up a dedicated midwifery research team and for publishing a study into Pregnancy and Wellbeing. Well done Julia and Molly!

## Out & About



### CAKE SALE FOR AGE UK

*Claire Agnew, senior nurse held fantastic cake sale at the Royal on 24 February to raise money for Age UK and will be taking part in the London marathon in April. Good luck Claire!*

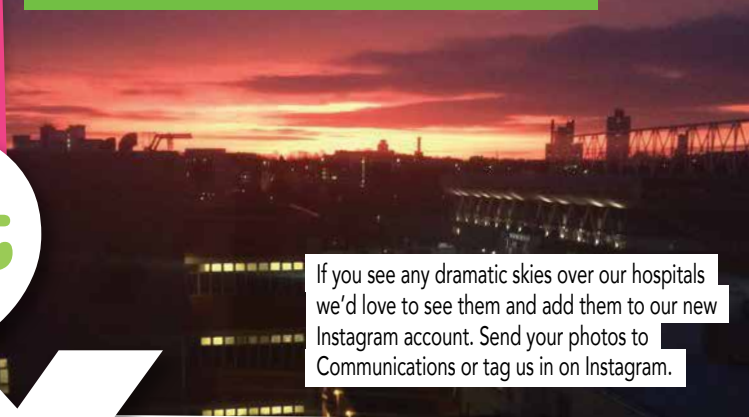
## NUTRITION & HYDRATION WEEK



Our Dietitians celebrated Nutrition & Hydration week in March, using social media and videos to highlight the importance of nutrition and hydration as a crucial part of high quality care.



## SUNRISE OVER THE ROYAL INFIRMARY



If you see any dramatic skies over our hospitals we'd love to see them and add them to our new Instagram account. Send your photos to Communications or tag us in on Instagram.

## NEW CAR PARK NOW OPEN!



Leicester mayor Sir Peter Soulsby attended the official opening of our new multi-storey car park at the Royal in February. We are pleased to report that queues on Havelock Street are now a thing of the past!

**Calling all staff! If you're 'Out & About' doing something interesting we'd love to hear from you. Send us your photos and a brief summary to [communications@uhl-tr.nhs.uk](mailto:communications@uhl-tr.nhs.uk) and we'll pick a few to include in the next edition of Together.**



## together

is the official magazine of the University Hospitals of Leicester.

### On the cover:

Sarah King, Ward Sister  
with Baby Noah.

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### SUBMISSIONS

**together** is a great way to share your news and success. Please contact the Communications team to discuss.

### DELIVERY

If you think your area is receiving too few or too many copies of **together** please email:  
[communications@uhl-tr.nhs.uk](mailto:communications@uhl-tr.nhs.uk).

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## The Belmont Hotel



## COMPETITION



**WIN two tickets**  
to a **Dirty Dancing Hungry Eyes**  
tribute night at the Belmont Hotel  
in central Leicester, complete with a  
three course  
meal and  
coffee, plus  
a free drink  
on arrival!



**Contact: The Belmont Hotel, 20 De Montfort Square, Leicester LE1 7GR Tel: 0116 254 4773**



Situated in pretty New Walk, the Hotel is minutes from Leicester train station & all the attractions of the city centre. Guest rooms have been beautifully refurbished to offer contemporary style with luxurious comfort, so the perfect place for a good night's sleep! The Hotel's Business Centre

situated in a separate wing of the Hotel, offering eight conference rooms with versatile spaces for anything from 1:1 interviews through to business meetings & conferences for up to 175 delegates. Free Wi-Fi is available & free parking for conference delegates.

### Exclusive staff only prize:

A meeting space for 6 people in the new business centre, including the use of the refreshments corner, lunch served in the restaurant, meeting room to include free Wi-Fi. Email [competitions@uhl-tr.nhs.uk](mailto:competitions@uhl-tr.nhs.uk) and tell us why your team should win this additional prize.



## TO ENTER

To be in with a chance of winning simply tell us:  
**How old was Edith Varley when she had her hip operation?**

Send your answer, name and contact details to: [competitions@uhl-tr.nhs.uk](mailto:competitions@uhl-tr.nhs.uk)

The closing date for this competition is Wednesday 18 May 2016

**Last  
edition's  
winner:**  
Julie Adam