

# together

**INSIDE:**  
Caring at its best  
AWARD WINNERS  
revealed



We are one diverse  
team and we are at  
our very best when  
we work together.

UNITED HOSPITALS OF LEICESTER.



we focus on what  
matters most

OCTOBER 2016

University Hospitals of Leicester **NHS**

NHS Trust

*Caring at its best*

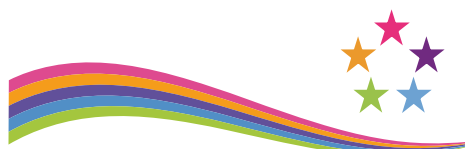
# Welcome

to the penultimate  
edition of Together  
for 2016!



we focus on  
what matters  
most

Another great edition with lots of interesting articles. One of the main features are the winners of our Caring at its Best Awards which we held on 29 September. I always love this event because it is just one unambiguous good news story after another. Celebrating the amazing work of our staff is always a complete honour. If you would like to nominate someone, please visit our website: [www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk) and complete the form.



## Caring at its best Awards

At a recent Trust Board meeting Elaine and Frank Bridge came and told us their story. The couple have praised the exceptional work and care of our maternity services after discovering their unborn baby had a potentially life threatening and extremely rare abdominal mass. Read more about it on page 4.

We continue our fight to keep Children's Heart Services at the Glenfield Hospital and thank you if you have already given your support. In this edition (pages 12 and 13) we share with you some of the stories about our 'Glenfield babies' and lives we have changed and saved. It is touching to know they are all doing so well thanks to our team.

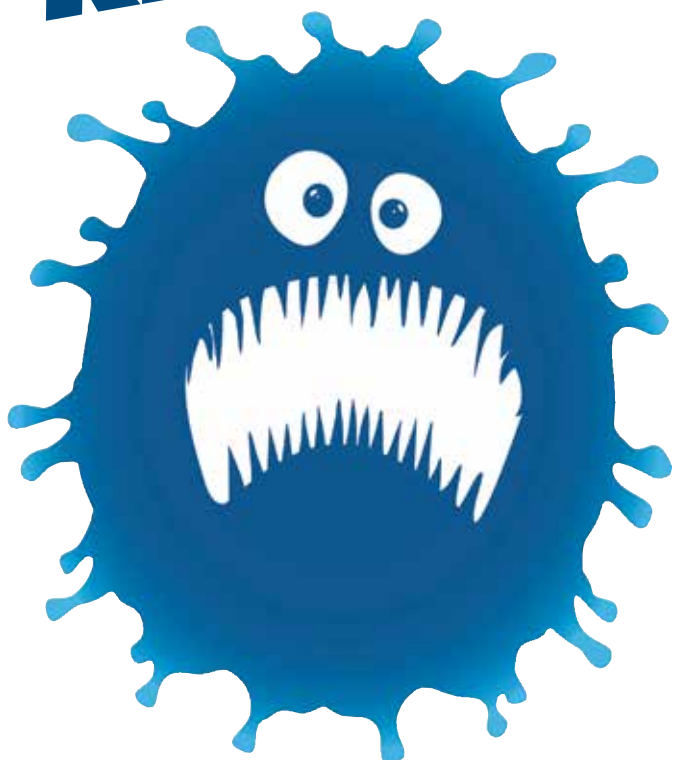
Finally, with winter almost upon us I would like to urge you to get your flu jab. Flu is a horrible illness and getting the jab is one way to protect yourself from getting it. I would also like to urge you to make sure you have your medicine cabinet well stocked and to seek early advice from your pharmacist or GP. Delaying getting care may result in a visit to our Emergency Department and even an admission to hospital. By seeking help early it is likely that you will prevent that from happening.

I hope you enjoy reading this issue!



John Adler  
Chief Executive

# Flu kills



# NHS

## Be a flu fighter this winter

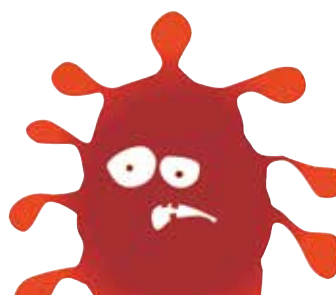
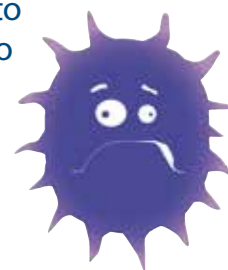
Winter is fast approaching and so is flu. Don't wait until there is another flu scare to get your vaccine, as it takes three weeks to provide maximum protection.

We are encouraging healthcare staff in Leicester, Leicestershire and Rutland to have the vaccine to protect themselves, their families and their patients.

For more information please visit:

[www.leicestershospitals.nhs.uk/flu-vaccine](http://www.leicestershospitals.nhs.uk/flu-vaccine)

**Patients and members of the public can also discuss having the flu vaccination with their GP.**





# CELEBRATION OF *Caring at its best*



For the second year running, our chaplaincy team hosted a special hospital celebration and engagement forum in July. This year, the event was held in the relaxed and intimate atmosphere of the Attenborough Arts Centre (formerly Embrace Arts).

The event opened with a welcome from the Trust's Chairman, Karamjit Singh. Around 70 people attended, including patients, hospital staff and volunteers. Representatives of all three groups gave heart-warming accounts of the care they had received as patients and families, what motivates them as staff, or why they give their time as a volunteer. Speakers included a counsellor in Gynaecology, manager of the Pathology team, Chaplaincy volunteer and a young man who volunteers

in the Emergency Department hoping to embark on a career in healthcare.

The event was enriched by the UHL staff choir, organised and led by Clare Blakemore from HR and accompanied on the piano by Vicki Hing. There was wonderful Dillruba and Tabla playing from Harmeet Singh and Sikh chaplain Kartar Singh Bring, and a stirring solo rendition of 'Funiculi Funicula' sung by a recent patient.

Chief Executive, John Adler spoke of his vision for the future of the hospitals, including the progress of the new Emergency Floor project. He also celebrated the fact that the major headache of parking for visitors to the Royal had finally been resolved with the opening of the new multi storey car park!

If you would like any further information about this event, please contact: [chaplaincy@uhl-tr.nhs.uk](mailto:chaplaincy@uhl-tr.nhs.uk)



The very first Physiotherapy Work Experience Day was held this August. With a range of talks and practical sessions, the day aimed to give prospective students an insight into what physiotherapy is and show it's more than just sports injury!

## PHYSIOTHERAPY WORK EXPERIENCE DAY

Physiotherapy practice learning lead, Avril Ormond, explains: "It was very much a team effort and we would like to thank you everyone who delivered talks on the day, the students were delighted to gain a first-person insight and felt very inspired."

The practical session in the physio gym allowed students to learn about knee assessment, auscultation, the cough assist, hoisting, a rotunda and using a wheeled zimmer frame. Talks were given on the career of a physiotherapist, working in the NHS and the multidisciplinary teams linked

to physiotherapy roles.

The day ended with therapy manager, Lynn Cooke giving a very welcoming and motivating talk about working as a physiotherapist at Leicester's Hospitals. Avril continues: "We had 30 very enthusiastic students turn up, no cancellations! The feedback from students was excellent and due to its success, we're already planning the next one which will include even more practical elements."



For more information please visit [www.leicestershospitals.nhs.uk/physiotherapy](http://www.leicestershospitals.nhs.uk/physiotherapy)



# Life-saving operation for three-day old baby

A Leicester couple has praised the exceptional work and care of the maternity services at Leicester's Hospitals after discovering their unborn baby had a potentially life threatening and extremely rare abdominal mass.



"From the early diagnosis to the day Bradan was born, we were always kept informed and looked after during this uncertain time in our lives.

**They saved our son's life."**

After being referred to hospital due to swollen ankles, Elaine Bridge discovered her baby was measuring full term at just 33 weeks, so was referred for an urgent ultrasound.

A week later Elaine and her husband, Frank received some frightening news. The ultrasound scan showed an abnormal mass, known as a retroperitoneal teratoma (uncommon germ cell cases which form a malignant tumour), which would continue to grow until their baby was born.

Elaine and Frank, from Ashby-de-la-Zouch, were told that a tumour of this size was extremely rare and their baby would require urgent surgery immediately after being born.

Elaine explains, "It was incredibly hard to take in, but the team were honest and open and made us feel really calm and confident in what they were going to do."

Elaine had regular scans every three days, which showed the mass was growing faster than Bradan and was pushing on his chest, potentially causing his heart to enlarge and work faster than it should. With the risk of Bradan suffering a cardiac arrest, Dr Farah Siddiqui, Consultant in Fetal and Maternal Medicine and her team, arranged for Elaine to have an emergency C-section at 35 weeks pregnant.

Baby Bradan was born on 15 March 2015 weighing 7lb 7oz, however, just over 1lb was the abdominal mass. Three days after being born, Bradan had a four hour life-saving surgery to remove the mass.

Mr Haitham Dagash, Consultant in Paediatric Surgery, said: "Because the mass was rapidly growing, we made the decision to deliver Bradan as soon as possible to avoid any damage to both mother and baby. Our team of vascular surgeons were also on standby to ensure Bradan didn't bleed."

Unable to walk following her C-section, Elaine was able to Skype the neonatal unit where Bradan was being cared for, meaning she was kept up-to-date with his treatment.

**Elaine said:**  
"Just being able to see and hear what the doctors were saying was just amazing. As I couldn't physically be with him, I was reassured that he could hear my voice. I've since told my friends how Skype is available here and they were impressed!"

Elaine and Frank said they cannot praise staff at the Royal highly enough for the compassionate care they received throughout the whole journey.

Frank said: "The level of care from everyone in both the maternity and neonatal unit was second to none and they went above and beyond our expectations.

"From the early diagnosis to the day Bradan was born, we were always kept informed and looked after during this uncertain time in our lives. They saved our son's life."

Joan Morrissey, Midwifery Matron, added:

"Upon discovering how serious Bradan's condition was, our team of experienced doctors, surgeons and midwives pulled together and researched his condition as much as possible to ensure we were fully prepared on what to expect when he was born.

"We're delighted to receive such great feedback which emphasises the amazing work we do in our hospitals."

Now 16 months old, Bradan is recovering well and attends regular visits at the Royal.





Andrew Furlong,  
Medical Director  
and Julie Smith,  
Chief Nurse.

# Are you Sepsis Aware?

As part of our Quality Commitment, we teach clinical staff about the early signs, treatment and care required for Sepsis. As September was World Sepsis Awareness Month, we thought this was a great opportunity to highlight the symptoms to you, your families and friends.



Every year in the UK there are 150,000 cases of Sepsis, resulting in a staggering 44,000 deaths – more than bowel, breast and prostate cancer combined.

Sepsis is a life-threatening condition that arises when the body's response to an infection injures its own tissues and organs. Sepsis leads to shock, multiple organ failure and even death, especially

if not recognised early and treated promptly.

Sepsis is caused by the way the body responds to germs and bacteria getting into your body. We all come into contact with germs every day without making us ill, but sometimes the body responds abnormally to these infections and causes Sepsis.

The infection may have started anywhere in a sufferer's body. It may be only in one part of the body or it may be widespread. Sepsis can occur following chest or water infections, problems in the abdomen like burst ulcers, or simple skin injuries like cuts and bites.

If you have a suspected infection or certain risk factors like being very young or old, diabetic, pregnant or on long-term steroids, you would benefit by knowing what to look out for.

## What are the symptoms?

Sepsis is a serious condition that can initially look like flu, gastroenteritis or a chest infection.

Seek urgent medical help if you develop any of the following:

- **Slurred Speech**
- **Extreme Shivering or Muscle Pain**
- **Passing no urine (in a day)**
- **Severe Breathlessness**
- **"I feel like I may die"**
- **Skin mottled or discoloured**

If you or a loved one are showing early signs of a 'flu-like' illness, chest infection, diarrhoea and vomiting or inability to eat and drink, together with one of the above symptoms of Sepsis, we urge you to seek medical advice immediately.



To find out more about Sepsis visit:  
[www.sepsistrust.org](http://www.sepsistrust.org)



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# Caring at its best Awards



Hundreds of staff, volunteers and supporters celebrated at our fifth annual Caring at its Best awards ceremony held at The Athena on Thursday 29 September.

Everyone was thrilled to celebrate the hard work of our staff and mark the achievements of those selected as the overall winner in each category below.



## And the winners are...



We treat people how we would like to be treated

**Lorraine Pringle,  
Olive Forty & Vicky Bates**  
Maternity Care Assistants  
Royal Infirmary

presented by  
Rory Palmer,  
Deputy Mayor



We do what we say we are going to do

**Patrice Dance**  
Staff Nurse  
Ward 16 Respiratory  
Glenfield Hospital

presented by  
Simon Cole,  
Chief Constable,  
Leicestershire Police



We focus on what matters most

**Lara Mitchell**  
Macmillan Sarcoma Clinical  
Nurse Specialist, Oncology  
Royal Infirmary  
presented by  
George Oliver  
Editor, Leicester Mercury



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

**Ward 41**  
Haematology  
Royal Infirmary  
presented by  
Simon Cole,  
Chief Constable,  
Leicestershire Police





"We have come together once again to celebrate the people in our organisation who have not only delivered the very best of care, but have gone above and beyond to our exemplify our values. Everyone who has won an award is exceptional, which is an achievement among such an exceptional bunch of people!"



**John Adler, Chief Executive**



## Thanks



Supported by Age UK

### Our judging panel

Steve Amos  
Royal Voluntary Service  
Simon Cole  
Chief Constable,  
Leicestershire Police  
Jim Davis & Jo Hayward  
BBC Radio Leicester  
Tony Donovan  
Executive Director, Age UK  
Leicester Shire & Rutland  
Rebecca Evans  
Kimal Renal Care  
David Henson  
Healthwatch Leicester  
Nicola Junkin &  
David Morgan  
Well-being at Work  
Robert Mason  
Asteral  
Nicky Morgan  
MP, Loughborough  
George Oliver  
Editor, Leicester Mercury  
Rory Palmer  
Deputy Mayor  
Dr Neluka Weerasooiya  
Renal Services UK

### Our sponsors

Asteral; Bunzl Healthcare;  
Cubiquity Media; Ernst  
and Young; Kimal Renal  
Care; Leicester Hospitals  
Charity; Renal Services UK;  
Royal Voluntary Service;  
and Well-being at Work



**Volunteer  
of the Year  
Award**

**Winners:  
Volunteer Hairdressers**

**Highly commended:  
Heather Sansome**

Awards presented by  
Tony Donovan, Age UK  
Leicester Shire & Rutland



**Caring at its  
Best Award**

**Mouna Bouridane**  
Osborne Assessment Unit  
Royal Infirmary  
presented by  
Jim Davis and  
Jo Hayward  
BBC Radio Leicester



**We are  
passionate  
and creative  
in our work**

**Angie Palmer**  
Meaningful Activities Facilitator  
Emergency & Specialist  
Medicine, Royal Infirmary  
presented by  
David Henson  
Healthwatch, Leicester





Left to right:  
Dr Kevin Harris,  
Dr Bin Yang and  
Dr Jonathan Barratt



## LEICESTER RENAL UNIT FORGING Chinese LINK

Our John Walls Renal Unit has recently become a “sister renal centre” for a nephrology unit in Nantong China as part of the International Society of Nephrology Sister Renal Centre (SRC) Programme.

The SRC Programme helps improve how nephrology (medicine dealing with the physiology and diseases of the kidneys) is practised by linking emerging renal centres or units with established centres of excellence in the developed world.

An ambitious programme is in development in conjunction with the University of Leicester, in particular the Department of Infection, Immunity and Inflammation within the College of Medicine, Biological Sciences and Psychology.

This will build on a number of existing initiatives with Nantong that Dr Bin Yang and Professor Peter Andrew have developed.

Dr Jonathan Barratt, Honorary Consultant Nephrologist, said:

**“Over the coming six years we hope to develop strong clinical and research links with Nantong which will not only help to develop the delivery of high quality clinical care to patients with all types of kidney disease in Nantong, but also strengthen the ability of their doctors and nurses to study kidney disease in China.”**

This is the second time the John Walls Renal Unit has been partnered with another centre, previously linking with Abuja in Nigeria who have recently graduated from the SRC programme.

Dr Barratt added:

“Experience from working with our sister centre in Abuja,

Nigeria has shown us the impact this Sister Renal Centre programme can have. Abuja now has a functioning dialysis programme and has begun to carry out kidney transplants with the support of kidney doctors, nurses and dialysis technicians from Leicester.”

A group of staff from Leicester’s Hospitals and the University of Leicester have recently been to Nantong to initiate the programme – including the unveiling of a plaque that we also hold a replica of in Leicester.



# 中国

南通大学附属医院高建林院长说：“我院肾内科与莱斯特大学总医院肾脏科结为姐妹中心，借助莱斯特大学的技术力量、人才资源和管理经验，以一对一姐妹结对的方式进行交流和合作，将进一步提高我院肾脏疾病的诊疗和研究水平，这也为我院坚持走国际化路线做出示范和表率。”



University Hospitals of Leicester **NHS**  
NHS Trust

Further details on how the partnership works can be found at [www.theisn.org/programs/sister-renal-centers-program](http://www.theisn.org/programs/sister-renal-centers-program)







# Older People's Month

To celebrate **national Older People's Month**, our patient experience team hosted events across all three of our hospitals throughout September.

Many of the wards and departments came up with fantastic ideas on how they could celebrate which included; pamper days, reminiscence afternoons, the opening of a new day room, cake sales and themed tea parties.

Meaningful Activities Facilitator, Angie Palmer, helped arrange a pamper afternoon on ward 30 at the Royal. She explains: "We hosted afternoon tea which included music, art and crafts, hair and makeup and manicures. I would like to thank Narborough Road Tesco for their kind donation of treats and goodies. Without this, and the dedication of our staff, we wouldn't be able to arrange activities like this for our patients."

The month-long celebrations also saw the start of regular visits from

OPUS, a leading provider of music in healthcare settings, to bring music onto wards for older people and for those with a dementia.

Older People's Sister, Justine Allen, said: "This initiative, which is supported by the Arts Council and Leicester Hospitals Charity, provides music and singing which research has shown, creates an opportunity for patients to reminisce and retrieve memories which at other times may be lost."

A group of staff also attended the Alzheimer's Memory Walk at Abbey Park on Sunday 2 October, to raise money for our wards and charity. The team hosted additional Older Peoples Champion Training and Dementia Awareness Training sessions, which were accessible to all staff.

To round off the month of celebration, our annual Champions Celebration Event was held at Devonshire Place. This special day recognises and thanks staff who are passionate and inspiring in their work to enhance older peoples care within our hospitals. An award was presented to the Champion of Champions for Older People and Dementia.

Justine added: "I would like to thank our partner organisations including the Alzheimer's Society, Age UK and RVS. They were available with helpful information across all three sites for patients, visitors and staff."

"We are so grateful to everyone involved. Our staff continue to show such dedication to help improve the lives of their older patients."

Justine Allen, Older People's Sister





# BE **BURN** AWARE

## this Autumn

At 9:30am on Sunday 14 August in Oadby, Monica Joshi was using almost-boiling water for steam inhalation as a treatment for her sinuses.

The towel she was using knocked the container into her lap. The first thing she did was scream. Her two daughters were upstairs, and immediately ran down to find out what had happened. Read their story below...



### National Burn Awareness Day

**Wednesday 19 October**

Raising awareness of burn prevention and first aid across the UK

### Monica & Sarina's story:

Sarina, aged 12, was first to help as Monica's mind went blank over what to do due to her pain. Sarina had been given first aid training at school and used this to help her mum. She got her Mum under a cold shower for 10 minutes, timing it. Monica said: "If it wasn't for Sarina keeping an eye on the time, I wouldn't have realised how long to stay in for, 10 minutes felt extremely long due to the pain I was in."

Sarina took her to the bedroom and wrapped cling film around her Mum's left thigh to prevent any clothes sticking to the burn.

Sarina explains: "When my mum had her accident, I initially panicked but I knew I had to be calm. I remembered from First Aid Training with the Nurse, Abby Cox, at Leicester High School, that if you don't act quickly, things can be a lot worse."

"I felt like I had to be there for my little sister, Shreya who is 10, because I'm the oldest and she was a bit worried. I kept thinking about a line from the book I was reading at the time (Moon Pie) 'someone has to keep their head'. I'm glad I got some life experiences from this I can use. Now I understand how easily things like this can happen and how careful you have to be around hot water."



# AdVICE

**Emma explains:** "Prevention and good first aid are key to reducing the number of burns and scalds occurring each year, especially in children. Over 330 people are seen in Emergency Departments with a Burn every day in England and Wales, 110 of these are children, and the vast majority of all injuries are preventable."

"October and November is a really key time of year to talk about Burn Awareness. We have Diwali, Halloween and Bonfire Night all in quick succession and there is an increased risk of burns due to things like bonfires, candles, fireworks, sparklers so we want families to be mindful of open flames. We want to identify 'hot' topics, like avoiding poor-quality flammable costumes, avoiding button batteries and the dangers of washing tablets which can cause chemical burns if consumed."



**Emma Readman,**  
Burns Specialist Nurse  
at Leicester's Hospitals

## DON'T X

**DON'T leave button batteries around** young children, which can resemble sweets. If eaten they can cause chemical burns and are potentially fatal.

**DON'T drink hot beverages while nursing** a baby or child.

**DON'T warm baby bottles in a microwave.**

**DON'T leave hair straighteners unattended.**

They reach over 220° and can stay hot for up to 40 minutes. 250 children a year are treated for severe burns from straighteners.

**DON'T leave your phone on charge under a pillow,** this can cause a fire due to overheating.

## DO ✓

**If someone is on fire remember to STOP, DROP AND ROLL.**

**DO check or install a fire alarm** in your home.

**DO keep saucepans at the back of the hob/stove** and keep the handles pointed backwards.

**DO run cold water in the bath before adding hot water.**

**DO keep electric kettles, irons, hair straighteners or wires out of reach of children.**

**COVER BURN WITH CLING FILM**

"When my mum had her accident, I initially panicked but I knew I had to make myself calm. I remembered from First Aid Training with the Nurse, Abby Cox, at Leicester High School for Girls, that if you don't act quickly, things can be a lot worse."

Sarina

They called NHS 111, an ambulance arrived and they were taken to the Leicester Royal Infirmary for treatment. Monica is so proud of her daughters: "As well as helping me, Sarina kept her sister occupied giving her jobs such as finding my glasses and checking whether the ambulance had arrived. They were so calm and remembered exactly what to do."

## Burn First Aid: Three C's

### Cool the burn

with running cold tap water for 20 minutes and remove all clothing and jewellery.

**Call for help 999, 111** or local GP for advice.

**Cover with cling film** or a sterile, non-fluffy dressing or cloth. Make sure the patient is kept warm.



# Meet our #Glenfield babies



## Penelope's Story...

Penelope's journey began in June 2014 where she suffered from meconium aspiration (occurs when a newborn inhales a mixture of meconium and amniotic fluid). After exhausting all treatment at their local hospital, mum Gianna and her husband were told the heart-breaking news that there was a chance Penelope would not make it. She was later transferred to Glenfield and put on ECMO, where she stayed for 36 hours.

A few months later, tests confirmed Penelope had a genetic fault causing her to suffer from hyperinsulinism – a rare condition estimated to affect one in every 40,000 or 50,000. It also emerged that she had another rare disease called Beckwith Weidemann Syndrome – an overgrowth syndrome. Mum, Gianna said: "I cannot put into words the gratitude I have for Heart Link and Glenfield. Penelope certainly has a story to tell, and it all began with ECMO!"



Penelope

## Charlie's Story...

In September 2012 and within just 12 hours of being born, doctors picked up that Charlie's heart was on the wrong side. He was later transferred for extensive treatment at Glenfield where he stayed for five days. Last year Charlie was finally diagnosed with hemi-anomalous pulmonary venous drainage

(HAPVD); a rare congenital abnormality which only affects around 458 people in the world. Mum, Harriet said: "When I heard the news about closing the children's heart unit, I felt heart broken. The trust you put in all the people at Glenfield means so much and I trust them with my son's life."



Charlie

## Tommy's Story...

Tommy was born in the early hours of 1 December 2011 at Royal Queen Elizabeth Hospital in Birmingham, weighing a healthy 8lb 10oz. Routine tests confirmed Tommy's saturation levels had dropped and he was rushed into Intensive Care where doctors discussed his bleak future with parents, Alison and Jason. The only way of giving him a chance was to send him to Glenfield for ECMO treatment.

After nearly a week, ECMO proved a success. Apart from pulmonary hypertension due to an undiagnosed lung condition, Tommy's condition remains a mystery. Alison explains: "The wonderful nurses and doctors provided constant round the clock care, with no complaints, no breaks, no sit and rest and they did and still do their job to the best of their ability and that can't be measured, but it can be appreciated and gratified."



Tommy

2016



East Midlands Congenital Heart Centre

## WHAT'S BEEN HAPPENING?

On 16 September, we invited Jonathan Fielden, Will Huxter and Catherine O'Connell from NHS England to Glenfield Hospital to meet our Chief Executive, John Adler, stakeholder groups and the clinical team on the EMCHC unit. They were given a tour of the unit as well as the opportunity to engage in a question

and answer session.

Whilst this meeting was not open to the general public, there will be opportunities in the forthcoming months to demonstrate the wider support and public concern surround the potential closure, during the public consultation process.







## Lily's Story...

Prior to Lily being born, doctors detected that she had hypoplastic left heart syndrome (HLHS), coarctation of the aorta, an atrial septal defect (ASD) and ventricular septal defect (VSD), all common congenital heart diseases.

Parents, Kirsty and Richard were told that Lily would need three stages of open heart surgery, and at just four days old, Lily underwent life-saving surgery at Glenfield. Lily later underwent her second open-heart surgery at just seven months old. Her final operation was in February this year, where she recovered well.

Mum Kirsty, said:

"Glenfield saved our daughters life and is somewhere we will forever be indebted to the consultants, surgeons, nurses, PICU staff and Heart Link, as without them we wouldn't be the healthy thriving family we are today."



Lily



Emily

## Emily's Story...

At six weeks old, Emily Knight was diagnosed with tetralogy of fallot (four defects within the heart) after a routine check showed abnormalities. She was later referred to Glenfield Hospital.

After a few 'blue spells' at five months old, it was decided that surgery was necessary and Emily underwent the full repair operation on 7 April 2015, which

was a success.

Mum, Katy Knight said:

"We walked the corridors at all hours of the day and night; Glenfield made us feel safe and comforted."

Emily is now a 23 month old girl full of life and smiles, due to the care and attention taken by all the staff.



Harry

## Harry's Story...

Following a home birth in June 2013, mum Danielle gave birth to their third baby boy, but just 21 days after a routine home visit, Harry collapsed and became unresponsive. Tests confirmed his heart was enlarged and he was diagnosed with transposition of the great arteries (TGA), coarctation of the aorta and a ventricular septal defect (VSD); meaning Harry had a hole at the bottom of his heart.

Harry's journey began at Glenfield Hospital where he would undergo his first open heart operation, which would involve having the main arteries switched back, reconstruction of his aorta

and closure of the hole in his heart.

Harry recently turned three and is a fully fledged walking talking funny little boy. Harry has since had a routine angiogram and now has six monthly reviews at Glenfield.

Mum Danielle, explains:

"Glenfield was like our home. We made lifetime friends there. Without the amazing team, Harry wouldn't be here with us today."

at  
od  
Easingwold  
Derby  
Melton  
Mowbray  
nam  
Blaby



## HOW CAN YOU GET INVOLVED?

We have received fantastic support from a number of stakeholder groups, who are arranging rotas of people to help collect support for the petition both on and offline, and although the number is creeping higher, we are still a long way off the 100,000 signatures mark. **If you haven't done already, please sign the online petition at:**

♥ <https://petition.parliament.uk/petitions/160455>

We have also established a way of linking offline signatures to our campaign and a team of willing volunteers have been collecting these at a number of public events and reception at Glenfield Hospital. **If you are interested in giving some of your time, please contact Shirley Barnes on:**

♥ [shirleyb60@virginmedia.com](mailto:shirleyb60@virginmedia.com)

Are you inspired by the real-life stories here? To share your story, please email: [communications@uhl-tr.nhs.uk](mailto:communications@uhl-tr.nhs.uk)



Here is our fantastic **Radiography team** who are from countries such as: **Portugal, Zimbabwe, Zambia, Italy, England and Scotland!**



Meet our **Clinical Genetics** department. **How many of the 11 different flags can you identify?** Launched in 1982, they see more than 1,700 patients each year. Patients and their families are also referred to the service for genetics counselling.

On **Ward 37** at the Royal, staff from across the world look after female patients with conditions such as diabetes.



We have three endoscopy units at our hospitals, one on each site. **The Glenfield team** sent us their photo for **#UNITEDHospitalsofLeicester**. Lead Nurse Endoscopist, Steven Szarvas-Jones made sure his team got involved!



**We are one diverse team and we are at our very best when we work together.**

 **#UNITEDHospitalsofLeicester**



Let's hear it for the team on **Ward 32 at the Royal** who do a brilliant job looking after patients with orthopaedic and musculoskeletal injuries or difficulties. They were put forward by Corry Manley, their Ward Admin Assistant!

Welcome to EDU! **Our Emergency Decisions Unit** are always up for getting involved in a campaign.



They couldn't resist showing where their team come from to make up our **#UNITEDHospitalsofLeicester**.





Our **theatre recovery team** look after you when you wake up after anaesthetic. Why not tell them how great they are! The amazing team consists of staff from all over the world including **Spain, Latvia, Portugal, Mauritius, Philippines and Britain.**



The Theatre Arrivals Area prepare you for your operation and are a friendly reassuring team, putting all patients at ease.



Our busy **maternity unit** care for antenatal and postnatal women as well as supporting women during birth - that's almost 6,000 births per year! They are a multi-disciplinary team who work together for women and their families in our care. We have a fabulous diverse team of staff that we call **#ourworkfamily.**



We recently launched a new campaign called the **UNITED Hospitals of Leicester** to promote how proud we are of the diversity in our organisation.

We encouraged teams and individuals to come forward to share why they chose to work in Leicester and what they enjoy most about it. We used this content on our social media channels (Twitter, Facebook and Instagram) using **#UNITEDHospitalsofLeicester** to encourage people from not just the UK, but from all over the world, to join our team.

Here's just some of the great photos we've received so far...

**UNITED HOSPITALS OF LEICESTER.**

Our **Theatres team** at the Royal come from across the world, including **Europe, Asia, the Caribbean and Britain.** They do a fantastic job looking after patients during surgery which can be a very scary time.



**Ward 38** were encouraged to take part by Matron Jude Dent. On this ward, staff from countries including **Somalia, Portugal, Zimbabwe, N.Ireland, Angola, India, Congo and UK** look after male patients with diabetes and do a fantastic job.



**ARE YOU PROUD OF WORKING HERE?**

Would you like to take part in the campaign, either in your team or on your own?

Please contact: **communications@uhl-tr.nhs.uk** to get involved.

Or take your own photo and email it to the Communications Team.







# Alice Langridge

If you want to learn more about the life of a Medical Student, read Alice's story. Originally from Sussex, she is currently studying at Leicester Medical School.

## ALICE IS NOW IN HER FOURTH YEAR

of a five year course. The first two and half years were pre-clinical, involving lectures and learning in groups. Now, she is in the clinical phase of her course, working across our hospitals by attending clinics, ward rounds, surgery as well as working at GP surgeries.

Alice explains: "Now I'm in the clinical phase of my course, my timetable is less prescriptive and we have opportunities to access the wider healthcare community to enhance our learning. I'm in the hospital Monday to Friday – but depending on where I am based my hours change – some departments start at 7am but others start later and finish later. I also do evening shifts as well.

"So far I have worked in Mental Health, General Practice and Trauma and Orthopaedics. Depending on the department and the consultant you are attached to, the way you work differs – sometimes you are attached to a ward and other times you follow a consultant. I get lots of opportunities to examine patients and we get asked lots of questions by doctors. Medical students

get asked to diagnose what we think might be wrong and how we would go about managing it.

"Ultimately the doctors make the decisions but we are involved in the processes.

**I have found the public very supportive of medical students as they appreciate we have to learn and to allow us to take their histories.**

Some do refuse and that is understandable, but we owe a lot of our learning to patients who allow us to talk to them so examining them is a privilege."

When asked what part of the role has she enjoyed the most, Alice said: "I love being in the hospital, being part of a team, watching and learning how other healthcare professionals approach patient care. However the experience of going out to the GP practice was also very interesting. It is a very different environment, every patient is coming in with a different presentation and also the day is structured differently."

During her training, Alice has to deal with hard decisions and news, "I find it really hard watching my seniors breaking bad news. I feel for patients and their family and I am still working out how I will approach this in the future."

What does the future hold for Alice? After she has successfully completed her five years in medical school she will become a junior doctor. She will spend another two years as a foundation year doctor and after, will undertake specialist training which can take different lengths of time depending on the area. After this, she will finally become a consultant or a GP, depending on the training and the choices she has made along the way.

She said: "I have not made up my mind which direction or specialism to undertake yet as I'm enjoying everything at the moment. I'm the kind of person who throws myself into everything to get the most out of it, so I find that even if I think something isn't for me, I end up loving the experience. I love working with people and hope to make a difference; as long as I'm doing that I'm happy."

## Quick questions

### Which three words sum you up?

Generous, committed and a team player.

### Who inspires you?

My family – they are all very motivated and determined to get the most out of life.

### What is the best way to spend an evening?

Coming home and cooking a really nice dinner and then relaxing with family.

### Favourite song?

'She's Always A Woman' by Billy Joel

### What is the best piece of advice you were ever given?

My dad always told me that "the only way to eat an elephant is one mouthful at a time". Obviously not literally, but it reminds me that things don't happen overnight, you have to work hard and take lots of small steps to get there. I live by this.





**Alice on working with patients**

“We owe a lot of our learning to patients who allow us to talk to them so examining them is a privilege.”





Annual Public Meeting 2016

# Our Commitment to Quality



**Thank you** to everyone who attended this year's **Annual Public Meeting**. It was great to see both some familiar faces, as well as some new ones.

We are especially grateful to members of the public for their support and to the stall holders whose hard work and co-operation contributed to creating a bustling and vibrant event. The information fair aimed to be both fun and educational and showcased a variety of live demonstrations and hospital initiatives.

One unique opportunity, in honour of Organ Donation, was the chance to play the life-size Hasbro 'Operation' game. We are pleased that so many of you tried your hand at topping the leader board!

We also hope you had the opportunity to pose any questions you wished to raise during the formal meeting.

Once again, we have received really positive feedback from attendees and very much hope to see you all again next year.

## Help us improve our Annual Public Meeting!

If you have some ideas about how we could make next year's meeting even better, we would like to hear from you.

Please contact **Hannah Rooney**, Patient and Public Involvement and Membership Officer on **0116 258 8592** or email **[hannah.rooney@uhl-tr.nhs.uk](mailto:hannah.rooney@uhl-tr.nhs.uk)** by Friday 25 November 2016 to give your feedback so we can incorporate this into planning arrangements for the 2017 APM.

**We thank you for your continued support.**





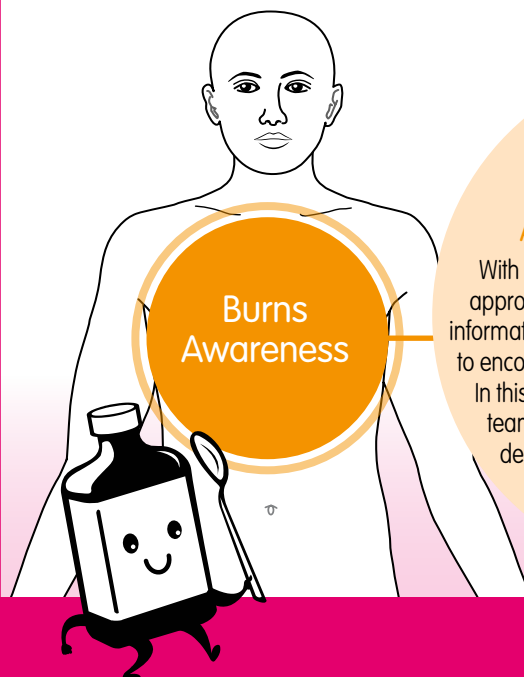


# Leicester's MARVELLOUS

## Medicine talks



Our FREE Marvellous Medicine talks are hosted by leading medical experts every month. All talks take place from **6pm - 8pm** in the **Clinical Education Centre at Leicester General Hospital**



**Thursday  
3 November**

**Claire Porter,  
Advanced Nurse Practitioner**

With Halloween, Bonfire Night and Diwali fast approaching, this timely talk will give you all the information you need if you are unfortunate enough to encounter someone who has sustained a burn. In this interactive session, Claire Porter and her team will share their expertise with you and describe how they deal with burns cases that come into hospital. All are welcome.



## 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](mailto:karl.mayes@uhl-tr.nhs.uk)

## Public Engagement Forum

**Thursday 20 October**

**2pm - 4pm in the Education Centre,  
Leicester General Hospital**

Every three months we invite members of the public to come along and meet some of our most senior managers.

This is your opportunity to ask any question you wish about Leicester's Hospitals. In our October meeting, we will be focusing on what you think our priorities should be over the next two years. We have invited a number of patient groups to the meeting but we always like to hear new perspectives. Your input will help to shape our planning over the coming months. Refreshments will be available from 1.30pm.



**All  
welcome**





# Volunteering Update



Summer is always a busy time for Volunteer Services - lots of volunteers were enjoying time with their families and many of our student volunteers returned home for the summer.

In addition, potential volunteers are thinking about what they will do once the summer is over and they return to education or find themselves with some time on their hands over the autumn and winter ahead.

As a result, we have some areas where we could do with some extra volunteers and a new initiative that might be just what people are looking for.

## Volunteer in your community hospital

Some of our services are offered to patients in community hospitals. This makes it easier for people to access the treatments or services they need without travelling too far to their appointments in one of the main hospitals.

We hope there are some potential volunteers out there in these locations who might also like the idea of being involved in voluntary role closer to home.

We are planning to hold some drop-in sessions in the following community hospitals to let anyone who is interested know a bit more about what help and support we need and how they can become a volunteer.



### We will be looking for volunteers in the following locations:-

- Loughborough
- Melton Mowbray
- Rutland
- Market Harborough
- Lutterworth
- Hinckley
- Coalville
- St Lukes

Help is needed in a variety of ways in Outpatients, Clinics, Day Case Units and Reception Areas.

More details and dates and locations of the drop-in sessions are available by calling the Volunteer Services Offices.



## Help needed in the Support Shop

The Glenfield Support Shop is celebrating its 25th year of fundraising and serving patients, staff and visitors.

The shop relies totally on the support of volunteers to provide this service and is currently looking for more willing helpers to join their team.

If you are available between 10am - 4pm any weekday for either a morning or afternoon shift and are interested in finding out more about this role please contact us.

## Hairdressers required

We are always looking for more volunteers who would be interested in helping to wash or blow dry patients hair. This service is greatly appreciated by the patients who really benefit from this.

If you are a qualified hairdresser, we would love to hear from you but any assistance is appreciated from unqualified volunteers too.



**If anyone is interested in finding out more about these opportunities, please call Volunteer Services 0116 258 7221 / 8868 / 3955**



Winners  
Volunteer Hairdressers

Asha Hind and Lisa Burnside,  
two members of the Volunteer  
Hairdressing team

# Volunteer of the Year

## Award 2016



This September, we were very proud to have five volunteers and volunteer groups shortlisted for our **Volunteer of the Year Award** at the annual **Caring at its Best Awards**.



**Nominee**

Malcolm Dyke (above)  
for his support in  
Haematology Ward 41 LRI



**Highly Commended**

Heather Sansone (left)  
for her volunteering within  
the Psycho-oncology team

**Nominee**

Meet & Greet volunteers  
at Balmoral Main Reception



**Nominee**

Richard Garratt  
for his support in the Cardiac  
Rhythm Management Team  
and Chaplaincy services



**Thank you** to all of our volunteers for your continued efforts and support.





THANK  
YOU



# FUNDRAISING

news...



## Marks & Spencer's

Thanks to all the staff at Marks and Spencer's Gallowtree Gate, Leicester. They have been involved in a yearlong fundraising campaign which hosted events such as curry nights and raffles to raise money for the Neonatal departments at our hospitals. The M&S team have raised a fantastic £5,700. Great work... thank you!



## Foxes Foundation

Leicester City FC Foxes Foundation provided a generous donation of £37,420 to Leicester Hospitals Charity. The donation was presented on Saturday 20 August at half-time in their home match against Arsenal. Leicester Hospitals Charity Children's Appeal is one of the Foxes Foundation's Chosen Charities for the 2015/16 title-winning Premier League season.

Through fundraising events, activities and kind donations from the Leicester City Supporters Club and the General Public, not to mention the Club's sponsors and partners, the Foundation raised an amazing £187,104 last season which was split between us and the other charities they supported.



## National Citizen Service

This summer, we once again teamed up with groups of 15 – 17 year olds from the National Citizen Service to give young people the opportunity to learn new skills and to raise much-needed funds for Leicester Hospitals Charity. We worked with three teams

in total who organised a variety of fundraising activities from fun days and dinner parties to bake sales and bingo nights. In total the teams raised an impressive £2,280. Thank you to everyone involved, it was a great summer!



## Our Brand New Website

We have now made it easier than ever to make a donation or to read about the work we have been doing.

Why not see for yourself by visiting: [www.LHCharity.org.uk](http://www.LHCharity.org.uk)







## Charity cycle from Leicester to Dortmund

Three members of our staff, **Shabir Patel, Imran Noormohammad and Wazir Ausalat**, were among those to cycle from Leicester Clock Tower to Dortmund, Germany with the 'Riders of Shaam' cycling group on 6 August. The group raised over £57,000 which will go towards buying aid and supplies for Syrian refugees.

# Out & About



## Granddaughter skydives to raise money

**Emma Williams** raised a whopping £1,201.36 by completing a skydive in memory of her Grandmother Ann Shaw who was a retired Neonatal Staff Nurse. Emma and her family met with Marie Hoy, Clinical Unit Manager to present the cheque on Thursday 25 August, which was also her Grandmothers birthday. The family asked for the donation be used to purchase equipment for the department.



## Cake sale for a great cause

On Friday 26 August, the team at Ward 3 at Leicester General Hospital held a Macmillan cake sale and raffle alongside their patient and relative afternoon tea. They raised an astonishing £451! Congratulations to the whole team and everyone who took part.



## British Transplant Games - Team Leicester

During the buzz of Rio 2016, Team Leicester also won lots of medals at The British Transplant Games 2016! The team won medals in table tennis, long jump, 100 metres, 800 metres, 1500 metres, mini-marathon, tennis and darts. Opening and closing ceremonies took place at the end of July, along with a gala dinner to celebrate the competitors, sponsors and families donors. **Congratulations Team Leicester!**

## Introducing our new diabetes link Nurses

**Our diabetes link nurses**, a new network who support staff and patients in diabetes-related care across our hospitals, met for the first time in August. Helen Atkins, Advanced Nurse Practitioner for Diabetes, explains: "It was a really interactive day which included talks about blood glucose monitoring, safe discharge patients on insulin and foot examinations."

If you are a trained nurse and would like to join, contact the team at

[thinkglucose@uhl-tr.nhs.uk](mailto:thinkglucose@uhl-tr.nhs.uk)



**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. Communications Department Level 2, Windsor Building Leicester Royal Infirmary Leicester, LE1 5WW

On the cover:

#UNITEDHospitalsofLeicester

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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).

### THANKS...

To the Leicester Mercury for letting us use some of their photographs.

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# CURVE

## DOUBLE CHRISTMAS GIVEAWAY AT THE CURVE!

The closing date for both competitions  
is **Wednesday 16 November 2016**

If you don't want to leave it to chance,  
book tickets online at

[www.curveonline.co.uk](http://www.curveonline.co.uk)

or call the box office on

**0116 242 3595**

## WIN A PAIR OF TICKETS TO GREASE

"Why, this car is auto-matic.  
It's systematic.  
It's hyyyyydromatic.

Why, its greased lightning!"

Grease is the word this Christmas as Nikolai Foster  
directs Curve's brand new production of the  
electrifying, smash hit musical.

We have a pair of tickets for the show on

**Thursday 1 December**

up for grabs, so round-up your Burger Palace Boys,  
pick up your Pink Ladies and get ready to burn up  
the quarter mile!

**TO ENTER SIMPLY TELL US:**

**How many signatures do we need for our  
Children's Hearts petition?**

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

To ensure you are entered for the right tickets, please put **GREASE** as the subject on your email entry.



BOOK, MUSIC & LYRICS BY

**JIM JACOBS & WARREN CASEY**

## WIN A FAMILY TICKET TO THE TWITS



ROALD DAHL'S

# THE TWITS

## TO ENTER

**MR. TWIT WAS A TWIT.  
HE WAS BORN A TWIT.  
AND, NOW AT THE AGE OF  
SIXTY, HE WAS A BIGGER  
TWIT THAN EVER.**

Just like the Twits, this show promises to  
be just as disgusting and repulsive as  
earth worms disguised as spaghetti...  
the perfect Christmas treat for all the family.  
Here's your chance to treat your loved ones  
with a family ticket for the show on  
**Wednesday 14 December**  
so look out for Muggle-Wump monkeys  
and Roly-Poly birds!

simply tell us:

**Who presented this year's  
Volunteer of the Year Awards?**

Please send your answer, name and  
contact details to

[competitions@uhl-tr.nhs.uk](mailto:competitions@uhl-tr.nhs.uk)

To ensure you are entered for the right  
tickets, please put **TWITS** as the subject  
on your email entry.

Last Edition's Winner: Bhavnaben Mistry