

# together



## Pioneering new app designed to help pancreatic cancer patients



We make  
time to care  
DECEMBER 2016

University Hospitals of Leicester **NHS**  
NHS Trust

*Caring at its best*

# Welcome

to the final  
edition of Together  
for 2016!



We make  
time to care

We close the year with yet more interesting articles about some of the work we are doing. One of the most exciting innovations is the new app 'My Pancreas' which has been designed to guide a patient through their cancer journey from the moment they are referred (see pages 14 and 15). It was released on 1 September and is available from Apple's App Store.

As part of our Quality Commitment we are working to improve end of life care for our patients and we have introduced several initiatives to help staff provide families with a better experience. You can read more on pages 4 and 5.

To mark World Radiography Day we used social media to give people an insight into what happens in our busy imaging department. We introduced members of our team, who explained what they do, and we shared innovations and information about the different machines used (find out more on pages 10 and 11).

Finally, winter is upon us, our staff are getting their flu vaccinations and I wanted to remind you to stay well this winter. There is plenty of advice about getting your flu jab, what to do and who to see when you're feeling unwell; visit [www.nhs.uk/staywell](http://www.nhs.uk/staywell)

I really hope that you enjoy reading this edition and I would like to wish you and your families a very Merry Christmas and a Happy New Year!

John Adler  
Chief Executive



## Make Someone's Christmas SPECIAL

This CHRISTMAS hundreds of older people will have to stay in hospital because they are not well enough to go home.

Could you donate  
a present to help  
make someone's  
Christmas special?

Making  
CHRISTMAS  
Special

To donate  
a present to an older patient visit  
[www.leicestershospitals.nhs.uk/  
makingchristmasspecial](http://www.leicestershospitals.nhs.uk/makingchristmasspecial)

Last donation Friday 16 December 2016



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# Jane Flint Spiritual Care

Spiritual care helps staff and patients at Leicester's Hospitals thanks to Jane Flint, the first non-religious pastoral carer employed in a chaplaincy team in the NHS.

Coming in to hospital can be a stressful experience and can raise many questions, anxieties and fears, but having that someone who listens in confidence to your emotional needs can be beneficial.

Jane Flint joined Leicester's Hospitals chaplaincy team as the first non-religious pastoral carer at the beginning of the year, supporting non-religious patients, carers, families and staff with spiritual and emotional care.

Funded by Leicester Hospitals Charity, Jane has spent the first year in post providing support and a listening ear to staff across the three hospital sites, as well as helping families deal with a life-changing illness or loss.

Patients like Hazel Bonshor from Melton Mowbray, who has been in and out of hospital for the past eight years, have benefitted from Jane's service. Not wanting to put on her family and feeling anxious after enduring numerous

operations, Hazel confided in Jane through regular visits in hospital.

**"When you are ill, you feel like you are putting so much pressure on your family and friends, so having the opportunity to speak with someone you're not related to is really comforting."**

**Hazel Bonshor, patient**

Hazel said: "For someone who doesn't have a faith, I was really excited about the prospect of speaking with Jane. The flexibility of the service is brilliant and I felt so at ease with Jane."

Jane is a registered psychotherapist and accredited BHA (British Humanist Association) celebrant. Following various jobs working for the NHS in Nottinghamshire, Barnardos and Sheffield Domestic Abuse Forum, Jane took on a new challenge after joining Leicester's Hospitals last year, helping many patients, family members and staff deal with difficult decisions and moments in their lives.

Jane said: "Non-religious people want support and have the right to speak to someone with similar beliefs, just as much

as religious people do. This is why the post of non-religious pastoral carer was developed – to give patients, their families and staff a choice.

"My first year in post has been great but has come with its challenges and I'm now working hard to promote the service for both staff and patients.

"I'm encouraged by the positive feedback from non-religious patients and relatives I have supported and patients always tell me that they really value knowing that the service is there for them.

"I've also spoken to staff and patients who take real pride in the forward thinking community Leicester's Hospitals represents. My biggest task now is to increase awareness and understanding about the service."

Whether you are a humanist, atheist, agnostic, secular or simply do not identify with any religious belief, you may value the support Jane offers through her unique role.

**LEICESTER**  
**HOSPITALS CHARITY**  
enhancing your hospitals



If you are interested in this service, please contact **Jane Flint** on **0116 258 4243** or by emailing: [chaplaincy@uhl-tr.nhs.uk](mailto:chaplaincy@uhl-tr.nhs.uk)





# End of life *care*

As part of our 2016/17 Quality Commitment, we are focusing on how we care for patients at the end of their life. Over the last few years the need for high quality 'End of Life Care' has been highlighted nationally, and we have introduced several initiatives to help staff achieve this.



"Everyone is different, so we try to personalise the care we give to every patient and their family that we meet", says Laura Clipsham, Consultant in Palliative Care. "Some patients may have had a life-limiting illness for a long time and become gradually more unwell over several months, during which time they may have had one or more admissions to hospital. For others, they may become unexpectedly unwell and are diagnosed with a life-threatening illness following a series of investigations".

"We try to involve all patients in decisions about their care, whether we see them as an inpatient or in outpatient clinics. This involves talking

about their current treatment but we will also separately and specifically talk about a patient's end of life wishes and where they would like to be cared for. This is called 'Advance Care Planning', and can range from a statement of preferences or wishes for care, to a detailed plan of how to manage symptoms which could occur, or what to do in an emergency. For some patients, their GP may have started this conversation already in the community. Sometimes we start these conversations in hospital, and then ask GPs to review them with patients when they return home."

"Sadly, some patients deteriorate despite treatment of their illness and may die during their admission.

When someone reaches the last days of their life and is dying, we feel it is important for us to be clear about how they want to be cared for. We know that some people will have thought about what would be important to them, and discussed this in advance with their family, but others do not. This is why the 5 Priorities for Care, a national initiative, is so important. They help us work with patients and their families to review and plan their care and we have designed our End of Life Care plan around them. This care plan reflects national guidance for patients in the last days of their life, prompting staff to make an individual plan of care which includes assessing



whether symptoms are controlled, how to support patients to eat and drink, and to review the support needs of family members."

Our Specialist Palliative Care Team are available 7 days a week (9.00am-5.00pm) to provide advice, and to review patients if needed. Further advice is available to clinicians from LOROS (our local hospice) outside of these times. If a patient has identified a wish to die at home, our hospital discharge team will be asked to help arrange this. Since the start of this year, we have been able to continue

to offer support after bereavement, as we now have a nurse-led Bereavement Support Service. If additional support is needed at this time, information on services is given, or if relatives have unanswered questions a follow up meeting to try to answer these can be arranged.

**If you have a relative in hospital you may have questions about what is happening and how they are being cared for. Please speak to a member of staff.**



"The staff really respected our wishes and made mum comfortable. We had our final days with her and we felt prepared. Every Dr that came on duty each day kept us informed of her condition. We were given a side room and it was lovely when the chaplain came to see us. We were asked where mum would like to be cared for but we felt that the nurses on the ward, who were all lovely, would keep her comfortable."

**Name withheld**



**Laura Clipsham, Consultant and the Specialist Palliative Care Team**

## The 5 Priorities for Care of the Dying Person

### Recognise

The possibility that a person may die within the coming days and hours is recognised and communicated clearly, decisions about care are made in accordance with the person's needs and wishes, and these are reviewed and revised regularly.



### Communicate

Sensitive communication takes place between staff and the person who is dying and those important to them.

### Involve

The dying person, and those identified as important to them, are involved in decisions about treatment and care.

### Support

The people important to the dying person are listened to and asked about how they can be supported (this should include spiritual needs).

### Plan and do

Care is tailored to the individual and delivered with compassion - with an individual care plan in place.



**Have you thought about your end-of-life care?**

You can get some helpful advice from [dyingmatters.org](http://dyingmatters.org)





# A home from home

## Relatives' Accommodation Upgraded at Glenfield Site

The patient relatives' accommodation at Leicester's Hospitals Glenfield site has undergone a refurbishment to make sure that those families visiting our hospitals that come from across the country and abroad have a comfortable and affordable place to stay. This is so important for these families at what can be a very stressful time for them.

18 months ago, Patient Partners Martin Caple and Mary Gordon were alerted by Jackie Redfern, Matron at Glenfield Intensive Care Unit (ICU), to a problem with the standard of accommodation provided at the Glenfield site for relatives of patients staying there.

The team visited the existing accommodation and quickly saw that it was in a very poor condition and needed substantial renovation. Relatives were either refusing to stay there or were clearly

dissatisfied with conditions. This was most concerning for everyone, staff and patients alike. Something needed to be done.

Martin Caple explains: "Fortunately, Accommodation and Projects Manager, Karen James, and Jo Hollidge, Head of Nursing for Critical Care, Theatres, Anaesthesia, Pain and Sleep, shared our concerns and had plans, which included moving the relatives' accommodation to another block nearer to the hospital, but this was in a similar poor state of repair.

"Together, Karen, Jackie, Mary and I submitted a report outlining the problems with proposed solutions. The finance needed was granted by Leicester's Hospitals and in the early part of this year works were carried out to provide 16 renovated bedrooms, 2 kitchen/dining rooms, 2 living rooms and 4 bathrooms."

Funding was still required to fit and furnish these rooms and by a combination including charitable funds and a private donation from Bill Richmond the transformation was complete. The results are astonishing and everyone, particularly relatives now staying in the new rooms, are very impressed.

Mr Richmond has first-hand experience of staying in Patient Visitor Accommodation at the Royal Infirmary while his wife, Jean, was treated for a terminal illness. The facilities were poor but he was grateful: "The experience of being with my wife when she needed me most will forever remain and has acted as a source of comfort over the last year. I also know of other people visiting their relatives with more favourable outcomes who would give anything simply to be close to their loved ones at crucial times during their treatment."

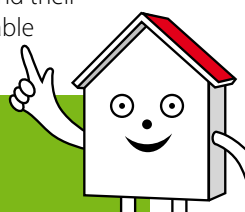
"Having seen the condition of the old accommodation at Glenfield, I am amazed what has been achieved - a first class team effort providing excellent accommodation."

All guests staying in our patient relative accommodation at the Glenfield site will be provided with free on-site car parking throughout their stay in the designated residency car parks.

We hope relatives will now find their stay with us a more comfortable experience.



For more information or to request a booking form, please contact the accommodation team by telephone on **0116 258 4249** or by e-mail **[residential.accommodation@uhl-tr.nhs.uk](mailto:residential.accommodation@uhl-tr.nhs.uk)**





# Our new Emergency Department is really taking shape

Opens  
March  
2017

Over 550 tonnes of recycled British steel have been used in the construction, 4 times more steel than used in the Statue of Liberty.

Over 300km of cabling will be used. If this was stretched out it would cover the distance from the King Power Stadium to Wembley Stadium and back again.

*Building Caring at its best*

**Keeping roots in our history:**  
The tree planted by Her Royal Highness Princess Louise, Marchioness of Lorne on 31 May 1889, when our hospital was given its Royal name, will stand proudly in front of the new department

Over 36 local trainees and apprentices have benefitted from time on the project

**The UK's first "frail and mental health friendly" Emergency Department** with features designed to support older people.

Enough concrete has been used to make 140 solid concrete clock towers

We are recruiting  
for our Adult and  
Children's EDs

Join our  
award  
winning  
team

**One Team  
One Goal  
Your Future**

Contact: Andy Coser  
[andrew.coser@uhl-tr.nhs.uk](mailto:andrew.coser@uhl-tr.nhs.uk)  
or: Rachel Williams  
[rachel.williams@uhl-tr.nhs.uk](mailto:rachel.williams@uhl-tr.nhs.uk)

[www.jobsatleicestershospitals.nhs.uk](http://www.jobsatleicestershospitals.nhs.uk)



# Keep antibiotics safe for the future

This November, we hosted a series of Antibiotic Roadshows in support of World Antibiotic Awareness Week to increase awareness of global antibiotic resistance and encourage people to better use antibiotics to avoid the further emergence and spread of antibiotic resistance.

Throughout the week, we shared information on how you can become an Antibiotic Guardian and hosted light-hearted games revolving around antibiotics such as; guess the number of micro-organisms in a jar, a chance to try some 'Edible Bacteria' in petri dishes (jelly sweets) as well as antibiotic themed quizzes and crosswords.

Bacteria develop resistance when specific

antibiotics have lost their ability to kill or stop growth. Antibiotic resistance has been classed as one of the greatest threats facing the world today.

Emma Cramp, Advanced Specialist Antimicrobial Pharmacist, explains: "We are seeing more and more infections caused by antibiotic resistant bacteria. In some cases, the bacteria are resistant to nearly all antibiotics leaving us with very limited treatment options."

## Antibiotic resistance in numbers

25k

The number of people who die each year across Europe from infections resistant to antibiotics

A recent study showed that the likelihood of GPs prescribing antibiotics for coughs and colds increased by 40% between 1999-2011

40%

30 years

The period of time since a new class of antibiotics was last introduced despite the fact that growing numbers of infections are resistant to antibiotics

€1.5 billion

Annual EU wide cost of healthcare expenses and lost productivity due to antibiotic resistant bacteria

Research has shown that only 10% of sore throats and 20% of acute sinusitis benefit from antibiotic treatment but the prescription rates are much higher than this

10%

## What are antibiotics?

Antibiotics, also known as antimicrobial drugs, are medicines that can kill or inhibit the growth of bacteria to cure infections in people, animals and sometimes plants.

## What causes antibiotic resistance?

Antibiotic resistance is a natural occurrence caused by mutations in bacteria's genes. However, this is accelerated by excessive and inappropriate use of antibiotics.

## How can the public help?

- Always consider alternatives to antibiotics and to ask a pharmacist about over the counter remedies that can help in the first instance.
- Make sure to take antibiotics exactly as prescribed, never save them for future use, never share them with others.
- Become an antibiotic guardian by making a simple pledge to make better use of antibiotics and help save these vital medicines.

### Leicester's Hospitals staff

Staff can also access the antimicrobial guidance website via INsite or download the free smartphone app by searching for 'RX Guidelines' in the app store.

To make your pledge or find out more visit <http://antibioticguardian.com/>



ANTIBIOTIC  
GUARDIAN



Public Health  
England







THANK  
YOU



# FUNDRAISING

news...



## M&S Spark Something Good

Thanks to the Leicester Marks & Spencer's team who helped ward 3 at Leicester General Hospital as part of their 'Spark Something Good' event. The team helped spruce up the garden area, giving it a new lease of life with flowers, plants and a general tidy up. This area has helped to make a real big difference to our patients who use the garden.

Thanks



ScS



ScS employees have helped raised around £20,000 for the Leicester Children's Hospital through a variety of fundraising activities as part of its annual awards and recognition night, which took place at the King Power Stadium in Leicester. We are overwhelmed and eternally grateful for the support and generosity of ScS and their employees for the fundraising they've done for Leicester Hospitals Charity.

## UHLotto

Leicester Hospitals Charity runs the UHLotto which is open to all Leicester's Hospitals staff. As well as weekly cash prizes, the charity holds at least 3 super draws each year.



Leicester's Hospitals' HR team leader Beverly Berrington was the lucky winner of a brand new Fiat 500 car in October's super draw. Beverly said "I really can't believe it - I still feel a bit shocked that I've won the 'UHLotto Super Draw Car.'" This just shows that you've got to be in it to win it. Proceeds from Leicester Hospitals Charity UHLotto fully fund 'Well Being at work' which organises activities and events for our staff.



## 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)



# Social media day offers a snapshot of #UHLImaging Department

To celebrate [World Radiography Day on Tuesday 8 November](#), we used social media to give an insight into our busy Imaging Department and show there's more to the service than x-rays!



Our multidisciplinary team of over 500 staff offer diagnostic radiology services such as x-ray, CT and MRI scanning, interventional radiology, ultrasound scanning, cardiac catheter labs, breast screening and forensic imaging.

Throughout the day, we visited different areas of the service across the Royal, General and

Glenfield hospitals to give the public a behind-the-scenes look into diverse range of treatments available.

We shared facts and figures, along with videos and pictures of new technology and procedures, patients undergoing treatment, information about job opportunities and a closer look at the roles of our Imaging staff.

The communications team used the hashtag [#UHLImaging](#) to bring all the comments together on the day.

With hundreds of 'retweets' on twitter, 'likes' on Facebook and 'views' on our Vimeo account, the day proved a huge success reaching over 59,000 people online.

**Cathy Lea, General Manager for Imaging, said:** "We were keen to show what we have to offer to anyone who wants join our team to make a real improvement to patient care, but also to help explain to the public how much goes behind the scenes with diagnostic testing and scanning."

**Colin Ross, Radiology Site Manager at the Royal, explains:** "We also wanted to show how our work extends beyond patient care with our forensic imaging team. They have pioneered new methods in the use of contrast CT in place of post mortems, scanned the bones of Richard III and work in partnership with University of Leicester, performing around 500 research MRI scans every year."

## Where did we visit?

- 09.30 Patient journeys at **Balmoral X-ray** department at the Royal
- 10.45 Cutting edge technologies in **Interventional Radiology** at the Royal
- 12.00 **Careers information** shared in live Q&A session
- 13.15 Innovative techniques used at our **cardiac catheter labs** at Glenfield
- 14.30 Tour of the **Breast Care Centre** at Glenfield
- 15.45 View **CT and MRI scanning** at the General





#UHLImaging - Twitter Search

Twitter, @Leic\_hospital [UK]

**09:43** Meet Chewbacca! Just one our **digital X-ray machines** busy at work today at LRI [#UHLImaging](#)

**10:16** Patient Pete meets Sophie, one of our talented **radiographers** to check his arm has healed well after a nasty break

**11:30** This is a stent used to **reopen arteries** and the dye shows up the blockages [#WRD2016](#)

**11:45** We are now in **Minor Procedures Fluoroscopy Room** with Dave, Senior Radiographer [#interventionalradiology](#)

**12:19** Talented radiographer **Lili** joined [#UHLImaging](#) team from **Portugal** in January. Do you have a question for her?

**13:16** Shirley is a **cardiac physiologist** and Debbie is a radiographer part of the **cath lab** team here at Glenfield [#UHLImaging](#)

**13:44** Spot the difference... This patient was blue lighted straight into the labs this morning. We found the **blocked vessel** and unblocked it! [#UHLImaging](#)

**14:53** Alice is pictured with the **mammography machine** which does biopsy procedures. It takes 3D pics to target specific areas.

**15:05** The team in our **cath labs** have to zoom in around 240% to find tiny specs of potential cancer that are this kind of size [#UHLImaging](#)

**15:19** Thank you to all at the **breast care centre!** Admin staff, nurses, radiographers and the whole breast imaging team! [#UHLImaging](#)

**16:47** [#hellomynameis](#) **Arif Sacranie!** He's been a radiology porter at the general for 7 years & loves his job!

**16:36** Senior radiographer, Pepsi performs over 50 'less invasive' **radiographer-led CT colonograms** 50 a week at LGH [#WRD2016](#)

**Leicester Hospitals**  
@Leic\_hospital

In 2017, we'll have a brand new £43m Emergency Floor containing 4 Digital X-Ray rooms & 2 CT scanners almost at the front door! [#UHLImaging](#)

RETWEETS 4 LIKES 6

**William Monaghan**  
@WMonaghanHealth

Great to report on [#uhlImaging](#) day @Leic\_hospital that in October less than 1% of patients waited longer than 6 weeks for their test.

RETWEETS 2 LIKES 4

If you would like more information about the Imaging Department, please visit:  
[www.leicestershospitals.nhs.uk/imaging-services/](http://www.leicestershospitals.nhs.uk/imaging-services/)

[#hello](#) Emma Hyde  
my name is... @EmmaHydeTeach

Problem solving is a key skill for radiographers [#WRD2016](#) [#uhlImaging](#) @SCoRMembers

RETWEETS 2 LIKES 4

All of the pictures and facts we shared on the day have been posted on Facebook:  
[Facebook.com/leicestershospitals](https://www.facebook.com/leicestershospitals)

All of the videos we used on the day are available to watch on our Vimeo channel:  
<https://vimeo.com/leicestershospitals>

More pictures are available on instagram:  
[leicestershospitals](https://www.instagram.com/leicestershospitals)

Twitter:  
[@Leic\\_hospital](https://twitter.com/Leic_hospital)



# Secret Garden

## Volunteers needed

to bring Leicester's Hospitals' Secret Garden back to its former glory

Behind the walls and overgrown pathways of weeds and brambles lays the foundations of what was a beautiful Victorian garden, sadly neglected for many years and in need of some tender loving care.

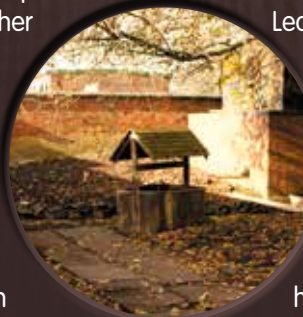
The 'Secret Garden', located within the grounds of the old Mansion House at Glenfield Hospital, is a hidden treasure to many – and we are seeking generous volunteers to come forward to help save this cherished piece of history.

After seeing the potential that the garden could bring, Darryn Kerr, Director of Estates and Facilities at Leicester's Hospitals, along with a small group of staff and Patient Partners, have teamed up together to bring the garden back to its former glory.

The Mansion House and its gardens were originally built as a private residence back in 1870. The house was later converted into a hospital during the First World War for servicemen who used the garden as a means of rehabilitation therapy, which continued to be used for this purpose until 1924.

In recent years the Mansion House and its outbuildings, including the garden, has been managed by Leicestershire Partnership NHS Trust and has provided Community Learning Disability Services to patients in Leicestershire and its surrounding areas.

In partnership with Leicester College and other local charities, the aim of the 'Secret Garden' project is to bring a wealth of opportunities and pleasure back to the community, as well as providing a peaceful, reflective space for staff, visitors and patient relatives away from the hustle and bustle of the hospital. One of the main areas of the garden will also be devoted to those with disabilities by reintroducing a sensory garden.





"We have a lot of work to do"

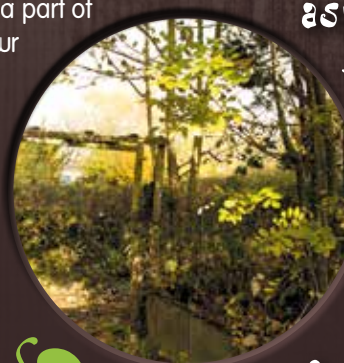


Before we officially open the gates to the 'Secret Garden' we are looking for volunteers to offer their support in a variety of ways, whether it's through sponsorship varying from providing building essentials, garden supplies or cash donations, or offering their own time."

Initially the team will work on saving the dilapidated glass house, as well as creating a new entrance to the garden and converting some of the current buildings into a small information and learning centre which will be used by students from Leicester College. The long-term aspirations for the garden are to turn some of the buildings into a tearoom and garden shop for visitors.

Karen James, Accommodation and Project Manager at Leicester's Hospitals, said: "As with all community projects, we are looking at ways to raise much needed funds to progress with this special project."

"We are currently pulling together a programme of events to give people the opportunity to be a part of this project and our first event will be our Wine and Wellie Weekend, which will give green-fingered volunteers the opportunity to come along with their secateurs and get stuck in!"



The long-term aspirations for the garden are to turn some of the buildings into a **tearoom** and **garden shop** for visitors.

If you would like to help raise valuable funds, make a donation or volunteer your time to the 'Secret Garden' project we'd love to hear from you, please email: [Thesecretgarden@uhl-tr.nhs.uk](mailto:Thesecretgarden@uhl-tr.nhs.uk).



# New app set to help people in Leicester learn more about Pancreatic Cancer



"The information in the app was very useful, non-patronising and specific enough to give a patient or carer's confidence in its relevance and usefulness."



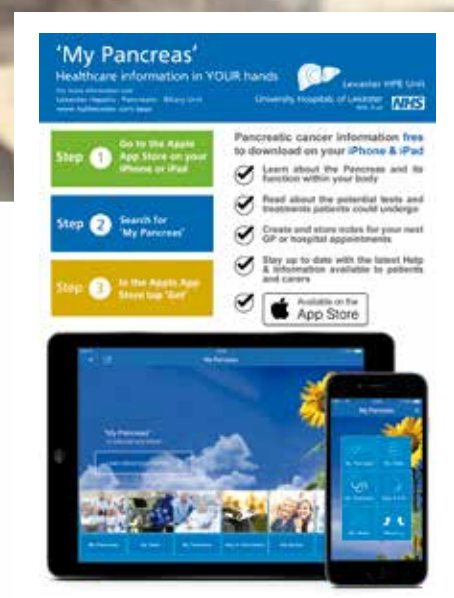
A new cancer information app called 'My Pancreas' was launched on 1 September by the Leicester General Hospital Hepato-Pancreato-Biliary (HPB) Unit & Design Agency AGF Studio with support from Pancreatic Cancer UK and has been made available for the public on Apple's app store for iPhone and iPad with plans to further develop an app for android devices.

A dedicated information guide on pancreatic cancer, the App is amongst the first of its kind to be released in the U.K. It has been designed to guide a patient through their journey from initial referral to treatment, how to manage symptoms and where to find further help and support. The Leicester General Hepato-Pancreato-Biliary team, led by Clinical Director and Consultant Surgeon Giuseppe Garcea, Professor Ashley Dennison and Lead HPB nurse specialist

Cris Pollard, worked on the project since February 2015.

Mr Garcea said: "Many people will only have limited knowledge about the pancreas. My team has recognised modern technology provides lots of options for patients and carers to access information."

The team initially approached De Montfort University to take part in their annual "hackathon" event. Mr Garcea said that the event "offered a unique



opportunity to develop a working model of the app as proof of concept, and invaluable feedback, support and advice was obtained.

"The experience enabled the HPB department to approach charitable organisations with a clearer plan and proof of concept. This in turn led to the department securing initial funding for the project from the Leicester Hospitals Charity, Pancreatic Cancer UK and Leicester City Council.





A dedicated information guide on pancreatic cancer, the App is amongst the first of its kind to be released in the UK

Pancreatic Cancer UK provided over £23,000 for the development of the app, and also worked closely with Giuseppe Garcea and his team to review the information provided in the app. Anna Jewell, Director of Operations at Pancreatic Cancer UK, said: "We were delighted to fund the development of this app, which we hope will offer people affected by pancreatic cancer an easy way of finding out more about the disease. All too often we are told by our supporters that when they or their loved one was diagnosed, they did not know where to turn.

**This new app could be a simple way for people to access vital information, store key questions to ask at appointments and find out where and how to access further support.**



"We were also delighted to work with Giuseppe, as a surgeon, on the app and fund his work through one of our Clinical Pioneer Awards. In our ongoing quest to improve treatment and care for people affected by pancreatic cancer, we believe it is vital to harness the expertise of everyone who directly supports people with the disease, and our Clinical Pioneer Awards scheme is an innovative way of doing that."

In June 2015, the HPB department partnered with Leicester-based digital agency AGF Studio, to take over the project development. Headed by design director Andrew Foxwell, the app was completely redesigned to create an intuitive interface and user experience, which ensured a patient-centred approach.

Mr Foxwell said: "It has been a pleasure to work with the HPB Unit in Leicester; we have collaborated to help engage patients with their own care. We are empowering patients by giving them the information they need."

The App completed its final testing stage where the HPB Unit invited over 60 different health care professionals, patients, carers, family members and Pancreatic Cancer UK to test the application before its release. Mr Jonathan Degg, from Shepshed, is a patient at Leicester's Hospitals and gave his feedback: "The information in the app was very useful, non-patronising and specific enough to give a patient or carer's confidence in its relevance and usefulness."

**Pancreatic  
Cancer  
UK**



# Liz Darlison

Find out how Consultant Nurse Liz Darlison's passion led her to becoming the director of an amazing NHS success story.

## LIZ DARLISON, CONSULTANT NURSE

in the lung cancer team at Leicester's Hospitals, works with patients diagnosed with mesothelioma and is also the director of an amazing NHS success story: Mesothelioma UK, a national charity started and hosted by Leicester's Hospitals.

Mesothelioma is an incurable cancer of mesothelial cells which are found in the membranes that line our chest and abdominal cavity, most commonly caused by exposure to asbestos. The UK has the highest incidence of mesothelioma in the world predominantly because we were huge consumers of asbestos several decades ago.

Leicester's Hospitals has a world class thoracic oncology team providing treatment and care for mesothelioma which is where Liz's passion for the disease started in 2000 as the hospital's first Lung Cancer Clinical Nurse Specialist. Liz completed her diploma, degree and MSc at De Montfort University (DMU) and now has an honorary contract at DMU as well as an Associate Lecturers position at the Royal Marsden (RMH) School. In an ideal world Liz would love to complete a

PhD but for now she is too wrapped up in patients and leading and growing the charity.

Mesothelioma UK started with a Macmillan Cancer Support grant in 2004 with just two staff, launching as an independent charity in 2009. They now have 10 staff based here at Leicester's Hospitals and the charity provides funding for 13 Mesothelioma Clinical Nurse Specialists based in NHS hospitals strategically placed around the UK. The charity is dedicated to ensuring equitable access to information, support, expert treatment and clinical trials.

A day in the life of Liz can include: attending a busy disease surveillance clinic, hosting a visit from another centre, presenting at a conference, attending a parliamentary advisory meeting as their expert, preparing briefing papers for health advisors, undertaking media interviews and reviewing research proposals and lots more. "I work extremely hard, am totally dedicated to the cause but my patients, who are never far from my thoughts, have taught me life is no rehearsal and so I try to be brave and max out in everything I do."

Not surprisingly Mesothelioma UK is extremely ambitious. The operational team and board of trustees are eager to increase annual income to enable the charity to fund 28 nurses, provide £1m per year for research (currently this is £175k) and to support more NHS specialist services for mesothelioma.

Liz added: "Watch this space, slowly the vision is becoming a reality. We never dreamt we would get to a team of 20+ but thanks to that amazing team, generous fundraisers and supporters we are spreading and reaching all of the UK."

## Sue Mason, Head of Nursing for Renal, Respiratory, and Cardiac



"Liz is an amazing Nurse Consultant whose passion for the care of mesothelioma patients is recognised both nationally and locally. She is a true patient advocate and places the patient voice at the heart of all that she does. She is an inspiration to us all."

## Quick questions

### Which three words sum you up?

Energetic, passionate, impossible.

### Pet peeve?

Moaners - if there is something making you moan do something about it!

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

Be brave.

### Best way to spend an evening?

Nice home cooked meal with my family and a glass of wine of course!



"Liz has pioneered the nurse support for Mesothelioma sufferers and has been instrumental in raising awareness about the disease and the options of treatment available. Her passion for achieving the best outcome possible for sufferers of this fatal disease has been pivotal in raising our hospitals to the forefront of Mesothelioma research and management."

**Apostolos Nakas**

Head of Leicester's Hospitals' Respiratory Service



**Liz on the national success of Mesothelioma UK**

"We never dreamt we would get to a team of 20+ but thanks to that amazing team, generous fundraisers and supporters we are spreading and reaching all of the UK."



@Leic\_hospital



Leicester's Hospitals



Leicester's Hospitals



Leicester's Hospitals



leicestershospitals

DECEMBER 2016 together 17

# Leicester's MARVELLOUS

## Medicine talks



Our **FREE** Marvellous Medicine talks take place every month from 6pm – 8pm in the Clinical Education Centre at the Leicester General Hospital.

**13 December 2016**

### 'Cannabis - is it really a medicine'

**Dr Stephen Morley**

Scientific studies on marijuana have shown some medical benefit. This talk will explore whether marijuana should be approved as a medicine. It will also cover how marijuana grown for personal use is becoming stronger and may actually cause disease.



**22 March 2017**

### Tuberculosis: The Facts

**Roz Kennedy**

Tuberculosis (TB) cases in the UK are relatively low - but they have increased since the 1980s. Cases of active TB in Leicester City are significantly above the national average. This talk coincides with World TB Day and explores who is at risk of developing TB and the symptoms associated with it.



**25 January 2017**

### Volunteers: At the front line of the Patient Experience

**Alison Reynolds**

Some of our most visible volunteers are those who take on our Meet and Greet and Buggy Driving Role and are often the first people that patients and visitors see when arriving at our hospitals. Come and hear about the difference these volunteers make to our services and our patients.



**27 April 2017**

### Prosthetic Rehabilitation & Reconstructive Science

**Matt Pilley**

Prosthetic Rehabilitation is the art and science of using prosthetics to restore patients with facial and body defects. It offers hope to patients, improving their body image and self-esteem. This talk will focus on our innovative new technology that is now available to support this fascinating area of medicine.



**15 February 2017**

### Using MRI in Cardiovascular Medicine

**Prof Gerry McCann**

Professor McCann will give an outline of how MRI scanning works and the different information that can be obtained on structure, function and assessing the heart's blood supply. He will show how MRI can reduce the number of invasive tests for patients with heart disease.



**17 May 2017**

### Obstetric Research in Leicester

**Tommy Mousa, Julia Austin**

During this talk our award winning obstetric and midwifery team will be sharing information on their latest research studies and the benefits they bring to pregnant women and their families.



## Contact Us!

For more information 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**





# WANTED



## Patient Partners

### Patient-focussed individuals to champion patient experience

**We are looking for new Patient Partners to provide a patient's/carer's perspective on our hospital services.**

The role is voluntary and involves participating in meetings as well as seeking patient views, reviewing complaints, giving input on new developments and commenting on information leaflets and letters.

If you are interested in making a difference to patients and have personal experience of being a patient or carer, we would be pleased to hear from you.

SAVE  
THE  
DATE

Are you a  
good listener?

Can you provide  
a common sense  
view on hospital  
services?

Can you  
express your  
views clearly?



To find out more, please contact the Patient and Public Involvement Team on:  
**0116 258 8592** or email: [membershipdesk@uhl-tr.nhs.uk](mailto:membershipdesk@uhl-tr.nhs.uk)

Come along to our **Open Day on 17th January 2017**

from 1pm – 3pm in the Clinical Education Centre, Jarvis Building, Leicester Royal Infirmary.

## FULL HOUSE FOR OUR OCTOBER

# MARVELLOUS

Medicine  
talk



We had a fantastic turn out for our October Marvellous Medicine talk, held in partnership with the Joe Humphries Memorial Trust (JHMT) as part of a week of activities to help promote better understanding of sudden heart deaths.

The session included an awareness-raising lecture as well as a hands-on CPR training session for our audience to pick up some lifesaving skills.

Leicester's Hospitals Consultant Ffion Davies, who is also medical advisor to the Joe Humphries Memorial Trust, said:

**"It's fantastic that so many people came along to our lecture to learn about why young people can die of heart problems. We were delighted to see so many participating in the CPR training, and becoming competent within minutes."**



**"What we want to see is people who have suffered a cardiac arrest in Leicestershire arriving at hospital sitting up and looking well, because someone had the courage and the knowledge to do CPR, and get hold of a defibrillator within those precious minutes."**



## SADS awareness

To find out more about the JHMT and its work visit [www.jhmt.org.uk](http://www.jhmt.org.uk)



# Thank You to our Volunteers this year

2016 is coming to a close and we have had another year of incredible support and dedication from all of our volunteers - all supporting patients and their families, improving their journey through our hospitals.

Some volunteers carry out their role in the background while others are fully visible in their day to day activities. Everything that you do makes a difference and without you we would not be able to offer the services and support that mean so much to so many people.

We wanted to take this opportunity to say a huge thank you to all our volunteers and wish you a happy and peaceful Christmas and New Year.

With thanks from all of the Volunteer Services Team

**Alison, Lisa, Zubeda, Fiona, Sue and Rosa**

## Meet and Greet

Some of our most visible and easily recognisable volunteers are those who spend their time in the very public areas of the hospitals.

Our meet and greet volunteers are often the first people that patients and visitors see when they arrive at the hospital and our Balmoral volunteers were shortlisted for our Volunteer of the Year award 2016.

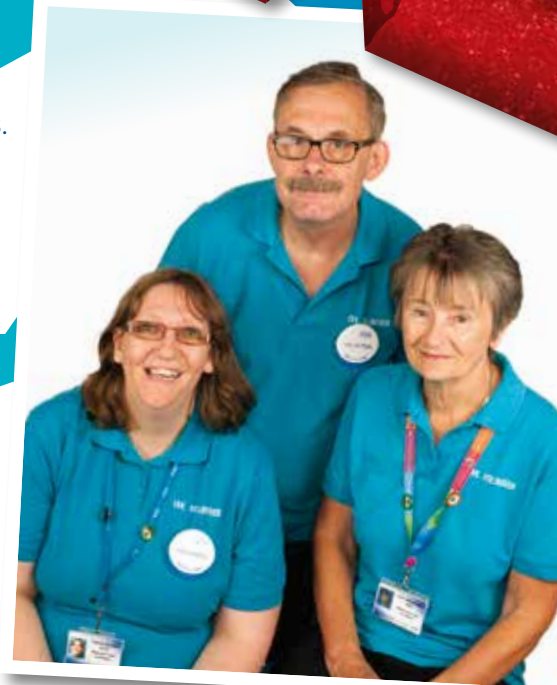
Hospitals are confusing places and people are often unsure about where they should be or how they will get there!

Volunteers do their best to direct or accompany people to their destination which helps to reduce stress and anxiety while also offering reassurance and support. They are always ready with a smile and will go the extra mile to try and help anyone in need.

Volunteers in this role are also excellent 'wheelchair hunters' and delivery and collection experts. Taking e-greetings to patients and delivering flowers are two of the most enjoyable parts of the role that always brings a smile to the faces of the patients who receive the visits.

This role demands patience, understanding and a good knowledge of the layout of the hospital which in an ever changing environment can be difficult.

**We are always looking for more volunteers to help boost our numbers and to be even more visible and ready to help our many patients and visitors.**





## Buggy Drivers

This year our patient buggies, which are driven solely by volunteers, have carried a combined total of 31,151 passengers on 19,121 journeys around our hospitals.

We have a team of more than 50 volunteers who have completed a training course and assessment to gain their Electric Vehicle Driving Licence and who drive one of our buggies for at least a 3.5 hour shift each week carrying patients around the hospital.

The buggy drivers and the Meet and Greet volunteers work very closely together to make sure that all patients and visitors arrive at their destinations safely and on time. They enable people to be as independent as possible and users are often keen to donate to the service to show their appreciation.

This year our Buggy Service received donations in excess of £2,000 and Rosa, Buggy Project Coordinator and the volunteers are keenly fundraising through sales and raffles to make sure we can continue this service.

If you visit one of our hospitals please look out for a volunteer and ask them if you need anything – they will be pleased to help.



## December Activities

Over the Christmas period our volunteers will be continuing their activities within the hospital.

In addition and in partnership with the chaplaincy we have arranged for some volunteers and staff to spend some time visiting different wards at the Royal Infirmary to sing carols to patients.

We will again be collecting donations of Christmas Gifts and will be delivering them to wards to be handed out by staff on Christmas Day as part of the Making Christmas Special Campaign.

**If anyone is interested in joining us, please contact us: [volunteer.services@uhl-tr.nhs.uk](mailto:volunteer.services@uhl-tr.nhs.uk)  
0116 258 7221/8868/3955**



## Volunteers Needed

Our Volunteer Ward Library rounds at both Leicester Royal Infirmary and Leicester General Hospital are in need of some additional volunteers to enable us to cover all of the wards at least once a week.

This is a really rewarding role as patients enjoy the visit from the trolley and the chat with volunteers. You would always be with another volunteer and don't need to be a book expert. You just need to enjoy talking to people.

Please contact us for more information about this and other roles or you can visit our website [www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk)





# Children's Hearts Service



**VOLUNTEERS**  
Thank You



The campaign to fight the proposal to cease Congenital Heart Surgery and Interventional Treatment at Glenfield Hospital is in full swing, and an update from Chief Executive John Adler on our progress is published each week.

A significant aspect of the campaign is the fantastic support we receive from all of our stakeholders who are working tirelessly to ensure the campaign remains front of mind on all media, social media, parliament and of course NHS England.



## Continued Support...

We have continued support from our fantastic charities, led by Heart Link and Keep the Beat, who provide much needed resources to our service as well as support and advice to our parents and patients.

The campaign to get 100,000 signatures on a petition has had tremendous support. 'Save Glenfield Children's Hearts' organisation have provided daily volunteers to collect signatures from those people without internet access, and drive those who have onto the online petition. They and UNISON have attended county



shows, public events and circulated thousands of leaflets and posters across the region publicising the campaign. We have also had the most fantastic support from many of our adult patients, who will also be significantly

disadvantaged by these proposals. We have had great support from faith organisations, with volunteers from youth groups, Temples and Mosques helping us.

'Save Glenfield Children's Hearts' organisation arranged a public demonstration in Leicester on 29 October. Over 1000 people joined staff, parents and patients to make their displeasure known along the streets of Leicester. Another demonstration is planned during the public consultation stage.

Thank you to each and every one of our amazing supporters,  
we couldn't do this without you.



## WHAT'S HAPPENING NEXT?

Our local and Regional MPs, Councillors, Health and Scrutiny committees, local and regional media are all joining together to support us in this crucial campaign.

If we ever need reminding why we are doing all this then just go onto our new website and read our amazing stories from the families of our special patients:

<http://www.eastmidlandscongenitalheart.nhs.uk/our-campaign/case-studies-and-short-stories/>



To sign the online petition please visit [www.petition.parliament.uk/petitions/160455](http://www.petition.parliament.uk/petitions/160455)



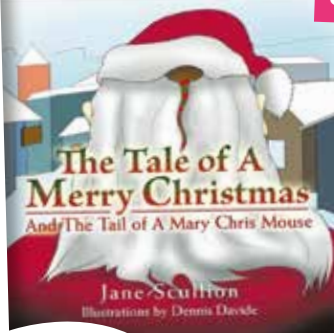
## School visit to our Bioskills Lab



Somerby Primary School visited our Bioskills Lab last month. Alwyn Abraham, Consultant Paediatric Orthopaedic Surgeon, and his team got the pupils hands-on in the Lab: drilling bones and experiencing having a plaster cast put on (and off, don't worry parents!)

# Out & About

## Jane pens Christmas book



Jane Scullion, Respiratory Nurse Consultant, has written a fantastic book for children! **'The Tale of A Merry Christmas'** is about a mouse born with a magnificent tail covered in Christmas colours. Jane said "It's a feel good story that should be read to children and helps get them excited for Christmas." Available on Amazon.

## First winner of the Sepsis Hero award

Medical Director Andrew Furlong presented **Dr David Clutton** with our first Sepsis Hero Award. David was recognised for repeatedly delivering the **Sepsis 6** to critically ill patients within minutes of their arrival in hospital. This behaviour has almost certainly led to improved outcome and saved lives.

## 40 years of UHL service



**Congratulations to Peter Cleaver**, Risk and Assurance Manager, who has retired after 40 years of service with Leicester's Hospitals. Pete first joined the Royal Infirmary in September 1976 and we'd like to wish Pete all the best!



## PICU 20th Birthday

The PICU unit (Paediatric Intensive Care Unit) opened on 9 October 1996 at the Royal Infirmary and to celebrate its 20th birthday, the team are holding 20 events to raise £20,000. The money will be shared between patient/parent comforts, new equipment and also new items for the staff. One cake sale raised a staggering £764.00!

**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:

Left to right: Andrew Foxwell, Giuseppe Garcea and Chris Pollard

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### Contributors include:

Katharine England, Tom Jelley, Tiffany Jones, Clare Maddison, Laura Mort.

### 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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# Competition

## the Orange tree

99 High Street, Leicester



**WIN**  
a delicious  
three course meal  
for two with a bottle  
of house wine at  
the Orange tree!

Come and enjoy this quirky city centre gastropub and cocktail bar which serves up a great selection of cocktails, spirits, ales, beer and wines.



The talented chefs serve freshly prepared food from 12pm – 7pm every day, so you can relax on the sofas, check out the massive beer garden, (the best in the city centre)... all whilst you enjoy a free meal and bottle of wine!



**Did you know... NHS staff can save 10% on food at the Orange tree and The Lansdowne!**

**Simply show your NHS ID card when ordering at the bar to qualify.**

Find out more at [www.orangetree.co.uk](http://www.orangetree.co.uk) or join the conversation on twitter @orangetreeleics

Please note: this prize must be redeemed by no later than 31 March 2017

### To enter

To be in with a chance of winning simply tell us:

**How many research MRI scans do we perform each year?**

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 January 2017

**Last edition's winners:**

TWITS:  
Emma Brown  
GREASE:  
Louise Watkins