

together



Lifting the lid on Estates & Facilities



we treat people how we
would like to be treated

FEBRUARY 2017

University Hospitals of Leicester **NHS**

NHS Trust

Caring at its best

Welcome

to our first edition
of 2017



We treat people
how we would
like to be treated

We have loads of fascinating stories about what we have been doing around Leicester's Hospitals to tell you.

In this edition, we salute our Estates and Facilities team who work around the clock delivering a 24-hour service and ensuring our hospitals run smoothly. The team cover a much wider scope of the hospital than you may think, accounting for 1,700 employees! The article gives an insight into the hard work of our gardeners, who ensure our grounds look neat and tidy, the retail catering team who provide freshly prepared meals for our staff and patients, and not forgetting the busy switchboard team who are the first point of contact for those ringing the hospital. So let's take a moment to thank our wonderful Estates and Facilities team for providing such a fantastic service. Keep up the good work!

Have you ever wondered who makes our videos that staff see during their induction or on our website? Well this month's 'In Focus' turns its attention to our talented Multimedia Designer, Adam Dunmore who supports the communications team and staff across the hospitals with various projects.

Finally, with spring slowly in sight, we creep closer to the opening of the new Emergency Department in April, which will be the first frailty friendly Emergency Department in Europe. To accommodate the work, we plan on permanently closing off the main Balmoral entrance and will be creating a new site map and updating signage to help our visitors. More inside about this.

Happy reading!

John Adler
Chief Executive

WANTED



Patients and carers. Help us understand your experience!

Are you a
good listener?

Can you provide
a common sense
view on hospital
services?

Can you
express your
views clearly?



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.

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

Meet our #Glenfield babies

“ We can't thank Glenfield and all the doctors and nurses enough for saving our little boy. ”

Cecilia was born in May 2016 with a congenital diaphragmatic hernia at the Queens Medical Centre in Nottingham, she was transferred to Glenfield requiring urgent treatment. Dad Sean, explains: "It was a race against time and thankfully the 24/7 ECMO team got there just in the nick of time." Cecilia's condition was critical and if it wasn't for the ECMO team at Glenfield stepping in when they did; it would have been too late to save her. Cecilia's diaphragm needed stabilising and once this was done she spent nine days on PICU where the team of specialist nurses and doctors looked after her. Now 12 weeks old, Cecilia has gone from strength to strength, surpassing everyone's expectations. "We can't speak highly enough of our experience at Glenfield."

Cecilia

“ He would not be here today if it wasn't for staff at the Royal and Glenfield working together to save his life. ”

Henry has undergone cardiac surgery twice at the Glenfield. On the second occasion his aorta had ruptured into his oesophagus due to a double aortic arch eroding into the food pipe. He bled out and suffered a cardiac arrest but was brought back by amazing staff. Surgeons managed to use his oesophagus as a pressure chamber to contain the blood and stabilise him for just long enough to get him to the Glenfield so an effort could be made to save his life.

He was so desperately ill that he would not have been stable enough to attempt a transfer to any other cardiac unit. He was 4 months old at the time and is now 4 years old.

He would not be here today if it wasn't for staff at the Royal and Glenfield working together to save his life.

Henry

Declan

Declan was born 22nd June 2010 with a heart condition called Tetralogy of Fallots and had to go onto ECMO. He came off of ECMO after a few days and had corrective heart surgery when he was one, he is now six. "We can't thank Glenfield and all the doctors and nurses enough for saving our little boy. He has had other problems apart from his heart along the way but he is now six years old and doing well. I know he will probably need another operation in the future and I know he will get the best care at Glenfield."

WHAT'S BEEN HAPPENING?

East Midlands Congenital Heart Centre recognised by the CQC

On Thursday 26 January the Care Quality Commission (CQC) published their report following the inspection of our three hospitals in June 2016. We are particularly pleased that the CQC judged our East Midlands Congenital Heart Centre to be "Good" overall - "Good" for safe, caring, well-led and responsive categories and

"Outstanding" for effectiveness. The team are very proud of this result, especially with the constant threat of closure looming over them, it is a credit to them that they keep delivering an outstanding service to their patients. We still await confirmation when the public consultation process is to take place. **Watch this space!**



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

Welcome to the Patient Information and Liaison Service (PILS)



Feedback from our patients, their relatives and carers allows us a valuable opportunity to review our services and make improvements. We encourage dialogue with staff, giving an opportunity for immediate action and local resolution. To further support our patients, the Patient Information and Liaison Service (PILS) provides information and advice on how concerns raised will be managed. They are contactable by a Freephone telephone number, email, website, in writing or in person.

PILS is an integral part of the Corporate Patient Safety Team.

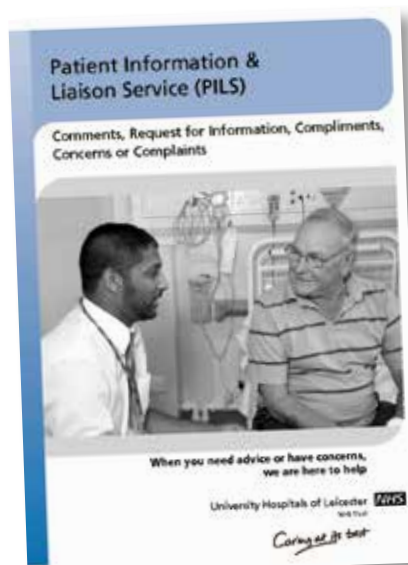
Our friendly team have a wealth of experience and knowledge and are available for you to share your "great" and "not so great" experiences. We will listen to your comments, compliments, concerns and complaints in the strictest of confidence and offer the appropriate advice and guidance. We follow a clear process to ensure your concerns are resolved quickly and effectively, in adherence with the NHS Complaints Regulations (2009).

"I would like to thank you for reading and dealing with my concerns."

We endeavour to respond as swiftly as possible when any issues are raised in line with our standard for 95% compliance within the agreed 10, 25 and 45 working day performance targets.

We continually strive to improve final responses and offer early meetings to improve resolution of complaints.

If complainants remain unhappy after the final response we will 're-open' the complaint and identify if an alternative action can be taken to try and resolve any concerns.



"Please convey my thanks to all who attended the meeting, for their time and patience. Understanding the kinds of problems we encountered during a very difficult period of our lives.

The meeting was conducted professionally and in a most civilised manner."



The PILS Process



The Service embrace the Parliamentary Health Service Ombudsman principles to maintain high standards of complaints handling.

Last year (2015/16) the PILS team handled 4134 cases, which is a 9% increase on activity from the previous year. At the end of December 2016 we have already handled 3725 cases.

We continue to focus on the experience of the complainant within our complaints process. We have made changes to our management processes to assign a designated lead handler for each and every complaint

or concern. This means the complainant has the benefit of having one lead contact from the start through to final response.

An Independent Complaints Review Panel set up two years ago in partnership with Healthwatch, PoWHer (information, advocacy & advice charity) and our own Patient Partners has continued to meet to independently scrutinise the management of our

complaints, reviewing four to five randomly selected complaints files on a quarterly basis.

The feedback provided by the panel is used for reflection, learning and improvement for the team and hospital Management Groups. This all aids to improving our 'customer experience and satisfaction'.



Contact PILS: Freephone: 08081 788 337

The number is manned from 10.00am to 4.00pm Monday to Friday (outside of these hours you can leave a voice message and we will contact you on the next working day).

Email: pils@uhl-tr.nhs.uk

In Writing: Patient Information & Liaison Service
The Firs, c/o Glenfield Hospital, Groby Road, Leicester, LE3 9QP

Web address: www.uhl-tr.nhs.uk/patients/support-andadvicemaking-a-complaint



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FEBRUARY 2017 **together** 5

#Inside Out

#InsideOut is a new feature which will highlight what many of our Leicester's Hospitals staff do in their spare time when they are away from their day job.

For our first feature we meet Vince Smith who works in our Health and Safety Services team at Leicester General Hospital as a Physical Skills Trainer. Away from the "office" Vince pushes himself to the limits as a physical training instructor in the Army Reserves.

Inside

What is your role inside UHL?

My role is to provide advice and training for staff so they can deal with violence and aggression. This could be conflict resolution training for staff who have face to face contact with members of the public, level two disengagement skills training for staff who work in areas that experience higher levels of aggression or level three provides training for nursing and security staff who may be involved in restraining patients and how to deal with those levels of violence.

How do you balance your role as a Physical Skills Trainer with your role outside of UHL in the Reserves?

The army covenant, which has been signed and endorsed by the Trust, has given the organisation a standing within the armed forces which helps promote my work life balance.

My manager is also very supportive. He works within the Army Training Regiment so often seeks my assistance on army courses.

What do you enjoy most about your role in the Army Reserves?

The most rewarding part of the job is training soldiers. It allows me to use all of my experiences as a serving soldier and from my work in the NHS to help me develop and engage with reserve soldiers and in turn give them the confidence to their training and become trained soldiers. It makes me

Out

What is your role out of UHL?

Outside of UHL I am a physical training instructor in the Army reserves. It is my job to ensure that phase 1 and 2 soldiers complete and pass the test standards. The physical assessments include tactical advance to battle training which consists of marches of 3 to 6 miles carrying up to 25 kilos in weight.

I also teach soldiers how to drill. Drill is taught to instil discipline and professionalism into soldiers.

very proud to see soldiers marching off the parade square after their two week course knowing I had a hand in developing that individual in to a serving soldier.

Do you see any parallels between your work at Leicester's Hospitals and the Reserves?

Yes! The Trust operates much like the military with a structured command process, for example HCA to Matron. This means that staff communicate and help provide advice and guidance across different levels. The strong links between the military and the NHS help support training and education and provide a platform for soldiers to link in to a career after the army, for example army nurses working in our Emergency Department helps develop and maintain skills which service personal may not have experienced before.



Want to feature in #InsideOut? Share with us what you do outside of your day job.

Do you volunteer, compete in a sport, or have a skill/talent? Share it with us and take part in #InsideOut



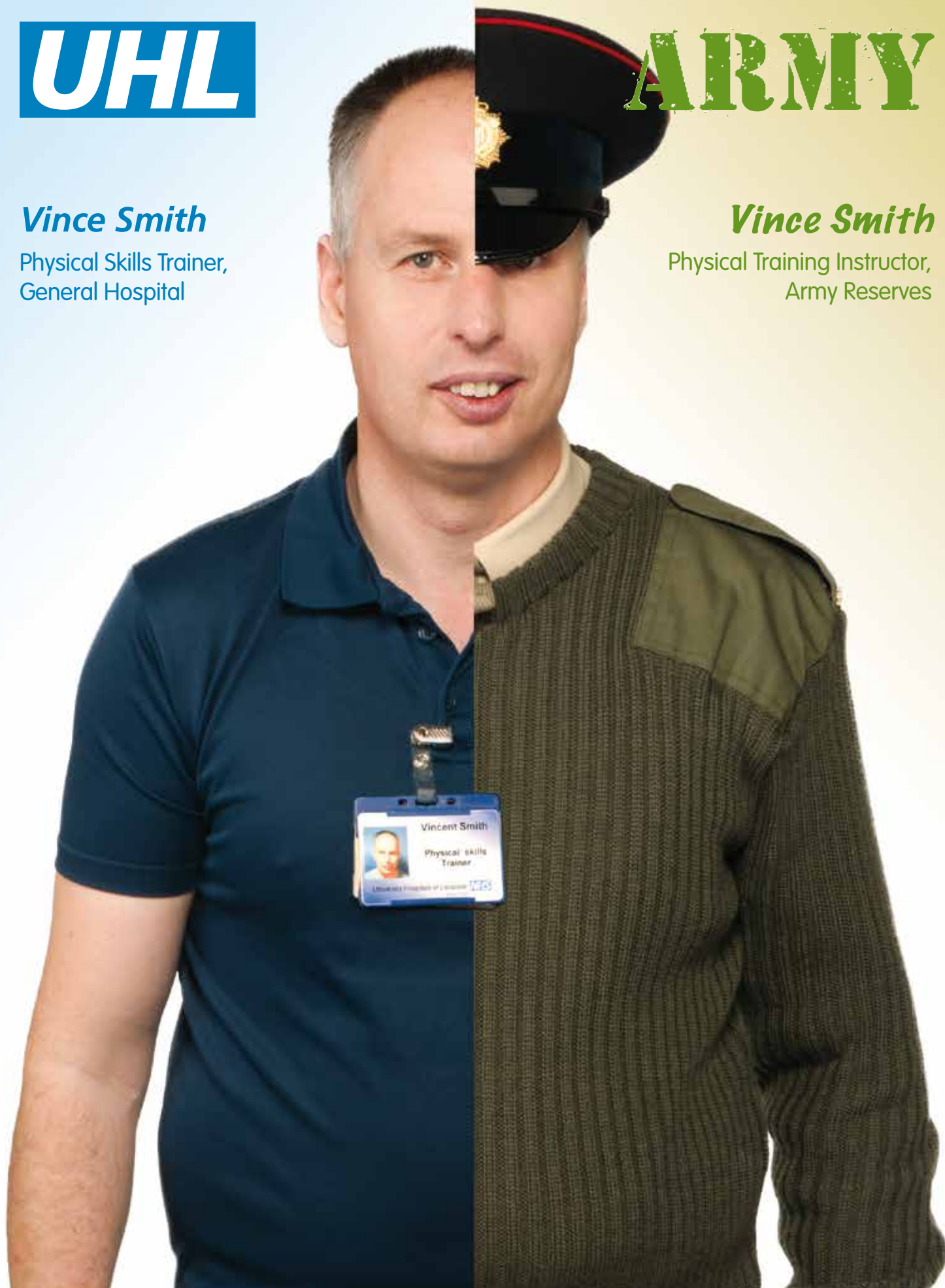
Vince Smith

Physical Skills Trainer,
General Hospital

ARMY

Vince Smith

Physical Training Instructor,
Army Reserves



Our new Emergency Department opens on 26 April

After 24 months of work, our new larger Emergency Department will open at Leicester Royal Infirmary. The 5500m² department has been designed by clinical teams who have looked around the world at best practice to ensure we have built a unit fit to treat the patients we see.



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



Our new dedicated Children's Emergency Department

has its own entrance and is designed to meet the needs of both young children and teenagers



With an ageing population, it was important we created an environment that is dementia-friendly and will allow our staff to treat the complex clinical needs of those patients. We have worked with Age UK and Vista to ensure our facilities meet the needs of all of our patients; this includes rubber flooring in the department rather than vinyl, which can be difficult to walk on. We also have purpose-built mental health rooms where patients will be protected from harm whilst they are assessed and treated.

Our new dedicated Children's

Emergency Department will still have its own entrance and has been designed with both young children and teenagers in mind, with specially designed waiting areas.

To accommodate our new Emergency Floor and complete Phase 2 of the building works, we will have to permanently close off the main hospital entrance in Balmoral. We are in the process of creating a new site map and updating signage so if you are visiting you will be able to find the ward or clinic you are looking for. If you drive to the hospital we

encourage you to park in the Havelock Street Car Park (where our new multi-storey is located). We will be moving our main reception to the Windsor building. Our staff and volunteers will be happy to help you if you get a bit lost!



Building Caring at its best



REMEMBER

Only visit the Emergency Department or telephone 999 for real emergencies such as loss of consciousness, severe breathing difficulties, heavy bleeding, severe chest pain, possible broken bones, deep wounds, suspected stroke, or if you swallowed something harmful or poisonous / taken a drug overdose. **If you need health advice visit your GP or call NHS 111**

What happens next?:



DIARY DATE

Monday 6 March

Handover of keys from Interserve Construction



DIARY DATE

* *

Wednesday 26 April

New Emergency Department opens



DIARY DATE

Thursday 27 April

Begin decommissioning of current
Emergency Department



DIARY DATE

Friday 5 May

Permanent closure of
Balmoral Entrance





Fixing the Fundamentals

Fixing the Fundamentals (FTF) is a new initiative developed from the Frail Older Peoples Strategy to shape, develop and progress all aspects of care for older people in our hospitals.

We have listened to what our older patients are telling us. Thanks to their feedback along with help from our Volunteer Services, Royal Voluntary Service, Chaplaincy, Alzheimer's Society, Age UK and the valuable input from carers, visitors, and our staff, we have identified key areas within this initiative to help improve and enhance the care for older people on our wards.

The key themes identified include:

- Nutrition and Hydration
- Communication
- Keeping patients occupied
- Continence

Justine Allen, Patient Experience Sister, explains: "Some exciting work has been happening on the older people's wards at the Royal and teams have worked hard to progress these areas of care."

One of the new initiatives is the availability of a personal hearing loop system for patients with impaired hearing. This can also be used as a simple amplifier system if the hearing aid is lost or broken.

To reduce the chance of patients feeling isolated on the ward, activity boxes are now available to provide entertainment. The ward teams are also able to liaise with volunteer services and VISTA to access talking books and other support material that may be useful for patients with sight loss.

The Metro newspaper is available from each of our main receptions to give patients access to a free newspaper each weekday. Either delivered by the volunteer's library trolley or collected by ward staff, this is fundamental for older patients as a means of 'keeping in touch with the outside world' and also



Hearing loop

helps promote a 'normal' routine.

For patients who have reduced appetite, a snack menu was introduced to allow access to a variety of finger foods throughout the day or night.

Justine continues: "The success of introducing this at the Royal means that six further wards are now ready to adopt the initiative; wards 15, 28, 29, 33, 33a at Glenfield and ward 9 the Royal. We expect this to take approximately 18 months to implement across the two hospitals."

Here are two examples of how introducing the FTF principles have inspired our ward teams to make even more improvements.

Ward 9, Royal

Mark Layton, ward manager for ward 9 at the Royal and his team, have now also gone a step further and identified several ideas they would like to introduce to build on these principles. Mark explains: "We plan to redecorate our day room to provide a 'homelike' space for patients to spend time or perhaps offer an alternative place to enjoy their meals."

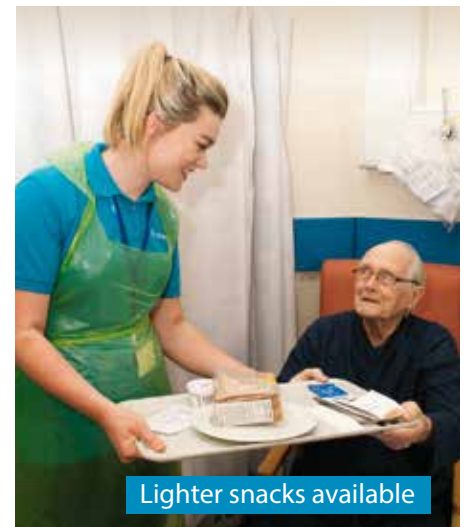
The FTF team are also supporting staff on ward 9 to develop their skills and awareness into older peoples care and dealing with dementia with educational sessions.



Ward 15, Glenfield

Ward 15 has a wonderful garden area that is in need of care and attention and would be ideal for older patients in the warmer weather. Volunteer Services have been contacted to support this project.

The ward team are also investigating how to reduce noise levels around the nurses' station to help improve the environment for patients. Excess noise can increase anxiety for patients, particularly for those patients who have dementia.



"The success of introducing this at the Royal means that six further wards are now ready to adopt the initiative; wards 15, 28, 29, 33, 33a at Glenfield and ward 9 the Royal."

Justine Allen

Patient Experience Sister



Activities for Patients include:

- Large print crossword puzzles
- Large print word searches
- Jigsaw Puzzles
- Large print playing cards
- Chess, draughts, backgammon sets
- Adult colouring books
- Watercolours and brushes
- Pencil Crayons
- Dominoes



These resources were provided for patients by:



If you require any further information about **Fixing the Fundamentals**, please contact **Justine and the Patient Experience team** on 0116 258 5384

Estates & Facilities... 24 hour service

Have you ever wondered what that means for our patients? When you hear estates, do you think of gardens or a big country house? Maybe facilities means a bit more to you, restaurants or cleaning services for example? Leicester's Hospitals' Estates and Facilities Department actually covers a much wider scope, accounting for 1,700 employees! Here's an insight into how our staff help across Leicester, Leicestershire and Rutland:

Maintenance

Work hard to keep everything going and fully functional, anything from the bedside lamp to the freezers and lifts.



Accommodation team

Support relatives with on-site accommodation at Glenfield Hospital and look after our nursing accommodation across the city.



Capital Team

Manage building projects such as the new Emergency Floor and refurbishment projects for buildings such as ophthalmology.



Retail Catering

LEat restaurants open for patients, visitors and staff. The team in LEat provide freshly prepared hot and cold food and drinks as well as 24 hour vending for staff who work the night shifts!



Auditors

Monitor the cleaning around the hospitals to ensure that the standards remain high at all times.



Porters

Some transport patients in a wheelchair, on a trolley, or on a bed, whilst others deal with waste or linen. To meet changing bed and equipment demands, our porters work with our equipment contractor to ensure a constant supply of available/serviceable products, including regular audits to recover faulty products for repair.



Cashiers

Handle the money from LEat and process car parking and travel fees.



Customer Service Advisors

Record all work orders and requests from the wards and departments, and then passing them on to the relevant teams for action.





Post Rooms

Sort and distribute the incoming mail across all sites (three acute hospitals and many smaller premises), mailing out letters for patient appointments and discharge information to GPs.



Patient Catering

Organise and prepare the menus and meals for patients. The meals are then distributed by the Food Assistants on the wards.



Car Park Attendants

Help visitors and patients on all sites, as well as giving guidance and directions.



Security

Work around the clock to keep all the sites secure and help with any incidents that may occur.



Linen

Provide clean linen to the wards and supply staff with their uniforms.



Domestic Assistants

Work on the wards and around the hospital to ensure the environment is clean and hygienic for patients and staff.



Switchboard

Our switchboard operators are the first point of contact for patients and relatives ringing the hospital.



Gardeners

They may not be so visible, but they maintain the gardens beautifully and prevent paths being overgrown... meaning less patients in our Emergency Department with broken limbs.



Receptionists

Meet and greet visitors and help them to find the right department or service.



RADIOFOX

Your No.1 station in hospital



Celebrating its 29th birthday this year, Hospital Radio Fox is a free broadcasting service, staffed entirely by volunteers, which broadcasts 24/7 to the patients and staff at the Royal, Glenfield and online. With just shy of 30 years in the industry, the team have a lot to celebrate!

29 YEARS

The Radio Fox team host a huge variety of fundraising activities to help them continue to bring a smile to people's faces. Director of Public relations, Marie Smith, explains:

"In 2016, we started with just over £1,500 in the fundraising kitty but by the end of the year we had reached a whopping £5,200, with a promise of £1,500 more by Easter 2017. Every penny will go towards replacing our audio desk "Alice" which has served us well for the best part of three decades."

On 16 December, the team also took part in "24 in 24", a 24-hour live broadcast event which raised awareness and money for 24 different charitable causes. It was hosted by presenters Alan Trahar and Nick Gale with support from other presenters.

Alan explains: "Our Santa Search fundraising in the city centre raised £126 and so far online pledges total £190. Some charities have also received direct donations to their cause and one charity even got over 20,000 hits on their website as a result of the broadcast! It was hard work but completely worthwhile."

The radio has developed some great partnerships over the years, which are all displayed on their "supporting wall" at the station and you may spot one of the new posters on display around the Royal and Glenfield.

In 2016, the team created a new magazine called The Bedside Companion to complement the established 'Patients Magazine'. Pick up a free copy of the new magazine to find out more!

To top off a successful year, the team have been recruiting new volunteers and three presenters were nominated for the Hospital Broadcasting Association Awards 2016. Radio Fox diva, Tindy C brought home bronze for best female presenter and received a nomination again this year.



Birthday Party!

The team will be hosting a 29th birthday party on **Friday 21st April** for everyone who has volunteered and supported the station, or is interested in joining the team or learning more about Radio Fox.

Further details about the celebrations and how to become a volunteer are available on www.radiofox.co.uk

Listen to
Radio Fox!

Radio Fox broadcasts to the patients and staff of Leicester Royal Infirmary and Glenfield Hospital. Patients can listen for free via the bedside Hospedia console (please speak to the ward staff for further assistance). You can access the station online via the website, or download the Tunein Radio App for smart phones.



Volunteer bikers support Blood Services

We began a new partnership with local charity, **Leicestershire & Rutland Blood Bikes**, in October 2016 to transport vital blood and blood components across the county.

The service is run by a team of volunteer bikers who provide a free out-of-hours courier service to transport urgent blood, blood products and pathology samples between 7pm and 5am Monday to Friday, with 24 hour cover at weekends and during public holidays.

Oliver Cummings, chairman of Leicestershire and Rutland Blood Bikes, explains: "Our volunteers deliver everything to a professional standard and the money saved by the pathology and blood transfusion departments can be re-invested into direct patient care."

Kathryn Potter, deputy service manager for the Blood Transfusion department, added:

"We're really grateful to the team of volunteers. They are helping us to deliver the best possible service to patients."

The team from Leicestershire & Rutland Blood Bikes visited each of the pathology labs at the Royal, Leicester General and Glenfield hospitals in December to meet staff and demonstrate how the bikes will now support the hospital services.



About Leicestershire & Rutland Blood Bikes

A registered charity run totally by volunteers, it follows the successful 'Blood Bike' model operated across the UK often affiliated The Nationwide Association of Blood Bikes (NABB).



For further information about Blood Bikes, please visit: www.lrbloodbikes.org.uk

£2million research lends a helping hand



Professor of Hand and Orthopaedic Surgery, Joe Dias and his colleagues at Leicester's Hospitals and University of Leicester, have been awarded a National Institute of Health Research (NIHR) Health Technology Assessment (HTA) grant of just under £2million for the Dupuytren's Interventions Surgery vs. Collagenase (DISC) Study.

Dupuytren's Contracture is the fourth most

common problem affecting the hand in the UK. The disorder, occurring mostly in adult men, is caused by fibrous tissue forcing the finger to bend down into the palm of the hand.

Each year, corrective surgery is performed on around 17,000 patients in England which costs the NHS over £60 million. An alternative treatment method is a newly introduced Collagenase injection which softens the fibrous tissue. Administered in clinic, with a follow up clinic appointment a few days later, the finger is manipulated in an attempt to straighten it.

Professor Dias explains:

"Both treatments are offered on the NHS in England and are also used in the USA and Europe. The DISC study will investigate if the injection is a more effective treatment than surgery and whether the effects are sustained in the long-term."

"We know the injection is cheaper than the surgery but the study will look at the cost of both treatments in more detail, which we will analyse at both one year and two years, to find out which is better value for money. This includes looking at the impact of these two treatments on hospital resources including beds and operating theatre time."

The DISC study will see collaboration between Leicester and six other trusts over a five year period.



UNIVERSITY OF
LEICESTER



Adam Dunmore

In this edition we introduce our Multimedia Designer, Adam Dunmore, who is more commonly known as **'The Video Guy'**.

ADAM primarily supports the communications team with various projects and campaigns that need visually illustrating with film; this includes documenting the great achievements of staff at Leicester's hospitals through the Caring at its best awards. Video is a great platform to get information across in a concise and interesting way, so he works with staff across the trust to develop videos for training, recruitment and promotional material wherever they need it.

He has had an interesting career path which has seen him work across the world before joining Leicester's Hospitals. He explains: "I'm a creative person and constantly need to be making things. I initially followed a path of performance before finding film and had a great time studying Creative and Performing Arts in Liverpool.

"After graduating, I dabbled in a few different jobs and managed to work

on various projects with my creative talents in Russia, Kuwait and Holland. However, I renewed my love for film production working in East Africa with an organisation called Tanzania House of Talent (THT). This institution was set up by the nation's leading TV network director, with the purpose of developing the creative skills of young people. Many of the students were living on the streets but that didn't stop them being fantastic singers and dancers and some even found fame in this little corner of the world. I was initially appointed to teach theatre skills and song writing but after finding a camera lying around it wasn't long before I was creating music videos for the more established artists in the organisation."

When Adam returned to the UK he was determined to carry on working with video production. He set out as an independent videographer and built up his portfolio which all led to

his current role at the Trust. He adds: "Producing videos in a hospital setting is not something I knew existed prior to discovering this role, but I've found it to be very interesting work."

Adam's favourite projects at Leicester's Hospitals so far have included producing the Caring at its Best video "There is a light at the end" which showcased the journey through the life cycle of our patients. He even wrote the poem that featured in the film too. He has also loved working with our teams who provide ground-breaking research and techniques for treating patients, including filming Alex Kumar talking about the Zika Virus along with Matt Pilley showcasing the prosthetic eyes, ears and noses he creates for our patients.

To watch the videos Adam has created so far, please visit vimeo.com/leicestershospitals



Quick questions...

Favourite film?

I struggle to have a favourite but the last best film I saw was 'Birdman'.

Best way to relax?

Doing something you love.

What makes you laugh?

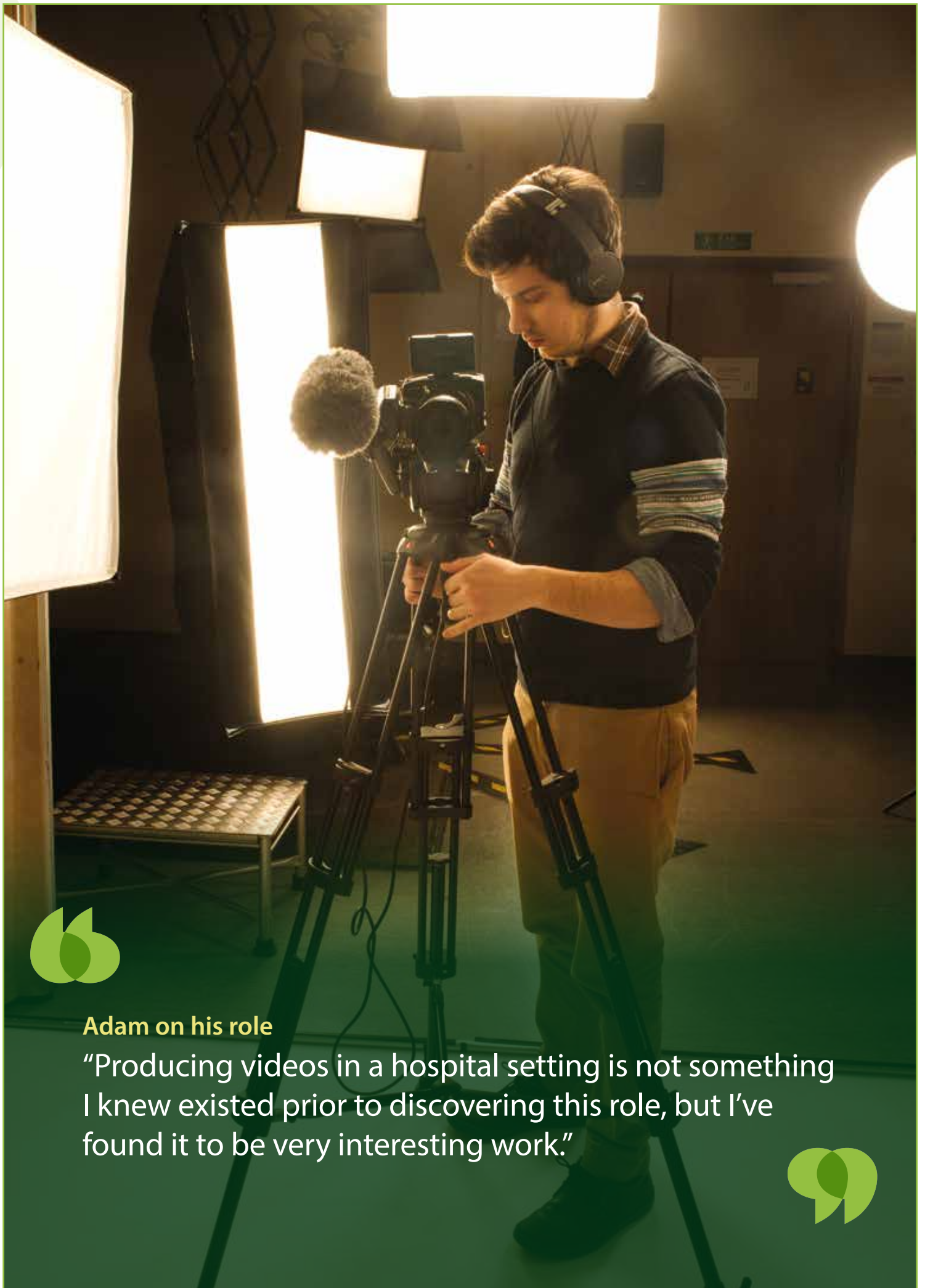
My son Jupiter when he's learnt a cheeky new trick.

Favourite song?

Its mood dependant but Nina Simone's live performance of, 'Ain't got no, I got Life' always gets me.

What is your most memorable holiday?

Taking my girlfriend to the Edinburgh Fringe Festival for the first time, we averaged 8 shows a day; she was amazed and loved it so much, we ended up sleeping in the back of our van to stay another night.



Adam on his role

“Producing videos in a hospital setting is not something I knew existed prior to discovering this role, but I’ve found it to be very interesting work.”



Patient Partners

are members of the public who provide a patient's perspective to our staff. We spoke to Lena Kotecha who recently joined us as a Patient Partner and Martin Caple, who Chairs the group.



Patient Partners

What do you enjoy most about being a Patient Partner?

Lena:

"I enjoy being a representative for the general public. I also enjoy the variety of the role and working with an excellent team".

Martin:

"I enjoy lots of aspects of the role, but particularly the satisfaction I get when making a contribution that benefits patients".

What makes the role important to you?

Lena:

"Knowing that my suggestions and contributions are taken seriously and taken forward as required".

Martin:

"It is interesting and wide-ranging; from talking to patients, participating in staff interviews, attending strategic meetings and reviewing complaints. The variety of what we do is a key attraction".

What advice would you give to anyone thinking about becoming a Patient Partner?

Lena:

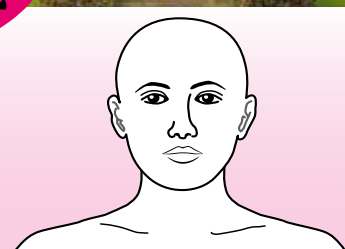
"If you have the time and commitment to make a difference to the care at UHL, this is a wonderful position to be in. You receive all the development and support required to perform this role well".

Martin:

"Look carefully at the requirements for the role and talk to existing Patient Partners. Consider whether you would want to be involved in meetings with medical and managerial staff as well as patients.

Lena Kotecha

Leicester's MARVELLOUS Medicine talks



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



Interested?

We would like more people to take on this role. If you could commit around 6 half day sessions a month please contact Karl Mayes, Patient & Public Involvement Manager on **0116 258 8685** or email karl.mayes@uhl-tr.nhs.uk



What is your experience of being a Patient Partner?

Lena:

"Being a Patient Partner is fabulous; everyone you meet is friendly and interested in what you have to offer. Being a part of an organisation who want to deliver 'Caring at its best' has a massive 'feel good' factor. I am proud to be a Patient Partner for UHL".

Martin:

"My experience has been both positive and enjoyable. Initially I think it is a case of listening and offering advice in a diplomatic and constructive manner. It is vital to establish good relationships with staff and other Patient Partners".

Why did you become a Patient Partner?

Lena:

UHL saved my parent's life. We have experienced some excellent care as well as provided feedback along the way. I want to work with the Trust in providing the best possible care through offering a patient and carer's perspective.

Martin:

"Most definitely. If I didn't think I was making a difference I would not be still undertaking the role!"

Do Patient Partners make a difference?



Martin Caple

15 February 2017

How do we diagnose heart failure?

Louise Clayton, Advanced Nurse Practitioner

Louise will give a review of interventions for patients with heart failure and provide information on which services are available for patients and their families to obtain support and rapid specialist advice.

Change to schedule



22 March 2017

Tuberculosis (TB): The Facts

Roz Kennedy, TB Specialist Nurse

TB cases in the UK are relatively low but cases of active TB in Leicester are significantly above the national average. This talk explores who is at risk of TB and the associated symptoms.



27 April 2017

Prosthetic Rehabilitation & Reconstructive Science

Matt Pilley, Clinical Prosthetics Specialist

This talk will focus on the innovative technology we are now using to restore patients with facial and body defects. This offers hope to patients, improving their body image and self-esteem.



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



Left to right Doris Oliver, Margaret Alway, Pragnya Patel, Alan King, Naishali Chandarana, Ruth Castle, Ann Markwick

Volunteering Update ★★

December 2016 proved to be the busiest yet! We had so many donations of gifts for patients that we were able to provide every ward at all three sites with enough presents to make sure everyone spending the Christmas period in hospital received a gift.

Everyone was so generous, donating bags that were overflowing with thoughtful gifts. Once again, our team of volunteers helped with moving, storing, sorting and counting all of the presents in the weeks running up to Christmas and then delivered them all in time for the big day.

We were lucky this year to again work with Age UK whose customers donated presents to their shops. They too had more gifts than ever which enabled patients in Lutterworth Hospital to also benefit from this campaign.

Some of our presents came from groups and companies whose staff or members collected for us. The Leicester Lionesses donated 100 gift bags and both British Gas and Santander were involved in the campaign, with their staff filling gift bags full of goodies.

British Gas also bought and delivered nineteen 6ft tall Christmas trees and all the decorations to older people's wards at Leicester Royal Infirmary, even providing colour theming to each ward's request. And to top it all, they came in and put the trees up and decorated them for us too.

It is so positive to see how much people care and want to make a difference - especially at Christmas, which can be a lonely time for people spending it in hospital.

Thank you again to everyone involved in every aspect of helping to make Christmas Special.

**With thanks from all of the Volunteer Services Team
Alison, Lisa, Zubeda, Fiona, Sue and Rosa**



Volunteers Needed

There are always opportunities for new volunteers to become involved in activities within our hospitals.

We are again recruiting and information about all of our roles is available on our website.

Please visit our website for more information

www.leicestershospitals.nhs.uk



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





Thank you to The Nottingham Building Society



A team from British Gas with one of the decorated trees

Thank you...

from all of the Volunteer Services Team



Thank you to Santander

The Leicester Lioness Club help to serve the needs of the local community and as part of their activities this year were inundated with support via donations and contributions and were able to produce 100 gift bags for our patients.



Volunteer Services gratefully received gift bags from Lionesses Kajal Thakrar, Pratibha Gadhia, President Aarti Thobhani and Kirit Rughani

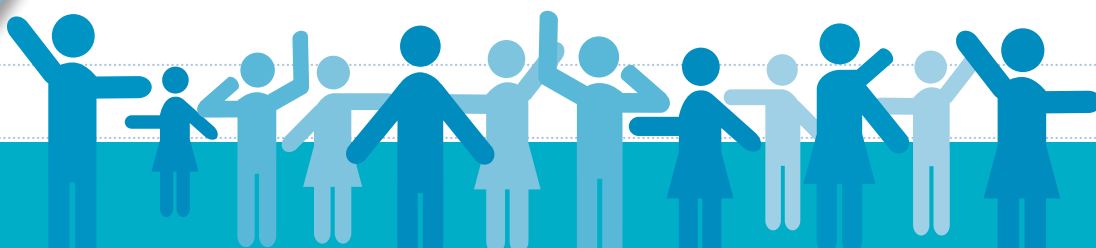
We are moving

Volunteer Services relocation

As we prepare for the opening of the new Emergency Department in April, many other changes are taking place at the Leicester Royal Infirmary site to accommodate the move.

As part of these plans the Volunteer Services Office will be moving to a new location on the corridor between Balmoral and Windsor Building on Level 0.

We don't have an exact date yet for the move but we will put up lots of notices as soon as we do. Please come and find the new office when you next visit.





THANK
YOU

FUNDRAISING

news...



It's never too early to make a will!

Wills aren't just for the wealthy, they're for everyone. If you've got assets and people you'd like to look after, having an up to date will is crucial to ensure your wishes are fulfilled. Leicester Hospital Charity recommends using a solicitor to create your will to prevent any errors or inaccuracies.

Often, people not only think about their family and loved ones but also like to name a charity in their will. We are extremely grateful to anyone who chooses to leave a gift in their will to our charity. Any gift, large or small, will be used to support better care for future generations in Leicester, Leicestershire and Rutland.

Leicester Hospitals Charity is holding a Will Writing Event in co-operation with Oldham Marsh Page Flavell in Melton Mowbray in May 2017. Oldham Marsh Page Flavell are offering a discount for their Will writing services if you contact them to book an appointment during the week commencing Monday 8 May. They are also very kindly donating a percentage of the proceeds to Leicester Hospitals Charity. **For further information, please visit our website www.lhcharity.org.uk or contact Marie Hough on 0116 258 8709. There is no obligation to leave money to Leicester Hospitals Charity but we hope you might consider us if you are thinking of making a charitable donation.**



Acorn Appeal

Thank you to our Chairman, **Karamjit Singh** who helped launch The Leicester Hospitals Charity ACORN Appeal. Our aim is to raise £60,000 for an Embryo Monitoring System with Time-Lapse Image Capture for the Leicester Fertility Clinic which will help benefit patients and lead to increased pregnancy rates.



Leukaemia Unit

Thanks to **Seamus McGinley** and **George Cockburn** who raised just short of £3,000 for the Leukaemia Unit at Leicester Royal Infirmary in memory of George's late wife, Jayne Cockburn. The money was raised by their taekwondo club: Excalibur Martial Arts by carrying out various events such as 100 rounds of sparring and a 22 mile walk.



New Furniture

Thank you to **J Robins Accountants, Macfarlane Packaging and Earl Shilton Cricket Club** for their kind donation of £2,370 to the Bronchiectasis Service at Glenfield Hospital. A large proportion of the money was spent on new furniture for the clinic.

10 years of donating

Julie Pegg-Moffatt donated £1,000 this year to the young cancer patients on ward 27 at Leicester Royal Infirmary. Every Christmas Julie and her team of young students take Dr Fox and fundraise at their local Morrisons and Aldi in Coalville. Julie has been raising funds for children with cancer since 2006 and has raised almost £9000 in total.



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



THREE PEAKS DONATION FOR NEONATAL UNIT



Katie Ford raised £2066 for the neonatal unit at Leicester Royal Infirmary after taking part in the three Peaks Challenge. It was in memory of her nephew Henry who unfortunately passed away at the unit but Katie said the care Henry received was fantastic. Thank you so much!

OPEN DAY SUCCESS FOR IMAGING DEPARTMENT



The Imaging team at Glenfield opened its doors to the public on Saturday 3 December. Over 200 visitors came to visit plain film, CT, MRI, Ultrasound, Interventional Radiology and the Catheter labs to see the equipment and talk to staff about what Imaging involves. The team are planning another Open Day in November 2017.

Out & About

£1000 GRANT AWARDED TO EAST MIDLANDS SARCOMA SERVICE



The East Midlands Sarcoma Service based at Leicester's Hospitals and Nottingham University Hospitals has received a grant of £1000 from the St James's Place Foundation to further research into sarcoma - a rare form of cancer.

GREAT WORK SHOWCASED AT PRESTIGIOUS CONFERENCE



Three of our Tissue Viability Specialist Nurses had abstracts selected to be displayed as e-posters at a prestigious conference in Harrogate last November. **Karen Weafer, Jivka Dimitrova and Gill Devaney's** posters were displayed at the Wounds UK annual conference, the largest of its kind in the UK. Gill explains: "I was privileged to attend and learned a lot from the various workshops, networking opportunities and lectures throughout the three days. We were all really proud to have our work on display, which showcased the good work happening at our hospitals to improve wound care and improve pressure ulcer prevention". The posters can be viewed here <http://epostersonline.com/wounds2016/>

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 and we'll pick a few to include in the next edition of Together.



together

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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.

THANKS...

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**National
Ice Centre**

Competition



TWO CHANCES TO WIN!

We have two Family Skating Passes for four people including skate hire.

Each pass is valid until January 2018. Redeemable at the National Ice Centre, Bolero Square, The Lace Market, Nottingham NG1 1LA.

The National Ice Centre (NIC) is the UK's first twin ice pad facility and centre of excellence for Ice Sports. The NIC comprises of two Olympic size ice rinks, (one of which is located in the Motorpoint Arena Nottingham).

We host a range of ice skating sessions to suit all ages and abilities every day, from quieter family and parent and toddler sessions to weekend club sessions.

We also have theme parties including fancy dress, foam and UV Paint parties, plus our latest innovation - a silent disco!

The NIC is used as a training base by many of Great Britain's bright young skaters. It is home to the GB Short Track Speed Skating Squad and the oldest and most successful ice hockey team in the country, the GMB Nottingham Panthers. The biggest ice sports store in the UK, Ice Locker, is also situated here.



Find out more at www.national-ice-centre.com



To enter

**To be in with a chance of winning simply tell us:
How many Estates & Facilities staff do we employ?**

Send your answer, name and contact details to:
competitions@uhl-tr.nhs.uk

The closing date for this competition is Wednesday 15 March 2017

Last edition's winner: Michelle Ennis