

together



Apprenticeships: The beginning of your future



concentrating
on teamwork
SUMMER 2017



Apprenticeships

Caring at its best

NHS

University Hospitals
of Leicester
NHS Trust

Welcome

to the Summer 2017
edition



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

As you may be aware we have made some recent changes to the way we distribute Together, and will now be producing the magazine on a seasonal basis.

Our Summer 2017 edition covers yet more interesting articles about some of the work we have been doing this year including Clinic Coordinator, Debbie Rawlinson, who outside of her role at Leicester's Hospitals, works as a Welfare Officer for Leicestershire Special Constabulary. She explains how her role in the police force has opened up the opportunity to give something back to the service through difficult circumstances and helping those in the community.

With the weather heating up, our 'Look after your skin this summer' article helps you and your family keep safe in the sun this summer.

So whether you're relaxing at home in the garden, or enjoying a family holiday abroad, make sure you're sun aware this summer.

Have you ever wondered what kind of apprenticeship programmes we offer across our hospitals? With the way we deliver our apprenticeships having changed in the Spring, our apprentices from past and present share their experiences and the benefits of earning whilst you learn! More about their stories inside.

Happy reading and see in you in the Autumn!

John Adler
Chief Executive



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



#UNITEDHospitalsofLeicester

**UNITED HOSPITALS
OF LEICESTER.**



Leicester's Hospitals Year at a Glance

In 2016/17...



We are one of the biggest and busiest NHS Trusts in the country, serving the one million residents of Leicester, Leicestershire and Rutland – and increasingly specialist services over a much wider area. Our nationally and internationally-renowned specialist treatment and services in cardio-respiratory diseases, cancer and renal disorders reach a further two to three million patients from the rest of the country.

It costs **£2.7m** a day to run our hospitals



10,687 babies were born, that's on average **29** a day, 2 more a day than 10 years ago!



We ran **957** clinical and research trials and spent **£20.56m** on research



95,100 patients were admitted in an emergency

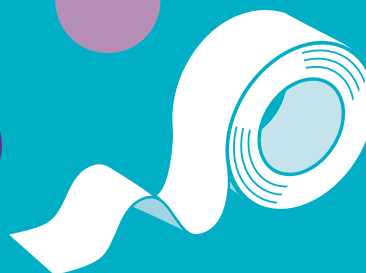
We treated **237,300** patients in our Emergency Department



We held **941,900** outpatient appointments; 10,400 more than in 2015/16



We have **50** operating theatres and **1,802** beds in our three hospitals



We used **552.7m** of micropore tape

Dr Rachel from our Children's Emergency Department shares her top tips to stay safe this summer!



I'm worried my child isn't well and I don't know what to do

You can call NHS111 for medical advice, see your local pharmacist or make an appointment with your doctor. If it's more urgent you can visit an Urgent Care Centre or hub in the City. If it is an emergency please visit the Emergency Department.



Trampolines

ALWAYS zip up the net and only one person bouncing at a time. More people jumping means more risk of injury and adults bouncing with children is the most dangerous combination. If it's tricky to stick to 'one at a time', please be careful and definitely no toys or pets.



Paracetamol and ibuprofen

Don't give paracetamol and ibuprofen at the same time for fever. If you've given your child paracetamol and they're still miserable after a few hours, you could try ibuprofen instead. Don't take more than the maximum daily dose of either medicine and always follow the instructions.



Off to ride your bike?

ALWAYS wear a helmet. It could save you from a nasty head injury.



From cuts and scrapes to broken bones

If your child falls and hurts themselves give them a pain killer such as paracetamol or ibuprofen and do simple first aid, such as using an ice pack. You may find the pain goes away and you don't need a trip to hospital.



How can I help my child's wheeze?

If your child has preventer inhaler (usually brown or purple) make sure they use it. If the wheeze is triggered by pollen they can take anti-histamines too. Inhalers work best in ALL age groups when used with a spacer which help the medicine get to the lungs not just into the mouth.

Burns

If the burn is from something hot like boiling water, an oven or BBQ run it under cold water for 20 minutes. **DO NOT** use butter, toothpaste or turmeric to treat it. Give them some pain killers and if the skin is blistered or looks white please seek medical advice.

Dodgy BBQ?

Most episodes of diarrhoea and vomiting pass in a few days. Children should be given mouthfuls of fluid every 15 minutes. Don't just give water; make sure it's something with sugar in it, like watered down juice, milk or rehydration sachets (Dioralyte). If your child wants to eat, let them. Children should be kept off nursery or school for 48 hours after their last vomit or loose stool.

I'm worried my child has a fever, what can I do?

Fevers are the body's way of fighting an infection. If your child is miserable you should give them some paracetamol or ibuprofen. Treat your child, not the number on the thermometer – if they have a fever but are happy and playing they don't need medicine. However babies less than 3 months are more at risk of serious infections and should be seen by a doctor if their temperature goes over 38°C.



Toddlers eat everything!

Toddlers eat things they shouldn't, such as pills, button batteries and room fragrances, often when visiting family not used to having small children around. Make sure these sorts of things are kept out of reach. Seek medical advice if you think a child has eaten something they shouldn't have.



STAYWELL

Visit www.staywell-llr.org.uk for healthcare advice and information about accessing NHS services





Country's first dedicated ED (Adult) Sepsis Team

Earlier this year, as part of the hospital's Quality Commitment programme, we launched the country's first dedicated Adult Emergency Department based Sepsis Team. Leicester's Hospitals are leading the way, as no other NHS trust in the UK has a dedicated team for the recognition and management of Sepsis within an Adult Emergency Department.



The team is made up of healthcare professionals from a variety of backgrounds including intensive and critical care, emergency medicine and theatres.

The aim of the team is to strengthen the response in a timely manner to those patients who present to the Emergency

Department with Sepsis, or who go on to deteriorate within the department.

Sepsis is caused by the way the body responds to germs, such as bacteria, getting into our body. The infection may have started anywhere in the body, and may be only in one part of the body or it may be widespread. Sepsis can occur following chest or water infections, problems in the abdomen like burst ulcers, or simple skin injuries like cuts and bites.

John Parker, consultant anaesthetist at Leicester's Hospitals said: "Following the release of 'Time to Act' (2013), the Parliamentary and Health Service Ombudsman report, we put a Sepsis improvement project in place to raise awareness amongst our staff and to improve the management of septic patients across our hospitals.

"With funding from the NHS Litigation Authority our new dedicated Sepsis Team is based in our Adult Emergency Department where two thirds of our patients present with the symptoms of Sepsis. On an average day there could be between five and ten people coming into the Emergency Department with potentially life threatening Sepsis.

"The team will support the Emergency Team to recognise and immediately treat anyone who we suspect has Sepsis. They will then help make sure the patient gets the right care from emergency surgery to intensive care support."

What is Sepsis?

Sepsis is a life threatening condition that arises when the body's response to an infection injures its own tissues and organs. Sepsis leads to shock, multiple organ failure and death especially if not recognised early and treated promptly.

To find out more
about Sepsis visit:
www.sepsistrust.org



What are the signs of Sepsis (adult)?

Seek medical help urgently if you develop any one of the following:

- **Slurred speech**
- **Extreme shivering or muscle pain**
- **Passing no urine (in a day)**
- **Severe breathlessness**
- **"I feel like I might die"**
- **Skin mottled or discoloured**

Look after your skin this summer...



Please remain hydrated

by drinking plenty of fluids such as water or diluted squash

Wear good quality sunglasses to protect your eyes

Please use high SFP (Sun Protection Factor) sunscreen – SPF30 or higher and re-apply it often, especially after swimming or playing in water



Nobody wants to spend the entire summer indoors; however we need to ensure we protect our skin from the potential harmful rays of the sun, whilst still being able to gain the benefits of helping the body to create vitamin D to give many of us a feeling of general wellbeing as we enjoy outdoor summer activities.

However, all too often we over-do our sun exposure which can lead to a range of skin problems, the most serious of which include skin cancer. Other summertime skin problems include sunburn, photosensitive rashes and prickly heat. In addition, sun exposure can worsen already existing conditions like rosacea.

While many people associate a tan with looking healthy, a tan is actually a sign that our skin has been harmed by UV radiation and is trying to defend itself against further damage. This kind of damage can in turn increase your risk of developing skin cancer; and sunburn (i.e. skin redness). Heavy tans can never be justified and are harmful.

UVA and UVB are the types of ultraviolet (UV) light we need to protect ourselves against due to their implications in causing skin cancer. It is important to protect yourself, your children and other family members against excessive exposure to the sun. Sun rays can penetrate through water, glass, clouds and flimsy clothing. It can also be reflected off water and snow.

We advise you to:

- ALWAYS apply sunscreen to all exposed areas, focusing on the face, forearms, shoulders, backs of the hands and the nose, and in some cases the bald scalp. With regular re-applications.
- NEVER use sun beds.
- Avoid full exposure to the sun between 11:00am – 3:00pm
- Wear Clothing to cover your skin (close knit weave)
- Wear a hat.
- Wear good quality sunglasses to protect your eyes.
- Keep young children and babies out of the sun as much as possible.

Sunscreen should have at least a 4 star rating and SPF number should be 30 or above. Ensure you buy new sunscreen for the summer months and discard old supplies.

If you have any concerns, please visit www.nhs.uk for advice or speak to your GP.



In focus

Madeline Wilcox

Madeline is a Speech and Language Therapist (SALT) based at Glenfield Hospital.

MADELINE has been a Speech and Language Therapist for over 15 years, and joined Leicester's Hospitals 12 years ago. She specialises in working with adults on our critical care units who have dysphagia (swallowing problems) and communication difficulties. She also spends a large amount of time on our acute wards providing assessment and management of complex swallowing problems.

Madeline explains: "As part of my role, I help to run the Videofluoroscopy Clinic at the Royal which is held fortnightly for outpatients. Videofluoroscopy is an x-ray where food and drink is mixed with gastromiro so we can see exactly what happens when we swallow."

Dysphagia is common after people have been intubated, and is also very common in patients who are critically ill, requiring tracheostomy or ventilator support. People who are at risk of swallowing problems are identified and referred on to the Speech and SALT

team where an in-depth assessment is undertaken.

Madeline continues: "Assessment of swallowing in our patients is important as dysphagia can lead to serious chest infections. Timely assessment can help patients wean from tracheostomy tubes and help them to start eating, drinking and communicating in a safe way.

"I make recommendations as to whether it is safe for a patient to start eating and drinking, and if so I then provide advice on diet and fluid modification, such as starting on pureed food or thickening drinks. I also give them swallow exercises."

Madeline hosted a drop in session on Swallow Awareness Day (6 March) at Glenfield Hospital to educate staff on the role of a SALT and to raise the profile of the service.

Advances in technology mean that Speech and Language Therapists across the country are now using a procedure called Fibreoptic Endoscopic Evaluation of Swallowing (FEES). The SALT passes a

video or fiberoptic, nasendoscope via the nasal passage, into the pharynx.

This allows the therapist to trial techniques with the patient and allow for identification as to whether they are at risk of fluids or food entering their lungs.

"We don't yet use the FEES technique at Glenfield but I am campaigning to get this introduced for our patients. It is particularly important for patients where common signs of food and/or fluid entering the airway are not identifiable from a standard bedside swallow assessment, and when the patient can't have a Videofluoroscopy, which is often the case with critically ill patients."



Quick questions...

Best health tip?

Everything in moderation.

What makes you laugh?

My son! He is six and says the funniest things.

Most memorable holiday?

I did a six week tour around Thailand, Laos, Cambodia and Vietnam in 2009. It was exhausting but amazing!



Madeline explains:

“As part of my role, I help to run the Videofluoroscopy Clinic at the Royal which is held fortnightly for outpatients. Videofluoroscopy is an x-ray where food and drink is mixed with gastromiro so we can see exactly what happens when we swallow.”



How to become a hand washing SOAPERHERO!



Our Infection Prevention Team has utilised designs produced by hand hygiene partners Deb to create new literature and branding across our children's hospital wards and children's emergency department at Leicester Royal Infirmary.

Launched in May to celebrate World Hand Hygiene Day (Friday 5 May), our new child-friendly promotional materials feature 'soaper heroes' to raise awareness of the importance of cleaning your hands for our young patients and their parents.

When hand hygiene is taught in primary schools, feedback from



parents has shown that children go home and teach the whole family about germs, so we hope our campaign will have the same effect, starting with our youngest patients to reach their families and also to our visitors.

The campaign focused on a video, created by the Deb design team, of a little boy called Sam. He finds a pair of special glasses which allow him to see germs and after washing the germs off his hands, he becomes a 'Soaper Hero'.

Liz Collins, lead nurse for infection prevention at Leicester's Hospitals, said: "We are really grateful to Deb for their support with the branding and funding to kick start this campaign.

"This is just the start as we plan to roll the designs out to other areas of the hospital and are looking to develop bedside workbooks for adult inpatients as it is a really effective way to share this important message."





We have rebranded our hand hygiene materials to include:



- Rebranded soap dispensers with pink or blue 'soaper hero' covers
- Rebranded red hand sanitizer dispensers with Children's Hospital logo

- Colouring/activity books, stickers and hand cleaning certificates for play therapists to use as educational materials.

- More 'bus stop' notices to signpost people to hand sanitizers

- A full size clean your hands 'lift wrap' on one of our Balmoral lift doors

- The soaper hero video will play on screens in waiting areas in the Children's Hospital

- 'When to wash your hands' posters

**REMEMBER
TO WASH YOUR
HANDS!**



DID YOU KNOW *that you could* EARN & LEARN *in* HEALTH & CARE?

The way we deliver apprenticeships has changed this year so people not only have a chance to earn while they learn, but also an opportunity to embark on a new career or develop skills within existing roles within the NHS.

In June 2015, the Government announced it would create three million new apprenticeships by 2020 to widen employment opportunities and address skills gaps in the labour market.

A new Apprenticeship Levy was introduced in April 2017 which has changed the way we deliver apprenticeships across our hospitals. Senior Learning & Development Manager, Sharon Baines, explains:

"We have introduced significant changes, including the introduction of new roles and changes to how training for apprenticeships will be funded."

To view current apprenticeship vacancies, please visit: www.jobsatleicestershospitals.nhs.uk.
Hospital staff are also encouraged to speak to their line manager or a member of the Learning & Organisational Development team about professional development opportunities:
ProfessionalDevelopment@uhl-tr.nhs.uk

Sharon continues:

"The role of the apprentice is not just focussed on getting young people into work. There is now an opportunity to employ or retrain staff on an apprenticeship as a way of meeting the challenges that lie ahead for the NHS."

Director of Workforce & Organisational Development, Louise Tibbert, adds:

"Apprenticeship programmes are a cost-effective way to create a skilled, flexible and motivated workforce and can help staff keep pace with developments in technology and working practices within healthcare."

Ambreen

"This apprenticeship has been a real eye opener. It has helped me grow whilst working in a friendly environment. This opportunity has been incredible as it enables any young person to progress with their career."



What is an Apprenticeship?

- Apprenticeships are an increasingly popular opportunity to earn, gain work experience and achieve nationally recognised qualifications all at the same time. Our apprentices gain practical experience at Leicester's Hospitals, whilst receiving qualifications and educational support from Leicester College.
- Apprenticeship programmes are offered from Intermediate to degree level with roles available in areas such as healthcare and clinic support, finance, HR, administration, leadership and management, IT, facilities and engineering.



Lauren

"I really enjoyed my apprenticeship, it was a great opportunity for me to develop my skills and confidence. I would definitely recommend an apprenticeship to others as it is a great start to your career!"



Tom

"From start to finish I have really enjoyed my apprenticeship. I have grown as a person and have become more confident in my abilities, which wouldn't have happened without this opportunity."



www.jobsatleicestershospitals.nhs.uk

Inside Out

In our second feature of this series we meet Debbie Rawlinson who has worked for Leicester's Hospitals for 27 years, currently in post as Clinic Co-ordinator for Obstetrics and Gynaecology. Outside of the hospital Debbie has spent 20 years as a Special Sergeant and is currently a Welfare Officer for Leicestershire Special Constabulary.

Inside

What is your role inside the Trust?

My role is to act as a first-point-of-contact for all patients attending a clinic both on the telephone and face-to-face. I provide a full administrative service to the department which involves organising and preparing outpatient clinics. This includes a variety of administrative tasks including coordinating appointments, reports and patient notes.



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

Most definitely! In both settings you have to have the ability to speak to people, clearly and sometimes in distressing and emotional circumstances. You need to 'keep your calm' at all times, even if those around you are not. You need diplomacy, tact and at all times to treat individuals fairly and without prejudice. Each role has benefitted the other.

Out

What is your role outside of the Trust?

Outside of UHL I am a Welfare Officer for the Leicestershire Special Constabulary. After a number of years as a traditional Special, a Volunteer Police Officer with the same powers as a Regular Officer, I now act as an initial contact for other Specials seeking access to welfare support, providing advice as to appropriate services and facilitating contact with them. I have also taken part in recruitment seminars and been involved in providing training for younger recruits in the service.



What do you enjoy most about your role in the Special Constabulary?

Working for the Specials is like a magnet for me and a stress relief. I enjoy working with people that I consider to be like family; we all support each other. It also gives me the opportunity to give something back to a service I have a lot of respect for, and whilst now I am more office based, I have enjoyed being out on the beat, meeting a variety of people and dealing with many different situations, from road traffic accidents and calming down fights on the streets to being part of a team. Every shift is different.

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

NHS

Debbie Rawlinson

Clinic Co-ordinator,
Leicester Royal Infirmary

POLICE

Debbie Rawlinson

Welfare Officer
Leicestershire Special
Constabulary



If you have around four hours a week spare and are interested in finding out more about becoming a Special for Leicestershire Police, please visit www.leics.police.uk/join-us/specials #CouldYou



THANK
YOU

FUNDRAISING

news...



Gift in Wills

Did you know that on average nearly a third of money we receive into the charity from donations comes from legacies – gifts in wills? A “gift in your will” is just that. It’s a gift from you to the charity, to benefit our patients in the future.

We have made some incredible enhancements thanks to money we have received from legacies. We have bought state of the art machinery and additional equipment, as well as refurbishing rooms; all of which wouldn't have been possible without our generous donors.

Any gift large or small can have a transformational impact in our hospitals. Gifts left to us can benefit specific departments or areas in our hospitals in accordance with the testator's wishes, so they can be a truly personal gift to benefit an area close to the testator's heart.

If you wish to learn more about the impact legacies can have in our hospitals, have an informal discussion, or to receive a free pack about leaving a gift in your will to Leicester Hospitals Charity, please call Marie Hough on 0116 258 8709.



ECMO

An overwhelming thanks to Sandra Jones and family who helped to raise over £2,000 for the ECMO unit. Cai Jones (pictured) required ECMO treatment when he was younger and as a way of saying thank you, his family raised money by holding various fundraising events.



7 Events Team

Thank you to the 7 Events Team who raised just short of £1,500 for the Bone Marrow Transplant Unit at the Leicester Royal Infirmary. The 7 Events Team held seven events throughout the year ranging from cycling events, health days and running marathons. The team raised money for four different charities of which we were one of them. Thank you for all your hard work.

LEICESTER HOSPITALS CHARITY SHOP

New Charity Shop

Later this year we will be opening a brand new Leicester Hospitals Charity Shop at Leicester General Hospital. The shop will rely on donations of pre-loved items and will be raising money for Leicester's Hospitals. **If you have any items you would like to donate please call Maxine on 0116 258 8713 to arrange delivery.**



If you would like to volunteer to work in our new shop please call Alison on 0116 258 7221 to find out more.

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



LEICESTER HOSPITALS CHARITY WALK FOR WARDS



Walk for Wards

On Sunday 3 September 2017 we will be holding our annual Walk for Wards event at Leicester Racecourse. This event gives you the opportunity to raise money for the ward or department of your choice. On the day you can walk or run 3km around the racetrack, or as many 3km laps as you can do in 1 hour 30 minutes.

Registration for this event is free – all we ask is that every participant over the age of 16 raises the minimum of £20.00 – but please try to raise as much you can for the ward you have chosen.

You might choose to walk for a specific ward in memory of a loved one, you may have received excellent care on one of our wards and would like to say thank you, or you might simply like to support Leicester's Hospitals. Whatever your reason for walking we would love to see you there and hear your story.

To find out more or to register please visit: www.LHCharity.org.uk or call: 0116 258 8709.

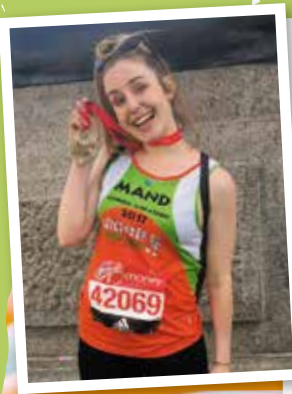
Colin takes on Snowdon

Just before Christmas 2015 Colin Jenkins was diagnosed with lymphoma and wanted to say thank you to the team at the Leicester Royal Infirmary who brought him back to good health. Colin was always a keen walker but in June, after his treatment, he could only walk 200m so he decided to take on the challenge of climbing Snowdon. Colin raised over £4,500 for which we are extremely grateful.



London Marathon 2017

Thank you to our runners who took part in the London Marathon, who all ran for different areas within the hospital. Those who took part were: Matthew Orme, Andrew Currie, Trevor Ballendat, Sharon Mitchell-Hall, Mayur Keshwala, Amanda May and Mark Ricketts. Between them they raised over £16,000! Special congratulations to Andrew Currie who finished with a time of 4.05:10. Great work guys!





Community Conversations

In January our Patient and Public Involvement (PPI) team began a programme of "Community Conversations". Since then they have been busy engaging with a range of local groups to hear first-hand about their experience of our services.

Shree Sanatan Centre

PPI Manager, Karl Mayes and Patient Partner, Lena Kotecha spoke to people using the centre about a number of issues. They heard positive feedback on our dialysis service and less positive feedback about the ethnic menu for patients. Most of the conversations focused on language support; particularly the difficulty in phoning our hospitals for non-English speakers. Feedback regarding in-patient interpreting services was good and our South Asian language speaking staff were especially praised for their support. However, it was felt that we could do more to support people over the telephone. This information has been passed to our Equality team for consideration.



The Pukaar Group

The Pukaar Group was established to combat isolation among people with disabilities. Overall feedback of Leicester's Hospitals was positive. However, the all-female group did express some discomfort around the delivery of personal care by male nurses. One member of the group shared her positive experiences around the death of her brother in hospital, and the support she received from our female Muslim chaplain. The group felt we should do more to promote the availability of this service.



Saathi Group

The Saathi Group are based in Loughborough. The PPI team have met with the group on a number of occasions, but in April they asked us to come along and talk about Organ Donation. We invited Kirit Mistry, who heads up the Hindus Embrace Organ Donation campaign, who led a lively discussion about the cultural barriers to organ donation and gave information about signing up to the organ donation register.

For more information about this campaign contact Kirit on:
kiritmistry2@gmail.com or:
 07940 516666.



Do you belong to a group who would like to share their experience of our hospitals?

To get in touch, please contact the PPI Team on:
karl.mayes@uhl-tr.nhs.uk or telephone 0116 258 8685.

Piecing it all together: the emerging picture for our hospitals

NHS

University Hospitals
of Leicester
NHS Trust

SAVE
THE
DATE

Annual Public Meeting 2017

Wednesday 20 September

2pm – 6pm

The Peepul Centre

Orchardson Avenue
LE4 6DP

Come along and hear about what we are doing to put safe, high quality patient-centred, efficient care at the centre of everything we do.

During the day our senior staff will be on hand to listen to your views.

This year, for the first time, we will be holding our Annual Public Meeting at the Peepul Centre, near Belgrave Road, Leicester.

We hope to see you there.

Leicester's MARVELLOUS Medicine talks



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

Tuesday 27 June 2017

Diabetic Foot Ulceration: The Perfect Storm

Mr Robert Davies,
Consultant Vascular Surgeon

There are twenty amputations per day in England as a direct result of diabetes of which 80% are preceded by foot ulceration and therefore potentially preventable. Mr Davies will explore the contemporary role of the Vascular Surgeon in preventing limb loss in the patient with diabetic foot ulceration.

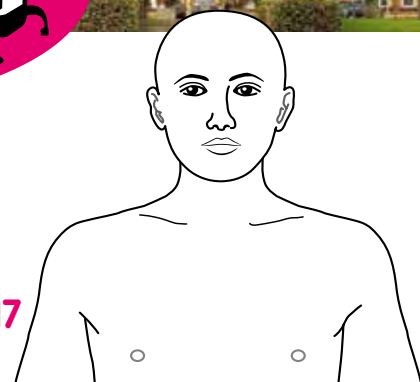


Thursday 20 July 2017

Mesothelioma (asbestos-related cancer)

Lorraine Creech, Mesothelioma UK CNS Team Leader

The UK has the highest incidence of Mesothelioma in the world. Leicester's Hospitals proudly hosts both the East Midlands Mesothelioma Multi-disciplinary Team Meeting and Mesothelioma UK; a national charity dedicated to all matters relating to the disease. Come along and hear about some of the ground breaking research we are doing in this field.



Our schedule will resume again in September 2017.

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

Volunteering Update

We have moved!

New Location

The Volunteer Services Office at the Leicester Royal Infirmary has now moved to its new location in Balmoral Level 0.

Our new location is an ideal base for volunteers and easily accessible for members of the public, patients and staff requiring information about volunteering or any of our services. We are waiting for some new signage which should be in place soon so everyone should be able to find us.

There are many changes happening at the Royal Infirmary site, and our 'Meet and Greet' and Buggy Volunteers are going to be very involved in helping to make sure they happen as smoothly as possible. Volunteers play an important role in helping to direct, escort and transport people to their destination in the hospital. The closure of the

Balmoral entrance and the opening of the new Emergency Department has changed the way people enter and leave the hospital. Volunteers will be around entrances, exits and along corridors to help make it as easy as possible to find the right route to take. If you are at the Royal Infirmary please drop in and visit us.

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...

The Leicester Royal Infirmary Library trolley needs more volunteers to help us cover all of the wards each week. This is a great role for volunteers who like to be alongside other volunteers and enjoy talking to patients. The role also involves a lot of walking too, so good for keeping active!

Also if you are interested in helping in our Charity Shop and enjoy sorting and displaying goods as well as meeting people and fundraising, please contact us for more details.



Our recruitment is open and information about all of our roles are available on our website: www.leicesterhospitals.nhs.uk

A Huge Thank you...

to Our Amazing Volunteers

As I'm sure you are aware there have been many changes at the Leicester Royal Infirmary over the last few weeks with the opening of our new Emergency Department and the closure of Balmoral Entrance.

Everyone has worked extremely hard to make the transition as smooth as possible for the patients using our services.

We just wanted to take this opportunity to offer a huge 'Thank you' to our amazing volunteers who have as always been there doing their best to help our many patients

and visitors negotiate the new layout and find their way to their destination.

A special mention goes to the 'Balmoral' now 'Windsor Meet and Greet', the Buggy Drivers and the Emergency Department Volunteers.

Thank you all

Focus on Chaplaincy Volunteer Visitor, Wendy Hall

Wendy has been a volunteer with the Chaplaincy Service at the Leicester Royal Infirmary for the last 21 years. She was recruited to the role by a friend after she retired from her job as a Superintendent Registrar.

When Wendy started she was interviewed by a chaplain and then started volunteering! It was just a case of learning on the job.

Wendy explains: "Being a volunteer is an important commitment. In the time I've been here I have visited lots of wards – each very different. Although some people don't want to talk, most do and I think it is sometimes easier for patients to talk to volunteers as we're not family and not emotionally involved.

For the last seven years Wendy has been volunteering in the Osborne Building visiting patients on Wards 39, 40 and 41.

She added: "I am often amazed at how positive people are when faced

with illness and treatments that are really difficult. I have nothing but admiration for them and the staff that I come into contact with.

"I can't believe that I have been here for 21 years – I don't know where the time has gone!"

Wendy Hall is just one of the 85 Chaplaincy Volunteers who are part of the multi faith chaplaincy team, supporting patients and families within our hospitals.

"It is great to volunteer as part of a multi faith team; I feel really supported and never feel like I have to worry about taking any concerns home. When people are in hospital it affects their family, friends and their whole life too. To deal with that can be very difficult and I feel that I can make it a bit easier."

"There is a reward knowing that you have made someone's day a bit happier."

For more information about becoming a Chaplaincy Volunteer please contact Mark Burleigh, Head of Chaplaincy: 0116 258 4243



DR MIODRAG RETIRES!

Dr Miodrag, Consultant Geriatrician on Ward 30 marked his retirement with a Mad Hatters Tea Party. He joined Leicester's Hospitals in 1982 as a Registrar and has worked in Geriatric Medicine ever since. Emma Johns, Ward Sister on Ward 30 said: "Dr Miodrag is legendary for his passion and care as well as his eccentric approach to life! There is never a dull day!"

Out & About

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.

A GREEN DONATION FOR WARD 27

Nine year old, Romy Saunders, kindly raised funds for a number of flowers, plants, tubs and garden accessories following the death of her Grandfather who was a patient on Ward 17 at Glenfield Hospital. The roses she chose had special meaning to her and the tubs have the letter 'G' imprinted on them to remember her Granddad.

INTERNATIONAL DAY OF THE MIDWIFE



To acknowledge the important contribution midwives play across our hospitals, we celebrated the day by holding a cake sale in the Parent Craft Room at the Royal Infirmary, as well as sharing real-life birth stories and pictures up on the ward. It was a great way of celebrating the brilliant work our midwives do!

ESTATES AND FACILITIES FIRST ANNIVERSARY



It's been a great year for the Estates and Facilities department since the formal handover took place in April 2016 transferring some 1700 staff from Interserve. There have been a number of improvements: offering additional hours to domestic staff, providing training programmes and holding a number of Listening into Action events. Happy 1 year anniversary!

LEICESTER CITY F.C.'S FOXES FOUNDATION OFFICIALLY OPEN CHILDREN'S OUTPATIENT DEPARTMENT



Wes Morgan, Leicester City captain, took time out from the Premier League and Champions League to help officially open the newly designed Children's Outpatient Department at Leicester Royal Infirmary. The new design was funded by a generous donation of £37,420 made by

the **LCFC Foxes Foundation** to Leicester Hospitals Charity. The money has been used to improve the Children's Outpatient Department with bespoke design and colour to add an interesting and uplifting environment, suitable for children and families alike.

CHANGES TO IMAGING SERVICES IN THE COMMUNITY

A new partnership with the Alliance has changed the way x-ray, ultrasound and MRI appointments are now routinely offered to patients in the community. Leicester's Hospitals' Clinical Imaging team recently took over the management for these three procedures at community hospitals in Loughborough, Melton, Rutland, Market Harborough, Coalville and Hinckley. Not only do these changes bring more choice for patients, it will also create more opportunities for Alliance imaging staff as they benefit from the new structure and better progression routes within a bigger team.



LEICESTER HOSPITALS' CELEBRATES CARING AT ITS BEST



For the third year running, our **chaplaincy team** hosted a special hospital celebration at the Attenborough Arts Centre in May. Staff, volunteers and members of the public joined together to celebrate those who provide the best service to our community. The event opened with a welcome from Chairman Karamjit Singh CBE and Chief Executive John Adler.



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...

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

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WIN

Win a Family Pass for five people including complimentary grip socks. Each pass is redeemable at both the Corby and Nottingham sites.



Planet Bounce is the home to over 70 interconnected trampolines that encourage you to defy gravity and literally bounce off the walls. Whether you Bounce, Dunk, Dodge or Party, you will experience enjoyment that is out of this world.

Out of this World



One small step for man, one giant leap on a trampoline!

To find out more about Planet Bounce visit: www.planetbouncetrampolinepark.com

To enter

On what day is The Leicester Hospitals Charity's 'Walk for Wards' taking place?

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

The closing date for this competition is
Wednesday 30 August 2017

Last
edition's
winners:
Emily Goss
Sharon King

