

A Remarkable 70 years - the envy of the world!

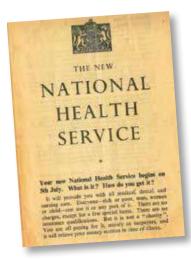






Welcome

to the summer edition 2018









Welcome to this special edition of our Together magazine, celebrating 70 years of the National Health Service.

The NHS is much loved, the envy of other countries and touches every single one of our lives in some way or another. Over the last few months we have been celebrating

our achievements locally and connecting with people who want to share their stories of being treated by or

working in the NHS. Throughout this special edition we share with you some of those stories, memories and achievements, which are also being shared on our website and through our social media channels.

It is interesting to read about our achievements in research over the last seven decades, pages 8-9, and see how buildings and treatments have changed since the NHS began, pages 10-11.

We also meet Margaret and Charlotte – both midwives – on pages 12-13.

Margaret, now retired, and Charlotte, currently a midwife working at the Royal Infirmary, have both shared their thoughts and memories about their chosen career.



Their love of the job is clear, as is just how things have changed and yet some have remained the same.

We are immensely proud of what we have achieved locally in our NHS and will be celebrating with a Big 7-Tea Party at Devonshire Place on Thursday 5 July, the

> NHS' Birthday. Come along and see some of what we have achieved and share your thoughts and experiences. There

are more details on page 18.

I look forward to seeing you there, and I hope you enjoy reading this latest edition.

John Adler Chief Executive









This year marks the 29th anniversary of Extra Corporeal Membrane Oxygenation (ECMO) treatment at Glenfield Hospital.

ECMO is used when a patient has a critical condition that prevents the lungs or heart from working normally.

An ECMO machine is very similar to heart and lung machines used during open-heart surgery. It is a supportive measure which uses an artificial lung (the membrane) to oxygenate the blood outside the body (extracorporeal).

The treatment was developed in the USA by Robert H Bartlett MD, with the first successful ECMO treatment for an adult taking place in California in 1971, followed by the first neonatal survivor in 1975.

In 1989, having been inspired and convinced of its merits, ECMO was introduced to the UK by paediatric surgeons, Richard Firmin and Andrzej Sosnowski, both based at Groby Road Hospital (now Glenfield Hospital).

At this time, the value of ECMO was not recognised by the NHS so it was unwilling to fund the new treatment. Mr Firmin approached children's heart charity, Heart Link, based at Groby Road, to consider

fundraising for the £200,000 set up cost of this pioneering treatment. Heart Link was convinced of its potential benefits and an appeal was launched.

Since then thousands of babies, children and adults lives have been saved by this technique, including 25-year-old James Mulholland who was only six-weeks-old when he underwent the treatment.

In February 1993, newborn James was suffering with bronchial pneumonia. His consultant, Dr Mike Hocking at Selly Oak hospital in Birmingham had little hope of him surviving, until he read about ECMO treatment at Glenfield.

James was transferred and put on ECMO for six days, until his lungs had recovered enough for him to breathe on his own.

James' mother, Joanne Mulholland, explained: "To look at him now you would never believe what he went through. He is nearly 6 foot, fit and healthy and loves going to the gym and playing sports. His lungs work perfectly." Joanne added:

"James would not be here today without ECMO. I will be forever arateful to all the staff at Glenfield who took such good care of him."

Today, Glenfield remains the UK's largest and most successful ECMO programme, which was publicly commended for its work during the swine flu epidemic in 2009. It is currently the only UK centre to provide paediatric mobile ECMO, where the team travel to other centres, stabilise patients on ECMO and then transfer them to appropriate centres for ongoing care. The centre is also one of five in the UK to provide adult mobile ECMO, although Glenfield was the first.

Heart Link has generously continued to

support Heart Link ECMO Centre at Glenfield. Since 1991 Heart Link has raised almost £6million for Glenfield Hospital.







The **NHS** in numbers



Over the last 70 years, the NHS has transformed the health and wellbeing of the nation and become

the envy of the world



the population of England alone has soared by around 17 million

More patients now receive life-saving life-changing care than ever before and public satisfaction is higher than ten or twenty years ago.

> Leicester is one of the biggest and **busiest trusts** in the country



In the UK the NHS is the largest employer, with over

1.5 million staff

from all over the world and more than

350 different careers



In 1948, the NHS budget was

£437 million



In 2017/18 around

£110 billion

will be spent on the day to day running of the NHS in England. It is thanks to the NHS that we have all but eradicated diseases such as polio and diphtheria, and

pioneered new treatments

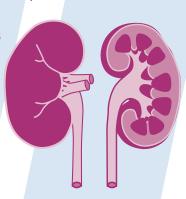
like the world's first liver, heart and lung transplant.

In Leicester we are

renowned nationally and internationally

for specialist treatment and services in cardio-respiratory diseases, ECMO,

cancer and renal disorders reaching a further two to three million patients from the rest of the country.













In 1948, there were **16,864** GPs and in 2018, there are

41,817 GPs



There were

16 million total hospital admissions

in England in 2015/16, 28 per cent more than a decade earlier.

"Thank you!"

None of this would be possible without the skill, dedication and compassion of NHS staff, as well as the many volunteers, charities and communities that support the

service.



In 2017/18 there were

23 million

annual attendances at **England's accident and** emergency departments

The NHS in England treats more than

1.4 million patients

every 24 hours.

People now live an average of

12 years longer than they did in 1948.

Today's NHS is rising to the challenge of a growing and ageing population, which means pressures on the service are greater than they have ever been.









Your memories and advice!





back in the day this was one of the most enjoyable parts of our job all working together. And Christmas time when all the Managers served Christmas meals to all the staff."

> Jane Toon, Zonal Coordinator, Coalville Hospital, with the NHS since 1990

professional person on duty."

Gail Williams, Deputy Ward Sister, Royal Infirmary, with the NHS since 1972





1950s

Leicester-born physicist, Harold Hopkins, worked on optical designs such as high quality lenses and zoom lenses that were later incorporated into medical instruments. These advanced clinical diagnosis and modern keyhole surgery.





Peter Sneath at the University of Leicester developed computer-based methods for studies to identify and group similar microbes together. This led to miniaturised biochemical test systems now used in virtually every hospital and diagnostic laboratory worldwide.

1960s

Leicester Medical School founded in 1975

Not only could medical students train to become doctors, but this was the start of developing home-grown clinical academics whose research could have a direct impact on clinical care in Leicester.



1980,

Alec Jeffreys at the University of Leicester developed the technique to show differences between individuals' DNA in 1984. Jeffreys said: "My first reaction to the results was 'this is too complicated', and then the penny dropped and I realised we had genetic fingerprinting."



has many uses in modern medicine, including identifying genetic diseases, matching donor and recipient tissue before a transplant takes place and correctly matching tissue samples with the patient from which they were taken.

The first successful use of ECMO for a newborn baby in the UK

took place at Glenfield in 1993, more fully explained in the story on page 3. The UK trial of extra-corporeal membrane oxygenation (ECMO)

showed that this form of treatment improved the chances of survival of newborn babies with certain severe forms of breathing problems.





1990s

Seven decades of **RESEARCH** in Leicester The pioneering procedure, which replaces a patient's aortic valve without the need for open heart surgery, was conducted by Dr Jan Kovac and his team.

Patients, mostly the elderly, who might otherwise not be able to survive the rigours and the general anaesthetic required for open heart surgery, have the valve implanted in their heart using a catheter inserted through the groin. They can be discharged from hospital within days.

Dr Kovac said:

"This is making a huge difference to patients. Open heart surgery is a traumatic experience for the body and simply too much for many to cope with. Now we can replace a valve without a patient needing a general anaesthetic and they can be home in days.

> The whole team here are delighted and deserve the highest praise."







a new drug for people with moderate to severe asthma.

The study showed the new drug, fevipiprant, reduced airway inflammation associated with a particular white blood cell linked to asthma (eosinophils) and improved quality of life for patients.









British Medical History

Leicester Diabetes Centre

Leicester Practice Risk Score

Diabetes Research Centre at the General. This is now recommended by NICE for the

> identification of those at risk of diabetes and for identifying people with non-diabetic hyperglycaemia for the **National Diabetes**

The score identifies people who may be at high risk of diabetes (also called prediabetes or non-diabetic hyperglycaemia) or currently have undiagnosed type 2 diabetes using data on age, sex, BMI, ethnicity, family history of diabetes and use of blood pressure-reducing medicines.

This software calculates the risk score for all those aged 40-75 years old excluding those with known diabetes. the terminally ill and those coded with pregnancy-related diabetes, using the data stored within electronic medical records.

2010s



was developed in 2010 by researchers in the

Prevention Programme.







Then and Now

From innovations to renovations, over the last 70 years

Leicester's Hospitals has seen huge changes. Join us as we take a look at different aspects from our hospitals of how they were then to how they are now!



Treatment

Treatment for many different issues often included methods that may seem out of a horror movie. For Polio, an 'Iron Lung' chamber like the one here would house the body of a patient and apply pressure to aid breathing.

With developing methods and treatments, our hospitals can treat issues like Polio with vaccines and ventilators without the need of huge machinery.



Nursing

Nursing is a profession that dates back centuries, with the likes of Florence Nightingale paving the way for the nurses of today. Surprisingly, male nurses were not allowed to join the professional register until 1950. Now nursing is seen a highly diverse role, welcoming every walk of life.



Buildings

When our buildings were first designed, they were built with the circa. 285,181 people of Leicester and outlying areas in mind. Renovations and updates have developed our buildings into state of the art centres for medicine. Our new A&E department helps to manage the ever increasing needs of Leicestershire.



Intensive Care

Care has changed drastically over the last 70 years.
Back in the 1940's the Intensive Care Unit was one of the key areas that could help provide the close monitoring requirements of patients.

Areas, such as Intensive
Care, have improved
for the better. With the
development of new
machines that are better
equipped to provide high
quality clinical result,
patients get the best
treatment available.









AMBULANCE

Ophthalmology

Clinics are far from what we know them as now. Areas like Ophthalmology, were limited to the technology available at the time. Now they make use of the latest equipment, which leads to better patient outcomes, helping to diagnose and treat issues easier.

Repurposing Space

Areas all over our hospitals
were designed with
people in mind. What may
look like a church and its
pews is actually the old
Outpatients Department
at Knighton Street.

Locations have been repurposed and changed depending on the needs of the Trust.







Ambulance Desk ordination of : We have a central

Coordination of our appointments and ambulances were done from simply just a phone.

location in our state of the art A&E department which makes use of the latest technology to ensure we are running efficiently.



A patient's records are one of the most vital aspects of care in the NHS, so it was only natural that they became huge folders filled with their medical history. They can line shelves for metres on end.

With the streamlining of services due to modern technology, thousands of patient documents are now accessed electronically. Not only does this help save time, but also aims to reduce our paper usage and wastage.



Surgery



Due to advancements in procedures and equipment, people that would have taken around ten days to recover are now being discharged in two, due to Minimally Invasive Surgery which started in the late 1980's







Born th

Margaret Bramley, 94, started her nurse training after turning 18. She started her career as a midwife which she loved.

What made Margaret start a career in nursing?

There was a personal reason which will resonate with many NHS workers today:

"I was inspired by my mother, aunties and grandmother, who were all nurses."

was a midwife. "New mums and their babies would stay with us for at least 10 days, with mums bed bound for five days and we taught them all how to breast feed. We had to record the name of the mother's husband onto a personal contact form, we used a wooden ruler to measure the baby and everything was written into a case book." The other noticeable difference was the uniform: "The uniform had to be correct. Every item was labelled with your name.

Things were a bit different when Margaret

I wore a mauve and white dress, which had to be 12 inches in length from the floor, a white apron, cap, cloak and a pair of low black heeled shoes. To finish it off I wore a pocket watch and a thick purple ribbon belt."

"We had to make the caps and wear a fresh one every day. They had to fit on your head perfectly and you were not allowed to have any hair grips on show. I snuck one underneath just to make sure the cap was secured."

Margaret reflected: "I have to say Call the Midwife on the television is a great reflection of how I remember things."

A lot of her family have also gone on to work for the NHS including her brother who was a senior bio-chemist and her niece, Sue Flaherty, who is currently a Neonatal Nurse for Leicester's Hospitals.



Margaret explained:

"The maternity unit was initially in a converted row of terraced houses quite close to the Clock Tower on Bond Street in Leicester."

"There was a gap between the middle of the houses which had stairs to the other wards. When we needed to get patients from one side to the other we pushed patients in a chair with two wheels up the stairs."



"Nothing be satisfaction to deliver

Margaret a

IIS Way

2018 YEARS OF THE NHS 1948 - 2018



To compare what it was like to be a midwife in 1948 at the dawn of the NHS, we met with current midwife Charlotte Jones, 43, based at the Royal Infirmary.

> "After my A-Levels I decided that I wanted to become a midwife. A profession in health runs in my family as both of my parents served in the Medical Branch of the Navy, my Dad was a medic (Ship's Doctor) and my Mum was a Children's Nurse – that's how they met."

"There are certainly some differences to being a midwife today from what Margaret would have experienced," said Charlotte smiling.

option. "In 2018 there is so much more knowledge and research surrounding high risk pregnancies, IVF and fertility for those who have struggled to conceive naturally, which means a choice to have a child can be supported. And of course babies born prematurely have a greater chance of survival." Something firmly left in the past is the wooden ruler.



The Royal Infirmary Kensington Building

"Uniform is important for us all, but nowadays it's important for different reasons; primarily for infection prevention and practicality. Most of us wear trousers because they're easier to move around in. We certainly don't have anyone measuring our skirt lengths!"

It's not just different for midwives, but also for new mums. "Nowadays new mums are in hospital for a much shorter time. This is mainly because there is much more knowledge, improved pain relief and a better understanding of ways to help recovery. New mothers can be home within a few hours if it suits them. At the Royal Infirmary we have been trialling a new service for women who have planned caesarean sections, called Enhanced Recovery, where if everything goes well mums are able to go home after 24 hours."

If you were of childbearing age in the 1940's and had a heart problem you would have been advised that pregnancy was not an



"The babies' measurements are found out during pregnancies through scans and ultrasounds. This means we don't need a wooden ruler to measure babies when they

What hasn't changed? "We still encourage new mums to breastfeed and to consider a home birth as an option if they are low risk."

Charlotte cheerfully explained:

"The best thing about my job is the relationships I build with the women and their families."

eats the job of helping a baby!"

nd Charlotte

Remarkable Donations

"The number of patients receiving life-saving or life improving transplants as a result of families saying yes to organ donation at the end of their loved ones life is fantastic."





NHS established



Organ donation over the past

70 years



First UK living liver donor



2007

First-ever UK paired kidney swap



UK Transplant established



The NHS Organ Donor Register set up



1987

First "domino" transplant - recipient of a new heart and lungs donated their healthy heart



1986

First UK lung-only transplant



First UK kidney transplant

First 'non-heartbeating'

1968 First UK heart transplant

> 1968 First UK liver transplant



First UK combined heart and lung transplant



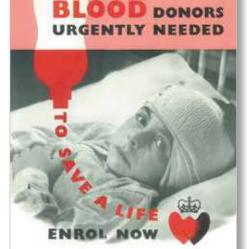
In 2017/18, there were 1575 deceased donors in the UK that were converted into 4035 transplants. This number is higher than previous years: 1413 in 2016/17 and 1364 in 2015/16. At Leicester's Hospitals, we had 13 consented organ donors.

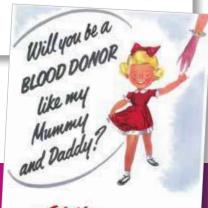
Dr Susan Dashey, Consultant in Anaesthesia, Intensive Care Medicine & ECMO at Leicester's Hospitals said:

"The developments in organ transplantation over the last 70 years within the NHS have been remarkable, with new and novel technologies being developed for the future to allow organs donated to be the best possible for their recipients. The most important thing individuals can do is have the conversation with their family about their wishes at the end of life."

Our organ donation team consists of two clinical leads for organ donation, Dr Susan Dashey (Glenfield) & Dr Jane Gill (Leicester Royal) and two embedded specialist nurses for organ donation (SNODs), Rebecca Ashman & Sabina Hardman who are supported by the wider team from NHS Blood & Transplant. Their aim is to promote organ donation within the Trust and support colleagues and families in honouring the end of life wishes of their loved one.







at the CENTRAL BLOOD BANK ROBY ST. MANCHESTER TE/ CEN 8181



Appeal

NHS Blood and Transplant is asking everyone to give the NHS best birthday present ever by doing something amazing today. With just a few clicks you can save lives by registering to give blood and join the organ donor register.

www.organdonation.nhs.uk



YEARS OF THE NHS 1948 - 2018

FUNDRAISING: PAST, PRESENT AND FUTURE

The Past **Fundraising before the NHS.** For as long as there have been hospitals in Leicester, our generous sponsors, donors and fundraisers have made a difference.

This generous charity work can be traced back to 1948. If you visit one

of the old Nightingale wards, named after Florence Nightingale, such as Odames Ward - now the Royal Infirmary's library - you will see embedded in the wall plaques which local benefactor sponsored that particular bed. Before 1948, hospitals were run on a mixture of patients paying for treatment and charitable donations which funded beds, helped create wards, and provided funding for those too poor to pay for treatment. This was known as public subscription. The hospitals also

benefitted from wealthy philanthropists, like Henry Trueman Mills, who funded the creation of Mills Ward in the 1930s (since demolished in the 1970s) and left a legacy for its upkeep.

Before 2002 when Leicester Hospitals Charity was formed, the three hospitals were active at different times with their own fundraising initiatives. In the 1990s, the Leicester Royal Infirmary raised funds to create a play roof for the children being cared for at the LRI. After extensive renovation, the children's play roof began a new lease of life in 2009. In 1999, the Glenfield formally opened the now familiar Breast Care Centre, funded

through a major capital appeal in the 1990s. Then, as now, funds were also available for additional enhancements such as new or extra equipment; comfy chairs, pillows, and items which make the patients' stay that bit better.

Shortly after the three Leicester hospitals joined together to become the University Hospitals of Leicester NHS Trust, Leicester Hospitals Charity was formed in 2002. Like the hospitals, the Charity was created by bringing all of the charitable funds held by each hospital together and becoming one single registered charity.

Ways to fundraise Part 1
for Leicester Hospitals Charity

- 1 Walk for Wards
- Sponsored events This could be a marathon, parachute jump or swim. Or even a dance-athon.
- 3 Themed Nights This can be a fun way of fundraising. There are a variety of themes you may want choose from such as Bollywood, 80's, Fancy Dress or Pirates.
- 4 Quiz Nights
- 5 A disco, barn dance, karaoke night or ball.
- 6 Throw a Halloween, Christmas or Valentine's Day party.
- 7 Coffee mornings or cakes sales
- 8 A fête
- 9 Car boot sale
- 10 Fashion Show

- 11 Sports tournament
- 12 Ask friends and family to make a donation at weddings, birthdays or anniversaries.
- 13 Dress-up/down day
- 14 BBQ
- 15 Give something up TV, phone, chocolate, smoking, drinking
- 16 Treasure Trail
- 17 Charity performing arts production.
- 18 Auction
- 19 Swear Jar
- 20 Knit and natter
- 21 Car Wash
- 22 Arts and Crafts fair
- 23 Slim-a-thon





LEICESTER FUNDRAISING: PAST,

The **Present** Every year, Leicester Hospitals Charity is able to give around £2 million pounds to the wards and departments in Leicester's Hospitals.

This amazing amount of money could not be given without the continued support of you,

our fantastic donors and fundraisers! The contributions have made it possible for us to offer our patients comfortable surroundings whilst they receive treatment. It has also enabled us to buy

the latest and greatest state of the art medical equipment and fund ground breaking medical research for the benefit of all

Below are just a few examples of the areas we have been able to enhance or equip, with the help of our generous donors and fundraisers.



Our hospitals still need help. Can you help?

Have you ever noticed an area little love and attention? Fundraise and give something back to our hospitals with the focus being on what YOU want to change. There for us, so have a look through our 70 ideas for fundraising and look out for posters around our website or give us a ring:

www.LHCharity.org.uk 0116 258 8709











avs to fundraise Part 2

for Leicester Hospitals Charity

- 24 Bake-off
- 25 Fashion Show
- **26** Head shaving
- 27 Litter Picking
- 28 Murder Mystery Night
- **29** Obstacle course
- 30 Pet Show
- 31 Pub Games
- 32 Tug-of-war
- 33 Welly Throwing
- 34 Raffles or Bingo
- 35 Busking



- 36 Christmas Card Sale
- 37 Come Dine with Me for Charity
- 38 Customize and Sell your own Wristbands
- 39 Host a Darts Match
- 40 Mow Lawns
- 41 Pack Bags at the Supermarket
- **42** Make Donations through **Payroll**
- 43 Plant Sale
- 44 Sponsored Bungee jump
- 45 Sponsored Cleaning
- 46 Have a sports day





PRESENT AND FUTURE



The Future

Leicester Hospitals Charity is only able to support the work of the three hospitals because of the thousands of generous gifts we receive each year.

This means we can make hundreds of grants to staff to provide much-needed equipment,

improved environments on wards meeting rooms and clinics, additional training for staff to deepen their understanding of the work they do and many more things besides.

In turn we at the Charity are trying to make it easier for staff, patients and visitors to support us. Our website

www.LHCharity.org.uk allows you to make a donation to the ward or specialty of your choice; our new shop at the General (and our existing shop at the Glenfield) are painted bright orange to help them stand out, and to encourage more people to visit. And each year we plan to hold more fundraising events and

develop bigger and more ambitious fundraising appeals to bring in greater levels of support for our patients and staff. In addition to our appeals, each year we will receive gifts in people's wills. These gifts can be large or small and can have a transforming impact on our work.

Our partnerships with organisations like Leicester
City FC and the University

of Leicester will continue to develop.

We have also been able to secure support from national bodies like The Pears Family Charitable Foundation, to allow

younger, less experienced volunteers a chance to come and help at our hospitals. The funding has been awarded by the Pears #iwill Fund created by Big Lottery, the Department of Culture, Media & Sport and Pears Foundation for the Young Volunteers Programme at Leicester's Hospitals.

The Young Volunteers Programme is enabling young people to access volunteering opportunities in the NHS and Leicester Hospitals Charity is really pleased to have secured funding for the Young Volunteers Programme here at Leicester's Hospitals.

The younger generation have unique talents and new ways of working that are Pears Foundation

crucial for the NHS workforce. The Young Volunteers Programme is a way to engage with those young people, to harness those fresh ideas, energy, optimism and that willingness to learn. It's about looking forward to the next 70 years of the NHS and inspiring those who will be the future workforce of the NHS.

So we have big plans, but our future relies on you - as patients, visitors and staff - to help us help you in return.

So please join us, get involved, and help make a difference to our hospitals. **Thank you.**



HELP US

70

Ways to fundraise Part 3

111111111111

for Leicester Hospitals Charity

- **47** Play a classic movie at your local theatre
- 48 Host a swap shop
- 49 Eat-A-Thon
- 50 Bingo Night
- 51 Walk to school or work for a week
- **52** Chari-tea- host a tea party
- 53 Coffee morning
- **54** Race night
- **55** Face painting competition
- 56 Poetry competition
- **57** Guess the baby
- **58** Charity Ball



- **59** 5-a-side
- 60 Girls night in/out
- 61 Host an Irish Night
- **62** Odd socks day
- 63 Music and mulled wine evening
- 64 No make-up selfie/ natural week
- **65** Name the Teddy
- 66 Open Garden
- **67** Uniform free day
- **68** Vintage sale
- 69 Waxing
- 70 PlayStation/Xbox console night



YOU MAKE A

DIFFERENCE





Medicine talks

Our FREE Marvellous Medicine talks take place every month from 6pm - 8pm in the

Clinical Education Centre at Leicester General Hospital.





Injection Antibiotics at Home -Helping patients get out of hospital sooner

Dr Helena White. Consultant in Infectious Diseases

Some patients require injection antibiotics but are otherwise well enough to leave hospital. Dr White will discuss how we are managing to treat more patients with antibiotics out in the community.



11 July **Children's Allergies**

Dr David Luyt, Paediatric Consultant

The prevalence of food allergy has increased dramatically in the UK over the past 20 years. Join us to hear how we are implementing the most up to date research to treat, cure and even prevent food allergy in young patients.

Contact Us!

For more information on these talks contact 0116 258 8685 or email

Karl Mayes, Patient and Public Involvement/Membership Manager: karl.mayes@uhl-tr.nhs.uk

Please note

we will NOT be

running a talk in

August



Supporting NHS 70

Join us to celebrate

70 YEARS OF THE NHS

FREE family health fair and fun-day

For more information and a full programme visit:

www.le.ac.uk/nhs-70th

University of Leicester **Events Square** University Road Leicester

Saturday 7 July 2018 11.00am - 3.00pm

FREE PARKING



of Volunteering

We have volunteers who are celebrating their 70th birthday this year and who bring with them 70 years of experiences, knowledge and skills to help support our patients and services. Some have shared with us why volunteering in the NHS, especially in this 70th year, is so important to them.



Bleddyn is a Buggy Driver at the Royal Infirmary

" I started volunteering because I had time on my hands and previously volunteered elsewhere. My family don't live close by so I wanted to help others the way people help my children. The people are really nice and I enjoy doing something that is small to me but really big to the people I am helping. It is satisfying knowing what to do when others need help.



When I retired as a teacher and head teacher in Leicester and Leicestershire after 35 years, the public servant in me kicked in as the opportunity to drive the buggy at the Royal was irresistible. For the last 11 years on a Monday afternoon I've driven the outside buggy taking patients and visitors to the clinics. They are very appreciative of the service and I enjoy the chance to be helpful. The support the drivers have from the volunteer services is excellent and we form an effective team. May it continue for the next 70 years!



Anne is a volunteer on Meet and Greet at the Royal Infirmary Windsor Entrance





I came to volunteer because I enjoy it and I want to do good deeds. I have worked all of my life for money and helping patients makes me happier than working. Believe it or not when I come home I feel years younger and it gives me a real boost. I feel blessed to be able to help people. Money is nothing – feeling that you have helped people is so rewarding - it is an honour.

I am a Meet and Greet volunteer and I have been volunteering for about three years. I really enjoy it and hope to continue for as long as possible. We are able to help both patients with clinic appointments and visitors find their way around the hospital. This can be just giving directions or taking them to their appointments. I hope this helps to take the stress out of visiting the hospital. It's nice to build a rapport with regular patients and have a bit of banter. This helps to make them feel as if they are not just a number. I would recommend volunteering to anyone.

Kaniz is a Ward Hairdresser at the Royal Infirmary



David Hersey is a 'Meet and Greet' volunteer at the Royal Infirmary

A huge thank you to all of **our amazing volunteers** for all that they do.

Volunteers have always played a part in the delivery of services within hospitals. The very first Voluntary Hospitals relied on fundraising activities by volunteers to fund their services and volunteer management committees to make decisions about how they were run.

During the war volunteers undertook nursing and caring duties in order to meet the demand. In 1918 there were more

than 60,000 unpaid volunteers working in auxiliary hospitals of various kinds.

Following the NHS Act of 1948 volunteers continued to provide many services within hospitals, such as helping to serve meals and drinks, visiting patients, driving, trolley services and libraries.

Volunteering within our hospitals has grown and developed over the years to meet the demands of an ever changing NHS and the patients we support.

Our volunteers today are still involved in all of the ways they helped 70 years ago, plus many more, proving that they are as valuable as ever in making a difference to the people who use our services.



Manu is a Loughborough Community Hospital Support Volunteer

I volunteer because I love helping people. I have recently moved here and used to volunteer in a hospice. I really love to see people who come with sad faces, who then have happy faces once I have helped them. There are a lot of lonely people who just want someone to talk to. The NHS has given me the opportunity to help people out and I love to do it.



Volunteering in the NHS keeps me mentally and physically fit. It also gives me a sense of purpose and enables me to give something back to an organisation that has given good care both to me, to friends and to members of my family.

Cheryl is a survey volunteer



The NHS is 70 years old this year and so are we!

Ken

is a Buggy Driver at the Royal Infirmary

I became a volunteer after my son-in-law broke his ankle. I took him to Glenfield Hospital for his outpatient visits, and saw an advert for volunteer buggy drivers. He said that's just up your street and my wife agreed straight away! Anyway the rest is history. I have trained other volunteers and

really enjoy getting patients to their destinations and it keeps me motivated.











Why we love working in the NHS





I love to focus on what matters most and live the Trust



Zuber I get to make a positive difference months in the NHS

There is nothing better than being a nurse and an educator.







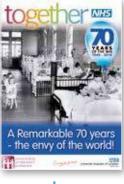
YEARS OF THE NHS 1948 - 2018



I'm lucky to work with amazing people everyday, making sure the patients' journey is 'Caring at its



As part of Leicester Hospitals Charity we are proud of the difference we Tim make.



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On the cover:

Leicester General Hospital Children's Ward, 1957; also page 7 top, Gynaecology Ward 1957; courtesy of Leicester and Leicestershire Record Office.

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9 years in the NHS



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