

TrustTalk



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Jaw-dropping success!



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Welcome

Welcome to the summer edition of our staff and patient magazine – Trust Talk.

Welcome to the latest edition of Trust Talk.

I hope you've all been able to take advantage of the sunny weather we've been enjoying, while being careful not to over expose yourself to the sun in these hotter temperatures.

The warmer conditions mean we often see an increase in patients who are suffering the effects of dehydration and even excessive sunburn, so please be careful to keep covered, drink plenty of water and apply suncream regularly.

In this edition, we pay tribute to Professor Ann-Marie Cannaby, our Group Chief Nurse and Deputy Chief Executive with our partners Walsall Healthcare NHS Trust, who is leaving us to take up an academic role at Coventry University.

Ann-Marie has done some tremendous work in her five years here and will be sorely missed.

Continuing with the tributes theme, a double-page spread is devoted to the staff rewarded at our Long Service Awards.

But we're also very much looking towards the future too, with features on our latest innovations, such as the I-Sim Suite, with three simulators, including a full-body mannequin called Leonardo, and the 3D jaw surgery procedure.

Take care,
David

Professor David Loughton CBE
Group Chief Executive

Latest GP practice joins RWT

Tettenhall Road Medical Practice has become the eighth GP practice to join The Royal Wolverhampton NHS Trust's (RWT) Primary Care Network (PCN).

The Trust's PCN of GP practices – also called Vertical Integration (VI) – offers GPs and their staff the opportunity to become part of a large acute and community provider to truly integrate patient care.

By investing in GP practices, the Trust can contribute to redesigning services, improving the health and wellbeing of the local population while also preventing unnecessary admissions to hospital.

Professor David Loughton CBE, Group Chief Executive, said: "We are delighted to welcome Tettenhall Road Medical Practice to RWT.

"Being a part of the PCN enables the practice to work closely with different teams across the organisation within secondary care, which helps to deliver the best outcomes for our patients." Dr John Burrell, GP and PCN Clinical Director, said: "We look forward to developing and enhancing services for patients."



Tettenhall Road Medical Practice

Farewell to our Group Chief Nurse

A renowned Nursing leader is to leave her roles at two Black Country NHS Trusts to take up an exciting new challenge in the academic field.

Professor Ann-Marie Cannaby, Group Chief Nurse at The Royal Wolverhampton NHS Trust (RWT) and Walsall Healthcare NHS Trust, is to become Pro-Vice Chancellor at Coventry University.

Prof. Cannaby, who joined RWT in April 2018 and is Deputy Chief Executive at Walsall Healthcare, was made Group Chief Nurse in June 2022.

She has led on many new nursing initiatives including the nursing systems framework strategy and the Clinical Nursing Fellowship (CNF) programme.

She also introduced the CNF programme at Walsall, leading the initiative to reduce the reliance on agency staff. This saved a considerable amount of money as well as reducing patient harm while ensuring safe staffing levels.

Prof. Cannaby will leave the organisations in August 2023 but will continue as Academic Development Director for Nursing, Midwifery and Allied Healthcare Professionals supporting research across both Trusts.

"I have really enjoyed my time at both Trusts and I'm sorry to be leaving," said Prof. Cannaby. "I am proud of what has been achieved in my time, in particular the introduction of the Clinical Nursing Fellowship, which has helped to virtually eliminate the use of agency nursing staff.

"I was also particularly proud of the overwhelming response of our Nurses during the COVID-19 pandemic. There were so many examples of outstanding care despite the intense pressures – RWT and Walsall Healthcare will always have a special place in my heart."

Professor David Loughton CBE, Group Chief Executive of both Trusts, said: "I would personally like to thank Ann-Marie for the support she has given me in leading Walsall Healthcare as Deputy Chief Executive and for all that she has done during her time with us.

"She will be sorely missed by myself and colleagues across both organisations."

In light of Prof. Cannaby's departure, from 15 July 2023, the Executive structure will be as follows:

- Debra Hickman, Chief Nursing Officer for RWT



Professor Ann-Marie Cannaby, Group Chief Nurse, who is leaving to pursue an academic role.

- Lisa Carroll, Chief Nursing Officer for Walsall Healthcare
- Gwen Nuttall, Chief Operating Officer and Deputy Chief Executive for RWT
- Ned Hobbs, Chief Operating Officer and Deputy Chief Executive for Walsall Healthcare
- Kevin Stringer, Group Chief Financial Officer and Group Deputy Chief Executive.

New strategy launched

A new strategy to define how The Royal Wolverhampton NHS Trust (RWT) and Walsall Healthcare NHS Trust (WHT) plan to excel in the delivery of care has been launched.

The three-year Quality and Safety Enabling Strategy (2023-26) was crafted jointly between both Trusts and defines how the organisations plan to excel in ensuring our communities are provided with excellent – and evidence-based – care and treatment.

The strategy is informed by, and aligned to:

- The Patient Experience Enabling Strategy (2022)
- Quality Framework (QF) for Nursing, Midwifery, Health Visitors and Allied Health Professionals (2023-2025)
- National Patient Safety Strategy (2019)
- NHS Long Term Plan Priorities (2019)



£400,000 grant to boost staff training

A £400,000 grant has been described as a “gift from the gods” after transforming a simulation suite to allow fully immersive state-of-the-art training for 1,200 medical and clinical staff in Wolverhampton for the next five years.

The grant, from Health Education England (now part of NHS England), has enabled the Catheterisation Laboratory on Ward B15 in the Heart and Lung Centre at New Cross Hospital to be converted into the I-Sim Suite, with three simulators, including a full-body mannequin called Leonardo.

Life-sized Leonardo boasts many of the functions of a human – weighing between 60-70 kilos, he has a heartbeat, he can be hooked up to a camera so his 180-degree view can be seen, and can blink, talk, sweat and even vomit and swear!

Two hi-fidelity pieces of equipment are attached to the patient and give life-like readings and images, allowing the simulation of technical aspects of the team's work.

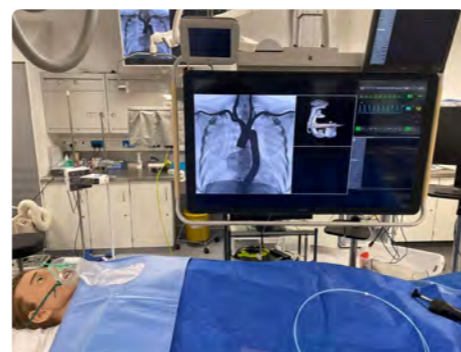
An angiography simulator is a type of X-ray used to check blood vessels following the injection of a special dye into the patient's blood to highlight any problems.

An echo cardiogram simulator scans the heart and mirrors as closely as possible how a real patient would react.

Dr Lampson Fan, Interventional Cardiology Consultant and Cath Lab Lead at RWT, said: “It's difficult to train people in high-pressure situations when they happen as they need to be dealt with there and then – you can't simulate someone having a heart attack or a cardiac arrest.

“So simulation using a whole body system has become an option to improve staff training and improve the ability to deal with these situations, as well as assess teamwork, resilience and communication.

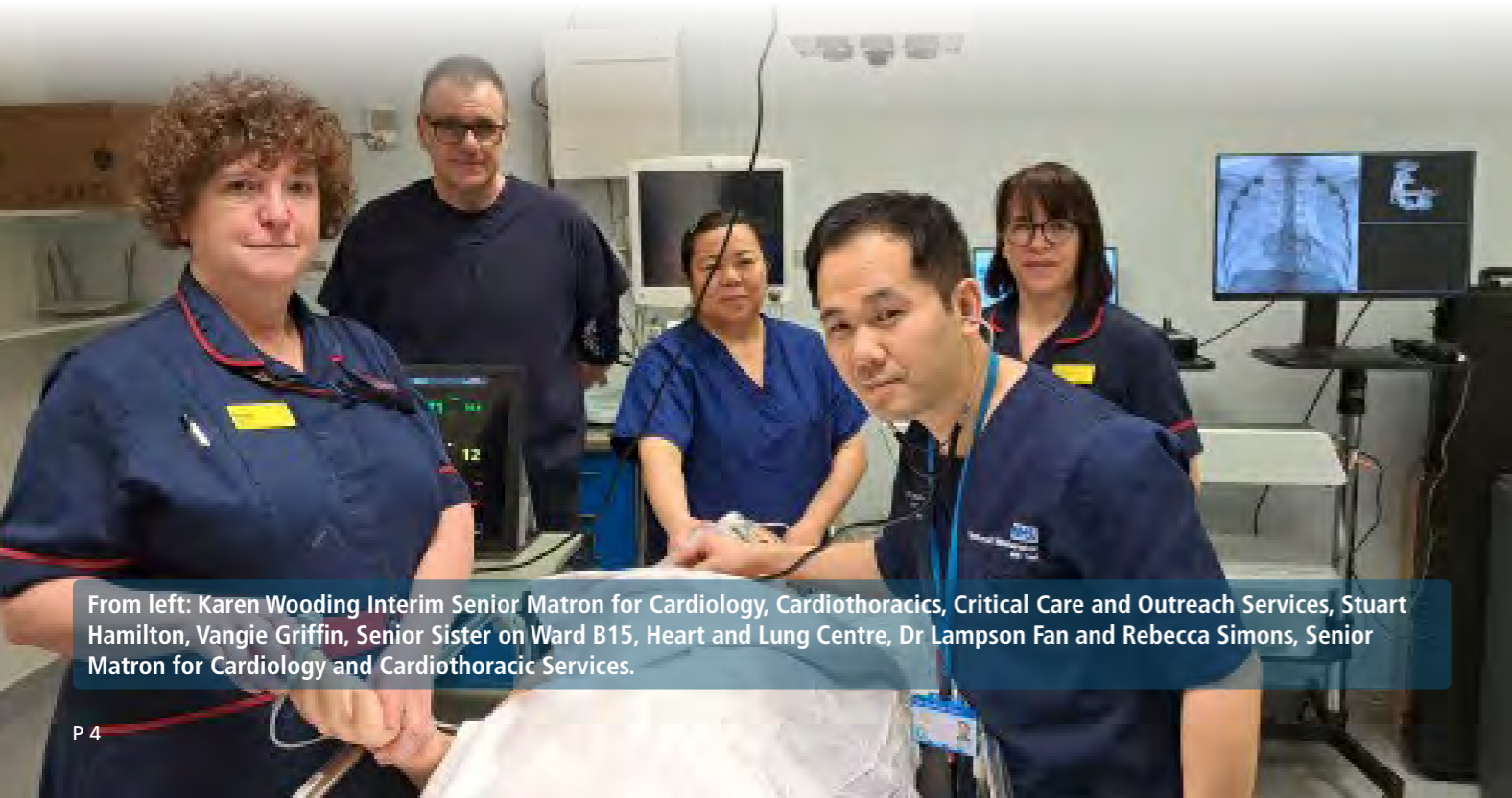
“In the long term, we hope this improves our response, not just in emergency situations, but in day-to-day situations too. For the next five years, this will become the cornerstone of training for Junior Doctors, Cardiothoracic Surgeons,



Leonardo being prepared for surgery. Vascular Surgeons, Theatres Nurses, Ward Nurses, Physiologists, Radiographers and Porters in Theatres.

“We want to involve other departments too, to improve the quality of education for everyone. If everyone has better scenarios to learn from, you're facilitating better staff training and this will lead to better patient outcomes.”

Stuart Hamilton, Clinical Lead for Clinical Skills and Resuscitation Training at RWT, said: “It's gift from the gods and Cardiology has embraced it. Immersive fidelity training makes you believe it's real.”



From left: Karen Wooding Interim Senior Matron for Cardiology, Cardiothoracics, Critical Care and Outreach Services, Stuart Hamilton, Vangie Griffin, Senior Sister on Ward B15, Heart and Lung Centre, Dr Lampson Fan and Rebecca Simons, Senior Matron for Cardiology and Cardiothoracic Services.

Staff beamed with PRIDE at LGBT+ event

It was a time to celebrate and show support at the annual Birmingham Pride 2023 – and NHS staff were out in force.

Colleagues from The Royal Wolverhampton NHS Trust joined a number of local NHS Trusts marching in the parade.

Danielle Cawdell, Speech and Language Therapist (SLT), fronted the NHS section of the march.



Beth Gwilliam, Trainee Nurse Associate on RWT's Paediatric Ward

Danielle, who works at the Gem Centre in Wednesfield, said: “It's about contributing to a fair and inclusive society. It's about showing support for LGBT+ people and ensuring we all feel part of a community that cares.”



Christian Ward, Deputy Director of Nursing for RWT and Walsall Healthcare

Allie Timmins, Cancer Services Patient Pathway Support Manager, was also in attendance. She said: “I wanted to go along to Pride as an ally to support LGBT+ people within my own team and across the wider Trust.

“It's important for me to understand the challenges faced by some of my colleagues, and to know the best ways I can support and advocate for them.”

Vinay Jangra, Consultant – Sexual Health, said: “It was an honour representing the Trust at the parade. Hopefully it will inspire more staff to attend next year's event. I'm definitely signing up again!”

Christian Ward, Deputy Director of Nursing for RWT and Walsall Healthcare NHS Trust, said: “It's great to all come together and celebrate diversity, particularly the rich diversity we see within our Trusts.

“It's important to be visible and I think by taking part, we are taking a clear stand against discrimination.

“We've made great progress within the NHS towards LGBT+ equality, however we must acknowledge we still have so much more to do.”



Vinay Jangra, Consultant – Sexual Health

The first step colleagues can take, if they haven't already, is to sign up to the Rainbow Badge scheme.

By doing so, you pledge to play an active part in showing openly that our Trusts offer open, non-judgemental, and inclusive support and care for all, regardless of how people identify themselves.

RWT hopes LGBT+ patients who see the badge and identify with it will feel assured, knowing the organisation is supportive. If necessary, badge wearers will be able to offer contact details for a range of external support agencies.

To sign up, visit the intranet under Working at RWT > Supporting Our LGBT+ Colleagues > Rainbow Badge Scheme

NHS 75



Wednesday 5 July 2023 marked 75 years of the National Health Service.

We continue to thank all our hardworking staff members from across the Black Country.



S-miles better due to digitalised 3D surgery modelling innovation

Digitalised jaw re-alignment is now putting smiles back on the faces of patients thanks to an innovative technique being performed in Wolverhampton.

Consultants at RWT have carried out surgery using 3D modelling on around 15 patients with complex dental problems.

These are normally most complex jaw deformities from birth and varied malocclusions – known as ‘bad bites’ – which significantly affect function and aesthetics.

Over the past year, the Multi-Disciplinary Team (MDT) has adopted a patient-customised, digitally integrated, three-dimensional care pathway. This uses 3D facial and dental scans, 3D printing of surgical templates and 3D face-morphing software to achieve more accurate outcomes for such patients.

Research evidence and the team’s experience shows the following advantages of using this technique:

- More precise
- Shorter theatre time, typically an hour less in surgery
- Reduced inpatient stay
- Higher patient satisfaction, especially in those with asymmetric facial deformities
- Greener care as fewer materials are used

The 3D procedure is suitable for those aged 18 and above – because it cannot be performed on patients whose jaws are still growing – and with a facial deformity, such as a protruding lower jaw and/or incorrectly aligned jaws.

Traditionally, these patients would undergo surgery using two-dimensional facial x-rays, plaster models and lab-made templates to correct the patient’s bite. This limited the accuracy of the planned surgical movements and Consultants could not see the whole face as they were only looking at teeth and bones.

Previously, it could take two operations – one for the jaw and another for the chin – with a six-month delay between the two because of the amount of swelling.

But with an increasing drive towards digital care, RWT’s Orthognathic MDT in Orthodontics and Maxillofacial Surgery (OMFS) has now adopted a digitised 3D care pathway for patients requiring complex jaw surgery.



Jacob pictured before and after his jaw surgery.



Pictured, from left, Mandeep Chana, Directorate Manager for Head and Neck, Mr Suresh Shetty, Jacob Sawyers, Jacob’s mum Carol Sawyers and Mr Jagadish Prabhu.

This means everything can be done in one procedure and patients return to a normal diet within six weeks of surgery, with wiring of the jaw a thing of the past.

The service is led by Mr Suresh Shetty, Consultant in OMFS and Mr Jagadish Prabhu, Consultant Orthodontist, supported by specialist Nurses and Laboratory Technicians.

Mr Prabhu said: “We are proud that our unit can now offer latest cutting-edge techniques in orthognathic care for our patients.

“This hybrid digital care pathway is audited and shows a high satisfaction rate in treated patients – 98 per cent satisfaction.”

Mr Shetty added: “We’ve now had some exceptional results using this technique. Because it’s more precise, the surgical errors are minimised, and patients with severe problems can be treated to achieve excellent outcomes with high patient satisfaction.”

Under the 3D procedure, a CT scan is done, the 3D models are printed and sent to the laboratory to be adapted by the software, then the Consultants have an online discussion to plan the surgery before the templates are created on a 3D structure.

From there, titanium plates are moulded via a 3D format to enable a more sharply defined picture to be created.

Post-surgery, a six-month appointment stabilises the patient’s bite before they are discharged.

Patient Jacob Sawyers, from Wolverhampton, recently benefitted from this procedure, having had his top jaw moved forward, his lower jaw moved back and slightly rotated and another procedure on the chin.

“I’m extremely happy with the result,” said Jacob. “My bite and asymmetry have been corrected and I’m grateful for the great care I received. I couldn’t have asked for a better result or a better team.”

Mr Shetty added: “We see sudden changes in the demeanour of children who have this surgery – they become more confident and get their smiles back.”

Our charity



The Royal Wolverhampton NHS Trust Charity

Volunteers' celebrations fit for a King

More than 50 volunteers at RWT attended a celebration and recruitment event in the marquee outside the Emergency Department.

The event was organised by The Royal Wolverhampton NHS Charity and supported by the Trust's Patient Experience Team.

Each volunteer was presented with a certificate and a commemorative King's coronation badge by Sir David Nicholson, KCB CBE RWT and Walsall Healthcare NHS Trust Joint Chair, in recognition of their efforts. They were then treated to a buffet lunch to the backdrop of live music from The RWT Singers choir.

The event was held partly to recognise the Big Help Out, a national day of volunteering celebrated on Monday 8 May, coronation weekend, as part of a campaign led by King Charles III to showcase how volunteering benefits both communities and the people who take part.

Professor David Loughton CBE, Group Chief Executive, said: "It really is a privilege to see so many volunteers because I see the work you all do and I'm very proud of it – you contribute so much and it's very much appreciated."

"I'm also pleased that our volunteer numbers are getting back to what we had pre-COVID-19, but we're always on the lookout for more."



Shining a spotlight on RWT stars

It's said charity begins at home, and The RWT Charity was delighted to have earned its own recognition for setting up the foodbank, the Staff Wellbeing Hub at New Cross Hospital.

The RWT Charity was awarded the Healthcare Heroes: Non-Clinical Team of the Year – Staff Wellbeing Hub Team at The Royal Wolverhampton NHS Trust's Royal Awards for staff.

Initially funded by a grant for The RWT Charity, members of staff from different departments voluntarily got together to discuss the current economic challenges and put things in place to

help colleagues. Within two weeks, a disused café was turned into a fully functioning wellbeing facility.

The charity has taken on the daily running of the hub, which offers food and other essentials and is open every weekday from 8am-2pm.

More than 400 staff were nominated for the Trust's Royal Awards and more than 200 staff attended the awards.

These were established to acknowledge the work of clinical and non-clinical staff that makes a difference to both patients and their own colleagues.



Staff from The RWT Charity receiving their award, third left Amanda Winwood, RWT Charity Development Manager, with Professor David Loughton CBE, Group Chief Executive, centre, holding the certificate, fourth right Lindsey Goodall, Community and Events Fundraising Officer, and far right Amie Rogers, Fundraising and Lead Digital Engagement Officer.

Capital gains for runners

Eight fundraisers raised £5,000 for the RWT Charity by running the London Landmarks Half Marathon.

The event in the capital is the only half marathon to go through both the City of London and City of Westminster.

It is organised by baby charity, Tommy's, to benefit that charity and many other good causes. And a host of staff from RWT laced up their trainers to show charity begins at home by supporting

their local cause.

They raised a staggering £4,988.52 (including gift aid) for The RWT Charity, which said a huge thank you for the runners' support.

Anyone interested in taking part in this event for 2024 or have ideas of their own, should contact the Charity Team at rwh-tr.fundraisingteam@nhs.net or call 01902 694473.



The members of staff who completed the London Landmarks Half Marathon.

Howe's that? Alex walks tall to raise a cool £3,705

An intrepid accountant had a 50th birthday with a difference – trekking to Mount Everest Base Camp to raise £3,705 in honour of his late brother.

Alex Howes, who works for the Clinical Research Network West Midlands (CRN WM), hosted by the RWT Charity, walked 130 kilometres (just under 81 miles) to South Base Camp in Nepal and back. In doing so, he reached a height of 5,364 metres – nearly three and a half miles.

He was raising money after his eldest brother Stuart died suddenly of a heart attack at the age of 53 on 6 September 2021.

Alex's achievements are even more remarkable after he was partly paralysed at the age of 19, following a road accident.

Half of the money – £1,852.50 – will go to The Royal Wolverhampton NHS (RWT) Charity to be spent at the Heart and Lung Centre at New Cross Hospital, while the other half will go to the British Heart Foundation.



Alex Howes celebrating completing his walk to Mount Everest Base Camp.

For further information about the charity or how to support it, please contact our team on 01902 694473 or email rwh-tr.fundraisingteam@nhs.net



Recruitment and retention focus



National award for “model” Nurse Recruitment Team

A team which looks after the needs of internationally recruited Nurses in Wolverhampton has won a national award.

RWT's Clinical Fellowship Programme (CFP) International Recruitment Pastoral Team has won the NHS's Pastoral Care Quality Award for smoothing the transition for Nurses joining its CFP from abroad.

Hundreds of Nurses – mostly from Nigeria, Ghana, Kenya and the Philippines – have enrolled on the CFP to work at New Cross Hospital and Walsall Healthcare NHS Trust over the past year. The CFP is a structured training programme for medical and nursing staff in a range of clinical specialties, through secondary and primary care.

For many of those Nurses, it's their first time in a foreign country, so they are adapting to many differences, such as working conditions, climate and culture.

Nurses require accommodation, need to arrange travel and sort their finances, and if they have children, make schooling arrangements.

The five-strong CFP International Recruitment Pastoral Team – formed in April 2022 and made up of several Nurses from abroad – provides the pastoral support.

As well as their clinical exams, each Nurse on the CFP is provided with accommodation for a month, free bus travel for four weeks, assigned a 'buddy' to support them and put on a pastoral week.

This is part of a series of training sessions specifically for

internationally-recruited Nurses to prepare them for clinical practice.

Debra Hickman, Chief Nursing Officer for RWT, said: "It's brilliant to receive this acknowledgement."

"RWT has been a model for international recruitment regionally. A lot of it is down to word of mouth which is another reason to be proud."

Lola Omotoso, 46, Matron for the International Recruitment Pastoral Team, said: "It's an honour and a privilege to receive this award."

"Everyone receives the support to make sure they never feel alone or isolated. If we hear of anyone who's struggling, we talk to them and support them."

Bolaji Amodu, 30, International Recruitment, Retention and Department Lead, came from Nigeria in August 2019 to work as a Staff Nurse at RWT, having heard about the CFP through word of mouth.

Nadine Mapunzamoyo, 28, Senior Sister, International Recruitment, came from Zimbabwe at 14, did her Nurse training in Bristol and came to RWT in 2022.

Bonadventure Udogu, 30, Staff Nurse, International Recruitment, came to the UK from Nigeria in January 2020, and the team is completed by Ruth Awinyo, 43, Admin Support.

Support for international Nurses settling in to RWT

Nurses recruited from abroad are being supported with their banking, travel and accommodation needs thanks to three partnerships established by two Black Country NHS Trusts.

The Clinical Fellowship Programme International Recruitment Pastoral Team, which supports internationally recruited (IR) Nurses at The Royal Wolverhampton NHS Trust and Walsall Healthcare NHS Trust, has arranged for HSBC UK bank, National Express West Midlands buses and FW Property Development to provide specialist assistance.

HSBC UK provides financial education, National Express West Midlands supplies four weeks of free bus travel on its services for nurses during their first month in the UK, and FW provides accommodation for their first 30 days.

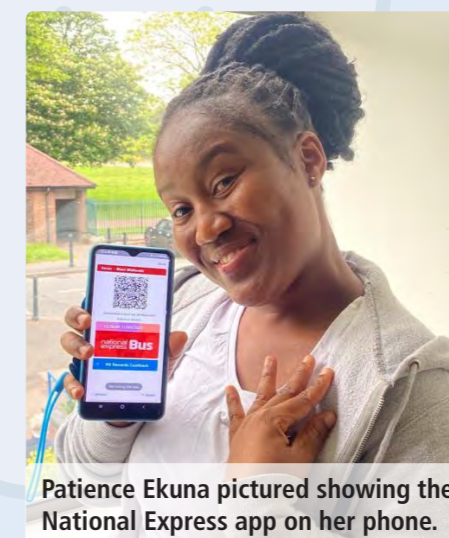
Chanelle Esposito, Acting International Recruitment Operations Manager for both Trusts, said: "HSBC staff educate nurses with monthly sessions and our first session went amazingly well."

"We've received some brilliant feedback from our Nurses as to how easy this process was. HSBC educated our nurses on fraud, scams and how to use their online banking tools to work for them."

"The Nurses also said how this relieved stress for them in setting up a UK bank account as HSBC guided them through the process and offered advice."

FW Property has allocated nine extra rooms per month in Wolverhampton. Comprising a number of two and three bedroom apartments, the modern, serviced accommodation was fully refurbished for the arrival of the Nurses.

Chanelle added: "Katie Marsh, House Manager at FW Property, has been so helpful and welcoming to our



Patience Ekuna pictured showing the National Express app on her phone.

Patience Ekuna, 32, from Ghana, added: "The support couldn't have been any better in helping me settle in. It was very welcoming and it took away a lot of stress and frustration that I could have felt doing all this on my own. I'm very appreciative, thank you so much."

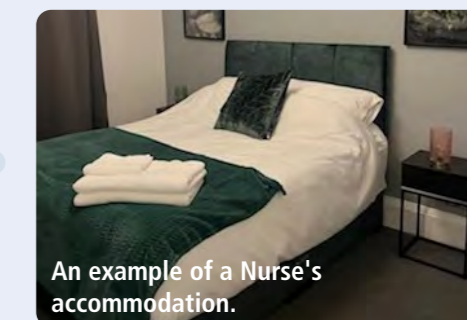
Philomina Kissibugum, 30, also from Ghana, said: "Using HSBC has been very easy and simple with the app. Transferring money is also easy, with no long queues."

"National Express really helped when we were trying to get to our accommodation and any time we got lost we could easily get on the bus. Our free accommodation was top notch."

international Nurses, who have also told us how much they're enjoying their stay there."

Three international Staff Nurses said the support helped them settle in.

Virginia Enyidede, 27, from Nigeria, said: "The accommodation was comfortable, the bus pass helped me in navigating my way around and the account opening session all contributed to making me feel at home."



An example of a Nurse's accommodation.



Leanne Hailstone from HSBC helping Richard Minauya and Kareem Moryfat Titilola to open bank accounts.



Clinical Fellowship Programme (CFP) International Recruitment Pastoral Team, with Debra Hickman (second left) and the certificate awarded to the team. The team is, from left, Ruth Awinyo, Nadine Mapunzamoyo, Bonadventure Udogu, Bolaji Amodu and Lola Omotoso.

Staff honoured at Long Service Awards



Staff with 25 years' service, with Professor David Loughton CBE, Group Executive, left, and Sir David Nicholson KCB CBE, Joint Chair, far right.

An afternoon of celebration, balloons and badges was enjoyed by staff who were honoured at The Royal Wolverhampton NHS Trust's Long Service Awards.

A total of 218 colleagues who have served a staggering 6,135 years in the NHS – but mostly at Wolverhampton – were recognised at the glitzy event, held at the city's Grand Station.

It was also the first time the Long Service Awards was held in person since 2019 due to the COVID-19 pandemic and it was one to remember as The RWT Singers choir opened the ceremony.

All staff recognised received a commemorative certificate and a pin badge for their service. They were recognised in four categories – 123 colleagues who have served 25 years received bronze badges, 75 people who have worked for 30 years silver, and there were gold badges for the 19 staff who have worked for 40 years and one who has clocked up a half century.

Professor David Loughton CBE, Group Chief Executive, said: "You have given so much, and as the NHS is 75-years-old in July, this wonderful institution is so well thought of because of people like you."

Linford Davis, Head of Chaplaincy Services, praised the many years' service of staff members. "I see these values in everyone in the room. Thank you for loving well, living well, giving well, serving well and forgiving well. Thank you for your incredible service."

The RWT Singers performed again before staff stories and videos were



Staff with 30 years' service, with Professor David Loughton CBE, Group Executive, left, and Sir David Nicholson KCB CBE, Joint Chair, far right.

shared prior to a special message from Sir David Nicholson KCB, CBE, joint Trust Chair.

Danielle Evans, Community Midwife, paid tribute to Beverly Crosdale, who has worked for RWT for 25 years. Beverly started her career as a Support Worker in the Urology and Orthopaedic departments at New Cross Hospital.

Some 15 years ago she was in the first group of Maternity Support Workers who supported Midwives at the Trust.

"Bev is fantastic at her role. She always ensures our families leave with smile on their faces and new-found confidence in the precious days of early parenthood.

"During the pandemic, Bev kept our spirits up by making us laugh with her constant use of Dettol! She is kind and compassionate and a pleasure to work alongside. On behalf of Laura Rollason, our Manager, Charlotte Leo, our Matron and the whole Maternity Team, thank you so much Bev for your hard work and here's to another 25 years."

Elaine Roberts, Directorate Manager for Patient Services, recognised Susan Kidson, who has served 30 years and



Carolyn Adams, who has served 40 years, with Professor David Loughton CBE, Group Executive, left, and Sir David Nicholson KCB CBE, Joint Chair, far right.

is the only remaining member of the former Patient Transport Booking Office.

Elaine said: "Sue is loyal and reliable who is respected by colleagues at the Trust and West Midlands Ambulance Service. In 30 years she's only had a few days off sick. Congratulations and well done Sue."

Dr Jonathan Odum, Group Chief Medical Officer, paid tribute to Lisa Reeves, PA to Chief Medical Officers/ Chief Operating Officer, who has clocked up three decades at RWT.

He said: "It's a great privilege and honour for me to say thank you to Lisa Reeves for her many years' service. I've known Lisa for 30 years and for the last 12 of those it's been a privilege to work with her. Lisa is a shining example of professionalism and a role model to all in the NHS."

Another 30-years servant, Kerry Evans, Divisional HR Manager, was recognised by Debra Hickman, Chief Nursing Officer for RWT. She said: "I consider Kerry as a trusted fellow who I've appreciated the expert support and knowledge, compassion at low times and laughter in high times. I wish you all the best."

Nicolas Price, Divisional HR Manager, said: "Kerry's a real credit to HR, a fantastic colleague and sharing an office as 'work husband and wife' – as we called each other – has been a career highlight. You're an absolute credit for everything the Trust stands for."

Jenni Smith, HR Manager, has known Kerry since joining the Trust in April 2011. She said: "She's my 'work



Tervinder Matharu, who has served 40 years, with Professor David Loughton CBE, Group Executive, left, and Sir David Nicholson KCB CBE, Joint Chair, far right.



bestie' – such a kind and supportive person and I really don't know how I'd get through some days without her."

Alison Cooke, Gynaecology Clinical Nurse Specialist (CNS), was recognised for 40 years' service. Deborah Middleton, Ward Assistant on D7, said: "She's very compassionate, fabulous at her job and I love her. She's a lovely person."

Sandeep Gosal, CNS, has worked with Alison for five years. She said: "She's an amazing Nurse, friend and colleague. She's always there to support staff and patients. She's brilliant!"

Magnificent seven appointed as RWT Apprentice Midwives

Seven Maternity Support Workers (MSWs) are set to make history at New Cross Hospital after being appointed as Apprentice Midwives.

The MSWs at RWT – all women – will start the same BMid degree courses as student Midwives at the University of Wolverhampton in September to kickstart three years of study through their apprenticeships.

Once they qualify, this will represent a record number of Apprentice Midwives recruited in the three years RWT has been running the project after three were recruited in the first year and two last year.

Joanne Lea has been Maternity Transformation Project Lead at RWT since April 2022 to enable progression and development for MSWs with the hope of recruiting more Midwives.

“It’s a really good opportunity for MSWs to become future Midwives,” said Joanne. “Because of the national shortage of Midwifery workforce, we are trying to recruit innovatively.

“It’s such an exciting opportunity for our MSWs as in three years’ time we’ll be in a position where we’ll have seven homegrown Midwives.”

A great example of the project is Jodie Martin, MSW. The 32-year-old, who has a three-year-old daughter, shone in her interview.

“Jodie was cleaning and stocking the storerooms when we found out what her Midwifery aspirations were,” said Joanne, who has worked for RWT for more than 30 years.

“We got her on this apprenticeship, fully supported and fully funded by the Trust, and hopefully she will give us many years’ service in return. Another MSW, Sonia Narwall, actually joined us from Warwick because she’d heard about the programme.”

A big advantage of the programme is staff can ‘learn while they earn’ without incurring expensive tuition fees.

“They won’t have any university fees and are paid throughout their apprenticeship,” added Joanne. “For those who have other commitments outside of work, this is an ideal opportunity.”

With the numbers of those training rising, Joanne hopes more follow the seven prospects.

“We’re already supporting them to complete their English and Maths qualifications, we have 100 per cent compliance from all our MSWs completing the Care Certificate and we’re offering them apprenticeships at different levels,” she said.

“We recruit at any age and also have the shortened programme which is a two-year ‘top-up’ for Registered Nurses to become Midwives.”

Tracy Palmer, Director of Midwifery at RWT, said: “The apprenticeship programme is an exemplar of how workforce leads and senior leaders are looking to the future to keep our profession resilient, as well as our women, babies and families safe.”



The seven Maternity Support Workers who are training as midwifery apprentices to become midwives, from left, Abigail McDonald, Jodie Martin, Nicola Cox, Rebecca Hartshorn, Lucy Woodcock, Charlie Cooper and Sonia Narwal.

Determined Deanne’s career success story



Deanne Taylor, Apprentice Audiologist, and Louise Nickell, Director of Education and Training at RWT.

From Audiology Clinical Support Officer to Apprentice Audiologist – Deanne Taylor’s career journey is a motivational one.

And she was left in “complete shock” after receiving RWT’s first Apprentice of the Year Award.

Deanne, 35, started her journey in the Audiology Department at the Trust more than 16 years ago and she is now being rewarded for her determination of working through the Level 6 Healthcare Science Practitioner Apprenticeship with Aston University.

Soon to be qualified, Deanne always had a passion for hearing services having completed a sign language course at school. She believes that starting young within a non-clinical role in the NHS has put her on a great pathway to develop a clinical career within a service she loves, through the apprenticeship scheme.

When she found out she had won the award, she experienced a rollercoaster of emotions.

Deanne sadly lost her nan earlier this year but said she knew she would be proud of her and is “looking over her shoulder”.

“I’ve always had a real sense of pride in helping people in the smallest way,” said Deanne. “Being able to improve a patient’s hearing and the feedback I’ve received has motivated me even more to finish my apprenticeship and become qualified in my chosen field.

“I just wish my nan was here to see me pick up this award. I was in complete shock to win it.”

Lesley Peplow, Audiology Services Manager, nominated Deanne. She said: “She’s shown extreme determination since the day I met her so that’s why I was by her side every step of the way to encourage her to become qualified.

“She thoroughly deserves this award, and I’m so proud she’s a member of my team. I can’t wait to see her graduate and watch her dream come true.”

The award was presented by Louise Nickell, the Trust’s Group Director of Education and Training, who said: “Deanne is such a worthy recipient of our first Trust Apprentice of the Year Award and her journey is a great example of the career paths you can take in the NHS.

“The Trust always supports the development of colleagues’ careers through apprenticeship schemes and in-house training and I’m proud of Deanne and our Apprenticeship Team for making this happen.”

Deanne was also entered into the National Apprenticeship Awards.

Oli Hodgkinson, Apprenticeship Lead and Work-based Learning Manager, said: “Huge congratulations to Deanne and all the highly commended entries. It was a pleasure to read the nomination forms for our very first RWT Apprentice of the Year.”



Exceeding Expectation

Every month, we present our Exceeding Expectation award to a colleague who has quite simply 'exceeded expectations'.

Here at RWT, we are always so proud of our colleagues for bringing our Trust values to life and going the extra mile for their colleagues and patients. They make us proud of our RWT family.

Read below to find out about the most recent winners.

April

From Post Room Assistant to Sewing and Post Room Supervisor, Sarah Darrell showed the qualities to earn April's Exceeding Expectation Award.

At RWT we think it's important to recognise staff who go above and beyond for their colleagues and/or patients, and Sarah does exactly that.

She has taken a new role in her stride, and nothing is ever too much trouble for her.

During her time as Supervisor, she has helped introduce a uniform delivery service and a booking system in the Sewing Room to support colleagues with the workload and to provide an excellent service.

Not only has she contributed to the smooth running of the department, but she has become a brilliant manager and is a great example of how you can further your career within the NHS.

We're very proud of Sarah, and she thoroughly deserves the recognition – well done.



Gwen Nuttall, Chief Operating Officer at RWT, left, with Sarah Darrell.

May

In May we recognised the impact of volunteering by awarding one of our volunteers with an Exceeding Expectation award.



Jasveer Kaur, Volunteer, left, with Professor David Loughton CBE, Group Chief Executive.

Jasveer Kaur spends time assisting in the Discharge Lounge at New Cross Hospital and often sits with patients and provides them with refreshments.

Most recently, she met a palliative patient waiting to return to the comfort of their home. Jasveer kept the patient company, held their hand, and spoke in a caring and delicate manner.

Jasveer has volunteered for a total of 44 hours since January 2023 and is a credit to RWT.

June

Congratulations to Lydia Akhaine, Healthcare Assistant on Ward C16, for winning our June Exceeding Expectation Award.

Lydia, who is based at New Cross Hospital, works mostly nights and is always smiling and providing excellent care and advice to her patients.

Debbie Hubble, Ultrasound Patient Flow Co-ordinator, nominated Lydia for this award after her mother was an inpatient at New Cross Hospital. Debbie couldn't thank Lydia enough for everything she had done for her mum.

"No matter how busy Lydia was, she always would wave and smile at my mother" said Debbie, "Lydia always took the time to reassure my mother and had a very kind manner."

"Her attitude and selflessness shone through when she held my mother's hand, putting her at ease. We will always be thankful for Lydia's kindness and thoughtful nature."

Lydia is an asset to RWT and thoroughly deserves this show of recognition.



Debra Hickman, Chief Nursing Officer for RWT (left), presents Lydia Akhaine with her award.




Do you know a member of staff or a team who brings our RWT values to life? Maybe they go the extra mile for their patients or colleagues? Do they exceed expectations daily? If so, please nominate the member of staff or a team for the award. Please go to <https://www.royalwolverhampton.nhs.uk/about-us/awards/exceeding-expectation-award/>

The winners will be announced on the Trust's social media and in the next edition of Trust Talk.

 Facebook – The Royal Wolverhampton NHS Trust

 Instagram – rwt_nhs

 Twitter – @RWT_NHS

 Tik Tok – RWTNHS



Book inspires future generations to be part of research



Author Alex Winstanley holding up the book.

Using lived-experience examples, Ready for Research takes the reader on a journey alongside a young person who, after being invited to take part in a study, overcomes their fears and helps others to do the same.

The book forms part of CRN WM's strategy for engaging and educating young people and schools across the region in health and care research.

It will be available in schools, libraries and different care settings to use as an aid when discussing research participation for young people. It is also available to buy on Amazon – just search Ready For Research.

Carly Tibbins, Public Engagement Officer with the CRN West Midlands said: "It's important for young people to know their rights when it comes to their health and taking part in research.

"We hope this book will highlight the opportunities that are available for them to contribute to vital research studies.

"The information is broken down into manageable amounts and accompanied by helpful and engaging images.

"We're delighted to be able to make the book available so widely."



A graphic showing the Ready for Research book.

A best-selling author has partnered with the Clinical Research Network West Midlands (CRN WM) to create a book designed to give children aged seven to 10 a greater understanding of health and care research.

Copies of the publication will be made available to all primary schools in the West Midlands.

With a background in teaching and as a carer for young disabled adults, Alex Winstanley is the author behind a popular series of children's books which promote inclusivity and diversity.

Now he has worked with the CRN WM, which is hosted by The Royal Wolverhampton NHS Trust, and the Clinical Research Network Greater Manchester to create Ready For Research, a book which aims to get children thinking about the importance of research from a young age. He said: "It was a pleasure to be asked to be involved in this project."

Last year more than 1.3 million people of all ages took part in vital health and social care research in England, playing a part in developing better treatments, improving diagnosis, and learning more about prevention of illness to provide better care for everyone.

It is common that people might have questions before agreeing to be part of research.

Trust welcomes first endometriosis Nurse

A new role has been created to improve awareness and diagnosis of endometriosis for women across the city.

Yasmin Walker is RWT's first Clinical Nurse Specialist for endometriosis and is the first port of call for patients either diagnosed with the condition or awaiting a diagnosis.

Endometriosis is a condition where tissue in the lining of the womb grows in other places, such as the ovaries and fallopian tubes. It affects around 1.5 million women and they can be of any age.

Having worked in healthcare since 1997, Yasmin was keen to take on a new challenge. When this new role was created, she jumped at the opportunity.

"I know a lot of women with symptoms of endometriosis who haven't been diagnosed, so I'm hoping my role will improve the lack of awareness, help drive change and be the reassurance they need," said Yasmin, who lives in Stafford.

"I'm hoping to set up my endometriosis lifestyle clinic for patients with discussions on how to manage the pain and improve mental health too."

Endometriosis affects one in 10 women and the most common symptoms are:

- pain in your lower tummy or back (pelvic pain) – usually worse during your period
- period pain that stops you doing your normal activities
- pain during or after sex
- pain when peeing or pooing during your period
- feeling sick, constipation, diarrhoea, or blood in your pee or poo during your period
- difficulty getting pregnant

A helpline has recently been created by Yasmin for her patients to call between Wednesday-Friday, 1pm-3pm, if they need somebody to talk to about managing their pain or any guidance.

She said: "I have quite a few patients on my list and I'm hoping to raise awareness for my fellow female colleagues too.

"Anybody with symptoms of endometriosis should keep a pain diary before contacting their GP, so their doctor can see when the pain persists during each month.

"Once a referral has been made, they will receive an appointment from myself and my colleagues within Gynaecology to kickstart tests to diagnose and treat their endometriosis."

Rosie Malhas, Consultant in Obstetrics and Gynaecology at

RWT, has wanted to create this role for several years and is working with Yasmin to provide support for endometriosis patients.

She said: "We're hoping to establish a new endometriosis centre in future and Yasmin's role is integral in supporting our patients."

Anyone who has symptoms of endometriosis should contact their GP for support in the first instance.



Yasmin Walker, RWT's first Clinical Nurse Specialist for endometriosis.

Digital app eases patient Nikki's cardiac rehabilitation

A recovering cardiac patient has praised a new digital app that has helped her rehabilitation following her shock diagnosis.

Nikki Hobman, 49, suffered a heart attack in November 2022, after what she thought was indigestion.



Nikki Hobman, 49, who praised the myheart digital app after suffering a heart attack.

myHeart – a digital app from my mhealth which helps patients to manage their heart conditions for a

lifetime – was launched at RWT in February 2023 and this has helped Nikki's recovery at home. BT supported with the funding to help the Cardiac Service get started on its digital transformation journey.

After having a stent fitted and medication prescribed for life, alongside a diagnosis of diabetes after receiving chemotherapy, Nikki now monitors her health progress on the app, a tool offered to all cardiac rehabilitation patients at RWT.

She was one of the first patients to use the myHeart app and said: "This is an excellent tool to record your weight, cholesterol, blood sugar, blood pressure, medication, upcoming appointments and much more.

"On the app there are short informative videos to watch and I've found these more beneficial than reading through a piece of paper you would be given previously."

Nikki, an office worker from Wolverhampton, has also been diagnosed with depression and this app has helped her mental health too.

"In addition to all the health features, there is also a mind toolkit which

includes short videos to help with anxiety, including relaxed breathing techniques. This puts my mind at ease after still being shocked about suffering with a heart attack – I still can't quite believe it," she added.

The digital platform is ideal for patients who cannot commit to weekly sessions – they can engage using their smart phone/device from anywhere. This will also free up hospital appointments.

Amie Cooper, Cardiac Rehabilitation Sister, has been working with colleagues for several years to implement the app at RWT.

She said: "This app was designed by clinical experts within the field and is based on the patient's clinical diagnosis.

"I would urge all eligible patients to get signed up for it to support their rehabilitation. Even if you aren't tech savvy and you need technical support, we can help with that – you won't be disappointed."

Anyone wanting more information on the app should contact the Trust's Cardiac Rehabilitation Team via email rwh-tr.cardiacrehabteam@nhs.net or by calling 01902 69422.

'Magic Steve' has all the tricks

He's been the UK's Cocktail Maker of the Year, managed a string of nightclubs hosting the likes of Gloria Gaynor and become one of Wolverhampton's better known characters.

Now he's putting smiles on people's faces in hospital.

When he's not wheeling patients or carrying important items around New Cross Hospital, Steve Baxter, Porter at The Royal Wolverhampton NHS Trust – or 'Magic Steve' as he's become known

– is entertaining younger patients with his tricks.

Learning magic tricks was one way Steve, 60, used to keep customers entertained in the clubs where he worked.

Steve applies the same lessons in healthcare. Arriving for work early, he spends time on Ward A21 Children's Ward entertaining young patients.

"The patient might not remember my name, but they will remember how they were treated," he said.



'Magic' Steve Baxter entertains younger patients with his tricks.

"People stop me and say 'you helped me when I was in a really bad place the other day' and I tell them they have made my week. I think I've found my calling."

Exciting new challenge

A "fantastic" Consultant at The Royal Wolverhampton NHS Trust (RWT) has become responsible for the training of all the surgeons in the West Midlands.

Mr Andy Garnham, Vascular Consultant, based at New Cross Hospital, is now Head of School of Surgery for NHS England after starting in post in May.

It means Mr Garnham, 57, is 'trainer of the trainers', responsible for the delivery of all medical and non-medical training across all 10 surgical specialties of some 650 trainee surgeons and Allied Health Professionals in the region.

He is one of 14 Heads of School across the UK, each reporting to a Dean for the organisation delivering high-quality education and training to support the NHS.

Along with Professor Helen Steed, Mr Garnham has been leading Health Education England West Midlands' (HEWM) combined faculty development programme for the schools of medicine and surgery for one day a week.

But he has now stepped up to a more senior role on a two-day-a-week secondment. On 1 April, HEE and NHS England legally merged to create a new, single organisation to lead the NHS in England.

"It's great for me, and excellent recognition for the Trust, as well as being a very exciting challenge," said Mr Garnham.

"We can contribute a lot as individual surgeons, but what's more important is leaving a legacy behind to those picking up the work in the future. I can now do that as Head of School."



Mr Andy Garnham

Professor David Loughton CBE, Group Chief Executive of RWT, said: "It's fitting that after contributing to the training of the next generation of surgeons, Andy will be leading those training the surgeons of the future."

"We're all very proud of Andy and wish him continued success."

Cardiac Rehab duo receive top national recognition

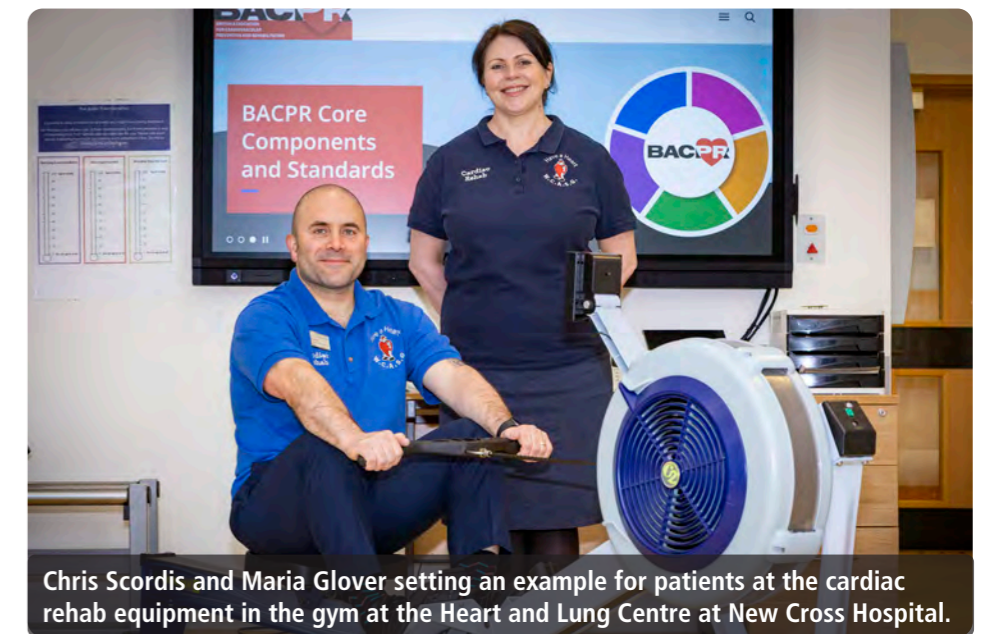
Two long-serving Wolverhampton Cardiac Rehabilitation colleagues will be at the heart of decision-making after being elected to national bodies.

Chris Scordis, Specialist Exercise Physiologist and Joint Lead for Cardiac Rehabilitation at RWT, has been elected as the British Association of Sport and Exercise Sciences (BASES) representative for British Association for Cardiovascular Prevention and Rehabilitation Exercise Professionals Group (BACPR EPG).

Maria Glover, Cardiac Rehabilitation (CR) Nurse Manager at RWT, was elected as an 'Ordinary Officer' on the National Council for Cardiac Rehabilitation with BACPR.

Based in the Heart and Lung Centre at New Cross Hospital, Chris is part of the committee that organises the BACPR EPG Conference.

Chris, who has worked in CR for 22 years, said: "I feel I have a lot of



Chris Scordis and Maria Glover setting an example for patients at the cardiac rehab equipment in the gym at the Heart and Lung Centre at New Cross Hospital.

knowledge and experience to help shape the future for this speciality nationally."

Maria, who has been elected for two years, will attend quarterly meetings in her key role of compiling a report for

the whole of England and feed it back to the Council.

Maria, who has been involved in CR for 25 years, said: "This ensures we have a voice on the national CR strategy."

Memorial wall mural created for much-loved clinician

A memorial wall mural has been created as a touching tribute to an “outstanding” Wolverhampton clinician who died unexpectedly.

Pete Moxon, who was the Clinical Service Lead for Respiratory and Sleep Physiology at RWT, sadly died on 17 October 2022 at the age of 51.

As Chair of the Association for Respiratory Technology and Physiology (ARTP) standards committee, Pete was hugely respected both regionally and nationally in his field and served RWT for more than 21 years, spending 32 years with the NHS.

Among Pete’s many achievements was the introduction of a drive-through spirometry service at New Cross Hospital during COVID-19, which had such a significant impact in reducing spirometry waiting lists.

As a tribute to him and his work, colleagues, friends, family and the ARTP clubbed together to raise £2,350 via a JustGiving page to create a piece



Pete Moxon’s former colleagues Rosemary Steel (left) and Andy Pritchard in front of the mural.



Pete’s family in front of the colourful mural erected in his honour.

of vinyl wall art.

Measuring some 12 feet long, the stunning full colour vinyl sits in the patient waiting area in the Respiratory Centre, Ward B1 at New Cross Hospital, where Pete worked. The remaining shortfall was met by The RWT Charity.

The mural depicts Fair Oak Pools on Cannock Chase, where Pete, who lived with his family near Chasewater, used to walk Penny, his nine-year-old Welsh black labrador-cross-collie.

Andy Pritchard, Acting Chief Respiratory Physiologist and Acting Clinical Service Manager at RWT, said:

“Pete was a fantastic friend, colleague and role model.

“For the mural, we wanted to include a picture of Pete, the text, departmental logo etc, and the design team did a great job of putting it all together in a fabulous contemporary design.”

Pete’s family was invited to the official unveiling and love the mural. His widow Jane said: “This mural is such a fantastic tribute to Pete and the contribution he made to the NHS. He will be forever missed.”

Bereavement Hub relaunched

People affected by the death of a loved one can benefit from face-to-face support again following the relaunch of a dedicated Bereavement Hub in Wolverhampton.

The New Cross Hospital Bereavement Information Hub is in the Seminar Room of the Heart and Lung Centre, and hosts people on the second Friday of every month between 10.15am-11.45am. Refreshments are available, as is free parking.

It is hosted by RWT’s partners Compton Care in collaboration with RWT’s Patient Experience Team and trained volunteers.

This initiative was suspended during the COVID-19 pandemic, but it has been re-introduced as a partnership between the palliative and end of life care charity and RWT.

Anyone experiencing bereavement is welcome and the hub is free to attend, open to all and there is no need to book.

A coffee and catch up...

Rajwant Kaur is the first port of call for many at Cannock Chase Hospital. Here she talks about her role.

Few people can claim to be the face of the NHS. But for Rajwant Kaur, it is literally an everyday occurrence.

As a friendly Receptionist, the 51-year-old is ‘front of house’ and the first person you’re likely to see when you step inside Cannock Chase Hospital.

She is a welcoming face with a lovely smile, waiting to greet patients and visitors on their arrival as well as answering important phone calls.

With 23 years’ service in the NHS, Rajwant is keen to elaborate on her experiences – both good and challenging – and most importantly what she enjoys the most.

Spending most of her time directing patients and visitors to departments and dealing with healthcare queries, Rajwant’s role has enabled her to build her confidence, knowledge, and professional skills over the years.

“I really enjoy this role as I am the first point of contact with people, giving them a good experience, and it enables me to communicate professionally too,” said Rajwant.

“Starting as a Laundry Assistant in 1999 within the NHS, I knew I wanted my career to be in such a fabulous organisation. After completing business courses, I was able to apply for a position at Cannock Chase Hospital in 2007 and have been here ever since.”

Although she has many good days, she faces challenges too. As there is no Accident and Emergency facility at Cannock, the most difficult one is when someone comes into reception possibly requiring emergency care.

“There have been plenty of times where a member of the public has walked in and told us they need an ambulance because they are having chest pains,” added Rajwant.

“It can be a difficult situation then as I have to make a quick decision on whether to call 999 or direct them to the nearest Emergency Department if it isn’t as urgent.”

Away from that particular challenge, Rajwant is proud of the job she does and the colleagues she works with.

Having a great team with strong leadership skills means she

comes to work feeling supported, especially knowing the difference she makes to everyone walking through the door.

Away from work, the mother of two likes to spend quality time with her family, as well as embarking on lovely long walks, depending on the weather.



Rajwant Kaur, Receptionist, is the smiling face of Cannock Chase Hospital for patients, visitors and staff.

If you know someone who has an interesting job in the Trust and think they would like to share what they do then please email rwh-tr.CommunicationsDept@nhs.net



Don't carry the worry of cancer with you

If something in your body doesn't feel right,
talk to us. Tests could put your mind at rest.
Until you find out, you can't rule it out.
Contact your GP practice.

**Clear on
cancer**

**Help us
help you**

To prevent the spread of COVID-19 all images were captured following COVID-19 guidance. Other group pictures are composites of individual images.