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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 are all taking some time to enjoy the summer when time allows.

I'm very proud to join the RWT and Walsall Healthcare family as your interim Group Chief Executive. And I am delighted to be joining two Trusts that have exceptionally positive patient feedback and dedicated staff.

I have been excited to meet teams across the hospital sites, as well as in the community and across primary care, as we work together to continue to deliver high-quality patient care for all.

I would like to thank my predecessor, Professor David Loughton CBE, for his leadership in his near 20 years at RWT, and three years at Walsall. Such longevity in these posts is rare indeed but Professor Loughton achieved many great things here in his time. I hope he enjoys a well-earned retirement – my commitment is to build on his fantastic legacy.

Changes in any organisation invariably bring challenges as different people have different ideas on how to do things.

There will always be challenges in the NHS at a local and national level, and we all have to find out the best ways to

deal with financial pressures which many Trusts are under. But rest assured, excellence in patient care will continue to be our aim as I look to build on the foundations I have been left.

On my travels around the two Trusts I have already seen at first hand some of the great work staff do for our patients.

Examples of this are celebrated in these pages. These include the recipients of our Long Service Awards – which I was honoured to attend – the huge turnaround in waiting times for Ultrasound, the extended pathways in our Paediatric Virtual Ward and the work of our Armed Forces staff and our carers and volunteers.

I look forward to seeing many more examples of the fine work staff do for our patients in the weeks and months to come.

Take care,

Caroline

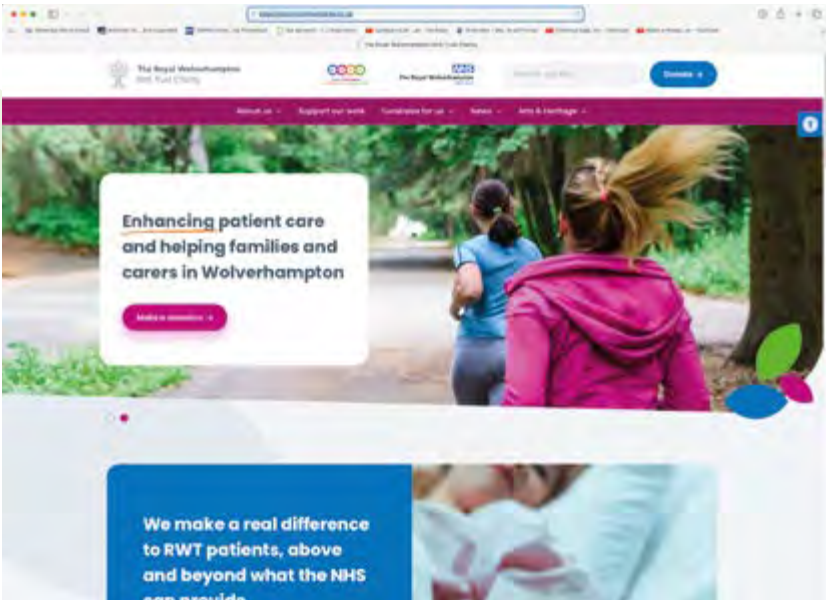
Caroline

Drum roll please...new Charity website unveiled

From fundraising ideas to inspirational stories and events across the country to get involved in – a new website has been launched for The Royal Wolverhampton NHS Charity. And there's a prize on offer to the 1,000th visitor who signs up to the Charity's newsletter.

The new website has been a labour of love for the Fundraising Team which works with patients, families, carers, businesses and organisations – as well as staff – to raise money for items above and beyond what the NHS can provide. The Charity supports the Trust's hospitals at New Cross, Cannock and West Park as well as its community services.

If you would like to be in with a chance of winning a £50 love to shop voucher, visit RWT NHS Charity and sign up to the Charity newsletter. The 1,000 person to do so will win.



Shredder lorry saves thousands of pounds

A lorry that shreds paper at the Trust is saving the NHS more than £30,000 a year thanks to the efforts of a pioneering recycling champion.

Richard Penberthy, Waste and Recycling Management Team Manager at RWT, had an idea to save money by leasing a lorry to shred confidential paper instead of paying a third-party contractor.

"We were paying a lot of money to destroy our confidential data and the contractor was earning money from it too through rebates from a paper recycle mill, therefore getting two bites of the cherry," said Richard.

Leasing the 18-tonne high-security shredding vehicle and having an in-house service enables the Trust to recycle all office paper and small cardboard boxes, as well as the confidential data.

"We provide a free service to all RWT wards and departments, including West Park Hospital, Cannock Chase Hospital and RWT community site practices where we collect bins on a weekly basis," added Richard, who now manages 20 people after initially running a team of five part-time staff.



From left: William Smallman, Jamie Haines, Deepak Mehra, Grant Haines, Ryan Smithyman, Paul Wilde, Billy McDough, Connor Kelly, Mark Wooton, David Murphy, Michael Steadman and Richard Penberthy

The benefits of having the shredding lorry are:

- Annual savings of more than £30,000
- A free confidential data and office paper-shredding service for all wards and departments
- Reduced carbon emissions after swapping third-party clinical waste collections from Cannock Chase Hospital for in-house ones
- Collections within 24 hours of emailed request, instead of weekly by contractors
- Three staff have now become HGV drivers.
- In 2023-24 the Trust recycled more than 130 tonnes of confidential data and office paper

Confidential data and office paper is taken to the shredding vehicle in secured containers where the contents are emptied into a hopper within the vehicle. It is shredded to the same size as confetti.

Once the vehicle is filled it is transported to a recycling company which re-shreds and bales the contents before taking it to a paper mill and selling it. RWT receives a rebate from selling the paper.

"This helps with the Trust's Green Plan, because it negates a vehicle travelling from Nottingham and back once a week," added Richard.

This saves 149 tonnes in CO2 emissions savings – the equivalent to driving around the world 15 times in an average petrol car.



Ryan Smithyman overseeing operations inside the lorry

Cycling challenge for Stroke Team



A team of dedicated staff cycled more than 1,000 miles to raise money for specialist equipment to be used in New Cross Hospital's Stroke Department.

Staff from C21 (Stroke Ward) clocked up 1,416 miles in May to mark one mile for every inpatient they treated last year.

The money raised for The RWT Charity will fund a piece of advanced heart monitoring software.

Rachael Jones, Senior Advanced Nurse Practitioner (Stroke), said: "We have done so well so far and raised £3,173.66.

"Staff from different specialities got involved which was great. It was such a team effort.

"The money will go towards a piece of equipment the team will use to monitor stroke patients with more intensity and precision. This will reduce life-threatening complications as well as increasing the opportunity to identify Atrial Fibrillation (AF).

"This is the biggest cause of ischemic strokes, leading to better interventions and treatments for patients."

The inpatient ward area (C21) currently treats around 1,200 patients per year and clinicians see around 1,000 more that prove to be non-strokes in the Emergency Department (ED).

They provide a 24/7 thrombolysis service and have direct access to the thrombectomy service at University Hospitals of North Midlands in Stoke. All patients are seen in ED by a specialist team which provides 24/7 cover.

Rachael added: "The service has seen a

steady increase in the number of stroke patients over the last five years.

"We are keen to not only raise awareness and reduce the risk of future stroke but strive towards being recognised as one the best performing stroke centres in the UK."

Amie Rogers, Fundraising and Lead

Digital Engagement Officer at The RWT Charity, said: "We are so proud of the Stroke Team and colleagues' commitment to making a difference for our patients.

"They are determined to make a positive change and improve patient care."



Stroke research programme launch



A self-management programme to help people cope with fatigue following a stroke is being developed with the help of Wolverhampton patients who are taking part in a five-year research study.

The research programme, named COMBAT Fatigue, has been awarded £2 million by the National Institute for Health and Care Research (NIHR) and Stroke Association.

It was partly inspired by discussions with Community Therapists at RWT and experts at the University of Birmingham, who identified a lack of fatigue management post-stroke and supported the original grant application.

Rachael Jones, Senior Advanced Nurse Practitioner (Stroke) at RWT, was one of the co-applicants for the grant from the Stroke Association and NIHR.

She has also provided clinical expertise to support the design and delivery of the whole programme grant.

Rachael said: "The goal is to develop and test a self-management programme which will empower stroke survivors to manage their fatigue, enabling them to engage in activities that bring joy, value and meaning to their lives.

"Post-stroke fatigue has a significant impact on stroke recovery and long-term health and wellbeing.

"This study will help patients with the tools to manage this.



UNIVERSITY OF BIRMINGHAM



COMBAT Fatigue
Understanding Stroke Fatigue Together

Have you or anyone you know experienced fatigue after a stroke or mini-stroke?

We are looking for you!



Join a 1-2 hour focus group and contribute to the understanding of the impact of fatigue on everyday activities.

Focus groups will be online or in-person.

Scan the QR code to express your interest!



For more details,
Call/Text: 07483342912
Email: combat-fatigue@trials.bham.ac.uk

Please note, places are limited so it may not be possible for everyone who expresses an interest to participate.



This programme is funded by the NIHR Programme Grant for Health Research (PG120150) and Stroke Association. The research is part of the COMBAT Fatigue programme. The research is part of the COMBAT Fatigue programme. The research is part of the COMBAT Fatigue programme.

"We would like as many patients as possible to join in our focus groups to help design this self-management programme. Please sign up."

The Birmingham team will work together with people affected by stroke, carers, clinicians and other experts to adapt a management programme for the stroke community and web-based delivery.

Over the next five years, researchers

will work with people who have had a stroke to understand their experiences of fatigue management, and co-design a fatigue management programme.

This will lead to a large trial to test the interventions among more than 600 people who have experienced post-stroke fatigue.

Find out more and register by going to <https://bit.ly/3UI0oFY>

Recruitment event proves a popular draw



More than 40 budding Black Country Midwives were given job offers at a recruitment event supported by RWT.

Organised by the Black Country Local Maternity and Neonatal System (BCLMNS), the event was held to show Band 5 Midwives the opportunities across Wolverhampton, Walsall, Dudley and Sandwell.

Potential Black Country Midwives were also able to find out more about the Preceptorship period which has been standardised across the four acute Trusts.

A total of 41 attendees received job offers following interviews with 47 at City Hospital, Sandwell.

Among those attending was Ben Pratt who has been offered a role at RWT.

Seeing his baby sister Bonnie in the Neonatal Unit is what sparked an interest in Midwifery for him.

“I started my career working with animals but when my sister was born at 31 weeks and I visited the unit every day after college that’s when I knew what I wanted to do,” he said.

“I knew I didn’t want to do adult nursing. I come from a big family and there’s always been babies and children around which helped me decide to become a Midwife.

“This was a fantastic opportunity for each Trust to showcase their preceptorship offers.”

“Working in community I met a woman whose baby I delivered previously and I really like that continuity and building those relationships.”

Kathryn Allport, Perinatal Services Workforce and Education Lead at RWT added: “This was a fantastic opportunity for each Trust to showcase their preceptorship offers.

“We relish the chance to recruit Midwives in collaboration with Trusts and colleagues across the LMNS and share our vision for the future Black Country Midwifery workforce.”

Attendees also had the chance to take virtual tours of the new Midland Metropolitan University Hospital in Sandwell. Maternity and Neonates are due to move in on 6 November this year.



Ben Pratt was offered a role



Kathryn Allport, second left, joined Black Country Retention Midwives

Ultrasound Team turns around waiting times

Waiting times for patients needing ultrasound scans in Wolverhampton now have one of the shortest waits in the West Midlands after an “incredible” turnaround.

A series of initiatives over the last year has helped transform RWT to be the best NHS Trust out of 13 in the West Midlands for shortest patient waits for this test, according to data for April 2024.

Some of those initiatives have now been recognised by NHS England and put forward as practices to follow nationally.

Among those 13 Trusts, RWT has gone from second from bottom in the league table in April 2023 for the percentage of patients being offered an appointment within six weeks (35 per cent), to 100 per cent of patients being offered an appointment within six weeks in April 2024.

Glen Whitehouse, Group Manager: Diagnostic Services, said: “This has been achieved by the incredible Ultrasound Team which has implemented new processes.”

Lucy Willcox, Head of Operations for Radiology, said the turnaround had been down to the “invaluable” contributions of Karen Hill, Superintendent Ultrasound, and Tash Smith, Deputy Ultrasound Superintendent, the Bookings Team, the Senior Management Team, Sonographers and their Assistants.

Among the changes are:

- Recruiting nearly 20 “exceptional” Sonographers in 15 months while maintaining recommended scan times
- Expanding the training programme and guaranteeing suitably planned training lists
- Supporting flexible working
- Implementing Radiology Events and Learning Meetings (REALM) meetings
- Regular staff meetings
- Created protected vetting time
- Adding Flow Co-ordinators to the team
- Improving the leadership structure
- Putting on special events, such as the Physiotherapy Lead, MSK welfare session and lunch-and-learn sessions from manufacturers.

Staffing has also increased in ultrasound, with some areas doubled – Sonographers have increased from 16 to 34.

Meanwhile, two new pieces of “top-end technology” totalling more than £2.2m will mean more Radiology patients in Wolverhampton can be seen quicker.

A hybrid gamma camera equipped with a fully diagnostic CT



Ultrasound Team, back row, from left: Natasha Smith, Bally Hera, Anuj Sharma, Sue Whitehouse, Hasan Malik, Karen Hill and Kelli-Ann Starkey. Front row, from left: Jean Shaw, Jagjit Bhangu, Lisa Marshall and Angela Sallan



Gamma camera, from left: Fiona Whittingham, Senior Radiographer, Lucy George, Senior Radiographer and Lakhvir Kaur Samra, Patient Flow Assistant



C-arm: Members of RWT’s Radiography team with the new Azurion Clarity IQ X-ray machine (C-arm)

costing around £840,000 installed at New Cross Hospital is a first at RWT, along with a £1.4m interventional C-arm X-ray machine.

This scanner allows clinicians to image the actual function of organs and tissues, which means it is exceptionally sensitive in detecting and monitoring a variety of different pathologies, such as cancer and heart disease.

Our charity



The Royal Wolverhampton NHS Trust Charity

Specialist chair delivery

Specialist chairs designed to help new mums feel more comfortable when feeding or caring for their new babies have been donated to Wolverhampton's Neonatal Ward.

A total of 12 chairs – six electric and six manual – costing £48,000, have been bought by The RWT Charity for New Cross Hospital's Neonatal Unit.

Sarah Crowshaw, Neonatal Ward Manager, said the chairs were a huge upgrade on what was available previously.

One of the first mums on the ward to use the new chair was 45-year-old Lucy Gould.

The full-time mum of two from Bridgnorth, gave birth to baby Lenny Mitchell-Gould

on 8 May at 32 weeks plus two days. He weighed 4 pounds and 4 ounces.

She said: "I think the new chairs are absolutely brilliant. I had a joke going with the other women that I was like a sales rep for them I was singing their praises so much.

"I spent hours and hours on the unit and this chair made my stay a lot more comfortable.

"I had a C section so the fact there is a remote control to recline the chair really helped.

"It is just another part of the amazing care I received. I am so grateful to the staff and the unit."



Lucy Gould and baby Lenny Mitchell-Gould



Donation handover – back row, from left: Claire Benzing, Sarah McGuire, Lindsey Wagstaff and Linda Large. Front, from left: Deborah Jackson, Carol Beddow and Barry Jones

A dedicated supporter has raised another £4,000 to help Wolverhampton cancer patients have a more comfortable stay in hospital.

Carol Beddow, from Bilston, was treated for lung cancer at New Cross Hospital after being diagnosed in 2020 and wanted to raise money for the Snowdrop Unit as a thank you for the care she received.

Support for our city cancer patients

She has since held three fundraising events for The RWT Charity – raising more than £5,000 in total.

This paid for 34 iPads for cancer patients to use while they are having chemotherapy.

She said: "My plan is to keep on fundraising until all 52 beds across both Snowdrop Unit and Durnall Unit at The Deanesly Centre have a device.

"Having chemotherapy can be so long, lonely and boring so having access to an iPad or Kindle will help take their mind off things. I hope the devices help lift their spirits.

"When I was having my treatment I was sat there for six hours and this time went very slowly as I didn't have any

access to entertainment so knowing I can make a difference and help others going through the same process really inspires me."

Carol said she had received a lot of support from her grandsons and the community.

She said: "Everyone has been so generous and I am so proud of how much we have raised. My boys are my rocks and I'm very proud of them – they've even sold raffle tickets to their friends.

"I also want to thank my friends Deborah Jackson and Barry Jones for helping on the fun day and helping me raise the funds. Without their help I couldn't have raised the amount I did."

Morale boost for patients thanks to generous firm



Patients having their cancer treatment at New Cross Hospital will receive a morale boost thanks to the support of a generous firm – prompted by a staff member's "fantastic" care.

Staffordshire-based Inco Contracts has chosen The RWT Charity as its charity of the year and has so far donated 1,000 care bags for chemotherapy patients and 500 water bottles to help those undergoing radiation treatment.

Tim Lewis, Senior Contracts Manager at Inco Contracts, said the company chose the Trust after the fantastic treatment he received following his bowel cancer diagnosis in 2022.

The 44-year-old from Albrighton underwent a two-year course

of treatment that involved both chemotherapy and radiation treatment at New Cross Hospital.

He received the all-clear last year and has urged more people to make sure they go for a check-up if they spot anything out of the ordinary.

The father of two said: "I witnessed first-hand the boredom patients go through during their chemotherapy treatment. I saw a lot of elderly patients who had to sit in cubicles for hours with nothing to do. I really hope these care packages help."

The firm, which carries out industrial and commercial refurbishment schemes, has also announced plans to revamp the Deanesly Centre garden in the hospital.



Tim Lewis, Inco Contracts, donating comfort packs

Bereaved couple's special cot donation



Satveer Kaur Binning, Shanghara Binning, Donna Tarte, Sister, and Kate Horton, Family Support/Bereavement Nurse

A bereaved couple have donated a specialised cot that allows parents to spend time with their stillborn babies to New Cross Hospital's Neonatal Unit.

Satveer Kaur Binning, 31, and her husband Shanghara Singh Binning, 30, lost their baby daughter Siaan Kaur Binning on 16 October, 2023.

Siaan was stillborn and the couple were able to spend two nights and three days with her thanks to the provision of a cold cot at University of Coventry Hospital.

Despite their grief, Satveer and Shanghara decided to raise money for cold cots in four other local hospitals so families could be close to their stillborn babies.

A gofundme page they set up raised more than £10,000 – allowing them to buy four of the £2,500 cots. They also plan to set up a registered charity, called the Siaan Kaur Foundation.

"The thought of parents having to rush their time with their babies hurts our hearts," they said.

"When Siaan was born, the conversation soon turned to her funeral and sending her to the hospital morgue.

"We want to be a light in each parent's journey who sadly have to say goodbye to their babies."

Kate Horton, Family Support/Bereavement Nurse at RWT, said: "This donation is going to make a massive difference – it means parents can spend time with their babies after they pass away rather than having to go to the chapel of rest.

"We have one on the Neonatal Unit already but this means if the parents want to go home, they can borrow one and take it with them."

Anyone wishing to donate to the fund can do so at GoFundMe – Siaan Kaur Foundation.

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

Long service celebrations



Three NHS colleagues have been thanked and celebrated for their combined 150 years of dedication to their careers.

Robert Heeley, Philippa Patel and Jayne Dunn have received a Long Service Award for clocking up 50 years of service each.

The Long Service Awards is an annual celebration event hosted by The Royal Wolverhampton NHS Trust to acknowledge the dedication and in valuable contribution of staff.

A glittering awards ceremony took place on 5 June at the Grand Station, Wolverhampton, to shine a spotlight on their achievements.

Robert Heeley, Hospital Engineer, started in the NHS in 1974 as an electrician working at Good Hope Hospital in Sutton. After 20 years, he furthered his education in building services and obtained a Higher National Certificate (HNC) which gave him the title of engineer. He did this until 2013 before moving to New Cross Hospital to start his current role.

Robert's job entails ensuring water quality and prevention of legionella and pseudomonas and other water borne infections. He manages the water flushing in the Trust to help with cross infections.

The 76-year-old said: "I enjoy being able to provide a safe working environment for patients, visitors and staff. With my 50 years' experience, this helps me achieve my desired goal. I enjoy working and I know I'm helping others.

"I feel honoured and privileged to have worked for the NHS for so

many years and I look forward to the next few years."

Philippa Patel, Black Country Pathology Services (BCPS) Administration Manager and Jayne Dunn, Staff Nurse in Ophthalmology were also awarded their 50-year long service award.

Graham Danks, BCPS Operational Group Manager, is Philippa's manager.

He said: "I and everyone in Black Country Pathology Services (BCPS) would like to offer our personal appreciation for Philippa's achievement of this milestone of 50 years in the NHS.

"I have personally worked with Philippa for 13 years and she has always been loyal, hard-working and dedicated and always gives more than 100 per cent and I can't thank her enough for her support.

"Thank for your unwavering loyalty to the NHS and patient care. You are a star!"

Abigail Francis, Senior Sister is Jayne's manager.

She said: "Jayne is an inspirational role model for ophthalmic nursing, with her dedication and commitment to the speciality. She started her nursing career as a Pupil Nurse Cadet at the Eye Infirmary in 1972.

"She constantly provides beautiful care and health promotion to all her patients. She has a vast wealth of ophthalmic knowledge and experiences which she shares with her all her colleagues.

"Jayne is a valued and well-respected member of our team."





Celebrating our wonderful volunteers

Volunteers bridge the gap between patients and clinical teams – enhancing patient experience and supporting with tasks so staff can prioritise clinical care.

They support our patients, staff and visitors in various ways including:

- Supporting on wards
- Speaking to patients and their loved ones, being a listening ear and providing companionship
- Delivering crafts and exercise sessions to inpatients

- Welcoming and signposting patients across the hospital
- Carrying out patient experience surveys
- Providing wellbeing runs for staff
- Delivering training with the self-help team

We asked people what words spring to mind when they think of 'volunteers', and to celebrate 40 years of volunteering, we have 40 words...

communication

heart-warming

admirable

sincere

visionary

generous

helpful

humble

fulfilling

commitment

selfless

honourable

adaptable

motivated

enjoyment

patience

heroes

proud

supportive

inspiring

kind

devotion

community

empathy

golden

careers

skills

rewarding

dedication

teamwork

compassionate

progression

reliable

collaborative

empowering

passionate

opportunities

educational

fun

If you would like to find out more about volunteering or to request how your team can benefit from voluntary support, email: rwh-tr.volunteering@nhs.net

Recognising remarkable volunteers

A couple who have celebrated 40 years of marriage have now got volunteering in common too as both help out at the Trust.

Gurpal and Kinder Matharu have always wanted to “give back” and have been volunteering across wards at New Cross Hospital over the past 18 months.

The retired grandparents find themselves helping on the Staff Wellbeing Hub, elderly wards, and the West Park Rehabilitation Arts Programme.

Kinder, 62, was previously a Pharmacy Assistant and has always praised the NHS.

She said: “I worked within the NHS for years, so when I retired and laid back from my business, I knew I would give back and volunteer.

“My favourite thing about volunteering is making a difference, seeing the patients smile and helping the staff with additional duties.”

Gurpal is “thankful” for being able do something useful after retiring from his role within the army. He said: “Although my wife has been part of the NHS, I wanted to do something to help too.

“We have always shared the same hobbies, and the secret to 40 years of marriage is to just wake up feeling blessed every day!”

The Volunteering Team at RWT surprised them with a cake and balloon to mark their anniversary as well as the national celebration of 40 years of volunteering.

If you would like to find out more about volunteering or how your team can benefit from voluntary support, please email: rwh-tr.volunteering@nhs.net.



Kinder and Gurpal Matharu

HAVE
YOUR SAY!

The results are in for our
Communications survey to
help us improve how we
communicate the latest news,
updates and guidance with all
our colleagues in the Trust.

Background

From outstanding content to campaigns, promotional materials, and messages, the Communications Team works hard to keep colleagues and the public up to date, informed and entertained.

But what do staff think of these efforts and are they effective?

The team decided to launch a communications survey across RWT and Walsall Healthcare which covered some specific queries as well as asked about printed materials, newsletters, channels and general communication messages.

There was also a section covering both Trust's charities – including what fundraising activities staff would like to take part in and what they would like the money spent on.

This is the biggest engagement survey the team has carried out. It ran from 8 February until 5 March and staff were spoken to at every acute, community and primary care site at both Trusts covering a range of shifts and specialities from 7am until 3am. Staff could also complete the survey online if they preferred.

It covered a wide area, gained clinical and non-clinical colleagues' views and provided good quality responses that has helped us identify themes and capture suggestions and ideas.

A total of 2,284 staff responded to the 24 questions. This provides a good snapshot of the general feeling of staff towards communications and what can be done to improve.

Here are some of the results –

Staff find the messages the team send out are vibrant and informative. They said the information is always timely and easy to read.

The main place staff go to for information is the intranet. Closely followed by the weekly Trust Brief bulletin and then the Trust's internet pages.

Trust Brief



Staff would prefer weekly, themed messages with no repetition.

They would like to see included:

- Staff training and career progression
- Changes in policy/procedure
- Estate and facility updates
- Role specific/themed content
- Health and wellbeing support
- Staff achievements and success stories

Staff would mostly like to hear from senior managers and heads of services.

Publications

Trust Connect, Trust Talk and the Health and Wellbeing Newsletter topped the table in regard to most popular publications.

Care to Share came out bottom with 84 per cent of staff saying they had never heard of it.



A total of 74 per cent of staff said they had heard of the Trust charities.

The events staff would like to see are:

- Sports and Fitness Events
- Staff Engagement and Wellbeing
- Children and Family Orientated Events
- Diverse Fundraising Activities

Staff also responded with a wealth of information about what equipment or enhancements they would like funded by the charities.

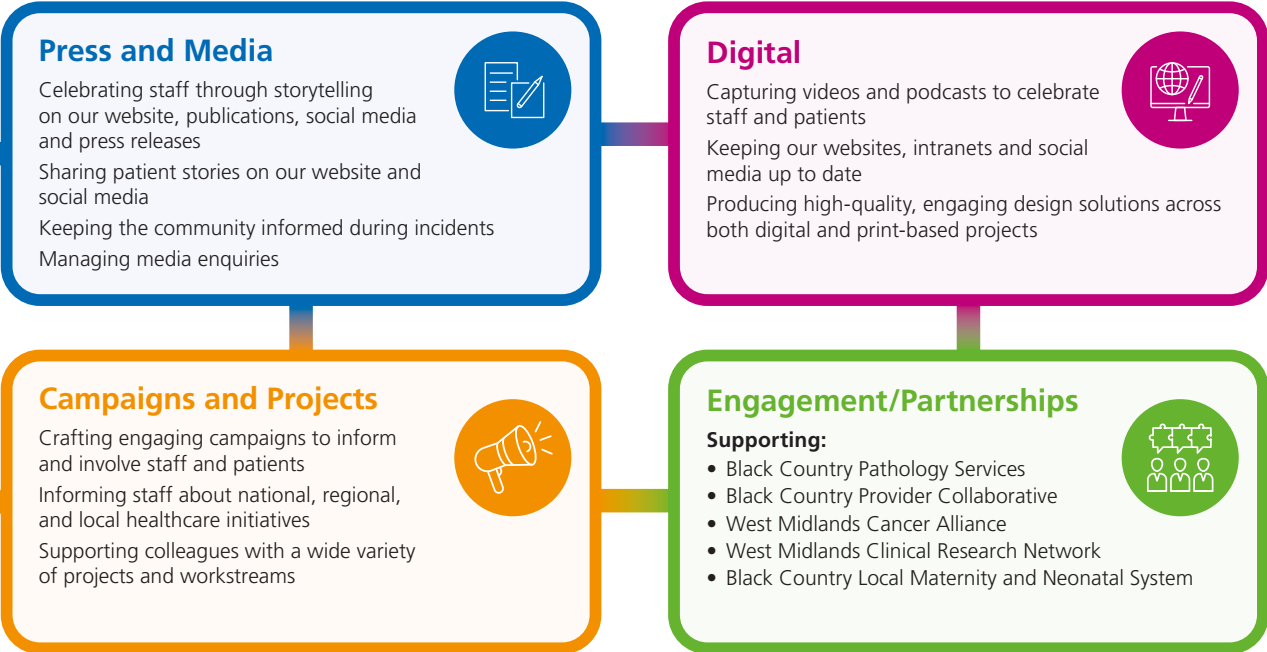
Thank you again to everyone who took part and told us their views – we really appreciate it.



The Communications Team

Working across The Royal Wolverhampton NHS Trust and Walsall Healthcare NHS Trust.

Our functions:



The **RWT Charity** and **Well Wishers charity** are part of the wider Communications Team. The charities work closely with teams across our Trusts and make a real difference to our patients, their families and the staff who treat them.

Get in touch:
rwh-tr.communicationsdept@nhs.net
wht.communications@nhs.net

Working in partnership
The Royal Wolverhampton NHS Trust
Walsall Healthcare NHS Trust





April - David's last EE award

This year marks an incredible five years of Exceeding Expectation Awards here at RWT. We've had 91 awards for 91 colleagues with surprised faces.

Our former Group Chief Executive, Professor David Loughton, gave out his last Exceeding Expectation award before his retirement.

This was presented to a colleague who works behind the scenes – or behind the video camera to be precise. Congratulations to Thomas 'Tom' Bennett, Senior Clinical Photographer and Video Lead.

Tom approaches each task with great enthusiasm and exudes positivity. He shows genuine interest in the subject matter and his unwavering creativity results in high-quality video/photo content every time (in both clinical and non-clinical settings).

It's clear Tom enjoys being able to capture precious memories for our patients and staff, and this level of care means the process of filming is enjoyable for all involved. He puts all those featured in each video at ease by offering reassurance and direction where necessary.

Each month he meets with David to capture the Exceeding Expectations award presentation on film, and it felt only right that he would be recognised in David's last award presentation.

May

Our new Interim Group Chief Executive, Caroline Walker, presented her first Exceeding Expectation to Shaun O'Riley, Operating Department Practitioner (ODP) in May.

He was given the award for always delivering a high-quality service in Nucleus Theatres.

Do you know a member of staff or a team who bring 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/>

Our Exceeding Expectation award is a monthly recognition given to a colleague who has gone the extra mile for either a patient or a colleague. RWT is always proud of its colleagues for bringing the Trust's values to life and going the extra mile for colleagues and patients. They make us proud of our RWT family.

Read below to find out about the most recent winners.

His preparedness for all eventualities during the anaesthetic procedure has been described as "remarkable".

His pleasant demeanour enables trainee colleagues to feel at ease and not only does Shaun inspire his colleagues with his work, but he is also a great role model for students entering the profession as an ODP. He empowers them to become an excellent healthcare professional – inspiring the future generation.

Shaun was nominated by his colleague, Dr. Meenu Netke, Consultant Anaesthetist, who acknowledged his compassionate manner and describes him as a "pleasure" to work with.

June

Congratulations to Neena Kumari, Sister in Older Adult Medicine, for winning the June Exceeding Expectation award after being nominated by a patient's family all the way from Australia.

After the patient's daughter arrived in the UK, her first interaction after jetlag and a blur of emotions was with Neena, who she described as "a wonderful lady in bright blue" who put them at ease. She had been keeping them up to date with their father's health from the other side of the world.

Throughout the three weeks of the patient being on ward C19, Neena has listened and understood the patient and his needs. As upsetting as it can be, she supported the team with the Do Not Resuscitate (DNR) decision, giving the family advice and listening to their wishes.

"Neena is a great asset to RWT and I want to thank her for all she has done," added the patient's family.



Shaun O'Riley and Caroline Walker



Caroline Walker and Neena Kumari

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



Prince's Trust's decade of success at RWT



Prince's Trust

More than 150 budding healthcare professionals have secured NHS employment thanks to a programme which is celebrating its 10-year anniversary at RWT.

A celebration event was held by The Prince's Trust to mark the milestone anniversary, with a special visit from the Mayor of Wolverhampton, Councillor Linda Leach.

More than 20 graduates attended the event, with some speaking about their backgrounds before employment and the experiences both RWT and The Prince's Trust have given them.

She said: "I remember walking past New Cross Hospital thinking: "One day I will work there.

"I thought the goal was too far away, however, and my dream didn't feel realistic. I really struggled to provide for me and my daughter, but I always found a way. Then, the Prince's Trust came along and gave me this amazing opportunity.

"Now, I walk to the hospital employed, ready to work with amazing people and help patients within the community. My dream has been achieved."

Councillor Leach said: "It has been an honour to attend this celebration and it makes me proud to be Mayor of such a great and caring city.

"Hearing from young people who have secured employment through the Prince's Trust fills me with pride, especially with them giving back to fantastic healthcare services within the region.

"I hope they continue to inspire the next generation with their immense courage to share their journey.

"Here's to another 10 years of The Prince's Trust working with The Royal Wolverhampton NHS Trust to create further success stories."

The course runs for five weeks and includes a mixture of classroom-based training such as communication skills, team building, interview skills and resilience, alongside hands on work experience in wards and departments.

The next programme is due to start at the end of September 2024. Please visit the Prince's Trust website or call 0800 842 842.



Prince's Trust staff, graduates and partners

The Prince's Trust provides 16 to 30-year-olds with free training courses, mentoring, and funding to help them find a job in healthcare.

A total of 91 per cent of young people who have completed the course at RWT have received a job offer.

Caitlin Green, 24, Healthcare Assistant from Wolverhampton, was an unemployed single parent and struggled with her finances. Since completing the programme, she has now been able to rent a house, creating security for her daughter, while achieving her dream.



YOUTH CAN DO IT



Sallie Johnson, NHS Futures Manager

Be Like Lee

#BeLike Lee

“Lee has become a mental health first aider and has shown great compassion and empathy. He challenges inappropriate behaviour and promotes staff to speak up.”

Lee Pearson
Facilities Support Officer

Caring for All
Our Standards of Behaviour

Working in partnership
The Royal Wolverhampton NHS Trust
Walsall Healthcare NHS Trust



We’re celebrating colleagues who bring our Framework behaviours to life.

Lee has become a mental health first aider and is able to help staff actively talk about their feelings.

Within his role he shows staff compassion and empathy,

which also empowers him to promote equality and diversity too.

He is a great asset to the Trust.

Head over to the intranet to find out how you can nominate a colleague. Search 'Joint Behavioural Framework'.

Vision for future of Research Delivery

Professor Matthew Brookes, Director of the Regional Research Delivery Network (RRDN) launching in October 2024, tells Trust Talk about the evolution of the Network, which will be hosted by the Trust:

“Over the last 10 years the Clinical Research Network (CRN), through its 15 regional networks (LCRNs), has served our partners’ needs to enable the delivery of research across England. We have enabled the excellence of the current CRN by working collaboratively with our regional partners, but the way we need to work is changing. The evolution of 15 separate LCRNs over time has generated variation in the services we offer.

“Service transformation will now help us take the best of everything we do and everything we have learned in our LCRNs, and shape this into a co-ordinated and efficient system supporting research delivery across the country.

“The development of a single Research Delivery Network serviced through our own West Midlands RRDN, will more effectively meet the health and care research needs of our population and will play a critical and active role in implementing government policy,

“Developing a transformational network will see us able to work more collaboratively, with compassionate and inclusive leadership under one RDN, whilst hearing both the regional voice and serving needs at a national level, informing and shaping strategies to enhance capacity and capability for the future delivery of research.

“The RDN transformation gives us an opportunity to develop joint collaborative leadership, to enable and widen access to research to underserved communities, and to create an environment which enables our teams to provide the very best opportunities for research inclusion and participation.

“I am also pleased to introduce our newly-appointed Director for Strategic Development, Carly Craddock, and Director for Operations, Pam Devall.”

Pam said: “It truly is a privilege to have been appointed to this role and to have the opportunity to work with colleagues to build on our work as a CRN in providing consistent services that help research partners successfully deliver their research.”

Carly added: “My passion is continuous improvement, and the new Network provides an opportunity to work with our staff, customers and stakeholders to ensure our services meet their needs and the expectations of the Department of Health and Social Care. I feel proud to be part of the UK research system and to advance health and social care services for our population.”



Professor Matthew Brookes, Director of the Regional Research Delivery Network (RRDN)



Carly Craddock, Director of Strategic Development



Pam Devall, Director for Operations

NHS workers celebrate Pride

Staff from the Trust joined other NHS representatives to support and enjoy two Pride events.

Wolverhampton Pride saw vibrant celebrations, with thousands of people estimated to have taken part in this year's event in the city centre throughout the day.

More than 900 people marched in the biggest parade yet, from Victoria Street around the city centre, fronted by Wolfie, the Wolves mascot.

The Pride Village in Victoria Street, was a new addition for Wolverhampton Pride 2024 and free to all to attend. Joining the rows of stands was RWT's Embrace Sexual Health Service and Wolverhampton School Nursing Service.

Embrace's stall was well attended by people having conversations around contraception, Chat Sexual Health – a text messaging service for advice and support – and the C-Card scheme.

On the adjoining stand, the School Nursing Service promoted its weekly school drop-ins and ChatHealth, a confidential text messaging service for young people aged 11-18 years.

Emily Bloomfield, Team Leader for the School Nursing Service, said: "I am pleased that our School Nurses were able to support Wolverhampton Pride for the second year running.

"For young people who are LGBT+ and their allies it is great for them to know that there are professionals who they can talk to that are non-judgemental and LGBT+ friendly. Our School Nurses were thrilled to observe a positive atmosphere at the event, and were able to talk to lots of young people and promote their drop-ins."



At Birmingham Pride, around 200 NHS colleagues with their families, friends, and even four-legged friends, marched from Birmingham's Centenary Square to the Arcadian, accompanied by a samba band and waving NHS flags in every colour of the rainbow.

The NHS march was a true team effort, with staff from across the area supporting the event planning.

Simon Evans, Group Chief Strategy Officer and LGBT+ executive sponsor at RWT, took part in the parade. He said: "It really was a fantastic day, and great to see so many colleagues join us to celebrate diversity in our NHS."

"I want to thank everyone on our Birmingham and Black Country organising committee for their hard work, as well as the thousands of members of the public who cheered our staff the whole way round."

Kerry Flint, Head of Equality, Diversity and Inclusion at RWT and member of the organising committee for the NHS part of the parade, added: "Pride is always a special occasion and an amazing party, but it's also an important opportunity for our LGBT+ colleagues be visible and proud, and deliver the message to all our colleagues that our NHS is – and always will be – a safe and inclusive place to work and achieve your potential."



Caring for our carers



Patients and staff have a range of needs and identities and with this in mind, the Trust has established a network of Employee Voice Groups (EVGs). These help staff to address any cultural barriers and challenges as well as being a safe space for them to share their own issues and views.

Here, we showcase our Carers Employee Voice Group.

Kay Bufton, Chair, said: "I am excited to Chair the Carers EVG."

"No matter the situation, all staff are welcome to join. If you need advice, if we can't offer it from a place of personal experience then we know someone who will."

"When both of my children were diagnosed with disabilities, I didn't consider myself a carer. I expected to have very little time for myself and to be exhausted while juggling my career and parenting. It only really became apparent when healthcare professionals involved in their care, broached the topic of how I was coping as a carer."

"Having those conversations were the first steps to accepting that my caring role didn't have to be such a struggle. In fact, there were a lot of other people in a similar position and there were

services in place to listen and help.

"The support from the Carers EVG doesn't just exist to support you in your life outside of work. The Trust is committed to supporting staff who have unpaid caring roles."

Resources for carers include:

- Carers Employee Voice Group – supporting staff who have caring responsibilities through access to a friendly network of support
- Carers' Passport – the starting point for a conversation about caring and the flexibility required to manage it alongside work
- Record your carer status on Employee Service Record (ESR) –

by helping us to identify who our carers are, we can better plan and support needs

- Wolverhampton Carers' Support Team – a range of support for carers of adults living in Wolverhampton

Staff can find out more by visiting the Carers group page on the intranet.

"No matter the situation, all staff are welcome to join"



Kay Bufton – Chair of the Carers EVG



Heartwarming memoir reflects on 40 years of Nursing

A heart-warming memoir written by a former Wolverhampton Nurse has been published to inspire others and highlight changes in the profession over the years.

The memoir, written by Jo Collins, who died in 2020 aged 85, details a reflection of her 40-year career in Nursing, through stories she recalls from her time at the Royal Hospital, New Cross Hospital, and work across the city as an agency Nurse.

It forms part of The RWT Charity Arts and Heritage Group's 'Care, Create, Conserve' project.

Packed with empathy and humour, the account details Jo's experience between 1953 and 1996 as she reflects on memorable moments.

Documenting her journey from Trainee Nurse to Sister, Jo reminisces about friendships, happy memories, drama, and excitement, and how her passion for Nursing was sparked from a young age.

Jo's daughter, Nicky Gale, said: "My mum would be so thrilled to see the published memoir. She would have loved this project and would have been fully involved in it."

"The memoir documents her unique personal account but is also a fascinating example of healthcare history."

"It's also interesting to understand how Nursing has changed over time, through technology, bureaucracy, academia and opportunities for progression."

"But I imagine the core motivation remains the same for the vast majority of people going into the profession – that is to care for others."

Through shining a spotlight on the reality of the Nursing profession over the past 40 years, Jo recalls the swift changes and advances in facilities, service-level expectations and rules and regulations – which were particularly prevalent upon her return from a career break to raise her family.

Copies are available from the Arts and Heritage Centre based in Wolverhampton Central Library, during Library opening hours.

For more information, or if you would like to get involved in the project, please email rwh-tr.artsandheritage@nhs.net.



Jo Collins in her Nurse's uniform and above in retirement

A coffee and catch up... with Deepak Chand, Directorate Manager Cardiology

Whether helping patients in his service or making a difference through fundraising – Deepak Chand's heart is definitely in the right place.

After graduating in Business Management, Deepak started his NHS career as a Health Advisor at NHS Direct. From there, he also took on various healthcare roles in the private sector.

After this, he joined Queen Elizabeth Hospital, Birmingham, for two years before joining RWT as Directorate Manager Cardiology, where he has been for the last year.

Throughout his career, Deepak has worked in Oncology, Haematology, Cardiology, Neurology and Haematology.

His current role entails managing the day-to-day service, ensuring service delivery through management of emergency portals, elective cases and the Outpatients Department.

He said: "My favourite thing about my role is the challenges presented on a daily basis and overcoming these to make positive changes to patients' lives."

"I would say the biggest challenges I face are long waiting lists and ongoing increasing demand for our services."

He added: "I am most proud to work for an organisation that makes a difference to people from all backgrounds of life."

"I am also very proud of my colleagues. As a manager, I feel my staff come to me when they are unsure in their decision-making process. I'm there for guidance, support and to sometimes make difficult decisions. I feel through coaching and mentoring, many of my staff are empowered to take accountability and ownership of their own areas which is something I really enjoy witnessing."

Deepak's heart is not only focused on Cardiology but also on fundraising as he was awarded staff fundraiser of the year at last year's Charity and Volunteer Awards.

He said: "I constantly engaged with charities and built a good rapport with our Charity and Fundraising Team. There were a lot of mini projects that I worked on with the team to utilise the Trust funds that had been allocated to Oncology and Haematology."

"I was shocked and surprised that I had won the award as I had just trained to run and complete a half marathon partially for my own health benefits. It was really a special



Deepak Chand, Directorate Manager Cardiology

award to receive and I thank everyone who helped me in gaining this award."

When asked what his one piece of advice would be, the father-of-two said: "Work hard and inherit the Trust values as your own, the rest will fall into place."

When Deepak is not at work he enjoys going to the gym, running and spending time with his family.

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



Supporting our Armed Forces community



An award for providing Armed Forces the best standards of care to the armed forces community has been given to the Trust.

RWT has been awarded the first ever joint Veteran Aware accreditation, alongside Walsall Healthcare NHS Trust. The Armed Forces community in the West Midlands makes up around seven per cent of the population including 56,770 veterans and 136,248 spouses and children, 800 regular service personnel and 1,280 reserve personnel.

Veteran Aware accreditation aims to ensure that patients from the Armed Forces community are not disadvantaged when accessing healthcare. Accredited Trusts do this by developing, sharing and driving the implementation of best practice, and aiming to raise standards for everyone accessing healthcare in England. Accreditation is overseen by the Veterans Covenant Healthcare Alliance (VCHA).

David Wood, VCHA Regional Lead, said: "It has been a unique experience working with both Trusts on a joint application to accredit and I am hugely proud of their success. They have clearly demonstrated a real depth and have some incredibly experienced

members on the steering group. I look forward to following their future successes."

Chair of the Trust's Board, Sir David Nicholson, said: "I have long been a supporter of the military and what the Armed Forces Covenant represents for the military community. As Chief Executive of NHS England I was privileged Honorary Colonel to 306 Hospital Support Regiment.

"It brought home to me the importance of the local NHS to both veterans, reservists and their families. The Black Country is committed to supporting and delivering on its promise to the covenant and further developing relationships with the military."

To find out more about the support available or to join the Armed Forces Staff Network, email rwht-tr.EqualityandDiversity@nhs.net



Adam Wills, Service Improvement Manager, and Kerry Flint, Head of Equality Diversity and Inclusion

0-19 engagement event

Families of current and former patients enjoyed a Children's Community Nursing Team coffee morning event where they could also share their feedback.

The gathering, aimed at enhancing the quality of care provided, took place at the Gem Centre and guests were served with hot drinks, cakes and biscuits.

Sara Eacopo, Matron for the Children's Community Nursing Service, said: "We are deeply grateful to all the families who took the time to join us and share their insights.

"The feedback and support are crucial in helping us to improve and continue to meet the needs of our patients and their families. We appreciate their time and contributions.

"It was so lovely to catch up with everyone."

The feedback collected during the coffee morning will be carefully reviewed and used to inform staff so they can enhance their services going forward.



Lana Amin, Estelle Cotterill, Practice Education Facilitator, and Elham Abdulla



Jackie Deve, Student Nurse, and Grace Alice Statham



Rachel Robinson, Marketing and Health Promotion Officer with Leo Statham





“I am very fortunate in that I love my job, so to have the recognition of representing my profession at something so prestigious as a Royal garden party was wonderful.”

Charlotte Colesby, Service Manager for Speech and Language Therapy (SLT) at RWT, was a guest at a Royal garden party attended by members of the Royal Family.

Charlotte, 54, saw the Prince of Wales, the Duke and Duchess of Gloucester, Zara Tindall and Princesses Beatrice and Eugenie at the glitzy event at Buckingham Palace.

And the rain failed to dampen the spirits of the mum of two. She was joined by Janet McGookin, who represented the Royal College of Speech and Language Therapists (RCSLT).

“It rained throughout so my see-through umbrella was a godsend and I had a fabulous time,” said Charlotte. “I only saw glimpses of the Royals but it was still nice to see them.

“It’s really something you wouldn’t expect to have the chance to do ordinarily, so I’m very proud – it feels like a dream.”

Guests were treated to afternoon tea in a giant marquee in the gardens at the back of the Palace while The Band of the Household Cavalry and the Central Band of the RAF played.

“It was an interesting mix of very formal and informal,”



Charlotte Colesby with Janet McGookin at Buckingham Palace



Charlotte Colesby, Service Manager for Speech and Language Therapy

added Charlotte. “People were dressed up and there were some really important people there, then the Household Cavalry played more traditional songs and the national anthem when the Royals came in.

“But then the RAF band, which played near the lake, played pop songs from The Beatles and Coldplay and songs from shows.

“The gardens are huge – like a park – and you could wander all around them. The food was delicious and the staff were very friendly.”

The invite came through the RCSLT of which Sophie, Duchess of Edinburgh, is the Patron. More than 2,000 guests attended.

She received the invite in thanks for her work with the RCSLT on influencing, leadership and workforce. She made national news in a campaign promoting SLTs in April 2023.

Charlotte has been an observer to the cross-party Parliamentary group for SLTs, meeting MPs and peers in the House of Lords, which she started before the COVID-19 pandemic.

She leads a team of 78 staff, based at The Gem Centre in Wednesfield, near New Cross Hospital.

“People have been so pleased for me and I think it has given the whole team a lift,” said Charlotte.

Virtual Ward celebrates its 1,000th referral

Wolverhampton’s Paediatric Virtual Ward has celebrated its 1,000th referral – and is focused on continuing the “exceptional” care it provides.

Based at Wolverhampton Science Park in Bushbury, the service was launched on 11 July 2022 and enables children to be nursed at home via app technology and appropriate devices, rather than be admitted to New Cross Hospital.

It was launched by Amy Gidden, Paediatric Senior Sister, and Rebecca Taylor, Paediatric Clinical Nurse Specialist at RWT.

It followed the setting up of an Adult Virtual Ward that started in response to the COVID-19 pandemic. A total of 410 children and young people were treated in its first year.

The 1,000th patient was the two-year-old daughter of Wolverhampton couple Amardeep Singh and wife Rupinder Kaur, who preferred not to give her name.

She was at New Cross Hospital for nine days following an allergic reaction which was treated with steroids, antibiotics and other medication, before being transferred to the Paediatric Virtual Ward.

“Her sats (oxygen levels in her blood) were monitored on a daily basis with staff over the phone, and it was comforting to have that support after all she’d been through,” said Amardeep.

“Instead of having to go to A&E or call 111, staff were always on the end of the phone for anything we needed to discuss, which was reassuring and very helpful.”

Becky Currie, Matron, Virtual Ward and Paediatric Virtual Ward/Hospital @ Home/Rapid Intervention Team (Community Urgent Care) said: “The



Celebrating with balloons are, from left: Amy Gidden, Paediatric Senior Sister, Rebecca Taylor, Clinical Nurse Specialist, Ramanpreet Bal, Senior Pharmacist, Lucy Hayward, Staff Nurse (front) and Becky Currie, Matron

Virtual Ward initially began with adult patients but we very quickly identified there was a need for younger people to be treated in a place they like to call home.

“We’re able to deliver hospital-level care using technology and hospital-at-home interventions in the home environment.

Rebecca said: “Patients initially came from inpatient settings and they were admitted via three pathways – antibiotics at home, respiratory and extended observation.

“Following this, we quickly learned there were a lot more areas we could launch pathways in for patients, so we now treat across 10 pathways.

“The Virtual Ward is growing at a rapid pace – we’re now taking patients from Emergency Department, inpatients, urgent care and GP surgeries.

Amy said: “The feedback we’ve

received has been incredible. It really shows how beneficial the service is.”

“One family with twins who were in intensive care got put into our care, and their mother said she would happily shout this service from the rooftops.

“She described it as a vital service in the city, said staff expertise was evident and that care was exceptional.”

“Instead of having to go to A&E or call 111, staff were always on the end of the phone for anything we needed to discuss, which was reassuring and very helpful.”

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do this

NHS

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