

# Franks Big Adventure

Our 'Healthcare Hero', Frank Gough, in his own words....

"I had a chat with Gill Powell from Andrology earlier this year and she informed that she had nominated me for an award, 'The Healthcare Hero Awards'. It's an award for 'unsung heroes' who work in the NHS. Shortly afterwards I received an email from the sponsors of the awards, 247Media, informing me that I was one of twenty finalists. I was very grateful for the people who voted for me, especially Gill for my nomination.

At the end of October, my wife and I were invited to London for the final awards ceremony, staying overnight in a 4 star hotel, paid for by 247 Media. The event took place at the Royal College of Surgeons. It was well attended and included celebrities including Barbara Windsor, Moira Stewart and Esther Rantzen. The hospitality was first class and I was especially pleased to see Gill and her mother there to support me.



Schmoozing with the stars, Frank Gough and Gill Powell with Barbara Windsor, Gill's Mum, Audrey and Frank's Wife, Imogen.

I did not win the main prize, a car worth £20,000, but I am off to London again for a five star weekend in January, all paid for by the sponsors. Thanks also to Steve Peak and Trust Chair, Helen Hemberg for their encouragement. Why not nominate someone yourself for next year's award."

Check out the NHS Online website at [www.nhsonline.net](http://www.nhsonline.net)

Frank Gough

## Women's is one of the first in the country to Go Live with new Patient Administration System - Lorenzo Regional Care

The trust went live with the new electronic patient record system on the 1st November. Lorenzo Regional Care has replaced our current Patient Administration System, iPM and will be followed by the gradual introduction of clinical documents.

Steve Peak, commented, "My sincere thanks must go to the many staff who have been involved in this project,

both clerical and clinical and of course the Lorenzo Project Team who have lead the project over the past year Over the 'go live' weekend I witnessed the extraordinary efforts of our teams and I can honestly say that it has only increased my pride in being part of such a great team.

With the launch of any new computer system, you expect to encounter teething problems that only appear after go-live. We have a team of people on site who are correctly equipped to both identify and fix any that may appear.

Finally it is important to note that the Lorenzo Care Management is just the first step in the movement to an electronic health record. Success at this stage provides a substantial platform to which further modules will be added.

This is an exciting time for the Trust and I am looking forward to developing the Lorenzo system over the coming months."

### Why have we moved to Lorenzo Regional Care?

At Birmingham Women's, we believe that having good IT systems in place will support us in improving as a modern, efficient health service. Sharing high quality information effectively between teams and organisations is an important part in providing better, safer care.

Having Lorenzo Regional Care in place will mean that all those involved in the care of a patient will have secure access to up-to-date, accurate information for diagnosis, treatment and care. This is especially useful out of hours or in an emergency.

### Some words from Gill Powell

"I nominated Frank simply because I see him as one of the unsung heroes of the NHS - working as part of a team keeping the fabric of the building together whilst still managing a kind word to everyone, supporting staff through his union work and involving himself as a Trust Governor. Nice guy too!

The event in London was great fun. Mum and I travelled down by car then made our way to the fabulous building that houses 'The Royal College of Surgeons'.

We met Barbara Windsor, who looked lovely, is very tiny and very friendly. Although Frank didn't win I think he and his wife are really pleased with the consolation prize of a luxury weekend in London."

# Women's progress

The newsletter for Birmingham Women's NHS Foundation Trust

WINTER 2010

## Pride of Britain Winner opens Neonatal Centre

The biggest specialist centre for the tiniest babies at Birmingham Women's Hospital received a grand opening on Wednesday 27th October with a special plaque unveiling and celebration for a multitude of guests including families, babies, fundraisers and staff.

Our guest of honour was Chief Executive and founder of the Mother and Baby Charity 'Baby Lifeline', Judy Ledger, and she performed the official opening. Judy has a personal and long standing connection to the hospital as she was cared for for many months after losing three premature babies consecutively 28 years ago. A week after the opening, Judy deservedly received a Pride of Britain Award as fundraiser of the year at the ceremony celebrating remarkable people.

The new £7million Neonatal Centre was completed during the summer and opened to our babies, their families and staff in September. Replacing our former unit, the new build is the largest facility in the West Midlands caring for around 1000 sick and premature babies each year. The new centre will provide great benefits for the parents and sick babies as well as the staff who provide the care.

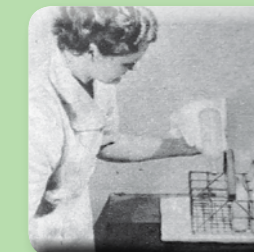
Demand for neonatal cots has grown year on year as the birth rate has risen and it has been possible to treat increasingly small and younger babies than ever before. The new unit will have the capacity for 50 cots including up to 26 intensive and high dependency care cots, to meet the growing demand for specialist care.

Helen Hemberg, Chair of the Women's, commented, "The official opening gave us the fantastic opportunity to showcase the new centre and celebrate the work of all the staff. It also allowed us to thank the many people who have supported the 'Tiny Babies, Big Appeal' which has been raising funds for the Neonatal Unit since 2009. Thanks to our many supporters, the appeal total currently stands at £900,000. We were delighted that Judy Ledger and her family joined us for this special occasion."

Judy Ledger added, "I was so thrilled and honoured that I should be asked to be part of

such an important opening. Since the personal tragedy of losing three babies, my life has been devoted to support maternity services through my charity Baby Lifeline. I have particular admiration for this amazing maternity hospital, as the specialist care I received there when pregnant again, enabled me to give birth to Richard who was born strong and healthy, I subsequently went on to have James and Sara.

I spent months during the pregnancy with Richard being cared for by dedicated and expert health professionals at Birmingham Women's hospital - receiving first class care in case I gave birth prematurely again. The neonatal unit staff kept me informed and strong for this eventuality."



Milk Bank turns 60! Page 2



Women's Pathology Week Page 3



Listening into Action Special PageS 4 & 5



Hero Frank! Page 8



Welcome to our Winter edition of Women's Progress. This issue features lots of good news stories about our staff and services.

You can also read in our special centre page spread about how we are working together across the Trust through 'Listening into Action'.

If you have a story or would like to make a contribution to Women's Progress, please

contact Maria Mcleod. We are always keen to highlight the views and experiences of our staff and members.

Thank you

*Maria Mcleod*

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# Milk Bank celebrates 60th Birthday



Donor parents, their babies and staff join to celebrate 60 years

The Milk bank at Birmingham Women's Hospital celebrated a very special birthday in October as it turned 60. For six decades dedicated staff and breast milk donors have been ensuring that sick and tiny babies get the precious white stuff that they need to grow and develop.

A number of donor mothers and their babies joined the celebration along with Neonatal and Milk bank staff.

Also present was Dr Sue Balmer, a Microbiologist at Sorrento Hospital's Milk Bank from 1983 - 1995. Sue has written a book which charts a history of breast milk banking in the UK, entitled 'Milk Banking - Back to the Future'.

The UK's first Milk bank was opened at Queen Charlottes Hospital in London, 75 years ago. A mother could earn 10 shillings to £1 per week if they had a plentiful supply of milk.

The Birmingham Milk Bank was opened in 1950 in Edgbaston and was rented by Sorrento from the Children's Hospital. The bank relocated to Sorrento in Moseley during 1955. When Sorrento closed in 1993, the Milk Bank transferred to the Women's, then known as Birmingham Maternity Hospital.

*"The first special baby care unit in the country opened at Sorrento Maternity Hospital in Birmingham in 1931 by a pioneering obstetrician, Dr Mary Crosse. She was particularly concerned with the care of the premature baby. She was in no doubt aware of the development of the breast milk bank at Queen Charlottes Hospital in London just as World War II had started. She was very interested in the nutrition of the newborn baby..."*  
(taken from Milk Banking - Back to the Future, Sue Balmer)



Milk Banking in 1951



The Milk Bank at the Women's is just one of only 17 Banks in the UK, we provide donor milk to 19 hospitals across the region.

For further information about purchasing the book, please contact the United Kingdom Association for Milk Banking via email [info@ukamb.org](mailto:info@ukamb.org) It costs £7.50 and proceeds go to UKAMB, and for details about milk banking, please visit [www.ukamb.org](http://www.ukamb.org)

For more information about becoming a donor, please contact the milk bank on 0121 472 1377 on ext 4040 or visit our website [www.bwhct.nhs.uk](http://www.bwhct.nhs.uk)

## Please welcome our new Patient Experience Project Lead



Welcome Kathryn Bishop who joined the Trust in October as the new lead for Patient Experience. This is a one year project and Kathryn explains below what the new role will entail.

*"The majority of patients who visit BWH are pleased with the service and care that they receive. However, formal feedback usually only comes from those that feel strongly about their care. Patient Experience is about giving all of our patients the ability to easily comment on our service. Real time patient feedback is a requirement of the \*CQUIN framework but as well as helping us take on board patient comments, it can also give staff more reason to feel proud of the care they provide.*

*Most wards/departments already collect patient feedback. My aim is to develop a system that collects regular data and allows survey results to be shared throughout the Trust. Similar core questions and regular feedback will allow departments to share ideas. Also, where patients suggest improvements we need to not only respond to their views but also tell them that we have.*

*I am in post for a year to start the project and inbed the systems. My background is in nursing; most recently working in the Clinical Genetics department here at BWH.*

*I have worked in busy clinical areas so understand the need to listen to staff and work with them towards goals."*

For further information, you can contact Kathryn via email [kathryn.bishop@bwhct.nhs.uk](mailto:kathryn.bishop@bwhct.nhs.uk) or on ext 6855.

\*Commissioning for Quality and Innovation

## Sue's connection to Nobel Prize Winner



British scientist Robert Edwards, the man who devised the fertility treatment IVF was awarded this year's Nobel prize for medicine. It was in the late 1950s that Robert Edwards first came to realise the potential of IVF (In Vitro Fertilisation) as a treatment for infertility.

The keen biologist knew from the work of others that it was possible to take an egg from an animal, like a mouse or a rabbit, and fertilise it with sperm in a test tube. Armed with this knowledge, Edwards made it his mission to find out if the same could be done using human eggs.

Some 30 years later, his dream was realised with the birth of the world's first human test-tube baby, Louise Brown in 1978.

Since then nearly four million babies have been born using the technology that takes a mature egg from a woman's ovary and mixes it with sperm in the lab before implanting it into the womb.

A friend and former colleague under Professor Edward's supervision is our very own Director of the Fertility Centre, Dr Sue Avery.

*"Bob was my supervisor, and I also worked alongside him at Bourn Hall, the clinic he founded with Patrick Steptoe, after the birth of Louise Brown in 1978.*

*After he retired I inherited his title of Scientific Director... I was told that his shoes would be too big for me to fill, clearly this was true as he took size 10, and I am only a 6.!*



Sue Avery with Professor Edwards in 1990

*Joking apart, as well as being a privilege, he was great fun to work with, full of ideas, some brilliant, some crazy. He deserves the prize for being both brilliant and brave enough to champion new ideas in such a sensitive and controversial field. It is a pity they waited so long, as he is now too ill to appreciate it, but it is greatly appreciated by those of us who worked with him, and by the many families who owe him their existence."*

## Health talks at Birmingham Women's Hospital

For Trust  
members  
and staff

Fertility Talk - Dr Jackson Kirkman-Brown  
19th January 2011

Pregnancy and Birth - Fiona Heel  
6th April 2011

Continence and Bladder Difficulties  
Matthew Parsons  
22nd June 2011

These talks will take place at 6.00pm in the Seminar Room, Education Resource Centre.

To book a place or for further information, please contact Steve Parsons, Head of Corporate Affairs on 0121 627 2759 or via email [steve.parsons@bwhct.nhs.uk](mailto:steve.parsons@bwhct.nhs.uk)

# Retiring Midwives

celebrate the start of a well earned rest!



Chor Chong and Alison Gordon



Recently retired midwives, Chor Chong and Alison Gordon celebrated their joint retirement in October with their friends and colleagues, after dedicating a collective 65 years to Midwifery and the NHS.

Chor was presented with her long service award by Neil Savage after 35 years in the NHS. Alison had also enjoyed a similar long service and both were looking forward to their retirement after spending much of their lives as midwives.

They will be missed by many and we wish them both a healthy and happy retirement.

## Whilst in the meantime, Midwife, Jenny Pledger is making marathon efforts to help our heroes....

Delivery Suite Midwife, Jenny Pledger took on the challenge of a lifetime during the summer as she completed five marathons over five days!

Glutton for punishment, Jenny, who is no stranger to marathon running, completed the marathons from Ilfracombe to Wiltshire in aid of the armed forces charity, 'Project 65' which raises money for injured service personnel. She completed the gruelling course across a variety of terrains with 35 other runners.

As she explained, "We all had to be self sufficient, so there were no comfy beds in between each marathon, we had to camp in all weathers. At times it was mental torture and sheer will and determination kept me going, I had infected blisters, the lot!

"I have previously completed the Chicago Marathon as well as the Stratford Marathon, the Great North Run twice

## Rewarding and Recognising our Staff

At the beginning of November, we launched the monthly Colleague Recognition Awards scheme. These new monthly awards will complement the annual awards event in January 2011. As said on page 4, The Listening into Action sessions highlighted that individuals and teams felt the organisation could do more to recognise the achievements of staff. We also intend to tie up patient comments about staff members or teams and put in place a monthly Patient Recognition Awards scheme.

So we need your help to nominate teams or individuals. You can do this by either sending a note to Steve Peak in confidence stating the name of the person or team you wish to nominate and why you think they deserve the nomination, or by completing the form on the intranet under the heading "Colleague Recognition". Nominations can be for anything the individual or team have done in the past month which you consider to have been exceptional or above and beyond the call of duty.

The Executive Team will choose from the nominations and present the award to the winner who will receive a gift and thank you letter.

Nominations for this award should be submitted by the last Friday of each month, with an award being made the following week.

We have had over 30 nominations for November and I look forward to receiving more over the months ahead.

Thank you

**Steve Peak**

Chief Executive

## A New Year Resolution for NORTON COURT!

NC Reception Makeover

Wednesday 5th January

12.00 - 2.00pm

Watch this space.....

and the Birmingham Half Marathon to name a few. During November, I took part in the 'Suicide 6' run which is a muddy multi terrain hilly course with icy cold water to run through!"

In her day job, Jenny has also been developing her skills and qualified as an Acupuncturist in March. The Trust runs a successful Midwifery Acupuncture Clinic and Jenny has been covering clinics for this expanding service, helping women with back pain in pregnancy.

A midwife with the Trust for five years now, Jenny has also been part of the BUMPES research which looks at the woman's position in labour during epidurals to find out whether lying down or an upright position can help reduce an instrumental delivery.



Steve Peak and Professor Wigglesworth

## Pathology in general terms....

**Pathology is the study of disease. Pathologists work with other healthcare professionals to diagnose, treat and prevent illness.**

### Isn't it all about dead bodies?

In a recent survey, over two thirds of people thought that pathologists worked only with the dead. Although some pathologists do perform post mortems, this is only a small proportion of their work, the majority of pathologists work for the benefit of living patients. For every blood test, cervical smear or a lump removed, it's a pathologist who looks at the specimen to work out if there's any disease present or not.

### The reality

There are 19 different specialties within Pathology. Pathologists work in laboratories, in clinics and on hospital wards. You might meet some of them face to face, but others work behind the scenes, providing the information that other doctors need to make a diagnosis and decide what treatment to offer.

### The importance of pathology

Millions of pathology tests are carried out every year - over 14 tests for every man, woman and child in the country. Many major advances have been made by pathologists in the treatment of cancer, ensuring safe blood transfusions, developing vaccines against infectious diseases and the treatment of inherited conditions.

### Did you know?

Pathology is involved in 70% of all diagnoses made in the NHS.



# National Pathology Week

1-7 November 2010

## Women's Highlight National Pathology Week

National Pathology Week is organised by the Royal College of Pathologists and ran from 1st - 7th November. The theme was mothers and babies, entitled: *Pathology: the building blocks of life.*

On Wednesday 3rd November 2010 Dr Tamas Marton and Dr Phillip Cox, Consultant Perinatal Pathologists hosted a symposium on Perinatal/Placental Pathology. We also celebrated the official opening of the regional pathology service's newly refurbished perinatal mortuary.

Around 60 pathologists, obstetricians and bereavement midwives attended the symposium and had the opportunity to view the new facilities. The new Mortuary was officially opened by Professor Jonathan Wigglesworth, the Guest of Honour, who also received Honorary Membership of the Paediatric Pathology Society. The meeting was a great success generating lively debate and good networking.

On the 4th of November the Trust ran a schools event at the Birmingham University Conference Park. 56, year 11 and A level students from local schools attended this event, which highlighted the role of pathology in pregnancy. Members from the various pathology disciplines led the students through two women's pregnancies affected by complications and gave them an overview of how they contribute to the investigation and management, when a baby dies or when the outcome is ultimately successful.

Following the presentation the students had the opportunity to try some hands-on experiments and to question the biomedical scientists from the histology, genetics, microbiology and andrology laboratories. The students appeared to thoroughly enjoy this event and we hope to repeat something similar next year.

## Calm before the storm as Women's scientists get ready to educate the students....





Chief Executive Steve Peak hit the ground running in September with a series of events designed to listen to the views, thoughts and ideas of staff from across the Trust.

More than 270 staff representing every department attended providing what Steve has described as "the best 500+ hours of consultation from those who know the most about what goes on at BWH Foundation Trust".

"I feel encouraged by all I've heard" commented one attendee. "There are many people at BWH who care enough to want it to be its best and are willing to work on the issues involved. The comment was echoed by another who added "I think this is a great start - we've never done anything like this before, so I hope this will really fulfil its goals".

"Listening into Action is not a project that will come and go" explains Steve Peak. "I am committed to making this the way we do things around here. Whatever you do at BWH, you have a role to play in delivering excellent patient service. Sometimes there are issues that prevent us providing an easy solution but I believe that working across roles and functions we will find innovative solutions and approaches to the things we feel get in our way."

## Listening into Action in numbers

- 1 Chief Executive
- 5 Conversations
- 279 the number of staff who attended a Conversation
- 558 the number of hours of consultation with those who really know what's going on - you
- 119 the number of people who volunteered to get involved as a result of the Chief Executive Conversations
- 47 the number of different themes identified through the Conversations
- 127 - the number of different ideas suggested to solve some of the most pressing issues
- 4 the number of Chief Executive feedback sessions
- 91 - the percentage of staff who thought the Conversations were either very good or excellent.

## You've had your say... now get involved.



## You said.. ..We did

So we have increased the number of ways to nominate colleagues and departments and more details are on the intranet. In January we will have our annual awards ceremony that will recognise the achievements of teams or individuals for an extended range of categories to be announced.

**Hospital Signage:** You said that signage around the hospital leaves a lot to be desired. So, ahead of the Estates work stream project, Steve Peak walked the patient journey on the 6th December with interested colleagues and patient governors. This was to understand what we can do better and what the signage could and should say.

**Personal Safety:** You said that you had concerns about your safety. We have personal alarms available, please contact Pam Cooper on ext 2652 to pick up yours. We also consulted with the Portering Team regarding protective clothing and this is being made available to them.

**IT:** Firstly you said there were too many generic emails, so we have begun work to develop the intranet for routine, daily announcements such as the dining room menus, reception sales information and exchange and mart of surplus or required office equipment. This will be in place by the end of the year.

Secondly, you felt that we were often second fiddle to UHB when it comes to IT. So we have asked for a BWH representative on the UHB Change Management Board. With immediate effect, Chris Kotari will represent us at those meetings.

**Meeting with the Chief Executive:** You said that you wanted opportunities to meet with me on a regular basis. The first 'surgery' was on the 6th December. From January 2011, these will take place in my office at 1230 on the first Wednesday of EVERY MONTH.

### What next?

There are now five Trust-wide work streams, each holding its own Conversation to prioritise activity and work together to find solutions to the things that get in our way.

The IT work stream kicked off the Conversations by working on the first draft of an IT User Group whose focus was to "identify, drive and resolve BWH IT user issues". Anyone who has signed up to be involved in the IT work stream will be consulted on the Terms of Reference before they are finalised and the first meeting will take place as soon as possible. More details of this group will be available through Core Brief. The Communications work stream took place on 29th November and projects which have come out of that include Core Brief and the Intranet.

#### The other Conversations take place as follows:

- Estates - 9th December 1400 - 1600 in Room 4, ERC
- Workforce - 15th December 12.00 - 2.00 in the Lecture Theatre
- Bureaucracy - 6th January 0900 - 1100 in the Seminar Room, ERC

### Local Projects

The underlying principle of Listening into Action is that those who can see how a patient or staff experience can be improved - are the best people to solve the problem. It's not about hierarchy - it's about passion, commitment and enthusiasm. So if there's an issue you feel passionately about and would like support from the Executive team and Sponsor Group, relevant 'experts' and a facilitator/coach to make it happen. There are three simple steps you need to follow:

1. Get together a group of about 3 - 5 people who feel as passionate about the issue as you do and contact our LiA facilitator, Vicki Davies
2. Complete a one page Listening into Action project form (on the intranet or in the Dining Room) and return to Vicki Davies/pop into the LiA CAN in the Dining Room.
3. The LiA Sponsor Group will review all the projects to ensure there are resources to support your project and then you are off.

If you aren't one of the initial projects selected, don't be disheartened. It is more important to make sure that each project has the support it needs to be successful, which means we may not have the resources at the time. If it will make a difference to patient care or staff experience we will make it happen - but please bear with us. Projects that have already been put forward include:

- a Neonatal Parent Support Group
- a complementary health massage service to patients
- a "working well together" project within Neonatal Unit
- a Contact Group scheme to support staff who feel they are being bullied/harassed or struggling to cope with interpersonal issues, and
- a project to make the reception area in Norton Court more inviting and attractive for both staff and visitors.

#### Want to know more?

We will keep you updated through Core Brief, Women's Progress, email and displays. More information and forms can be found on the intranet and there is a local project can in the Dining Room for all your projects.

Vicki Davies, LiA facilitator/coach can be contacted on extension 6965 or [Vicki.davies@bwhct.nhs.uk](mailto:Vicki.davies@bwhct.nhs.uk) and will be happy to talk to individuals or groups about how you can get involved or how we are getting on.