



Issue No. 23 2014

The Dudley Group **NHS**
NHS Foundation Trust

YOUR trust



AMAZING & INNOVATIVE

Mom2Mom scoops national award!

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- ▶ 4900 years – that's long service!
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✉ foundationmembers@dgh.nhs.uk

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News from The Dudley Group

Welcome to the spring/summer edition of the Your Trust Magazine with warmer lighter days ahead. Looking back over the winter, it has been a busy and challenging time for the Trust with increasing demand on our services.

Managing capacity in the hospital remains a challenge, as it does for many trusts in the local area and across the NHS. Every effort is being made to meet the national target to see, treat, admit or discharge all patients within four hours of arrival at Accident and Emergency (A&E). You can check out our performance against the A&E target along with some key national targets on page 6.

We have experienced unprecedented pressure on our emergency services and so continue to ask patients to think twice before visiting A&E. To avoid what could be a long wait, we're asking our patients to visit their GP, walk-in centre or local pharmacist unless they have a genuine emergency or are facing a life-threatening condition.

We have also had more than our fair share of press coverage and not all of it has been positive or a true reflection of the high standards of care we provide to the people of Dudley. You may have seen worrying headlines claiming we use unnecessary force in the rare instances we restrain patients. A police investigation into those claims has found no evidence that restraint has been used unnecessarily or unlawfully. Our own internal investigation into those claims came to the same conclusion. We hope that can give our patients and their families comfort in knowing we always have our patients' best interests at heart. For the full story behind the headlines, we encourage you all to access our 'For the Record' page on the website under the 'Press' tab at www.dudleygroup.nhs.uk

As a Trust we are committed to creating an open and honest culture and strongly encourage our staff to raise any concerns they may have about patient care or wrong doing and we use our whistle blowing policy to fully investigate those concerns. Our patients and visitors can also raise concerns or give us feedback in a number of ways including via the 'Your Views' icon on the front page of our website. We also back the Nursing Times 'Speak out Safely' campaign which



supports staff in raising concerns. Concerns can also be raised with the Care Quality Commission (CQC).

The CQC regulates hospitals to ensure we provide people with safe, effective, compassionate and high quality care. It is undertaking a two-year inspection programme of all hospital trusts against a set of key lines of enquiry and will award a rating of either 'inadequate', 'requires improvement', 'good' or 'outstanding'. The inspection team spent time with us at the end of March 2014 and initial indications are that they found our staff were caring and committed, and took pride in their work. We will update you further in our next edition of the Your Trust magazine.

We are very pleased to report that our results from the national staff survey published in February have seen some really positive progress including an increase in the percentage of staff who completed the survey rise from 36 per cent to 48 per cent. This response rate is in line with the national average of 49%. We are delighted that a greater number of staff than ever before would recommend the Trust as a place to work and two of the top ranking findings relate to appraisals. We recognise there are some areas where we need to do



better and all areas have received the detailed findings which will be used to make improvements.

We have responded to national recommendations to increase nurse staffing levels and continue with substantial investment in this area. It has been well reported that there is a national shortage of qualified nurses and, like many other trusts in the UK, we have successfully recruited nurses from Spain, Portugal and Romania. Our overseas nurses, numbering 30, are all taking part in an induction programme to familiarise themselves with the UK.

Don't forget that you can visit us 'Behind the Scenes' and meet many of our staff who deliver groundbreaking treatments. Our next event is on Thursday 11th September 2014. See page 7 for more details.

Best Wishes from
Paula Clark (Chief Executive)
and John Edwards (Chairman)

Welcome to our new overseas recruits!

We'd like to say a huge welcome to our new members of nursing staff who have been recruited from Spain and Portugal.

After successful recruitment programmes in Madrid, Porto and Lisbon we successfully recruited 25 staff nurses.

Our new recruits arrived in Dudley in March 2014 and have been partnered up with some of our recent nursing graduates who are available to offer them support during their first few months.

We have also welcomed 15 further international nurses from Romania and are returning to Spain and Portugal with a hope to recruit more nurses.





Pilot makes end of life care at home a reality for Dudley patients.

A brand new project which aims to offer care in the home for patients during their final days will be launching in Dudley.

COMPLIMENT SPOT

"The nurses laughed with us, cried with us and kept us going when it seemed no longer possible to do so."

The Specialist Care at Home pilot, launched on 14th May 2014, will give patients and their loved ones the all important choice over where they would like to be cared for – be it at home, in hospital or in a hospice or care home.

With the help of a £250,000 grant from Macmillan Cancer Support, the scheme looks to give Dudley some of the best palliative care in the country.

The project is a collaboration between The Dudley Group, Dudley Clinical Commissioning Group, Mary Stevens Hospice and national cancer care charity Macmillan, and is one of just six pilots across the country.

Focusing on tailoring each patient's package of care to suit their individual needs, Specialist Care at Home will see doctors, nurses, support workers and other healthcare professionals working together to provide personalised care.

Paula Clark, Chief Executive at The Dudley Group, said, "We are thrilled to be one of the few trusts taking part in the innovative Specialist Care at Home pilot to improve palliative care for our patients.

"We know that many of the patients we care for nearing the end of their lives would prefer to be cared for in a comfortable and familiar environment like their own home, rather than in hospital.

"By working together with our colleagues at the Dudley Clinical Commissioning Group, Mary Stevens Hospice and Macmillan Cancer Support we can make a real difference to improving end of life care for our patients."

WE ARE MACMILLAN. CANCER SUPPORT

Ciarán Devane, Chief Executive at Macmillan Cancer Support, said, "We know that three quarters of cancer patients would prefer to spend their final days in their own home with family and friends, but less than a third actually do.

"To allow people a real choice, we need health and social care services to be coordinated into a seamless package of care.

"We hope that by testing the Macmillan Specialist Care at Home approach in Dudley we will further demonstrate a blueprint for the way end of life care is delivered in the future."

Stevan Jackson, Chief Executive at Mary Stevens Hospice said, "Mary Stevens Hospice is delighted to be involved in this partnership which will allow a single point of access to services for patients with life shortening conditions.

"It will enable earlier referral to services, help prevent unplanned hospital admissions, facilitate early crisis intervention and to support more patients at home or other preferred place".

Trust calls for Dementia Friends volunteers



An Alzheimer's Society initiative

Staff across the Trust are being invited to volunteer as a Dementia Friend to help improve the care experience of patients with dementia, their carers and their families.

The Trust has joined the Alzheimer's Society 'Dementia Friends' initiative which aims to make every day life better for people with dementia – by changing the way we think, talk and act.

The Alzheimer's Society's ambition is to recruit one million Dementia Friends by 2015.

"We want The Dudley Group to be a dementia friendly Trust by recruiting as many Dementia Friend volunteers as we can."

"We want The Dudley Group to be a dementia friendly Trust by recruiting as many Dementia Friend volunteers as we can," said Mandy Aworinde, Clinical Nurse Specialist (CNS) for Older People.

"This is open to non-clinical as well as clinical staff and those

who attended our awareness raising session in May learned how a patient with dementia feels, help break down barriers and remove the labelling that goes with dementia," she added.

"Making the Trust more dementia friendly will help change the perception we have about the condition and help patients with dementia feel understood and included."

Dementia Friends launched in the Trust on Tuesday 20th May during Mental Health Awareness Week.

A series of Dementia Friends awareness sessions were held throughout May 2014 led by the Trust's Dementia Champions – Director of Nursing Denise McMahon, CNS Mandy Aworinde, Deputy Matron Julie Walklate, Sister Emma Hurley, Sister Jane Booth, Staff Nurse Wonda Heritage and Staff Nurse Gaynor Hill.

The current Dementia Friend campaign



Huddle Boards make their mark at Russells Hall Hospital

We have installed new quality and safety 'huddle' boards on all wards at Russells Hall Hospital displaying information for patients such as the number of nurses on duty and the number of falls and infections on the ward.

The five foot by four foot wipe-clean magnetic boards have been installed in 27 areas at the hospital to show patients how we care for them.



The new 'The Way We Care' boards are updated daily and give information on areas such as how many nursing and support staff are on duty on the ward, Friends and Family Test results, patient survey results, monthly compliments and complaints numbers, as well as the number of days the ward has been free from MRSA, C. Difficile, avoidable falls and pressure ulcers.

They also display general information such as visiting times and ward routines, and give the names of the matron, lead nurse and shift lead should patients have any queries or concerns about their care.

"The boards act as a fantastic communication tool and really help to reassure our patients that we are constantly striving to give them the best possible patient experience."

Denise McMahon, Director of Nursing for the Trust, said, "We think our huddle boards are a wonderful addition to our inpatient areas and help to further reinforce the Trust's commitment to being open and transparent about the care we provide to our patients.

"The boards act as a fantastic communication tool and really help to reassure our patients that we are constantly striving to give them the best possible patient experience.

"We hope that by openly publishing information about our quality indicators we can provide further reassurance to relatives that the doctors, nurses and support staff looking after their loved ones take patient safety and care seriously.

"The boards also act as a base camp for twice daily 'handover huddles' where staff hold a short meeting at the start of their shift to discuss patients, important news, Trust-wide issues, safety alerts and feedback from patients and visitors.

"Having a go-to place for the ward's important information means that all our staff, from clinical support workers to consultants, are fully aware of how the ward is performing and any important issues can be communicated quickly and easily."

"We know that three quarters of cancer patients would prefer to spend their final days in their own home with family and friends, but less than a third actually do."



Progress update on Quality Priorities at 31st March 2014

We are pleased to have achieved many of the targets we set for ourselves at the beginning of the year but recognise there are some areas where there is still more work to do and will carry forward these as priorities for 2014/15. We actively encourage you to share your views on the selected priorities and what you think we should choose in the future. The full Quality Report and updates are published on our website along with a short questionnaire. Visit www.dudleygroup.nhs.uk and search 'Quality Report' and send your comments to foundationmembers@dgh.nhs.uk or call (01384) 321124.



Priority 1: Patient Experience – Hospital

Maintain an average score of 85 or above throughout the year for the patients who report receiving enough assistance to eat their meals. Whilst there was an improvement on figures during the year and in the fourth quarter reaching 91, the Trust did not meet the overall target finishing the year on 81.8.

By the end of the year, at least 80 per cent of patients will report that their call bells are always answered in a reasonable time. This was achieved for the year as a whole and will be retained as a priority for 2014/15 with a target of 90%

Patient Experience – Community

Increase the number of patients who use their Single Assessment Process folder/Health and Social Care Passport to monitor their care from 49.4 per cent to 80 per cent by the end of the year. The Trust did not meet this target. Of the 88.7 per cent who reported that they understood its purpose, only 43.3 per cent used it to monitor their own care. This priority will not be carried forward to 2014/15 as it does not appear to be a priority for our patients.

Increase the number of patients who would know how to raise a concern about their care and treatment if they so wished from 86.8 per cent to 90 per cent by the end of the year. 83.3 per cent of patients stated they would know how to raise a concern. It is important that the priority does not drop further so it will be retained in the 2014/15 priority schedule.



Priority 2: Pressure Ulcers – Hospital

Reduce avoidable grade 4 hospital acquired pressure ulcers so that the number for 2012/13 has been reduced by 50 per cent in 2013/14. This target was achieved with no avoidable stage 4 pressure ulcers.

Reduce avoidable grade 3 hospital acquired pressure ulcers so that the number for 2012/13 has been reduced by 25 per cent in 2013/14. This target was not met. There were 36 stage three ulcers recorded. Reducing pressure ulcers will be retained as a priority for 2014/15.

Pressure Ulcers – Community

Reduce avoidable grade 3 and 4 acquired pressure ulcers that occur on the district nurse caseload so that the number for 2012/13 has been reduced by 25 per cent in 2013/14. There has been an overall reduction in excess of 80 per cent. Further reductions will be included in the target for 2104/15.



Priority 3: Infection Control

Reduce our MRSA and Clostridium difficile (C. diff) rates in line with national and local priorities.

a) MRSA Bacteraemia (blood stream infections) target is to have no post 48 hour cases. The Trust had one case against a target of zero. The target was not met. A zero target will be set again for 2014/15.

b) C.diff is no more than 38 post 48hr cases in 2013/14. The Trust had 43 cases in the year and the target was not met even though it was the best performance for six years. The nationally agreed target for 2014/15 is 48.



Priority 4: Nutrition

Increase the number of patients who have a weekly risk re-assessment regarding their nutritional status. Through the year on average at least 90 per cent of patients will have the weekly risk assessment completed and this will rise to at least 93 per cent by the end of the year (March 2014). The Trust narrowly missed the target with an average of 89 per cent. This priority will be retained for 2014/15

Increase the number of patients having a food recording chart and a fluid balance chart in place if the MUST score is 1 or above. Through the year on average at least 90 per cent of patients will have the weekly risk assessment completed and this will rise to at least 93 per cent by the end of the year (March 2014). 93 per cent was achieved for six months and the average of 90 per cent throughout the year was met but the end of year target was missed. The nutrition priority will be retained for 2014/15.



Priority 5: Hydration

Increase the number of patients who have their fluid balance charts fully completed. Through the year on average at least 90 per cent of patients will have their charts fully completed and this will rise to at least 93 per cent by the end of the year (March 2014). 93 per cent or over was achieved in six of the months and an average of 91 per cent over the year. In March 2014 the figure attained was 95 per cent so the 93 per cent end of year target was also met.



Cancer waiting times

All patients referred urgently by their GP with suspected cancer will be seen within 14 days.

Patients to wait no more than 31 days from diagnosis to treatment of all cancers.

Patients are treated within a maximum of 62 days from urgent suspected cancer referral to treatment

Patient waits in A&E

Target is at least 95% of patients to wait longer than 4 hours to be seen, treated and admitted or discharged.

18 weeks from referral to treatment

The referral to treatment target is set as the maximum time it should take from the GP referring a patient for treatment to the time treatment starts. Within that 18 week period all diagnostic tests and outpatient visits for tests should have taken place.

😊 = On track to meet or exceed target

😞 = Target not met

*MUST = Malnutrition Universal Screening Tool

Dr Cuddly with play specialists Linda Taylor and Julie Dale



"Best Behind the scenes tour I have ever been on – loved Dr Cuddly!"

The Dudley Group –

Where membership matters



Dates for your Diary 2014

All of the above events are held at **Russells Hall Hospital unless otherwise indicated. More information can be found by visiting the Members section on our website at www.dudleygroup.nhs.uk To reserve your place call (01384) 321124 or email foundationmembers@dgh.nhs.uk**

Thursday 4th September
Council of Governors meeting, 6.00pm

Thursday 11th September
Annual Members Meeting and Behind the Scenes tour, 4.30pm (registration desk open from 4pm)

Thursday 25th September
Potential Governor information event

Thursday 9th October
Potential Governor information event

Thursday 11th December
Council of Governors Meeting, 6.00pm

Trust Board meetings are held in public. Visit the Trust website for details of the venue, dates and times at www.dudleygroup.nhs.uk or call (01384) 456111 extension 1012.

Reminder 2014 Board Meetings!

Members events

'Our 'Behind the Scenes' tours remain popular with more than 160 members of the Trust and the wider public attending the events held in March and June. The March event visited the Maternity, Neonatal and Children's wards providing an opportunity to visit the recently refurbished Midwife Led Unit, learn about the special care provided for some of our youngest patients in the care of our Neonatal unit and the support and care available to our paediatric patients. In June our guests had the opportunity to learn more about the breast care services offered by the Trust and some of the groundbreaking research being undertaken.

The next event is our Annual Members Meeting and Behind the Scenes tour which will be held at 4.30pm on Thursday 11th September 2014. More information will be in the next edition of the Your Trust magazine.



GOVERNOR ELECTIONS 2014

Staff Governor elections concluded earlier in the year and the Council of Governors welcome two new faces...



Scott Burton

who will represent Allied Health Professionals and Health Care Scientists



Karen Phillips

representing Non Clinical staff.

Have you thought about becoming a Governor?

Later this year, we will be inviting Trust Members to come forward to fill vacancies arising in several of our Public Constituencies. We will be hosting two information events in the autumn and invite you to come along and find out more about being a Governor and the steps to follow to submit a nomination.

If you are keen to make a difference to the way in health care is delivered in Dudley please visit our website at www.dudleygroup.nhs.uk and search Governors otherwise please call the Foundation Trust office.



LONG SERVICE AWARDS

More than 4900 years of continuous service for The Dudley Group were celebrated at two recent Long Service Award presentations.

The celebrations shone the spotlight on those staff who have reached key milestones in their years of service for the Trust, ranging from 15 to 40 years.

Chief Executive Paula Clark said, "Our staff are our best and most valuable asset and it is great to be able to thank them, in a small way, for working hard every day to give our patients the very best care."

Celebrating 40 years at the Trust, Nicola Bussey, a medical secretary in surgery, said, "It's amazing to think that when I started out I used a typewriter and everything was paper based, now consultants can sit at their desks and see X-rays taken minutes ago on their computer screens. All the technological advances that have happened over the past few years have made my career a really interesting one."

"Our staff are our best and most valuable asset and it is great to be able to thank them, in a small way, for working hard every day to give our patients the very best care."



The Dudley Group introduces...

Alison Waldron

Clinical Nurse Specialist for Parkinson's

Alison is new to the Trust but has worked as a nurse in neurology and neurosurgery for many years. She spent the last 12 years working as a community neuro specialist nurse in Sandwell.

Alison's role is brand new to the Trust and focuses on caring effectively for people with Parkinson's during their stay in hospital.

She provides invaluable help and support for patients with Parkinson's, offering holistic initial assessments, care planning and ongoing reviews while patients are in hospital and once they leave.

"Although my role is based within the hospital, I work closely with my colleagues in the community to make sure all our patients with Parkinson's receive seamless care, whether in hospital or at home."

"It's really important to make sure all our patients have a safe discharge and that they remain safe once they return home, so part of my role involves making sure our patients with Parkinson's have the care they need once they leave hospital to make sure they don't need readmitting."

Alison also helps patients manage their medication as part of the Parkinson's UK Get it On Time campaign.

"Failure to take medication on time can result in a real deterioration in a patient's condition if they have Parkinson's so it's so important that medication is taken according to a patient's routine," Alison said.



"It's really important to make sure all our patients have a safe discharge and that they remain safe once they return home."

Danielle Stacey

Specialist Antimicrobial Pharmacist

"It is important to prescribe correctly for those patients at a potentially higher risk of developing well-known hospital acquired infections such as C. diff or MRSA."

Danielle's new role is part of a Trust-wide project to continue improving the way we prescribe antibiotics to patients. Danielle focuses on those patients who would benefit from a more detailed review of their prescription so we make best use of the medicines available to treat them and help them avoid developing infections.

"It is important to prescribe correctly for those patients at a potentially higher risk of developing well-known hospital acquired infections such as C. diff or MRSA," Danielle said.

"On top of this, patients who already have a low immune system, are frail or elderly or who have lots of other health problems also need to be given that extra care during their time in hospital."

"My role has been created so we have a dedicated person who can review and manage these patients throughout their stay to help make sure they don't develop an infection during their time with us."



Recently launched – MICROGUIDE mobile app.

The mobile phone app that lets staff access prescribing guidelines on the go.

Many newly-qualified doctors and pharmacists find it challenging to know which bacteria are associated with different clinical infections and what antibiotic regimen will provide adequate cover. The Microguide App provides a concise authoritative guide to the treatment of common infections and safe prescribing of antibiotics on a Trust by Trust basis.



The Friends & Family Test

"How likely are you to recommend our services to friends and family if they needed similar care or treatment?"

Our most recent published scores are for March 2014 and we are pleased to announce that they are above the national average in all six areas:

Inpatient Score: 82
(national average: 73)

A&E score: 67
(national average: 54)

Maternity antenatal: 89
(national average: 67)

Maternity birth: 86
(national average: 77)

Maternity postnatal ward: 81
(national average: 64)

Maternity postnatal community: 81
(national average: 74)

National Inpatient Survey 2013

Every year all NHS hospitals in England take part in a national inpatient survey to measure patient experience. The survey is made up of 70 questions which are sorted into 10 categories. The survey results are reported both by question and by category, ranking each Trust as 'worse', 'about the same' or 'better' in comparison to other hospitals.

We're pleased to announce that our 2013 results (published in April 2014) have improved from 2012, with The Dudley Group ranked as 'about the same' in all 10 of the following survey categories opposite:

We had just one 'worse' scoring question – food – an area the Trust is already working hard to improve. Work has begun on completely redesigning the inpatient menu, we have trialed new sandwich fillings and we have changed our brand of bread to Hovis following customer feedback.

The 2014 survey will be sent to 850 randomly selected patients who had an inpatient stay with us in July 2014.

Survey Categories

- The Emergency/A&E department
- Waiting lists and planned admissions
- Waiting to get to a bed in a ward
- The hospital and ward
- Doctors
- Nurses
- Care and treatment
- Operations and procedures
- Leaving hospital
- Overall experiences

"We walked in and were met with staff with a smiling face."

You said, we did...

YOU SAID: New parents told us they would like to be able to stay overnight with their partners following birth.

WE DID: More guest beds are being purchased so that partners are able to stay overnight with new mothers (in single rooms).

YOU SAID: It can be too noisy on wards during the night.

WE DID: We have introduced switch off times for TVs and are looking into ordering soft-close bins.

MYSTERY PATIENT PROJECT

Patients at The Dudley Group are being given the opportunity to become Mystery Patients with the launch of a new scheme looking at outpatient services.

The programme will delve into individual clinics and invite patients to meet up after their appointment to talk about their experiences. Patients will be asked a series of questions about their experience based around the Trust's values of Care, Respect and Responsibility to test our customer service.

Patients will be contacted before their appointment date to ask if they wish to be a mystery shopper at their next appointment.

"This is a great opportunity for patients using our outpatient services to tell us what we do well and where we could make improvements" said Paula Clark, Chief Executive.

"We are looking at the service clinic by clinic so it will take us a little while to get around them all, but we will share learning as we go along so that everyone benefits.

Copy TBC



Trust launches strategy to care for patients with learning disabilities

The Trust has launched a strategy to ensure people with learning disabilities receive accessible, safe and appropriate care.

The Learning Disabilities Strategy will ensure staff who work for the Trust make reasonable adjustments, understanding the needs of people with learning disabilities when they access healthcare.

Hosting the launch at Russells Hall Hospital, Chief Executive Paula Clark said it marked a special day for the Trust.

"Having a strategy for the way we care for people with learning disabilities means we have a set of standards that we all adhere to as an organisation and that is really powerful," said Paula.

Attending the launch was Margot James, MP for Stourbridge and a school governor with special responsibilities for children with special educational needs.

"I am very aware of the changing landscape and the integration of health and education to provide solutions for children to allow them to reach their potential," said Margot.

"The strategy is a great piece of work and I would like to commend The Dudley Group and staff for the work they have done in taking national research and recommendations and putting them into practice," she added.

"I was especially pleased that people with learning disabilities were actively involved in the formation of this strategy, which will only make it that much more effective in helping to spread knowledge and best practice through the organisation."

The launch, organised by the Trust's Learning Disability Liaison Nurse Jacqui Howells,

featured a play by Bristol drama group The Misfits, which is made up of eight adults with learning disabilities, delivering a production about resuscitation."

The Trust's strategy will support the Disability Discrimination Act and Mental Capacity Act to ensure the delivery of equal treatment to Dudley patients.



The Misfits drama group



"I am very aware of the changing landscape and the integration of health and education to provide solutions for children to allow them to reach their potential."



Mom2Mom bags national midwifery award

The Mom2Mom breastfeeding support project led by midwife Lucy Johnson and piloted by our community midwives has been recognised as the best of its kind at the Royal College of Midwives Annual Midwifery Awards.

The project, which encourages support from family members in breastfeeding, was announced as the winner of the JOHNSON'S® Baby Award for Evidence into Practice at a ceremony in London.

Steph Mansell, Head of Midwifery, said, "We are delighted to have our good practice recognised at a national level, particularly as this project enhances bonding and relationship between mother and baby."

Denise McMahon, Director of Nursing, was thrilled for both Lucy and our Maternity Department.

"The whole team have worked incredibly hard to develop this project so I'm so pleased that their dedication and commitment has been rewarded in such a fantastic way – well done!" she said.

Cathy Warwick, Chief Executive of the Royal College of Midwives, said, "As this entry demonstrates, amazing and innovative work is going on across the UK in midwifery. These are midwives and their teams pushing at the boundaries of practice to deliver a better service for women and their babies."

About Mom2Mom

The Mom2Mom support project's main aim is to encourage Dudley's new mums to choose breastfeeding with the support of their own mothers.

"We were finding that so many of our mums-to-be were worried about the idea of breastfeeding and were considering using formula milk instead," Lucy said.

"The idea of experienced mothers passing on their knowledge to new mums isn't a new one, but we found that lots of new grandparents were apprehensive about offering advice in case they suggested the wrong thing.

"We introduced Mom2Mom workshops to teach grandparents-to-be how to best support their daughters once they give birth and to keep them up-to-date with current best practice.

"We cover all sorts of areas that will help new mums and their babies during those all important first few months, but our main aim is to teach our grandparents the best way to support with breastfeeding," Lucy said.

"As well as being the most natural way to feed your baby, breastfeeding brings with it health benefits for both mothers and their babies."

The Dudley Group @DudleyHospitals - Jan 22
Congratulations to our lead community midwife Lucy Johnson for her RCM Award! Well done! @MidwivesRCM

The RCM @MidwivesRCM - Jan 22
And the Johnson's baby award for evidence into practice goes to Lucy Johnson of Dudley Group NHS Foundation Trust.



Monitored Dosage System

The Dudley Group has teamed up with Adam Myers Pharmacy to help make discharge easier for those patients who need additional support taking their medicines once they return home.

Patients who come into hospital using a Monitored Dosage System will now receive two weeks worth of their take home medicines in the same way, helping them to stick to their medicine plan.

We also inform the patient's community pharmacy and GP of any changes made to their prescription and details about the Monitored Dosage System they are using.

What is a monitored dosage system?

Monitored Dosage Systems are storage devices, usually pre-packed plastic trays or boxes with multiple compartments, each labelled with the time and day the medication inside that compartment should be taken.

They are usually used by patients who take multiple medicines to help them organise their medications and remember to take them at the correct time each day.



New code of conduct for clinical support workers

We've launched a new code of conduct for our clinical support workers to reinforce our priority to treat patients with dignity, respect and compassion at all times.



Barbara's story

Clinical support worker Barbara Mason works on ward C8 and told her personal story at the launch. Explaining what being a CSW means to her, and she gave the advice she would give to someone thinking of taking up her profession. Here is an extract of her story:

"My mom was an auxiliary nurse for over 25 years, working for Dudley Area Health Authority. My sister is a specialist sister at Good Hope Hospital, but I never dreamt I would ever become a nurse.

There are many auxiliary nurses (clinical support workers) past and present in the NHS who are unsung heroes who do not get recognised for the fantastic work they do in patient care, my mum included. I am not standing here today to tell anyone how to care because you either care or you don't care. When I was given this job I was asked to lead by example and that is what I have tried to do.

I do not do my work for thanks or recognition, but I do take pride in all that I do because I have a conscience, and I will try and go the extra mile to try and deliver good patient care.

We have a very diverse community with people from all walks of life, and you have to be a non-judgemental individual. Just because someone does not look like you or smell like you does not make them a lesser person. It is up to us to break down these barriers and it is up to us to treat individuals with respect and dignity.

To be a clinical support worker you have to be prepared to roll up your sleeves and get stuck

in. You will deal with patients who have all sorts of illnesses and you may have to clean up vomit, blood and phlegm on a daily basis. This can be part of the daily routine. But you have to remember each patient in that bed could one day potentially be you or a member of your own family.

You will be on your feet for 12 hours each day but when you see that call buzzer going please do not ignore it. Do not just give good care to the patients who can help themselves and have good communication skills – do the same the same for the vulnerable patients too.

This is a very demanding job but most of all a very rewarding one. As long as you can go home knowing you have given a hundred per cent, and made your patients feel worthy and better about themselves, you have done your job.

Do not be afraid but have courage to challenge anyone you think is not delivering good care and safe practices. Please hold this thought, respect and dignity in life and respect and dignity in death, regardless of your ethnicity." By Barbara Mason



Barbara Mason

- Be accountable by making sure they answer for what they do or don't do
- Promote and uphold the privacy, dignity, rights, health and wellbeing of people use our services
- Work together with colleagues to deliver high quality, safe care
- Communicate in an open and effective way
- Respect a person's right to confidentiality
- Strive to improve quality of healthcare
- Uphold and promote equality, diversity and inclusion

"We have a great group of support workers here and they are a real asset to the Trust. They work hard and keep striving to improve. The code of conduct supports their valuable work," said Yvonne.

"The new standards give our clinical support workers a framework, similar to the NMC code of conduct, and sets out what the public expect of us."

“As long as you can go home knowing you have given a hundred per cent, and made your patients feel worthy and better about themselves, you have done your job.”

Dudley Group NHS Charity
Fundraising Manager:

Karen Phillips

Russells Hall Hospital, Dudley, DY1 2HQ

(01384) 456111 Ext: 3349

karen.phillips@dgh.nhs.uk

www.dudleygroup.nhs.uk/our-charity

www.justgiving.com/dghc

Twitter: @DGNHSCharity

Facebook: DudleyGroupNHSCharity

Charity Number: 1056979

Charity Cricket Match



Envile Cricket Club

Thursday 10th July 2014

6pm start

Everyone welcome

Featuring teams from The Dudley Group NHS Foundation Trust and Dudley Clinical Commissioning Group.

Proceeds will go to the Georgina Cancer Unit and the Neonatal Special Care Baby Unit at Russells Hall Hospital, Dudley.



Sainsbury's colleagues create a buzz after head-shave raises £2000

Two remarkable colleagues from Sainsbury's Amblecote had their heads shaved in aid of the Georgina Unit at Russells Hall Hospital, which cares for people with cancer.

Deborah Smith and Lisa Cope raised over £2,000 in donations from colleagues and customers. Both ladies had their heads shaved in front of colleagues and some surprised customers.

Deborah says: "I'm amazed and extremely humbled by the support shown. What we did is easy compared to someone who is battling cancer; this is our way of making their lives that little bit easier."

Lisa Added: "The unit is close to both of our hearts. We decided to do this fundraising to say thank you to the dedicated nursing staff on the Georgina Unit who cared for our loved ones undergoing treatment."

Karen Phillips, Fundraising Manager for the charity said the response has been overwhelming, "We posted a short message of support on Facebook and within a week it had reached over 2,000 people with numerous likes and shares. The charity is so grateful to Deborah and Lisa for doing such a marvellous thing."

The Skydive New for 2014

If you have ever wanted to do a skydive here is your chance. The Dudley Group NHS Charity is looking for adventurous volunteers to make a fundraising skydive. If you raise enough in sponsorship you will get to jump for free! The 'Tandem Skydive' is a 10,000 feet jump attached to a professional instructor.

You can jump on a date suitable to you from any one of over twenty British Parachute Association approved airfields across the UK. No experience is necessary as all training is given, and if you raise £395 will receive your jump for free.



Meet the team

Audiology Department



Julie Walklate, Staff Elected Governor for Nursing and Midwifery invites you to learn more about our Audiology team. Julie has worked with The Dudley Group since 1998 and is the deputy matron for stroke and older people's services. Here she invites you to learn more about our busy Audiology team.

Julie Walklate, Staff Elected Governor Nursing and Midwifery

The Audiology team at The Dudley Group is unique compared to other trusts in that it provides screening and assessment services for both adults and children, including supporting the NHS Newborn Hearing Screening Programme. The team also provides ongoing management for adults and children with hearing loss, including fitting hearing aids and support for those with tinnitus. In 2012 the service was awarded AQP (Any Qualified Provider) status.

The team is led by Ruth Delves and Tina Harris and is made up of 13 audiologists, three assistant technical officers and five administration support staff. All staff are invaluable in ensuring the smooth running of the department.

A range of Audiology services are offered at several locations across the Dudley borough including Brierley Hill Health and Social Care Centre, Stourbridge Health and Social Care Centre and Russells Hall Hospital. Members of the team also work in the community and visit patients in their home and work closely with the education hearing

impaired team, ear nose and throat specialists and other agencies.

With a growing, ageing population, there is an increasing demand for high quality hearing services to cater for patients needs.

Patients are now able to choose where they receive their care for adult hearing and who provides it as part of the AQP initiative. All providers working under AQP have to pass a rigorous qualification process to ensure they meet the appropriate quality requirements.

In October 2012, The Dudley Group Audiology Department was awarded AQP status for the provision of hearing aids.

The scheme is aimed at people aged 55 years and over with non-complex, non-medical ear or hearing problems.

They can be referred directly to the Dudley Audiology Service by their own GP or via the Choose and Book system. A hearing assessment is undertaken within 21 calendar days of the referral and the patient can expect to have their hearing aid fitted within 28 calendar days.

The NHS Newborn Screening Programme includes a hearing screening test to check for any hearing loss. One to two babies in every 1,000 are born with hearing loss in one or both of their ears. Parents are offered a hearing screening test for their baby in the first few weeks of life.

The hearing screening test allows those babies who have hearing loss to be identified early.

Early identification is known to be important for the development of the child. It also means that support and information can be provided to parents at an early stage.



Back row left to right – Samuel Worrall, Ruth Delves, Alison Patel

Front row left to right – Gordon Chandler, Tina Harris, Sarah Gwilt, Karen Tromans

Hearing aid services

- ▶ Assessment and prescriptive fitting of NHS digital hearing aids
- ▶ Reassessment of hearing and hearing aid provision
- ▶ Ongoing maintenance, repairs and advice
- ▶ Replacement of all broken NHS hearing aids provision of batteries
- ▶ Relevant literature and information on environmental aids and referral to adult or children social care for the deaf

Tinnitus counselling and therapy

- ▶ Counselling
- ▶ Re-training therapy including Cognitive Behaviour Therapy (CBT)
- ▶ Combination hearing aid/maskers etc.
- ▶ Referral to any further hearing therapy required



DID YOU KNOW? Last year our Audiology team...

- ▶ Received 5898 referrals
- ▶ Fitted 3680 new hearing aids
- ▶ Completed 21,329 patient contacts
- ▶ Repaired or replaced 4,739 existing hearing aids



The Dudley Group has signed up to support the Nursing Times Speak Out Safely campaign to reinforce the message to our staff that they can safely and confidently raise concerns about patient care and safety.

We are committed to reassuring our staff that any concerns they raise will be addressed in an open and transparent way. Our staff should not be afraid to speak up if they have worries about standards of care within our Trust.

"We are, of course, committed to providing the best possible care to every single patient we treat and being able to speak up when our care falls short is a big part of that commitment" said Chief Executive Paula Clark.

"It's so important to me that every single Dudley Group employee knows that they can raise any concerns they may have without fear of reprisal and with the confidence that their worries will be listened to.

**Nursing
Times**

SOS
SPEAKOUTSAFELY

Our Pledge

This Trust supports the Nursing Times Speak Out Safely campaign.

This means we want every member of our staff to feel able to raise concerns about wrongdoing or poor practice when they see it and confident that their concerns will be addressed in a constructive way.

We promise that where staff identify a genuine patient safety concern, we will support them, fully investigate and, if appropriate, act on their concern. We will also give them feedback about how we have responded to the issue they have raised, as soon as possible.

Whether you are a permanent employee, an agency or temporary staff member, or a volunteer, please speak up when you feel something is wrong. We want you to be able to Speak Out Safely.

The Dudley Group

ਜੇਕਰ ਇਹ ਲੀਫਲੈਟ (ਫੋਟਾ ਵਿਸਥਾਰ) ਤੁਸੀਂ ਆਪਣੀ ਭਾਸ਼ਾ (ਪੰਜਾਬੀ) ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਡਿਯਾ ਕਰ ਕੇ ਪੇਜ਼ਟ ਵਿਨਕਰਮੇਸ਼ਨ ਕੋ-ਆਰਡੀਨੇਟਰ ਨਾਲ 0800 0730510 ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

यदि आपको यह दस्तावेज़ अपनी भाषा में चाहिये तो पेशान्ट इनफ़ॉर्मेशन को-आरडीनेटर को टेलीफोन नम्बर 0800 0730510 पर फोन करें।

ਐ ਤੁਸੀਂ ਆਪਣੀ ਭਾਸ਼ਾ (ਪੰਜਾਬੀ) ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਡਿਯਾ ਕਰ ਕੇ ਪੇਜ਼ਟ ਵਿਨਕਰਮੇਸ਼ਨ ਕੋ-ਆਰਡੀਨੇਟਰ ਨਾਲ 0800 0730510 ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

আপনি যদি এই প্রচারণাটি আপনার নিজের ভাষায় পেতে চান, তাহলে দয়া করে পেশেন্ট ইনফরমেশন কো-অর্ডিনেটরের সাথে 0800 0730510 এই নম্বরে যোগাযোগ করুন।

إذا كنت ترغب هذه الوثيقة مترجمة بلغتك الأصلية (اللغة العربية)، فراجع: اتصل بمنسق المعلومات للمريض 0800 0730510 على التلفون Information Co-ordinator

اسلامی زبان میں اس کا ترجمہ بھی دستیاب ہے۔ اس کے لیے 0800 0730510 پر کال کریں۔ (میں نے اس کا ترجمہ بھی دستیاب کیا ہے۔ اس کے لیے 0800 0730510 پر کال کریں۔)



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