



UHB Connected

News from Heartlands Hospital and Birmingham Chest Clinic

NHS
Heartlands Hospital
Part of University Hospitals Birmingham
NHS Foundation Trust

May 2024

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Matron wins award for lifetime of care

Rachel Small, Clinical Matron for Gynaecology and Early Pregnancy, has been awarded a prestigious national award.

Rachel, who is based at Heartlands Hospital, won the Lifetime Achievement Award at the 2024 Mariposa Awards in London.

The award, which was presented by Love Island winner Jessica Hayes, was given in recognition of a medical professional who has devoted their life to the care, and support of the bereaved.

Rachel, who has dedicated much of her career to supporting families through early pregnancy loss, said: "I was completely surprised when I received the award, I thought I was just attending the evening as a guest, and it was so unexpected and humbling.

"I feel very grateful to the women and what they have said. I am thankful for my team being behind me, I'm very conscious that I would be nothing without them, we are all in it together and have worked hard to make our service what it is today."

Rachel has worked at University Hospitals Birmingham (UHB) for over 30 years, initially qualifying as a nurse and working in paediatrics before going on to do her midwifery training and working across a wide range of areas within our maternity services.

In 2009, Rachel then joined our gynaecology services, leading the recurrent miscarriage clinic and running research studies.

She said: "I think I just found my niche; I loved working in early pregnancy and in 2014 I became the lead for the early pregnancy service across the Trust. In 2020, I was then asked if I would become the Clinical Matron for Gynaecology and Early Pregnancy.

"I love the variety in my role; I enjoy being a nurse specialist, where I feel you can be completely responsible for your patients.

"As a leader, I enjoy being able to make changes and develop our service; you see a problem and find the solution and execute it. I love watching our team grow, watching other nurses come through and succeed."

Alongside her work at UHB, Rachel is also the Chair of the Association of Early Pregnancy



Rachel Small with her award

Units and has received an honorary fellowship from the Royal College of Obstetricians and Gynaecologists.

Margaret Garbett, Chief Nurse, said: "We are really fortunate to have Rachel in our team. The care she provides to our patients and their families is exemplary and the support and development she gives to our nursing and wider multidisciplinary team, ensures that the quality and ethos of care is shared by all. This recognition of Rachel's achievements is really well deserved "

I love the variety in my role; I enjoy being a nurse specialist, where I feel you can be completely responsible for your patients."

Rachel Small

Service plans to expand

The dermatology service, and associated support services, have secured funding to significantly expand to meet the needs of patients.

The investment aims to improve patient care, by providing patients with more timely access to the support that they require.

The dermatology service at University Hospitals Birmingham (UHB) is the largest specialist dermatology service in the Midlands, and one of the largest in the UK.

It is delivered at Solihull Hospital, Queen Elizabeth Hospital Birmingham and Good Hope Hospital, and has a reputation locally, regionally, and nationally for the management of medical dermatology conditions, and skin cancer assessment and treatment.

Andrew Clements, Hospital Operations Director for Solihull Hospital, said: "This is fantastic news for patients, Solihull Hospital and the dermatology service at UHB as a whole.

"The demand on the service has continued to grow annually over the last five years, and despite the introduction of a number of technological and pathway developments to reduce demand, there is no suggestion that this will slow.

"This investment is a crucial step to ensure the sustainability of our workforce, and that we can continue to provide an efficient, productive, and high-quality service in the future."

Emanuela Morris, General Manager, said: "The expansion of the service is going to greatly benefit the patients who use our services, by reducing the time they have to wait to see a healthcare professional."

Irshad Zaki, Consultant Dermatologist, added: "We are really grateful for this funding, and on behalf of all the clinicians within the service, would like to thank the managers and the rest of their team who we have worked closely with over the last 20 years, for their hard work in getting us to this point."

Ajoy Bardhan, Honorary Consultant Dermatologist, added: "This is an excellent example of what can be achieved by sustained collaborative working between clinicians and hospital managers, and I'm confident that the service will continue to go from strength to strength."

“
All the
staff were
amazing
”

We receive hundreds of positive messages every month from patients who want to thank our colleagues for the care they have received. We want to make sure our colleagues see that they are appreciated, and that new patients are reassured that they will be cared for by the very best in the profession.

Please note all patient details are anonymised. This compliment comes from a patient who was cared for at Heartlands Hospital.

“I came in for an elective Caesarean section and I just wanted to say a massive thank you to the staff that helped me during my time there, especially the surgeons, anaesthetists and midwives that were there with me in theatre. It was quite a traumatic experience for me, but all the staff involved were amazing, gave me so much reassurance and helped calm me down.

“I’m also thankful for the staff on Maple ward for caring for my baby and I.”

If you’re a patient who has had a positive experience at any of our hospitals, clinics or community care settings, please tell us about it by emailing: compliments@uhb.nhs.uk

Station of the year

Hospital radio station, BHB Radio, has won a coveted national station of the year gold award.

This remarkable achievement marks the third time in the last five years that BHB Radio has claimed this top award.

It previously received the accolade in 2019, 2023, and now in 2024, along with a silver award in 2020.

The trustees, David Horton and Paul Stanley, were in attendance at the Hospital Broadcasting Association awards at Winchester University on 13 April, accompanied by BHB member David Elliot to receive the trophy.

See page 10 for the latest radio schedule.

Stopping bullying is in everyone’s hands

Bullying will not be tolerated at University Hospitals Birmingham (UHB) and we must all demonstrate our value of being Kind, Connected and Bold. Everyone must feel valued and respected for their unique contribution to their service and our organisation.

Members of the executive team, staff side representatives and a range of other colleagues joined the event in-person in the Lecture Theatre at Heartlands Hospital, and also online.

Our UHB anti-bullying pledge states: *‘Bullying will not be tolerated at University Hospitals Birmingham NHS Foundation Trust. We must all live and demonstrate our values of being Kind, Connected and Bold and will not accept being bullied or stand by and see others bullied. It is not ok.’*

Jonathan Brotherton, Chief Executive, said: “We are totally committed to stopping bullying; there is no place for it in our organisation. We have all got a responsibility to do something about bullying behaviours, even if they are not directed at ourselves, by calling them out and seeking support. We must work together to create a supportive and healthy culture, to ensure we are doing our very best for patients and colleagues.”

Barry Panton, Staff Partnership Lead, added: “We are moving in the right direction; it is in all of our hands to address unacceptable behaviours, that have an impact on our colleagues. We are standing together in partnership to stop bullying and welcome everyone’s support.”



Colleagues at the pledge signing

The pledge signing was followed by a week’s worth of activities across the four hospital sites, where colleagues were invited to pop along and have a chat with colleagues from workforce, staff side and the site leadership teams. There was information and support about the impacts of bullying, how to raise concerns and wellbeing support available.

We are asking colleagues to join us in ending all forms of bullying at work.

If you have concerns about being bullied, or have witnessed bullying behaviour, you can contact:

- The People Advisory Service provide confidential advice on all HR policies and procedures on 0121 371 7612 or firstcontact@uhb.nhs.uk
- The Freedom to Speak Up Guardian and Confidential Contacts provide confidential advice and support to staff raising a concern on 0121 371 7221 or FreedomToSpeakUpGuardian@uhb.nhs.uk
- The Trade Union Office on 0121 371 6686
- There are a range of initiatives to support staff health and wellbeing - further information can be found at: www.uhb.nhs.uk/hr/well-being/

Working together to support patients

The Respiratory Failure and Mechanical Ventilation Team has been celebrating the second anniversary since the service started at Heartlands Hospital.

In the past year, this dedicated team of specialist nurses, physiotherapists, physiologists, and doctors has provided care for over 700 complex respiratory patients. Their efforts have successfully kept patients out of the hospital and prevented unnecessary visits to the emergency department (ED).

Operating from the Respiratory Assessment and Discharge Area on Ward 24, the team offer direct access to the clinic, playing a crucial

role in keeping patients living with respiratory failure out of the hospital.

Jacqueline Lawrence is thankful to the team for supporting her, after spending ten days Heartlands Hospital with breathing problems in February last year.

Jacqueline said: “The team are always there if I need them, it is very reassuring. They keep an eye on me through breathing and blood tests and they are always on the end of a phone. I couldn’t do without them, I’d be lost. It’s so reassuring to know the team are there for me – if I couldn’t speak to someone, a little problem could turn into a larger problem. I really appreciate all that they do for me.”

Kirsty Russell, Respiratory Clinical Nurse Specialist, said: “We collectively deal with some of the most complex respiratory patients who have breathing support machines and/or oxygen at home, to keep them out of hospital and prevent them from coming to ED as an emergency.

“Our multi-disciplinary team (MDT) also support the Solihull Community Respiratory Team through our weekly MDT meeting, providing them with not only advice and guidance but also direct access to our MDT clinic, which helps them to keep some of these highly complex people living with respiratory failure out of hospital.

“This group of the sickest and the most vulnerable of our respiratory patients are often very grateful for the service we provide.”



Left to right: Zoe Michael, Yasmin Khan, Kirsty Russell, Kayleigh Jones, James Cooper, Amy Oakes, Rahul Mukherjee

The team are always there if I need them, it is very reassuring.”

Jacqueline Lawrence
Patient



UK's first clinic for 'one in a million' condition

The UK's first clinic for patients with Familial Chylomicronaemia Syndrome (FCS), an ultra-rare genetic disease that affects between one and two people in every million, has now launched in the Centre for Rare Diseases at Queen Elizabeth Hospital Birmingham.

Familial Chylomicronaemia Syndrome prevents the body from breaking down fats consumed through diet. For those with the condition, eating fats can lead to chronic and potentially fatal symptoms, including pancreatitis.

Now patients across the UK with the disease can access expert support through dedicated clinics with a specialist multi-disciplinary team.

Up until four years ago, there was no treatment available to patients with FCS other than a severely controlled and limited diet, which could

lead to other health complications. In 2018, following successful clinical trials, a treatment called Volanesorsen was developed and began being administered to some patients with the disease under an early access to medicine scheme.

Charlotte Dawson, Consultant in Metabolic Medicine at Queen Elizabeth Hospital Birmingham, said: "For patients with ultra-rare disorders like FCS, it can feel incredibly lonely and care can often be disjointed, meaning patients have to attend multiple appointments, often in differing locations.

"Our new clinic provides a one-stop shop for patients with FCS and means we can cover much more ground with our multi-disciplinary team in just one appointment. As well as having

A rare disease is a medical condition with a specific pattern of clinical signs, symptoms, and findings that affects fewer than or equal to one in 2000 people globally.

dedicated expertise in one room, it gives our FCS patients the opportunity to connect with others who are having the same, or similar experiences."

Junita (Jan) Whitehouse

Tributes have been paid to dear friend and colleague Junita Whitehouse, known as Jan, who sadly died on 11 April.



Jan had worked in Medical Records at Solihull Hospital since 1996. Her commitment and professionalism were exemplary, leaving a lasting impact on our workplace.

Her steady presence and expertise were invaluable, earning her respect and admiration from all who worked alongside her. Jan's kindness and willingness to support her colleagues were constants in our daily routines, fostering a sense of camaraderie and support.

Jan's legacy lives on in the relationships she built and the standards of excellence she upheld. She will be greatly missed by all who worked with and knew her.

Lee Williams was among the who have paid tribute to Jan. He said: "I worked with Jan for 18 years. In every area there is a colleague who everyone seeks out if they want to know something and Jan was that person in our department.

"Despite working in an intensive environment, she always kept a cool head. She must have filed away countless thousands of notes in her time and it's safe to say her memory is permanently filed in the hearts of all those who knew and worked with her."

Carolyn Davis added: "Jan was the kind of person that you felt was always there, not only to give you advice about work related tasks, but most things. Jan took an interest in you as a person.

"Jan forged friendships easily, not only in the records department, but extended to many other areas of Solihull Hospital. We will miss her greatly, but there is no doubt that Jan will be remembered."



Mo Ladele receives her award

Prestigious nursing award

Morisenuola (Mo) Ladele, General Manager for Healthcare of Older People at Queen Elizabeth Hospital Birmingham (QEHB), was presented with a prestigious British Journal of Nursing 'Nurse of the Year' award for her work in her previous organisation, Birmingham Community Healthcare NHS Foundation Trust..

Mo, who joined QEHB as a general manager in January this year, said: "The award recognises the work I did on the development of an inclusive hypertensive

care provision in His Majesty's Prison (HMP) Birmingham. It gives me great pride in my work and practice as a nurse. Reflecting on the whole experience, it encourages me to continually advocate for the delivery of safe high quality care services that is available, accessible and equitable for everyone."

Jo Basketfield, Director of Nursing at QEHB, said: "Mo is a real asset to our hospital. She shows the commitment and passion that earned her the award in spades and we're very lucky to have her. Congratulations Mo!"

Governor elections

Are you passionate about your community and do you understand what's important to patients?

Could you spare the time to help us improve our services?

University Hospitals Birmingham is looking for governors who embody their values; Kind, Connected and Bold. If you think that might be you then why not put yourself forward for election? The deadline to stand as a UHB governor is 8 May.

UHB has 12 vacancies across 11 constituencies in this year's election, including: Solihull and Meriden; Sutton Coldfield North; Quinton, Halesowen and Southwest; Birmingham Southwest; Birmingham Heartlands; Birmingham West; Birmingham Reservoirs; Birmingham Central; Lichfield Northwest and Northeast; Tamworth; and Rest of England and Wales.

 **More info is available on the UHB website: www.uhb.nhs.uk/news-and-events/news/support-your-local-community-and-the-nhs/634118**




A digital welcome for patients

UHB has started sending a welcome message to patients who have been referred by their GP for a hospital appointment.

The message is sent by text or email and reassures patients that their outpatient referral has been received and that the next steps are being planned.

The message encourages patients to download the NHS App, so they can manage their appointments digitally. Access to digital appointment letters, and the ability to request to reschedule or cancel an appointment, is now live for UHB patients.



 **Please visit www.nhs.uk/nhs-app to download the app and find out more.**


 University Hospitals Birmingham Charity




Sign up to our weekly lottery and be in with a chance of winning £1,000!

Your hospital charity runs a weekly lottery and for just £1 a week you could be in with a chance of winning the £1,000 jackpot as well as other cash prizes. Since we launched our lottery over two years ago, we have given over £150,000 in cash prizes to our amazing supporters.

The money raised from our lottery helps us to fund cutting edge equipment and facilities, ground-breaking research and added extras to help our patients, their families and staff across our four hospitals.

Many of you will already know how vital it is that we continue to raise as much as we can to help those being treated and working on our wards and departments.

Summer Bumper Draw

We hold two Bumper Lottery Draws each year which give our wonderful supporters the chance to win an extra special cash prize. Our Summer Bumper Draw is taking place on Friday 19 July and you could be in with the chance of winning £3,000.

If you sign up to our weekly lottery by 24 June, you are automatically entered into our bumper draws.



Play now here: hospitalcharity.org/lottery or scan the QR code.

New look space is raising patients' morale

Dementia Action Week takes place between 13 to 19 May and we'd like to highlight the incredible staff on the Harborne Ward at Queen Elizabeth Hospital Birmingham.

Harborne Ward is a 30-bedded unit that cares for elderly patients with a range of medical and complex social needs. The team provide amazing care to our older patients, ensuring their stay on the ward is as comfortable as possible. The unit has an increased number of patients with dementia, which at times can be very challenging for both patients and staff.

The hospital charity has helped fund the refurbishment of the patients' day room on the ward, to support the patients and colleagues. The room has been transformed from a cold, clinical environment, into a bright and welcoming space with vibrant art on the walls, and a jukebox with 1950s diner inspired décor and has been nicknamed 'Peaches Diner.'

Ward Manager, Stacey Fream, said: "The new day room helps ensure patients eat and drink well, and helps them to socialise with other patients and staff. I have also seen a positive change in staff morale on the ward, as everyone is happy to be a part of this wonderful change. It is wonderful to receive such positive feedback from patients, relatives and staff."



Colleagues and patients enjoying the new day room

As well as the new day room, the ward also holds a breakfast club, a 'knit and natter' group and a weekly exercise class.

Clare Redmond, Physiotherapy Assistant at Queen Elizabeth Hospital Birmingham said: "Our exercise classes encourage movement, create a social environment and give our patients a sense of accomplishment. Being able to help improve their physical and mental wellbeing is very rewarding."

Dementia Action Week aims to highlight the care and services, and support that is available to

help improve the lives of people with dementia and their families and carers. The team on Harborne Ward will be marking Dementia Action Week by holding a tea party on Thursday 16 May in Peaches Diner.

📌 For more information on how you can support our Older People's Appeal, visit: hospitalcharity.org/appeals/older-people or scan the QR code.



Get your steps in for charity

People across the country are getting out and about to promote the benefits of walking, as part of a healthy lifestyle for National Walking Month in May. Getting outdoors regularly and enjoying the fresh air by walking has proven to benefit mental wellbeing and physical health.

This year, your local hospital charity has lots of walking events that you can take part in and support the ward or department of your choice while you do it.

Our events include treks to the summit of the highest peak in England and Wales - Mount Snowdon - in our Snowdon Challenge.



You can sign up to watch the sunrise from the summit, or take a daytime trip to see some stunning views from across the mountain.

For the first time, the charity has organised a three-day Northern Lights Trek across Iceland this November, where you will be able to explore the awe-inspiring landscape of the stunning Icelandic countryside. You will visit incredible geothermal springs, picturesque mountains, and see the breathtaking Northern Lights, on this once-in-a-lifetime trip.

- Sunrise Snowdon Challenge – 22 June and 10 August
- Daytime Snowdon Challenge – 7 September
- Northern Lights – 20 November

📌 To find out more about our events, visit: hospitalcharity.org/events or scan the QR code.



Join us this STEPtember

This September, we are excited to launch our first ever STEPtember walking event reaching 250,000 steps to fundraise for our children's departments. One trip up Snowdon would get you most of the way to reaching the number of steps needed to hit the STEPtember target. Keep a look out for more information coming soon.

Volunteer to take lead

Popular with patients and staff, our Pets in Hospital programme is looking for new volunteers.

Sarah Spencer, one of our Pets in Hospital volunteers at Queen Elizabeth Hospital Birmingham (QEHB), visits patients with her golden retriever, Lloyd.

Sarah said: "There is a genuine enjoyment for us seeing Lloyd 'at work' – though it's hard to justify the term 'work' when you see the obvious pleasure his greetings bring to the patients and staff, it's more like a pleasure boat ride for him. That said, having had the wealth of experience of training him, we do know how the journey to what he's doing now was always about a life dedicated to service. It's terrific that we are able to share this character-filled goldie with others here at the hospital."

📌 To register as a Pets in Hospital volunteer at QEHB, Good Hope, Heartlands or Solihull hospitals, or to find out more about sponsoring a dog, visit: hospitalcharity.org/appeals/pets-in-hospital or scan the QR code.



New service to capture treasured memories

A new bereavement photography service has been set up to help patients and their families in difficult times.

The service called Forget Me Not is run by the UHB Clinical Photography Team and supported by a grant from UHB Charity,

This free service is providing keepsake images for patients using paediatric and adult services.

These could be photographs of weddings for end-of-life patients or memory making images of very poorly children, such as birthdays or family members visiting.

Depending on the type of images taken, they will be presented in a frame mount wrapped in tissue paper and tied with ribbon, or as a memory box with a USB stick for families to keep.

The project is being rolled out as a pilot scheme initially and has received support from bereavement leads across the Trust. This support has been essential to setting the service up.

Hannah Stewart, Clinical Photographer and Bereavement Lead, said: "We were initially approached by the bereavement paediatric team at Heartlands Hospital, as they had wanted this service for a long time. We put together a bid for charity funding which we are delighted to say was successful."

Becky Lee, Medical Illustration Services Manager, said: "This is about going the extra mile for patients and their families who are going through particularly tough times."



Pictured, left to right: Bella Sanchez-Bishop, Grants Officer UHB Charity; Hannah Stewart, Clinical Photographer; Liza Sudgier, Clinical Photographer; Becky Lee, Medical Illustration Services Manager

Mike Hammond, UHB Charity Chief Executive, said, "To lose a loved one in hospital can be a very difficult experience, which is why we wanted to give families the chance to make the final moments with their loved ones as special as they can possibly be. We have funded memory boxes which hold beautiful images taken by

the Clinical Photography Team, that can be cherished by the family for years to come. We so are grateful to our supporters for enabling us to fund these added extras that make a big difference to our patients and their relatives."

For more information email:
clinicalphotography@uhb.nhs.uk

Gold standard for occupational health

Our Occupational Health Team has received 'gold standard' accreditation. This recognition signifies our ongoing commitment to providing exceptional health and wellbeing services for all colleagues in the Trust.

Safe, Effective and Quality Occupational Health Service, SEQOHS, is recognised as the gold standard for occupational health services in the UK. Achieving accreditation demonstrates that our occupational health department has made a significant progress towards adhering to rigorous national standards and best practices. This rigorous assessment process ensures we deliver high-quality services that prioritise staff health and wellbeing.

This accreditation translates into several benefits for colleagues. You can be confident that our occupational health services meet the highest standard, delivered by qualified and experienced professionals and provide comprehensive care from pre-employment health assessments to ongoing health and wellbeing support throughout your employment journey.

The service maintains utmost confidentiality and trust and, by prioritising staff wellbeing, it contributes to a healthier and more productive work environment for everyone.

Chief People Officer, Cathi Shovlin and Deputy Chief People Officer, Lily Anstey congratulated the team. Director of Occupational Health, Dr Masood Aga, expressed his thanks to the team and recognised the untiring efforts of Karen Biles, Service Manager and Lead Nurse Lee Wootton, who made this achievement possible.

The Occupational Health Team see the accreditation as a significant milestone, but say their commitment to staff wellbeing doesn't stop there. The team will be continuously striving to improve the services they provide, ensuring they remain relevant and meet people's needs.

For more information please visit the Occupational Health intranet page or contact Occupational Health on 121 371 7170 or email: ohenquiries@uhb.nhs.uk

Fond farewells for popular colleagues

Members of the Critical Care Team at Queen Elizabeth Hospital Birmingham (QEHB) have said goodbye to two long-serving colleagues.

Steve Ward and Michael Dodsworth have retired after 38 and 18 years at QEHB respectively.

Steve was manager of the critical care team, who described him as always being approachable and as 'a fantastic manager' and 'one of a kind'.

Steve spent more than half of his UHB career in critical care, where he and his team always had an integral and vital role. He demonstrated his extensive skills, knowledge, and experience during the COVID-19 pandemic, by always seeing the bigger picture and willing to help other areas.

Michael joined critical care after working at Rover Company and has been a helpful and friendly member of the team. He supported



Farewell for Steve, third from left, and Michael, fifth from left

the critical care units working in the larger team.

Colleagues described them both as an absolute pleasure to work with and wished them the healthiest and happiest of retirements.

Long-serving health care assistant, Dennis Owen, has also retired, after 44 years service.

Dennis, pictured second left, started as a porter in 1980 at the Women's Hospital and in 1986 moved to Queen Elizabeth Hospital Birmingham where he continued his role as a porter.

After 16 years, he joined the team in the research development unit as an auxiliary

and was promoted after completing his foundation degree at university.

In 2013, he then moved to the Home Dialysis Team, as a healthcare assistant. He said he will miss the people and the company in the small close-knit team. A surprise retirement party was held in Dennis' honour.

He said he is looking forward to walking and playing golf.

Colette Doyle, Lead Home Haemodialysis Nurse specialist, said: "Dennis has been a valued member of the home haemodialysis team since 2013. He will be missed by the team, patients and carers."



Dennis Owen, second left, with colleagues

Cancer awareness

April was bowel cancer awareness month. The Bowel Screening Team devoted a day to visit our hospital sites, to talk to colleagues and patients about the importance of bowel screening.

They highlighted the symptoms of bowel cancer, promoting the importance of early detection, and encouraging people to have their bowel screening when they've been invited.

They also raised awareness of the decrease in age of bowel screening to include younger people.



SUPPORTED BY  University Hospitals Birmingham Charity

Our latest awards

We are delighted to announce that across the teams won a Kind, Connected and Bold award. Congratulations to all of our winners.

GOOD HOPE HOSPITAL



Catherine Drew
Sister, Acute Medicine

For Catherine's excellent work ethic, professionalism and positive attitude. Catherine consistently shows kindness to patients and colleagues, and never hesitates to lend a hand to anyone who needs assistance or guidance. She offers a smile to everyone and goes above and beyond, every day.

Alison Pilcher
Catering Operative

For Alison's outstanding contributions to the catering team. Alison goes out of her way to make sure all the patients are allocated the correct dinners and is brilliant with the patients and their families. She ensures everything runs smoothly and efficiently, and the morale is always good when Alison is around.



Day Case Unit
Theatres

Nominated by a colleague, who said: "I would like to nominate the whole of the Day Case Unit Team, as I believe they give excellent care and always treat people with kindness. I am one of the ward sisters and have been on the unit since October 2023, and I have learned so much. Their care and compassion towards patients and families is second to none."

Jane Crowter
Healthcare Assistant, Ward 17,
Surgical Assessment Unit

For Jane's hard-working nature. Jane is a dedicated team member, who always puts the needs of others before her own. She is kind, caring and extremely passionate about her job. Nominated by a colleague, who said: "I am privileged to work alongside Jane, she is an asset to us all."

HEARTLANDS HOSPITAL

"Flu Crew"
(Tracey Barton, Helen Halliday,
Harriet Hedigan, Stephanie Hill,
Jade Hykin, Neil Mallett,
Lisa Millin, Sam Morris,
Leanne Poole, Jo Straw)
Respiratory Medicine

For the team's great teamwork and commitment. The Heartlands Hospital "Flu Crew" was created in November 2023, to help champion and promote the importance of the flu vaccine and campaign this year. They all worked weekends and twilight shifts and targeted hard-to-reach colleagues to encourage uptake of the vaccine. Their efforts were remarkable.

Louise Taylor
General Manager, Gastroenterology

Nominated by a colleague, who said: "In a manager, you look for someone who is there to support you and guide you in your role; this is Louise. She is selfless, supportive and goes above and beyond for the gastroenterology service. She understands the role of her staff, works alongside them, and rolls up her sleeves and joins us on the ground floor."

Emily Cadman

Staff Nurse, Critical Care and Outreach

For the massive difference Emily made to a patient and their family, during the patient's end-of-life care. Emily made sure that she was there for anything that they may need, and that the patient was comfortable throughout. The care and compassion Emily gave to the patient and her family was described and recognised by the family as amazing.

Anne Watson
Sister, Ward 24, Respiratory Medicine

Nominated by a colleague, who said: "Anne consistently demonstrates kindness towards the patients, ensuring they leave our ward happy and healthy. Her dedication to their wellbeing is truly inspiring. Not only does Anne excel in patient care, but she also goes the extra mile to support her staff."

Quadri Olalake
Housekeeper

Nominated following an email that was received in the Emergency Department at Heartlands Hospital, which said: "I just wanted to let you know about Quadri's work today in the Emergency Department. I have had numerous compliments from patients stating how clean the area is, especially the toilets. He has done a fabulous job."

CORPORATE



Simon Birley
Deputy Head of Temporary Staffing,
Workforce, Heartlands Hospital

For being a driving force in the development and implementation of new processes and rates of pay for medical and non-medical bank and agency workers. This has enhanced equity of pay for colleagues and will contribute significantly to the Trust's financial recovery plan.

Lisa Flavin
Trust Security Adviser,
Corporate Affairs,
Queen Elizabeth Hospital Birmingham

For providing amazing support throughout a serious incident that involved the safety of two colleagues. Lisa understood the severity of the incident and provided her colleagues with both emotional and physical support, ensuring they both arrived at work safely and could leave safely, with security escorts. Lisa is an asset to the Trust and demonstrated genuine concern and care towards her colleagues in this situation.

Hayley Hope
Associate Educator, Corporate Nursing,
Heartlands Hospital

For being an amazing associate educator. Nominated by colleagues, who said: "Hayley is hard working, dedicated and an inspiration to all who are lucky enough to work with her. She goes above and beyond to support her trainee nursing associates in the clinical area, as well as ward managers and colleagues. She has made a massive impact on the team, and we would all be lost without her."

award winners

the Trust, 25 individuals and teams
awarded in March.

Do you know a member of our staff or a team, who has gone above and beyond? Nominate them today by:

Filling in our online form by scanning the QR code below, or emailing: awards@uhb.nhs.uk

Top tip: Nominations are judged on quality rather than quantity, so please provide as much detail as possible about why the team or individual has made a difference and deserves recognition.



SOLIHULL HOSPITAL



Ward 20A

Trauma and Orthopaedic Elderly

Nominated by the ward manager, who said: "Over the last 12 months, my team has provided safe and high-quality care at all times, and we have received some really lovely feedback from patients around the care they have received. From a manager's point of view, all my team go above and beyond their duties to make the patient's journey as comfortable as possible, and it is a pleasure working with them."

Yvonne Hayes

Ward Service Coordinator, General Surgery

For the kindness Yvonne shows to both colleagues and patients. Yvonne is very passionate about her ward and team, and always keeps everything running smoothly. She is always the first person that colleagues generally go to, and will always try to help out as best she can.

QUEEN ELIZABETH HOSPITAL

Stacey Fream

Ward Manager, Harborne Ward, Healthcare of Older People

For working incredibly hard over the last 12 months to embrace and support projects to prevent deconditioning, and for promoting eat, drink, dress, move (EDDM) principles. Stacey's hard work has resulted in improvements to patient experience, staff wellbeing and job satisfaction, as well as culture on the ward.

Victoria Baiden

Clinical Nurse Specialist, Neurology

For showing exceptional patience, compassion, kindness and empathy to a patient. Victoria took the time to meet with the patient, and his family, and listened to them, and because of this, an excellent outcome was achieved for the patient.

Andrew Griffiths

Heart Failure Clinical Nurse Specialist, Cardiology

For the exceptional care and service provided by Andrew. Nominated by a patient's son, who said: "My mother and I visited the hospital for an echocardiogram, during which a new diagnosis was discovered. In response to this concerning news, Andrew was called upon to assist. I cannot commend Andrew enough for his attentiveness, skill, and extensive knowledge of both the new diagnosis and my mother's medical history."

Outpatients Department/ Area 3 Team Cardiology

For the team's innovative and collaborative efforts in supporting the introduction of Inclisiran injections within the cardiology clinic. The team's dedication and hard work has significantly enhanced patient care, streamlined processes, and marked a historic achievement as the first-ever outpatient team to champion this initiative across the West Midlands.

Histopathology Department, including Prof. Desley Neil

For the amazing work the department carry out. The Histopathology Department frequently offer their time and expertise on a voluntary basis, out of hours, to provide their opinion on suspicious lesions/masses found during an organ retrieval operation. They have very short notice and turn around results rapidly, which makes a difference when assessing if organs are suitable and safe for transplantation.

Critical Care Area D

Nominated by a patient's mother, who said: "It was profoundly heartwarming to see the science and art of nursing so brilliantly aligned and illustrated by your nursing team. Each nurse attending to my son, and other patients, demonstrated that care and compassion would not be compromised. There was a clear sense that there was effective communication between staff members, and that the senior nursing team operated the team in a very organised and professional manner."

COMMUNITY



Homeward Team Good Hope Hospital

For coming together and showing each other incredible kindness during the last few challenging months. The team have supported, encouraged, and provided comfort to each other. Despite daily challenges, the patients they care for receive the highest standard of care.

Pooja Pitrola

Dental Practitioner, Solihull Special Care Dental Service, Grove Road clinic

For the support that Pooja has provided to the team, during difficult circumstances. Pooja has willingly taken on extra duties and is working within different areas in the service. This has been of great support to management and has improved care for our patients. Pooja has proved to be a great team member and has a positive approach to change.

WOMEN'S AND CHILDREN'S

Iman Sharif

Practice Placement Midwife, Obstetrics, Heartlands Hospital

Nominated by five different students, who all praised Iman for the amazing support they received. One student said, "Iman has made me feel so very comfortable with being able to ask anything I want. If she doesn't know the answer, she will point me in the right direction. Very kind, helpful and approachable."

Karen Evans

Senior Medical Secretary, Paediatrics, Heartlands Hospital

For going above and beyond to help a patient's mother, who said: "I was put in touch with Karen when I was desperately reaching out for answers regarding my daughter's health and medical referrals. Karen said she would make sure she got me to the right people, and she definitely delivered her promise. She has called me back on several occasions with information to keep me updated on what was happening."

RESEARCH AND DEVELOPMENT

Kelly-Anne Goodwin

Senior Sister

Debbie Wilks

Nurse, Centre for Rare Diseases, Queen Elizabeth Hospital Birmingham

Nominated by a colleague, who said: "A member of staff from my team was suddenly taken unwell while we were seeing a patient, and Debbie and Kelly-Anne were on hand instantly and looked after the staff member brilliantly. Their bedside manner was absolutely incredible, and they couldn't do enough to help both me and my colleague. They really are angels in uniform."

Going the extra mile for patients

Colleagues working in the Cancer Centre at Queen Elizabeth Hospital Birmingham (QEHB) are always trying to find ways to support and uplift their patients.

Following the installation of their new 'Kind Hearts and Cuppas' signage at their coffee shop at QEHB, healthcare assistants, Karen Borg and Deborah Carr reached out to Sainsbury's in Selly Oak.

Sainsbury's kindly provided free hot cross buns, which were prepared and offered to patients by colleagues and volunteers.

Senior Sister Kirsty Weaver and Sister Carmen Rensburg also organised a raffle for patients, with the team hoping that proceeds can be put towards the purchase of new televisions to provide entertainment for patients waiting to be seen in the department.



Left to right: Karen Borg, Healthcare Assistant, Jennifer, volunteer and Chloe McAnerney, Healthcare Assistant

Wellbeing championed for our colleagues

Colleagues working in imaging at Good Hope Hospital have benefited from a series of activities organised by the department's wellbeing champions.

The champions, Alex Lomas, Claire Davis, Hazel Gibson and Cindy Slabbert, organise regular wellbeing sessions; activities have ranged from festive wreath making to massage, to reiki healing and mindfulness via virtual reality headsets.

The idea of the wellbeing champions arose following some collaborative work with Zoe Peryer, Senior Educator in the Professional Development and Education Team, who said: "Developing the champions' role and running fabulous events in imaging is increasing a sense of connection between colleagues; this in turn increases a sense of belonging to the team and department."

The activities complement the wider health and wellbeing offer provided by the Trust. Each hospital site has a wellbeing hub which provides a welcoming and secure space where colleagues can take a break, recharge, and access a wide range of wellbeing resources. The hubs are the base for a team of wellbeing hub assistants who are on hand to offer colleagues a warm drink and a listening ear, whenever they need it.

Feedback from the Imaging Department wellbeing sessions has been really positive, with one colleague commenting:

"It may just be 20-30 minutes every once in a while, but to come to work and do something for yourself, and to know your managers encourage it, makes a world of difference.



Left to right: Hazel Gibson, Senior Radiographer, Claire Davis, Imaging Assistant, Casper from The Massage Company who took part in the initiative, Alex Lomas, Clinical Educator, and Cindy Slabbert, Nuclear Medicine Technologist

"We all choose to work in roles that put our patients first, often working late or through lunch and regularly putting our own needs below those around us. To have these moments where we can really do something for us and to 'refill our cup' are so important. I have worked in the NHS for nearly 17 years, and I have heard the word 'wellbeing' mentioned so much but never actually seen it delivered until I came back to Good Hope recently. It's things like these sessions that, I think, make such a difference. They make a workplace a much nicer place to work and make you feel valued.

I really hope these sessions continue and Claire, Alex, Hazel and Cindy are recognised for the incredible and important work they are doing."

For more information about the health and wellbeing support available to UHB colleagues, please scan the QR code: www.uhb.nhs.uk/hr/well-being/supporting-your-health-and-wellbeing.htm



Opportunities for scientists

I started in the NHS ten years ago, as a newly qualified graduate after doing a degree which focused on cardiac physiology. I started off very general, getting involved in different tests within cardiology and gaining experience across the board.

Today, we cover ultrasound scanning of the heart, exercise testing, ECG analysis and we look after patients with pacemakers and defibrillators. We also work in the cardiac catheterisation lab, which is a specialised theatre with X-ray cameras.

In them, we can do all kinds of specialist procedures, such as insertion of heart valves, insertion of pacemakers or inserting stents into patients' coronary arteries after a heart attack.

As a physiologist, or clinical scientist, our role is to assist with the specialist technologies in the procedure, monitor patients and manage emergency situations, such as cardiac arrest. As I gained experience, I became more specialised, focusing on heart rhythm problems; the electrics of the heart.

As a heart rhythm specialist, after prioritising our patients and workload for the day, I'm typically in one of two places. I could be in the cardiac catheter labs where we fit pacemakers and defibrillators. We select all the equipment

that's going to be used, programme and test the devices and monitor the patients. We provide specialist knowledge and advice to the implanter. If not involved in these procedures,

I am generally found in our device follow-up clinics. As clinical scientists, we take responsibility for these patients, building good long-term relationships, diagnosing clinical issues, testing the workings of the device and devising strategies to manage any issues.

During the COVID-19 pandemic, we undertook a huge project to upscale our remote monitoring services for implanted devices. All the devices we fit (pacemakers and defibrillators) have the capability to have this remote follow-up; the patients are provided with a monitor or a smartphone app, which connects wirelessly to their implanted device. The data is collected, sent across to us, and we can review it.

We can follow up the patient without needing to see them in hospital. The technology has been around for 20 years, but the pandemic meant that we couldn't physically see our patients in person, so there was a real need to push this forward and maintain our ongoing care.

We embarked on a huge project to get all the patients

in our service onto remote monitoring, and I am pleased that we successfully did that. Now, we're trying to adapt how we use this technology day-to-day.

We have around 4,500 patients under our care, and most of our routine follow-up is now done through these remote systems. Patients were a bit unsure at first, but have become very supportive of it. It gives us greater capacity to see the patients who need further support. It's been a real team effort.

As soon as patients have a pacemaker or defibrillator, they remain under lifetime care, so we follow them up on a regular basis. Clinical scientists see them with some level of autonomy, reporting back any major findings to the responsible consultant cardiologist. We see the patients, take the history, get all the diagnostic information and, quite often, suggest programming changes or other treatments that can make the patient better.

As UHB is a tertiary specialist centre, we see patients from all ends of the spectrum.

If you're inspired by Jamie and want to join #teamUHB, visit www.jobs.uhb.nhs.uk for all of our current opportunities.



Jamie Walton, Head of Implantable Devices

Most cardiology patients are elderly, but we have a lot of young patients here, too. Being able to speak to the two different groups and understand the two different groups is challenging, but it is what makes work at UHB so rewarding!

Being a healthcare scientist is very varied, and very interesting. No two days are the same.

We are UHB

Raising awareness of neurodiversity

This year, Neurodiversity Celebration Week celebrated the strengths and talents of neurodivergent colleagues across UHB, as well as raising awareness of their experiences.

Events, during the week which ran in March, were held globally, with panel discussions and inspirational speakers from a range of backgrounds and professions. The discussions all focused on key neurodiversity topics and aimed to educate, while inspiring conversations about neurodiversity.

If you missed out on the events, all recordings are available to watch online via the QR link at the end of the story.



Zoe Peryer and Holi Begum at Good Hope Hospital



From left to right: Nicola Poole, Ben Frankel, Naima Shaharyar, Zoe Peryer at Heartlands Hospital

In addition, members of the Neurodiversity Network held pop-up stands across our four hospital sites, to raise awareness of the week and provide details on the support available at the Trust for neurodiverse colleagues.

The Neurodiversity Network welcomes new members at any time. The network meets once a month and provides an opportunity for those who are neurodiverse to meet and form a collective voice, to help shape and influence the Trust's equality and diversity agenda.

It is a safe and confidential space for colleagues to get peer-to-peer advice and

support, and connect with one another, through sharing of experiences.

The network can signpost colleagues that are experiencing barriers to the help they may need, as well as support them to thrive at work with their neurodiversity.

To find out more about the group, or if you are interested in joining, please email NeurodiversityNetwork@uhb.nhs.uk



Travel solutions

Heartlands Hospital nurse Dawn Taylor, pictured, won a new bike after taking part in our travel survey about getting to work.

Dawn, who is based on Ward 12, is the proud owner of an Indi bike, which was donated by Halfords, via the Trust's Sustainability Team. She was one of more than 3,000 colleagues who entered our random prize draw for completing the staff travel survey.

Other winners were: Marta Singh, who also won a new bike; Christian Rushton and Alison Hung, who both won £100 Amazon gift vouchers courtesy of Liftango; Laurie Lucas, who won a £100 e-voucher from Cycle Solutions; and Rose Jewson and Benjamin Jefferies, who both won a four week bus pass from National Express.

The Sustainability Team thanked all colleagues who participated in the survey, which will serve as a crucial tool to help plan a strategy to design and implement more efficient and sustainable travel plans, reduce getting to work anxieties, air pollution and congestion and encourage active travel to support improvements to health and wellbeing.

Some initial survey responses show:

- Some 63 per cent of respondents used a car to get to work, 37 per cent used public transport; nine per cent walked, seven per cent cycled, and five per cent used a car pool.
- The average commute time was 34 minutes.
- The average monthly travel cost was £138.07.
- Six per cent of the respondents had an electric vehicle

Insight into infectious disease

Expert advice given by the Birmingham Chest Clinic Tuberculosis (TB) Team has featured as part of a special radio programme for National Prison Radio.

With Birmingham seeing some of the highest number of cases of TB in the UK, the Chest Clinic's TB service works closely with HMP Birmingham nurses to help with medical advice and educational information for prisoners.

This partnership and TB Consultant, Dr Martin Dedicoat's role working with UK Health Security Agency (UKHSA), led to this opportunity to spread the word and raise awareness among the prison population on how to spot the signs of TB in themselves and others.

TB is an infectious lung disease with symptoms typically including a persistent cough that lasts more than three weeks, a high temperature and sweating in the night. Though highly treatable, it can become fatal if left untreated.

Prison inmates have a higher risk of developing TB and of having poorer treatment outcomes than the general population.

With 80,000 listeners across England and Wales, the broadcast on National Prison Radio was able to reach a huge number of people and help to minimise spread of infection and protect our prison population.

The radio programme, 'TB: The Inside Story' features someone who has recovered from the disease, those on the front line in prisons helping to prevent spread of the infection, and healthcare professionals with the low down on everything from symptoms, to testing.

By speaking to the experts and providing crucial information on the risks associated with contracting TB, National Prison Radio hopes to encourage people in prison with the signs and symptoms to seek healthcare advice immediately so they can get tested and treated.

Julie McLoughlin, TB Clinical Nurse Specialist at Birmingham Chest Clinic said: "TB can be debilitating, so it is fantastic that we had this

opportunity to work with National Prison Radio to help raise awareness of symptoms, so that we can prevent some very vulnerable people from suffering from this disease.

"TB is a treatable disease, but it is important it is detected in the early stages. With awareness and education, those who are affected can seek immediate medical attention and avoid transmission of the infection early on."

TB is a treatable disease, but it is important it is detected in the early stages."

Julie McLoughlin
TB Clinical Nurse Specialist

Keep up with UHB online

- uhb.nhs.uk
- facebook.com/uhbtrust
- twitter.com/uhbtrust
- [@uhbnhs](https://www.instagram.com/uhbnhs)
- linkedin.com/company/uhb/



To tune and find out more go to www.bhbn.net

WEEKDAYS

Midday The Golden Hour Hits from 50s-80s
 10pm The Soul Train by Peter Bayliss
 11pm Late Night Love Songs
 BHBN Music Selection throughout the day between live shows

MONDAY

10am The Morning Show – Joy Bourne
 4pm Good Vibrations – Jo Connop
 7pm Queen Elizabeth Hospital Request – Sharon Hetherington
 8pm Evening Show, Dale Hobson

TUESDAY

10am The Morning Show – James Ellis
 2pm Music from Stage & Screen
 3pm Sounds of the 80' Rich Pemberton
 5pm Tea Time Show – Bill Waldron
 7pm Royal Orthopaedic Hospital Requests – Ffion Brighton
 8pm Evening Show – Paul Millington

WEDNESDAY

10am The Morning Show – Rich Pemberton
 2pm BHBN New Country – Dave Horton
 6pm Words & Music – Brian Henderson
 8pm Evening Show – Doug Jackson

THURSDAY

10am The Morning Show - Dave Horton
 2pm Playing it Cool – Pete Bayliss
 6pm Tea Time Show - Chris Friday
 8pm Evening Show - Leon Lewis

FRIDAY

10am The Morning Show – Paul Stanley
 6pm Thank BHBN it's Friday – David Elliott
 6pm Evening Show – Andy Swaby

SATURDAY

9am BHBNGold – Colin Monnaf
 11am Pete Bayliss – Music Box
 2pm BHBNSport (Hospitals with Spark TLS Units Only)
 2pm Stephanie Flynn on Saturday (on the BHBNradio App & Online)
 6pm Saturday Disco
 8pm Evening Show – Phil Matthews
 10pm Reggae Selection

SUNDAY

9am The Sunday Morning Show & Good Hope Requests – Andy Lowe
 11am The Sunday Supplement – David Moore
 1pm Light Lunch, Big Band Classic Standards, and Radio Days Music
 2pm Kids Time with Kira Hughes
 4pm Care Home Requests & Duets – Sharon Hill
 6pm Asian Selection – Natasha Patel
 8pm Evening Show – Paul Stanley
 10pm The BHBN New Country Chart Selection
 11pm The BHBNclassics Collection

All other times – The BHBNradio Music Selection. Programmes can be subject to change.

BHBN Radio thanks its sponsors: Parsley Box, Birmingham & Black Country Wildlife Trust, Home Instead, Snappy Shopper and National Grid.

Stay Connected

Incredible women's event

The lecture theatre at Heartlands Hospital was close to capacity for the first Women's Staff Network conference.

Colleagues joined in person and online, to hear about a wide range of topics and themes related to women.

Jess Phillips, Member of Parliament for Birmingham Yardley, was the keynote speaker and gave a passionate talk on domestic abuse and the devastating consequences it has on women and their families. There was a powerful role play acted out by professional actors on sexual harassment within the workplace. The Women's Health Working Group also launched their pregnancy loss support document, with a very moving video from a colleague who had experienced pregnancy loss.

Wendy Madden, Chair of the Women's Staff Network said: "Thank you to those who joined us for what was an incredible event for the Women's Staff Network. The event was an excellent opportunity to raise some of the issues affecting women at UHB, both as colleagues and as our patients."

The Women's Staff Network is open to all staff and meetings take place on Zoom. Please email WomensNetwork@uhb.nhs.uk for dates and the link.



Jess Phillips MP

Thank you to those who joined us for what was an incredible event for the Women's Staff Network."

Wendy Madden

Chair of the Women's Staff Network

Ear wax removal?

Do you, your partner, friends, relatives, or colleagues have troublesome ear wax build-up? If so, volunteers are needed to help complete the training of practitioners at Aston University. It is a free service available to people aged 18 years or older.

The next dates are:
 Water irrigation: Thursday 2 May.
 Microsuction: Friday 3 May, Thursday 9 May and Friday 10 May.

Appointments are available between 13.00 and 15.30. All volunteers will be under the close supervision of experienced ear, nose and throat (ENT) nurse practitioners.

If you can help, contact **Martin Whitehouse, Advanced Nurse Practitioner** at: email: m.whitehouse@aston.ac.uk



Farmers' market

Don't miss out on stocking up on seasonal goodies at the farmers' market, which is held outside the main entrance of Queen Elizabeth Hospital Birmingham on the second and last Wednesday of every month, from 08.00 to 15.00.

In addition to offering a great choice in fresh foods and produce, the market supports local businesses as well as social enterprises working with disadvantaged local people.

The next dates are:
 Wednesday 8 May
 Wednesday 29 May

Have you got a story?

Do you have a good news story to share with us about UHB? We'd love to hear from you. Why not drop us an email: communications@uhb.nhs.uk

Staff networks

Staff networks are an opportunity for individuals to connect, support one another, and discuss issues relevant to them. All networks are open to all staff who identify with them, or for those who consider themselves allies.

If you'd like to find out more, email Inclusion@uhb.nhs.uk or search 'staff networks' on the intranet.

■ **Multi-Faith Staff Network**

Monday 13 May, 12.30–13.30

■ **BAME Staff Network**

Wednesday 15 May, 12.00–13.00

■ **Staff with a Disability or Long-term Health Condition Network**

Tuesday 7 May, 15.00–16.00

■ **M Club – Solihull Hospital**

Wednesday 8 May, 13.00–14.00

■ **M Club – Queen Elizabeth Hospital Birmingham**

Thursday 2 May, 13.00–14.00

■ **M Club – Heartlands Hospital**

Monday 20 May, 13.00–14.00

■ **M Club – Good Hope Hospital**

Tuesday 21 May, 13.00–14.00

■ **LGBT+ Staff Network**

Monday 20 May, 15.00–16.00

■ **Carers' Cuppa**

Friday 24 May, 15:00–16:00

■ **You Matter – Mental Health Staff Network**

Thursday 9 May, 12.00–13.00

■ **Neurodiversity Staff Network**

Wednesday 23 April, 12.30–13.30

■ **Long Covid Staff Support Group**

Thursday 30 May, 15.00–16.00

■ **Men's Staff Network**

Friday 31 May, 12.00–13.00

■ **Women's Staff network meets bi-monthly** Next meeting Thursday 16 May, 12.30–1.30

■ **Support for parents or carers of neurodiverse children and young people**

Friday 10 May, 12.00–13.00

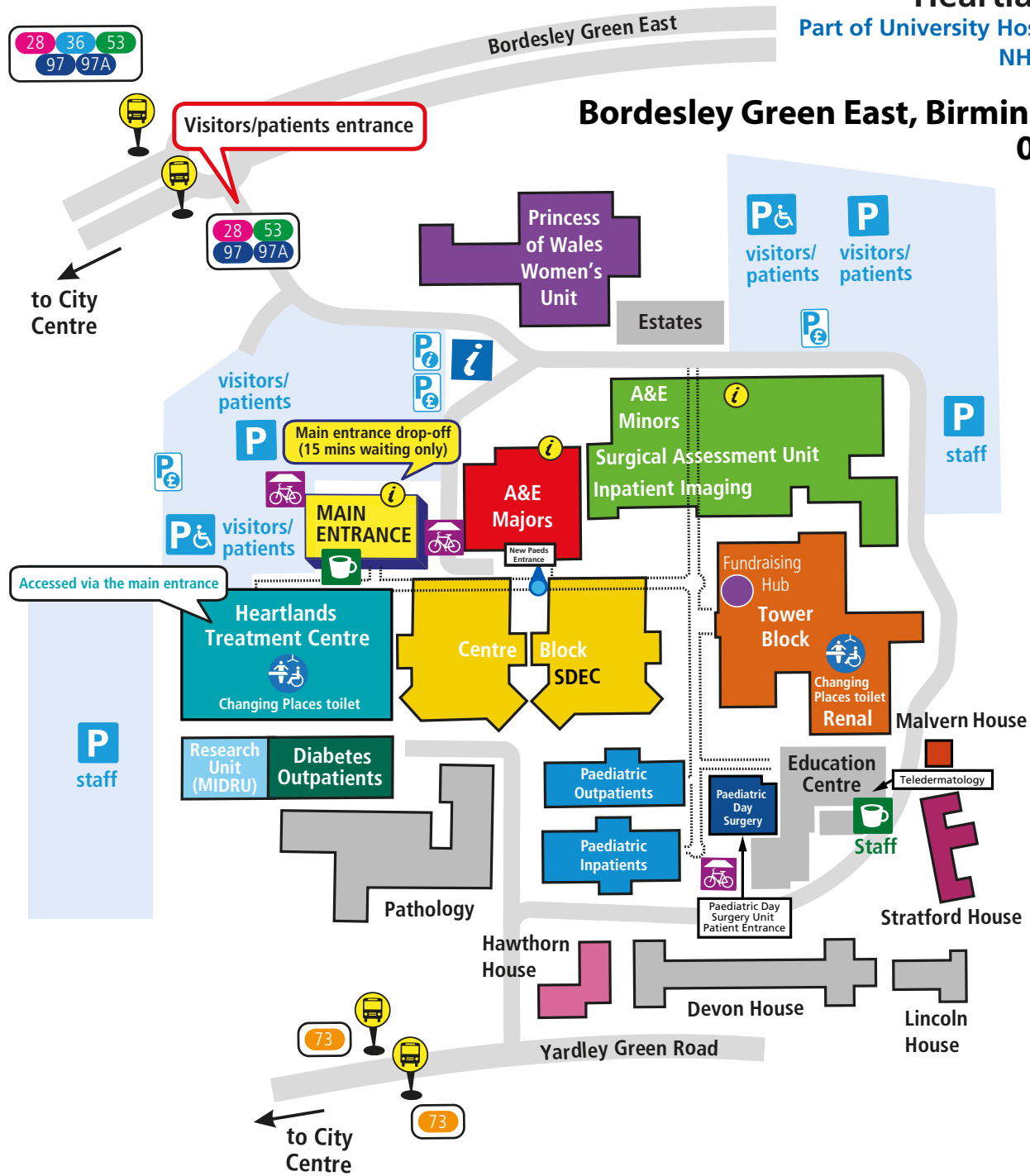


Heartlands Hospital
Part of University Hospitals Birmingham
NHS Foundation Trust

Bordesley Green East, Birmingham, B9 5SS
0121 424 2000

Department	Level
Accident & Emergency	G
Antenatal	G
Blood Tests	G
Cardiology	1
Children's Development Centre	G
Children's Outpatients	G
Children's A&E	G
Day Surgery Unit	2
Delivery Suite	G
Diabetes Outpatients	G
Discharge Lounge	3
Education Centre	G
Endoscopy	2
ENT / Hearing Centre	1
Eye Clinic	G
Faith Centre	G
Fracture Clinic	1
Gynaecology Clinic	G
Hawthorn House	G
Infection & Tropical Medicine	G
Intensive Care Unit	2
Medical Day Hospital	G
MIDRU	G
Occupational Health	G
Outpatients Clinics	G
Outpatients Imaging	G
Pharmacy	G
Pre-Operative Assessment Unit	G
Same Day Emergency Care	G
Speech & Language Therapy	G
Theatres	1
Therapies	1

Wards
Tower Block: Wards 1 to 12 and Wards 31 & 32
Children's: Wards 14 to 16 Ward 17 Ward 18 Discharge Lounge
Centre Block: Wards 19 to 30
Princess of Wales Women's Unit: Aspen Ward Cedar Ward Maple Ward



Correct at 7 February 2024

Key to symbols

- Bus Stop
- Information/Reception
- Car park info hut
- Coffee shop/Restaurant
- Travel information screen
- Car park
- Car park pay machine
- Disabled car park
- Cycle shelter



Birmingham Chest Clinic
Part of University Hospitals Birmingham
NHS Foundation Trust

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