

Strong start for operational team



Heartlands Hospital has three Clinical Delivery Groups (CDGs); CDG 1A and B, which deliver our medical specialities, CDG 2A and B which delivers our surgical services, and CDG 3 which delivers our women’s and children’s services.

Headed by Marie Nolan, Associate Director of Operations for the group, CDG1A has a strong start to the year, with the recent appointment of five operational managers, including (pictured left to right):
Simeon Mbama – Operations Manager for Diabetes and Endocrinology
Hannah Jones – General Manager for Cardiology and Respiratory Services
Deena Preece - Operations Manager for

Cardiology and Respiratory Services
Laura Pocock – General Manager for Infectious Diseases, Immunology, Allergies and HIV services.

Jo Clarke – Operations Manager for Infectious Diseases, Immunology, Allergy and HIV Services
The team are focused on building strong relationships at Heartlands Hospital and ensuring the best possible care and treatment for our patients.
Hannah said: “I’ve loved every minute of my career so far. It’s the teams that I work with that have made it so enjoyable. They have real drive, and everyone is patient driven. Heartlands is where the hub is, and I call it home.”

New contract awarded

Following a successful tender process, Umbrella, a service delivered by University Hospitals Birmingham in partnership with other organisations and providers, has been awarded a further four-year contract, with options for an extension afterwards.

The service provides free and confidential sexual health advice, as well as all types of contraception, STI testing and treatment, to Birmingham and Solihull residents.

It is a community-based service, with eight clinics located across the region, offering a mix of booked and walk-in services, to all ages, genders, and orientations.

Since it was first commissioned in 2015, Umbrella has also contracted over 200 GPs and community pharmacies in Birmingham, to provide a wide range of sexual health services.

Shena Webb, Community Director of Operations, said: “Winning this contract is brilliant news for Umbrella and serves as a testament to the team’s dedication, expertise, and commitment to excellence.

“Umbrella has been pivotal in providing Solihull and Birmingham residents with greater access to sexual health services, which has been achieved through an innovative combination of training, education, health promotion and partnership working.”

Maureen Black, General Manager at Umbrella’s main sexual health clinic hub, Whittall Street Clinic, said: “I’m really proud of the team for all their hard work that has contributed to the success of the tender.

“The service has evolved massively over the last nine years and continues to adapt to the changing profile of sexual health, to support the population of Birmingham and Solihull.

“For example, we have recently implemented a new digital platform called CHATHealth, which can be used by clinicians to send and receive SMS patient messages. This offers the option to communicate via text online for individuals who find this more suitable to their needs.

“Going forward, the team remain committed to continually improving the service that Umbrella provides, through evaluation, feedback, and community engagement with our patients across Birmingham and Solihull.”



Major milestone for maternity service

Our new Maternity Urgent Assessment Unit in the Princess of Wales Women’s Unit at Heartlands Hospital is now officially open.

The Maternity Urgent Assessment Unit will improve the urgent triaging, waiting, assessment space and environment for women, families and colleagues alike. There is now an increase in the number of spacious fully equipped rooms and additional privacy for the care of our patients.

Sardia Mascud, East Birmingham Lead for the Maternity and Neonatal Voices Partnership Birmingham, did the honour of cutting the red ribbon and officially opening the unit.

The Maternity Urgent Assessment Unit unveiling forms part of a wider programme to refurbish the Princess of Wales Women’s Unit, which recently saw the opening of a brand-new staff zone for maternity and neonatal colleagues.

Other plans for the refurbishment are in progress, including improvements to the delivery suite, the main entrance and ground floor corridors so patients, families and colleagues find the building to be a much more welcoming environment.

Carla Jones-Charles, Director of Midwifery, said: “I would like to thank all the clinical and non-clinical teams who have worked tirelessly to make this happen. This is an important milestone in our ongoing efforts to update our estate and improve the environment for our women, their families and colleagues.”



Sardia Mascud cut the ribbon to officially open the unit

“
Couldn't ask
for better
care
”

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 Queen Elizabeth Hospital.

"I would like to say a very big thank you to the staff at the Hot Hand Clinic, for patients who require emergency treatment after hand injury. They met every one of my needs. I was seen immediately; the staff were empathetic and treated me with compassion and non-judgmentally.

"I was offered endless drinks, food, a warm blanket, painkillers, and a comfy chair whilst waiting for a ward bed. I honestly couldn't have asked for better care by the kindest nursing and medical team. This was my first experience of being treated at QEHB and it was a very positive one."

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

Keep up with UHB online

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

Teamwork saves vital lifesaving minutes

An initiative has slashed the time it takes to check vital lifesaving equipment from 15 minutes to just four.

I-tray, launched in 2010 at Heartlands Hospital, was in response to the time-consuming task to check and document more than 100 loose items in the trolley drawers. The equipment and drugs available on 'crash' trolleys or in 'grab bags' are now put in sealed trays by the I-tray operations team before distribution to wards and departments.

This innovative approach means a registered nurse from clinical teams now spends only four rather than 15 minutes carrying out the daily check, saving not only time but reducing risks which could have an impact on patient care.

I-tray Operations Lead, Julie Bradley, and her dedicated team of five I-tray superheroes deliver, replace, and manage this emergency equipment across the entire Trust.

Julie, who is part of the resuscitation team at UHB, recognised the issues and designed, developed, and implemented a whole solution, including new IT software.

Julie said: "From conception right to where we

Julie Bradley, I-tray Operations Lead, with Daniel Coaton, I-tray Technician.



are today, I have always been so proud to be a part of this project, I think of it as my baby. My

team of technicians work so hard and should be recognised for the amazing work they do."

Making discharge easier for therapy patients

Therapists discharging patients can now access resources on a new website.

The UHB Discharge Planning Portal has been created by Luke Holland, Therapy Clinical Site Coordinator for Good Hope Hospital and Heartlands Hospital.



Luke Holland

Luke, who spent about three months working on the portal as part of a quality improvement project, and his colleague at Queen Elizabeth Hospital Birmingham, Emma Glen, are often asked for advice on pathways for patients who need therapy support and/or equipment.

The new resources will enable therapists working in hospitals, or visiting homes, to quickly access the services which will be needed for a patient to be discharged.

Around half of our patients are from Birmingham and the surrounding areas, but UHB also receives patients from South Staffordshire, Walsall and Warwickshire. Each local authority has different ways of working and now therapists can now access information to speed up the process.

The majority of the team's patients are older people, but they also work with respiratory patients and trauma and orthopaedic patients

who need support to return home.

The various discharge planning resources include flowcharts, resources such as equipment boundary agreements for each local authority and guidance for the provision of equipment in care homes. There is also a list of useful contact numbers, both for families/carers and staff and training dates for staff.

The portal's other features include an interactive discharge planning guide and interactive equipment guide to check locations. By following a simple electronic form, staff can easily work their way through the process for discharge and booking equipment to get patients home as soon as they can.

If you'd like to find out more about the project, contact luke.holland@uhb.nhs.uk

Cancer patient's call for clinical trial volunteers

A police officer, who has been treated for lung cancer, is encouraging others to take part in clinical research that could help advance the treatment of the disease.

Zed Ali, from Birmingham, was 42 when he underwent surgery and chemotherapy for lung cancer in 2016. Unfortunately, a year later the cancer returned, and it was then, that he decided to volunteer in a clinical research trial at Heartlands Hospital.

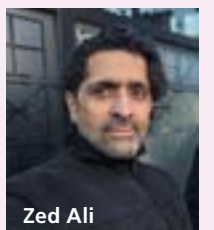
Trials can help clinicians establish the safety of a drug, its effectiveness and give a better understanding about treatments. Participants

may benefit if the therapy is made available on the NHS to others with a similar condition.

Charlotte Ferris, a Senior Cancer Research Nurse at Heartlands Hospital, said: "We would encourage local people with any form of cancer to ask their medical team if they could be considered for a clinical trial. Trials are closely monitored and regulated with patient safety being the focus of everything we do."

Zed said: "From my first appointment, I have had all my questions answered and I have felt in very safe hands. They believe that my cancer is the result of a genetic mutation because there

is no history of lung cancer in my family and I don't smoke. I feel very lucky to be part of a trial, I have been cancer free for eight years and I am looking forward to celebrating my 50th birthday this year."



Zed Ali

To find out more, talk to your local hospital team or contact the Heartlands Cancer Research Team on: cancer.research.team@uhb.nhs.uk

Colleagues gathered for the launch of the new initiative

Maternity ward gives real-life experience

Student midwives in Birmingham are the first in the country to benefit from an award-winning learning experience, that gives them real life hands-on experience working in a maternity ward.

The learner-led clinical environment has opened to students at Heartlands Hospital, giving students a unique environment to lead the care for patients, and get experience of running a ward, all under the close supervision of fully trained staff.

A similar ward at Solihull Hospital proved to be very popular with patients, hospital staff and students alike, even scooping a Student Nursing Times Award in 2022.

Student midwives started their first shift on Cedar Ward at Heartlands Hospital, which cares for women and their babies after birth. The ward has been transformed into an innovative learning environment, where students will lead the care provided to families.

The students will be working as a team under the supervision and coaching of ward

staff and dedicated clinical educators. This enables the students to take responsibility for assessing, planning, and delivering care, and to develop their confidence and leadership skills.

Learner-led clinical environments, which have been rolled out in other areas across University Hospitals Birmingham (UHB), provide students with a unique learning experience, enabling them to have a greater control of their education and the ability to shape their learning to fit their needs.

Margaret Garbett, Chief Nursing Officer at UHB, said: "This is a very exciting first for midwifery in the UK; putting UHB at the forefront in leading change in clinical practice education."

"The learner-led approach is a unique opportunity for students training with us, ensuring they get the very best in training and experience at UHB and can support parents and babies to get the best start in life."

The midwifery students on placement come from neighbouring Birmingham City University

Amy Landon, Cedar Ward Manager, cuts the ribbon



and are in their second and third years.

Rachel Monteiro, a third-year student midwife working on the Cedar Ward, said: "I feel privileged to be among the first midwifery students in the UK to have the opportunity to learn in this way."

"It's a chance any student would love to have as part of their educational journey, whilst working towards their degree. It prepares you for reality and we can't get this experience anywhere else in the country."

Carla Jones-Charles, Director of Midwifery, added: "Initial feedback from students has been overwhelmingly positive and as a service we are proud to lead the way."

Further to hands on experience the students will receive, the learner-led clinical environment also provides the students with daily protected learning and teaching time and a robust wellbeing and pastoral care.

Echocardiography accreditation success

A stamp of approval has been given to our echocardiography departments following assessment by The British Society of Echocardiography.

Heartlands, Solihull and Good Hope Hospitals, along with the Washwood Heath Community Diagnostic Centre, have successfully achieved full accreditation. Queen Elizabeth Hospital Birmingham already has this accreditation and has been re-accredited.

An echocardiogram uses ultrasound waves to check the heart and monitor any diseases. Accreditation was achieved in all five areas applied for: Quality, training, transthoracic echocardiography, transoesophageal echocardiography, and stress echocardiography.

Sultan Ramzan, Head Cardiac Physiologist, said: "I would like to congratulate all the echocardiography staff and thank Jennifer Vickers, Nicola Smith, Alison Harris and Professor Steeds for all their efforts for co-ordinating this process."

Left to right: Echocardiographers Vivien Pineda, Veronica Morris and Dominique Kniveton with Sultan Ramzan, Head Cardiac Physiologist.



The Departmental Accreditation Committee, which makes the awards, aims to raise the quality of practice and equipment nationally, and to provide standards against which departments can be benchmarked. This is in recognition that, not only should echocardiography staff be individually accredited as competent to perform studies, but that departments also need to be well organised and have the appropriate facilities, equipment and processes to ensure the services they deliver are clinically adequate to provide safe and effective patient care. Accredited departments benefit from national recognition of the quality of their echocardiography service.

Get FREE meal plans

TV Chef, Theo Michaels, visited two of our hospitals to launch his online meal planning service, FiveDinners, free to UHB staff.

Theo visited Heartlands Hospital and Queen Elizabeth Hospital Birmingham, in February, to serve samples of one of his vegan dishes, which was available on the Trust menu across all our hospital sites.

As part of UHB's Wellbeing offer, we have partnered with Theo to help our busy NHS colleagues to eat healthier, spend less money on food shopping, take the stress out of deciding what to cook each night, and generally make life a little easier.

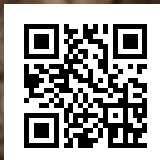
Colleagues met with Theo on the day to find out more about the service

and how to get signed up to free lifetime membership.

On a weekly basis, FiveDinners members receive a new meal plan with five delicious recipes for the following week, already pre-set to however many they are feeding, along with a single shopping list so they know exactly what ingredients to get.

It is also possible to personalise meal plans to suit specific needs, including gluten-free, vegetarian, kid-friendly and under 20 minutes options.

Interested in finding out more and getting signed up? Simply scan the QR code or head over to www.FiveDinners.com



Theo Michaels

Eat, drink, dress, move study days

Dates have been confirmed for eat, drink, dress, move study days, which are being held at Queen Elizabeth Hospital Birmingham (QEHB) this year.

Topics will include: Mouth care matters; nutrition and hydration; maintaining function and routine in hospital; dignity in care; continence; and deconditioning and frailty.

You must work at QEHB and be up to date with your manual handling training.

Book your place on Easylearning.

The following dates are available:

14 March; 17 June; 12 September; and 9 December.



University Hospitals Birmingham Charity

LOTTERY



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

UHB Charity run a weekly lottery and for £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 two years ago, we have given over £100,000 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.

We hold two Bumper Lottery Draws each year which give our wonderful supporters the chance to win an extra special cash prize. If you sign up to our weekly lottery, you are automatically entered into our bumper draws.

You can sign up to our weekly lottery here: www.hospitalcharity.org/lottery or scan the QR code.



Help us save lives with state-of-the-art scanner

Our multi-million pound fundraising appeal for a state-of-the-art PET CT scanner has been launched, and you can help us save lives by getting involved.

As a centre of excellence for cancer care in the West Midlands, the PET CT scanner at Queen Elizabeth Hospital Birmingham will be incredibly useful for investigating cancer cases and creating care plans; determining both the spread of cancer and how well it has responded to treatment.

We need to raise £2.4 million to purchase the new machine, which will accommodate approximately 2,500 more patients a year, than the current scanner. The increase will mean people are diagnosed quicker and have access to life saving treatment sooner. As the number of patients living with cancer is growing, this is more important than ever. The faster diagnosis will also reduce waiting times, as well as patient anxiety.

Funding this equipment could also lead to groundbreaking advancements, as the PET CT scanner could be used in new and innovative ways for cancer patients, but also diagnosing early onset Alzheimer's disease. Being able to be diagnosed earlier opens the potential to be entered into cutting edge clinical trials. This will



Our latest appeal could fund a new PET Scanner

improve patients' quality of life and in the long term, lead to research breakthroughs that could revolutionise treatment for patients up and down the country.

🔗 To find out more about the PET CT scanner and how you can get involved head to: hospitalcharity.org/petctscanner or scan the QR code.

Superhero fundraiser hits the road for Neonatal Unit

Our incredible fundraiser, Daniel Rusby, took on the epic challenge of running a marathon or half marathon every weekend throughout 2023, dressed as Spider-Man. Daniel is fundraising for the Neonatal Unit at Heartlands Hospital in memory of his son, Marshall.

Marshall was just 600 grams when he was born and the incredible team on the Neonatal Unit saved his life on multiple occasions, giving Daniel and his family precious moments with him. Unfortunately, Marshall got an infection in his stomach and was unable to be moved for surgery. Marshall sadly died within hours.

Daniel said, "We spent four months in the care of the most wonderful team. We

will never forget what the angels at Heartlands' Neonatal Unit did for Marshall, and that's why I want to give something back."

He's raised more than £5,000 so far, but he's not stopping yet! He'd like to double that by continuing to run a marathon or half marathon every weekend in 2024. You can help him reach this incredible target by going onto his Just Giving page: www.justgiving.com/fundraising/Danielrusby

If Daniel's epic running challenge has inspired you, why not sign up for the Great Birmingham Run and support your local hospital charity.

🔗 You can book your place now by visiting: runforbrum.org



Leave the gift of life in your will

March is free wills month; giving you the opportunity to make or update your will for free. Making a will is extremely important to ensure that your loved ones are looked after and their future is protected. By writing a will, you can make sure that your money, property and possessions go to the people and causes that you care about. We are incredibly grateful for the gifts in wills we receive from our supporters. Thanks to these generous donations we are

able to fund a range of life-saving equipment, research projects and added extras for our patients and staff.

We have partnered up with Farewill to offer our supporters the chance to write your will for free. Farewill provide specialist expert will writing services either online or over the phone.

🔗 For more information, please visit: farewill.com/uhbcbfree

Investment creates extra car parking

A wide-ranging estates upgrade to the Good Hope Hospital site began last month. It is hoped the improvements will ease vehicle congestion and make it easier for patients and visitors to find parking.

New parking signage was installed as part of a 'like-for-like' replacement programme, making the signs more noticeable and easier to read. Road markings have been repainted, including several pedestrian crossings, which will improve visibility and increase safety.

Although the hospital is well-served by public transport and the hospital encourages green travel options, some colleagues need to drive to work. To ease congestion, staff now have the option of off-site parking, with spaces available

less than one mile away from the site. Many colleagues are walking from the car parks, with others choosing to use a free shuttle bus.

An area of the staff car park near the Bedford Road entrance has been resurfaced and had bays markings added, which will increase the number of spaces available. There has also been a new area of car park created which adds an additional 15 spaces.

Karen Eden, Estates Manager, said: "We understand that parking can be a source of anxiety for patients, visitors, and colleagues. We hope that the improvement works will go some way to make it easier for car drivers and pedestrians to navigate around the site safely. We also needed to improve access for

emergency vehicles, such as ambulance and fire engines.

"We have increased both the number of staff and disabled parking spaces available, whilst arranging new off-site parking options for staff.

"In terms of future improvements, we have plans to upgrade the visitor car parking payment machines in the summer and are looking at long-term solutions for on-site staff parking."

Colleagues can visit the hospital's 'Getting to work' webpages here: www.uhb.nhs.uk/getting-here/staff-travel-information/ or scan the QR code:



Stop the pressure week

The tissue viability team hosted this year's Stop the Pressure Campaign across our four hospital sites, to promote the key message 'Every Contact Counts' – everyone can help prevent pressure ulcers.

Stop the pressure day aims to raise awareness on pressure ulcer prevention and how we can adopt teamworking, improve communication and take action.

The aim was to involve as many healthcare professionals as possible and welcomed all colleagues who have contact with patients, to promote the key messages. The Tissue Viability Team had stands on each site using educational resources and guidelines. The event was supported by medical industry colleagues. The team would like to say a big thank you to everyone who supported this worthwhile event.

There was an opportunity to complete a quiz and hamper prizes were handed out to the winners on each site.



Quiz prize winners were:
☞ QEH: Donna Breakspear, Skin Lymphoedema/Research
☞ Solihull: Agnes Ajala, Student Nurse S20a
☞ Heartlands: Lesley Hughes, housekeeper, ward 29
☞ Good Hope: Jane Codd, Senior Infection Prevention and Control Nurse



Rachel Hornabrook, Lead Research Nurse

In the latest episode on our Building Healthier Teams portal, Rachel Hornabrook, Lead Research Nurse, shares how her experience of being trusted to make decisions has shaped her into a leader that feels comfortable giving her team the freedom to be autonomous.

By supporting colleagues to use their initiative and ideas, and allowing her team to try new things, Rachel creates an environment that is rich with opportunity for her research colleagues to learn. She is passionate about backing her team and will support them even if they make a mistake.

Rachel said: "I try not to micro-manage.

I truly believe that with a bit of support, suggestion, or advice, most people know the answer to what it is they want to do. Sometimes it's about that affirmation that their ideas are correct.

"If a colleague has made a mistake it should never be about blame. Invariably it's about support and training. I think it's giving them the freedom to be autonomous, backing them up – even if you might not have done it the same way. If I've given that freedom, I can't then reprimand them for not doing it the way I would have."



Watch Rachel's episode in full and access a workbook to support you with inspiring confidence in your colleagues on our Building Healthier Teams portal. Just scan the QR code below using a smart device.



Building healthier teams

Generous donors hit transplant milestone

New figures reveal that 4,000 new platelet donors are needed this year to help provide life-saving treatments for cancer patients.

NHS Blood and Transplant is urging blood donors who have blood types A negative, A positive and AB negative to consider switching to donating platelets. They can be given to almost everyone and are constantly needed by hospitals.

Blood donors are being urged to make the switch to platelets to replace those who no longer donate so the NHS can continue to provide patients with this life saving blood product.

Platelets are gold-coloured cells which help blood to clot and one donation can help up to three adults or 12 children.

Most donations help people with cancer who are undergoing chemotherapy to avoid blood-loss, but platelet transfusions also help people who've lost a lot of blood after an accident, organ transplant or surgery.

The current number of dedicated platelet donors in England is just over 10,000 but an additional 4,000 new donors are needed to come forward in 2024.

Although men and women can donate platelets and there are no age restrictions, people need to be, or have been, a blood donor before switching to platelet donation.

Mark Chambers, Deputy Director, Donor Experience and Communications, said: "Platelets save lives, and these donors are often the unheard heroes of the donation community. A negative, A positive and AB Negative are the blood types that are most needed because they suit most people who need a platelet transfusion.

"We are hugely grateful to our dedicated platelet donors who already make the commitment to save up to 12 children's lives or three adult's lives every time they donate. Platelet donation is a precious gift of life and helps many adults and children get the best chance of recovery from cancer, amongst other things.

"If you're already a blood donor it's easy to find out if you are suitable for platelet donation, visit our website or speak to one of the team at your next donation. Or if you've never donated blood before, this World Cancer Day please take a few moments to visit blood.co.uk and register to become a blood donor."

To find out more visit:
platelets.blood.co.uk

New location

The Phlebotomy Service at Solihull Hospital has moved to a new and improved area within the Haematology and Oncology Unit, next to the North Entrance on the ground floor.

☞ Opening times remain the same: Monday to Friday, 08:00 to 16:45.





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Our latest awards

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

GOOD HOPE HOSPITAL



Peter Poxon
Porter, Facilities

For the kindness Peter shows towards colleagues and patients and for always keeping everyone smiling. Nominated by colleagues, who said: "Peter always helps patients experiencing issues with alcohol. He goes above and beyond to signpost patients to the correct services."



Victoria Flower
Healthcare Assistant, Healthcare for Older People

For being hardworking, dedicated and compassionate towards colleagues and patients. Victoria has a calming presence and promotes positivity within her team. She is a role model to new members of staff and offers them support, and a friendly face they can confide in.



Theatres Team
Theatres

For the team's efforts in consistently accommodating late running theatre lists, ensuring that patients' procedures go ahead on the day they were booked and don't have to be cancelled. The team always put patients first and they embody the Trust value of kindness.



Louise Baldwin
Sister, Emergency Medicine

Nominated by a colleague, who said: "Louise has received some lovely feedback from West Midlands Ambulance Service (WMAS) with regards to the help and support she always shows towards the paramedic staff working in our cohort area."

COMMUNITY

Umbrella Sexual Health Advising Team
Whittall Street Clinic, Solihull Community Services

For the team's commitment to the service and our patients. As a team, they work collaboratively and are very supportive of one another. They deliver excellence in all that they do, whether that's patient care, or through service improvements.

HEARTLANDS HOSPITAL



Aimee England
Flow Coordinator, Emergency Medicine

For Aimee's hardworking nature. Aimee does a fantastic job at moving patients safely in and out of our emergency department and works hard to maintain patient flow. She goes above and beyond to make sure patients are safe and comfortable whilst in hospital and is excellent at her job.

Tracey Barton
Matron, Trauma and Orthopaedics

For the support Tracey provides her colleagues and for being a visible and approachable leader. Tracey goes above and beyond for her colleagues and guides them through complex challenges. She motivates and encourages her team to achieve their goals and gain further knowledge, and is an excellent team player.

Toni Osborne
Dietitian, Nutrition and Dietetics Team, Therapy Services

For Toni's knowledge, patient care, passion, dedication and efficiency. Toni regularly receives amazing feedback from patients, who say that her input influences their lifestyle, makes them feel safe and reduces their anxiety. Toni carefully listens to patients' worries and concerns about how their allergies can impact their lifestyle and wellbeing, and provides excellent patient education.

Glaxo Haemodialysis Unit and Ward 3
Renal Medicine

Nominated by a colleague, who said: "I would like to nominate the team on the Glaxo Haemodialysis Unit for their actions following a fire. They did an amazing job to evacuate the unit that was full of patients. This award is also for the renal technician teams, both at Heartlands Hospital and Queen Elizabeth Hospital Birmingham, who have gone above and beyond to get the unit back up and running and Ward 3, for their support in ensuring patients continued to receive dialysis treatment."

Dr Gautam Bagchi
Locum Consultant Medicine, Healthcare for Older People

For consistently demonstrating exceptional qualities, delivering the best in care to patients, and for the support and guidance he provides to juniors. Dr Bagchi goes above and beyond to ensure that patients receive comprehensive care. His leadership and mentorship have proven invaluable.

RESEARCH AND DEVELOPMENT

Laura Thrasyvoulou
Paediatric Research Nurse, Medical Innovation Development and Research Unit, Heartlands Hospital

Nominated by a colleague, who said: "Laura is an extremely hard working, knowledgeable, kind and approachable manager. No matter how busy she is, she always has time for me and the team. She is very supportive and is always advocating for our team and encouraging us to further our research portfolio."

Ward winners

Across UHB, 26 individuals and 1 award in January.

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.



QUEEN ELIZABETH HOSPITAL

Critical Care Area B Team Critical Care and Outreach

Nominated by a colleague, who said: "For showing a great working relationship with one another, for the high level of respect that colleagues within the team show each other, and for making everyone feel very welcome. You feel like you belong to a family."

Edna Lazarte Sister, Interventional Radiology, Theatres

Nominated by a colleague, who said: "Edna is an experienced nurse, who has worked at Queen Elizabeth Hospital Birmingham since she started working in the UK. She is a great leader, motivator and a massive support to interventional radiology, imaging and theatres teams. She deserves to be recognised for all her hard work and dedication to her post."

Joanne Sheppard Healthcare Assistant, Cardiac Surgery

Nominated by a patient, who said: "I am writing to express my heartfelt appreciation for Jo's help with my extremely low blood glucose hypoglycaemia. She is very kind, professional, supportive, efficient and always there at the right time to help."

Karrim Bosson Healthcare Assistant, Haematology

Nominated by a patient, who said: "Karrim is brilliant. He always has time to help and is always kind and caring. Spending quite a bit of time in hospital myself, I have noticed that he does this for all patients, whilst also getting things done quickly and efficiently. It must be a difficult balance to get, but he does it extremely well."

Katie Veale Healthcare Assistant, Emergency Medicine

For Katie's efficiency and positive attitude. Nominated by a colleague, who said: "Katie found a patient in a wheelchair struggling to propel himself on the corridor and kindly asked a student nurse to take the patient to the area he needed to go to. She presents herself as the patients' advocate and makes them the focus of the whole process."

Melissa Cash Liver Flow Coordinator, Liver Medicine

For going above and beyond every day. Melissa works in an intense environment, and her role is challenging in that it involves finding emergency beds on Ward 306 for patients from clinic and our emergency departments. Melissa's teamworking skills are exemplary."

WOMEN'S AND CHILDREN'S

Paediatric Immunology Team Paediatrics, Heartlands Hospital

Nominated by a patient, who said: "The Paediatric Immunology Team at Heartlands Hospital always went above and beyond to help my child who used to suffer from severe combined immunodeficiency. They are all very friendly and highly professional."

Diabetes Specialist Midwives Antenatal Clinic, Good Hope Hospital

Nominated by a colleague, who said: "As the number of diabetic women being cared for has quadrupled over the last five years, the team has pulled together and worked tirelessly to ensure that excellent patient care can be provided to our women managing diabetes in pregnancy. The care and kindness shown to their patients is evident every day."

SOLIHULL HOSPITAL



Ward 12 General Surgery

Nominated by a colleague, who said: "I would like to nominate Ward 12 due to the good will and flexibility shown by the whole team during winter, and their willingness to go the extra mile. The Solihull senior management team are so proud of how well the clinical teams delivered safe and quality care to the additional medical patients that were received at Solihull."



Emergency Nurse Practitioner Team

Urgent Treatment Centre

For the team's innovative approach to patient care. The team provide a nurse-led service that has been available to the public since June 2023, and do their very best to meet the needs of community members who register with minor injuries. There is a true sense of family within the team.

Sue Sutton, Housekeeper Facilities

Nominated by colleagues, who said: "Sue ensures that meals for patients are provided with care and love. She goes the extra mile by taking around the menu at meal times and asking patients what they would like to eat, taking into consideration their food preferences."

CORPORATE

Alice Tuite Ward Clerk, Patient Administration, Good Hope Hospital

Nominated by a patient, who said: "Alice phoned my mum as she has been put on a two-week wait pathway. As you can imagine, this is a scary situation for us. My mum who is elderly, gets very scared regarding these kinds of things. Alice spoke to my mum with such kindness and made her feel at ease about the whole appointment process."

Jennifer Felton Practice Placement Support Sister, Education, Solihull Hospital and Solihull Community Services

Nominated by a colleague, who said: "Throughout my time as a student, Jenny was my rock. Being a student through a global pandemic wasn't easy and many times I felt like giving up. Jenny continued to support me and guide me in the right direction. The support she gives to students is amazing."

Michelle Lockett Principal Clinical Informatician, Health Informatics, Yardley Court

For being an outstanding leader and providing excellent support to the Informatics Team. Michelle creates an environment within the team where colleagues can thrive and aim high. She is hard working and goes above and beyond to support, encourage and motivate her colleagues.

Sandra Bryant Telecommunications Customer Service Representative, Switchboard, Heartlands Hospital

For being an extremely valued member of the team. Sandra has worked nights on the switchboard for nearly 55 years, and is always available to step in to support her team, even at short notice. She is a very kind person and is so patient with everyone that she speaks to on the phone, always endeavouring to help them.

Opportunities for support workers

Teams of wonderful health care support workers (HCSWs) provide invaluable support to registered staff and dedicated care to patients, their families, and carers. HCSWs work in many of our clinical areas and include health care assistants (HCAs) caring for adults, therapy assistants, theatre support staff, children's services, midwifery support workers and phlebotomists.

In 2022, our Professional Development and Education Team, part of UHB's School of Nursing, AHPs and Midwifery, launched a new development programme called the Growth and Progression Pathway (GaPP) for HCSWs new to the Trust. The programme has recently been redesigned, updated, and relaunched for 2024 in the aim to support and develop our HCSWs.

Currently the programme consists of five study days across a year and includes ongoing pastoral care, delivered by a team of associate educators and educators.

Nationally, there is a drive to deliver a preceptorship style programme to non-clinical staff across both health and social care in England. It's exciting that the UHB GaPP programme, is aligned with our preceptorship offer for new registrants and is ahead of the curve in terms of delivering on this for our HCSW's.

The School of Nursing, AHPs and Midwifery also offer a variety of other development programmes for support workers including:

- **Care Certificate assessor training for all HCSW**
- **Enrolment onto the Trainee Nursing Associate (TNA) programme**
- **Pastoral and well-being care including regular visits to new starters on their wards and departments**

✉ **Email helloHCSW@uhb.nhs.uk for more information**

Why apprenticeships really do work

The often life-changing opportunities for apprentices have been highlighted during National Apprenticeship Week 2024.

The Healthcare Careers (HCCD) team worked in partnership with other departments, to create a series of events to promote the opportunities for staff to develop within their roles and to progress their careers with UHB.

This included an apprenticeship graduation ceremony at Heartlands Hospital, with 32 staff apprentices recognised for completing their qualifications in the last year.

Chief People Officer, Cathi Shovlin and Heartlands Hospital Operations Director, Ed Landon, hosted the ceremony. They had great pleasure in congratulating our apprentices and sharing the importance of the vital role apprenticeships play in developing and retaining UHB's workforce. During the ceremony, attendees also heard from previous apprenticeship colleagues who shared their experiences and how they have progressed within the organisation, following the completion of their apprenticeship.

Ketanya Mckoy, Senior Respiratory Physiologist who has recently completed the Healthcare Science Practitioner qualification, said: "I did an apprenticeship at level six, and for me, it was life changing. I'm a mature student and by doing this apprenticeship it has helped me to progress quickly to a Band 5 and then onto a Band 6."

Khadijah Choudhury, Senior Project Advisor to the Improvement Projects Team was also grateful for the opportunities that the programme provided. Khadijah said: "Completing the healthcare operational management apprenticeship allowed me to gain hands-on experience and mentorship. It enabled me to apply learning in the work setting, which also boosted my confidence and competence."

During apprenticeships week, there were



An apprentice graduation ceremony was held at Heartlands Hospital

information events and group coaching sessions across the hospitals and online where staff had the opportunity to speak to both the apprenticeship team and external learning providers.

Our HCCD also spent time throughout the week to talk to managers and showcased the option of recruiting new apprentices and the benefits of developing their current staff to help improve team effectiveness and staff retention.

In June 2023, the NHS Workforce Plan was released and the apprenticeship programme has a significant role to play in delivering the aims set out in the plan. The plan outlines the aim to provide 22 per cent of all training for NHS clinical staff through apprenticeship routes nationwide by 2031/32, up from just seven per cent at that time of the report.

Currently, UHB has 928 staff on an apprenticeship programme across 42 different qualifications, from levels two to seven in both

clinical and non-clinical areas, which is the highest ever uptake.

Colleagues can grow their careers by utilising the apprenticeship qualifications to demonstrate their skills, knowledge, and competencies within their role. Apprenticeships at UHB are funded by the Apprenticeship Levy, so the cost of the qualification is covered by the organisation and not the individual.

Our HCCD Team offer support for both existing staff and the future workforce through a range of support including apprenticeships; career coaching; functional skills; work experience; and our award-winning employability programmes.

For more information about the opportunities provided by Healthcare Careers and Development, email onefrontdoor@uhb.nhs.uk

Mindfulness sessions

UHB mindfulness drop-in sessions are now available for staff in a hybrid format.

Whether you prefer to join in person or online, these sessions are designed to offer a moment of calm and rejuvenation in our bustling schedules. They will take place as listed below:

- 📅 **Every Tuesday, 14:00 at Heartlands Hospital, Education Centre**
- 📅 **Every Wednesday, 15:00 at Good Hope Hospital, Education Centre**
- 📅 **Every Thursday, 15:00 at Solihull Hospital, Education Centre**

You can also join online. These sessions are open to all staff members, with no prior experience or registration required.

If you wish to join online please email [Avinash Bansode, Mindfulness Lead](mailto:Avinash.Bansode@uhb.nhs.uk)

✉ **Avinash.Bansode@uhb.nhs.uk**

Patient care centre of excellence award

A team, who care for young patients living with muscle wasting conditions, have been awarded a prestigious award from a leading national charity.

The paediatric neuromuscular team at Heartlands Hospital has been awarded the Centre of Excellence award by Muscular Dystrophy UK.

The accolade recognises outstanding care and demonstrates a commitment to improving health and care for people living with muscle wasting and weakening conditions.

Dr Deepak Parasuraman, Consultant Paediatrician, at Heartlands Hospital, said: "It is an honour to receive the Muscular Dystrophy UK's Centre of Excellence Award, for the second time, in recognition of the ongoing care and support that Heartlands Hospital's paediatric neuromuscular team provide to our patients in the West Midlands and wider areas. We pride ourselves in supporting children and their families in living with a muscle wasting or weakening condition, providing an excellent standard of care."



Members of the paediatric neuromuscular team

Hundreds donate a kidney to a stranger

More than 1,000 people in the UK have now donated a kidney anonymously to a stranger on the transplant waiting list as a living donor, since the law was changed to allow this in 2006.

The milestone, announced by NHS Blood and Transplant, is thanks to the generosity of donors who have signed up for the operation known as non-directed altruistic living kidney donation.

Worldwide, kidney disease is the tenth most common cause of death. The number of people developing kidney disease in the UK is growing significantly, driven by risk factors such as diabetes, heart disease and high blood pressure, alongside health and economic inequalities. Despite ongoing work to encourage kidney donation from both living and deceased donors, around six people die each week in the UK waiting for a transplant.

There are many people whose life could be transformed by living donation.

Lisa Burnapp, Associate Medical Director for Living Donation at NHS Blood and Transplant, said: "Living donation is highly successful, and more than 1,000 people have had their lives saved and transformed thanks to the generosity of these donors."

"Through donor chains, up to three people can benefit from a single donation because it can trigger a chain of transplants. The more people who are willing to consider donating in this way, the more kidneys there are available to help everyone waiting for a transplant."

Find out more about becoming a living organ donor or register your wish to donate your organs after your death on the NHS Organ Donor Register.



About living kidney donation

Any healthy adult can volunteer to be assessed as a living donor and a kidney from a living donor is the very best treatment option for most patients with kidney disease. The volunteer donor goes through a thorough assessment over several months, to ensure they are fit and healthy and that the risk to them is as low as possible. If approved, they are matched with a suitable recipient from the transplant waiting list, or they can also enter into a sharing scheme which enables one non-directed donor to potentially 'trigger' up to three transplants.

Living kidney donation has been taking place in the UK since the 1960s. It is a highly successful form of transplantation carried out at NHS hospitals and regulated by the Human Tissue Authority.

Latest figures from NHS Blood and Transplant (March 2023) highlight that in the year 2022, a remarkable 83 non-directed altruistic donors generously donated a kidney to a recipient. Among these 83 donors, 49



contributed to an altruistic donor chain, and 21 participated in long chains, through the UK Living Kidney Sharing Scheme, ultimately benefiting 69 adult patients in the scheme. These 83 non-directed altruistic donors created chains benefiting 119 patients in total (114 adult and 5 paediatric patients).

Cut the cost of your prescriptions

Patients can potentially save money by buying a prescription prepayment certificates (PPCs) from the NHS, which may make your prescriptions cheaper.

A three or 12 month PPC covers all your prescriptions for that period, no matter how many you need.

A prescription costs £9.65 per item, but a PPC costs:

- £31.25 for 3 months
- £111.60 for 12 months

This means if you're going to buy four or more prescriptions in three months, or 12 or more prescriptions in 12 months, it may be cheaper to buy a PPC. You can pay in ten monthly instalments if you buy a 12 month PPC.

How to buy

You can buy PPCs online or call the order line and pay by debit or credit card.

PPC order line - 3 or 12 months:
Telephone: 0300 330 1341

Patients who are prescribed hormone replacement therapy (HRT) can also cut costs if they buy an HRT prescription prepayment certificate (HRT PPC) from the NHS, if you've been prescribed an eligible HRT medicine.

The HRT PPC costs £19.30 for 12 months. It will cover all your eligible HRT prescriptions for that period, no matter how many different medicines you need. There's no limit on the number of HRT prescription items you can get with it while it's valid. It will save money if you're going to buy more than two prescription items in 12 months.

Medicine update

Medical clinicians, including trainees, are invited to attend an in-person conference in Birmingham city centre on 6 June entitled 'Update in medicine'.

The conference will provide an opportunity for you to stay up-to-date with clinical advancements in medicine, develop your professional skills and network with your regional colleagues.

The programme will include the following topics:

- Sudden cardiac death from exercise
- Updates in stroke medicine for the acute physician
- Climate change and its impact and its neurological conditions
- Cystic fibrosis in the post-modular era
- Non-alcoholic fatty liver disease



Scan the QR code to book your place

<https://www.rcplondon.ac.uk/events/update-medicine-birmingham-2024>

Patients have chance leave their thoughts

For the past three years, Wards 20A and 20B at Solihull Hospital have been cultivating appreciation trees outside the entrance to their wards.

The trees showcase heartfelt feedback from patients and their families, a testament to the exceptional care provided by the teams.

Each time a patient is discharged, they fill out a form and place it in the designated letterbox. These expressions of gratitude are then proudly displayed on the wall for all to see.

This initiative not only acknowledges the dedication of the staff, but also spreads positivity throughout the wards and boosts staff morale.



Left to right: Renee Ward, Sister, Donna Peters Senior Sister and ward manager, and Mini Johnson, Sister



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

Helping patients' recovery by supporting sweet dreams

Good quality rest and sleep play a crucial role in ensuring our patients are comfortable and able to recover more quickly during their stay with us.

Recent feedback from our patients and their carers has shown that those in our care have sometimes found it difficult to achieve good quality rest and sleep. Some disturbances have been preventable (for example noise from mobile phones and other electronic devices), whilst some have been essential to the delivery of the care they require.

Our Patient Experience Team has developed a number of resources for ward teams and patients to access to support better sleep and rest at our hospitals:

- Each ward should have a minimum of

ten sleep kits, including a silky eye mask and ear plugs, in stock. Additional kits can be requested

- Ward colleagues can order herbal (chamomile or peppermint), milky (hot chocolate or malted milk) and decaffeinated drinks (tea or coffee) for patients

■ Ward colleagues can order puzzle books to help their patients unwind
Colleagues and patients can refer to our 'Helping patients to rest and sleep' charter and a 'Rest and sleep aids' list of things to help. Patients can also access a 'Helping patients to rest and sleep in hospital' leaflet for further information.

In addition to these resources, the Trust is in the process of implementing a protected sleep period between 11pm to 6am.

Olivia Edwards, Head of Patient Experience,

said: "Achieving good rest and sleep whilst in hospital plays such an important part in our patients' recovery. We're committed to doing all we can to ensure our wards have the tools and guidance they need to proactively create an environment where rest and sleep is optimised."

"We welcome any ideas from former and current patients on how we can make future stays more restful and encourage any future patients to make the most of the support available to them." Please email: patientexperience@uhb.nhs.uk

If you work on a ward and want to access our rest and sleep resources, or would like to order items for your patients, search 'rest and sleep' on the intranet.

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 4 March, 12.30–13.30

■ BAME Staff Network

Wednesday 3 April, 12.00–13.00

■ Disability Staff Network

Tuesday 12 March, 12.00–13.00

■ M Club

Solihull, Wednesday 6 March

QEHB, Thursday 7 March

Heartlands, Monday 25 March

Good Hope, Tuesday 25 March

13.00–4.00 all sites

■ LGBT+ Staff Network

Monday 11 March, 13.00–14.00

■ Carers' Cuppa

Monday 15 March, 12.30–13.30

■ You Matter – Mental Health Staff Network

Thursday 7 March, 12.00–13.00

■ Neurodiversity Staff Network

Thursday 20 March – 12.30–13.30

■ Long Covid Staff Support Group –

Thursday 28 March – 15.00–16.00

■ Men's Staff Network

Friday 22 March – 12.00–13.00



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 08:00–15:00.

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 13 March**

■ **Wednesday 27 March**

■ Women's Staff network

– meets bi-monthly

Next meeting Wednesday 27 March, 15.00–16.00

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

Friday 8 February, 12.00–13.00

Healthy sleep and wellbeing

Sleep is important for our physical and mental wellbeing and we know that from birth, sleep is fundamental for healthy brain development.

While sleep is a natural instinct, it's also a skill we develop; learning how to wind down and how much sleep we need.

New resources created by psychologists and health visitors are now available at www.inourplace.co.uk/sleep to promote connected relationships between parents and infants to help children to learn and thrive as they grow.

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

Quiz Challenge

1. What is the North American name for a wild reindeer?
2. Which aristocratic title ranks between an earl and a baron?
3. Who directed the films Gran Torino, Unforgiven, American Sniper and Cry Macho?
4. Which Arthur Miller play shares its name with a famous snooker venue in Sheffield?
5. The traditional form of tartan trousers worn by Scots are called what?
6. Orikane is a form of origami which uses which type of paper?
7. What is the collective noun for a group of toads?
8. What S is the name of a currency and a word meaning exemplary?
9. Which tragic hero in Greek mythology accidentally ends up killing his father and marrying his mother?
10. In November 2023, which former UK prime minister joined the House of Lords?

EV	IA	VR	TI	DH
NI		AE		RU
DS	RO	IL	VE	ER
IE		UG		LA
TD	HU	NE	EI	RS

Here are two miniature five-square crosswords using the same grid – but the letters have been mixed up. You have to work out which letters belong to which crossword.

	9		5	
5	○	4	○	2
	6		7	
4	○	6	○	8
	1		4	

Place the four signs (add, subtract, multiply, divide) one in each circle so that the total of each across and down line is the same.

Perform the first calculation in each line first and ignore the mathematical law which says you should always perform division and multiplication before addition and subtraction.

CROSS CODE

1	4	23	23	18	9		1	21	15	3	10	2
19		18		14				15		14		13
18	14	1	2	21	12		11	3	17	14	2	7
15		6		6	3	12	2	7		4		2
12	6	2	25	2	1		3	13	17	3	11	1
1		7		18	1	19		6	2	2	13	
			14						3			
26		10	2	1	12		21	3	15	12		5
15	2	3	7	2	15		3	1	1	4	15	2
2		10		12	2	2	12	6		14		1
2	16	4	18	12	11		1	8	24	18	2	12
22		13		13				15		14		2
2	13	2	24	2	14		26	2	20	20	2	7

ABCDEFGHIJKLMNOPQRSTUVWXYZ

1	2	3	4	5	6	7	8	9	10	11	12	13
14	15	16	17	18	19	20	21	22	23	24	25	26

Each number in our Cross Code grid represents a different letter of the alphabet. You have three letters in the control grid to start you off. Enter them in the appropriate squares in the main grid, then use your knowledge of words to work out which letters should go in the missing squares.

As you get the letters, fill in other squares with the same number in the main grid and control grid. Check off the alphabetical list of letters as you identify them.

SUDOKU

Each row and each column must contain the numbers 1 to 9,
and so must each 3 x 3 box.

EASY

5			2			1		
			9					8
6	7	8		4		5		2
7	4	2		1	6	8	3	
8	5							4
					4	7	1	
	9	7	6			4		
2	1	5					8	3
	8			3	2	9		

HARD

					6		9	
		8				5		
			2					8
8	9					4		
	7		3				6	
		5		4		7		
				3		6		
	4		6	7	1			9
	8	3						

CRYPTIC CROSSWORD

1	2		3		4		5			6		7
								8				
9								10				
							11					
12												
					13		14				15	
16		17		18					19			
							20					
21					22							
				23								
24												
				25								

ACROSS

1. Not in form? (9)
8. A month, nothing more, in Ireland (4)
9. Light-fingered number in carousel going round (9)
11. Briefly state one's game (6)
12. Aldershot winger's internal pain (6)
13. Refill the glasses with Her Grace in disarray (8)
14. This could be the result of athletes doing their level best (4,4)
20. Of aromatic plants used to cure Rex Black inside (6)
21. Armour is held awkwardly (6)
23. On the side of Scottish river first without delay (9)
24. Prisoner with nothing to eat returns to cell (4)
25. Bring in another reduction (9)

DOWN

2. Would such a hot spell raise the temperature of the sea? (4,4)
3. Father to make notes, we hear, while walking (6)
4. Underwear as worn by Heather Lake? (8)
5. Close bar (4)
6. Large headline found on flag (6)
7. Disarrange us, let nothing be out of place (6)
10. Henry prepared to go above third son (4)
14. Trace the faulty tube (8)
15. Very large dance and caper (8)
16. Intend to make preliminary sketches (6)
17. Loan is arranged for a girl (6)
18. Head of house gives Alfred 50% (4)
19. Heard the family had made some tea (6)
22. Soft feathers on the ground (4)

QUICK CROSSWORD

1	2		3		4		5		6		7	
							8					
9					10							
							11					
12		13		14								
15							16	17		18		19
20	21		22		23		24		25		26	
					27							
28												
					29				30			
31												
					32							

ACROSS

1. Cutting tool (8)
8. Old Testament prophet (6)
9. Concludes (4)
10. Female pronoun (3)
11. Grave (6)
12. Cellar (8)
15. Chemical substance (6)
16. Part of speech (6)
20. Sofa (6)
24. Objective (6)
27. Grotesque carving (8)
28. Daze (6)
29. Ovum (3)
30. Entreaty (4)
31. Noted (6)
32. Safety (8)

DOWN

2. Tent fabric (6)
3. Method of procedure (6)
4. Shellfish (6)
5. Afternoon rest (6)
6. Ivan -----, Russian scientist (6)
7. Hand tool (6)
12. Prejudice (4)
13. Type (4)
14. Small pond (4)
17. Pull (4)
18. Nervous (4)
19. Morsel (4)
21. Snare (6)
22. Walk gingerly (6)
23. Departure (6)
24. Very sad (6)
25. Toddler's garment (6)
26. First-born (6)

O	R	E
G	B	O
M	A	N

How many words of four letters or more can you make from this Nonagram? Each word must use the central letter, and each letter may be used only once. At least one word using all nine letters can be found.

Guidelines:

28 Good; 33 Very Good;
39 Excellent.

Any word found in the Concise Oxford Dictionary (Tenth Edition) is eligible with the following exceptions: proper nouns; plural nouns, pronouns and possessives; third person singular verbs; hyphenated words; contractions and abbreviations; vulgar slang words; variant spellings of the same word (where another variant is also eligible).

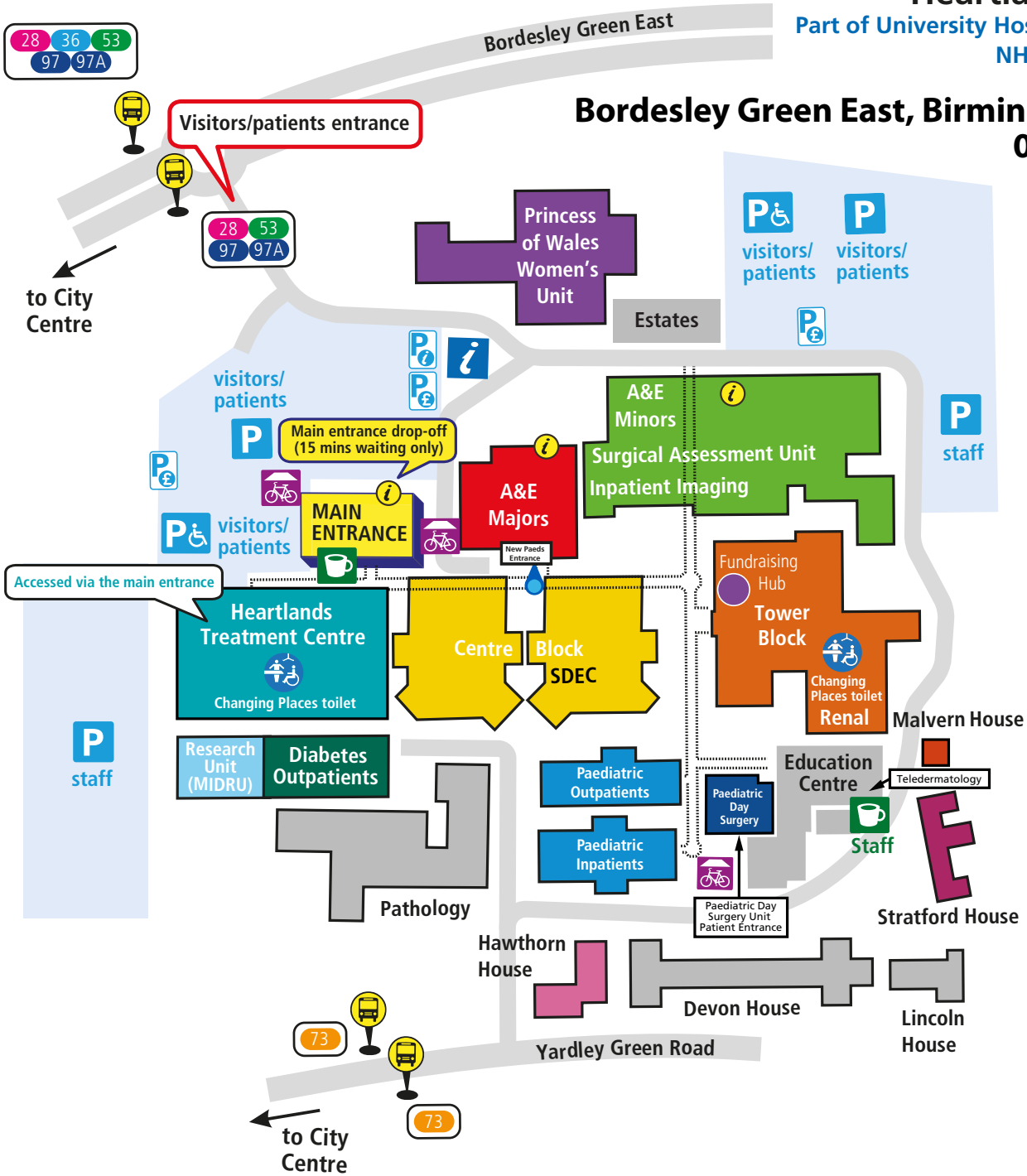
SOLUTIONS

Figure 1 shows a 10x10 grid representing a crossword puzzle. The grid is divided into two main sections: "EASY SUDOKU" (top) and "HARD SUDOKU" (bottom). The "EASY SUDOKU" section contains a 5x5 grid of numbers (1-9) and letters (A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z). The "HARD SUDOKU" section contains a 5x5 grid of numbers (1-9) and letters (A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z). The grid is labeled "CROSS CODE" on the right side.

[illegible]

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	
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			
	Information/Reception		Coffee shop/Restaurant
Bus Stop			
	Disabled car park		



Birmingham Chest Clinic
Part of University Hospitals Birmingham
NHS Foundation Trust

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Birmingham B3 3HX

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