



UHB Connected

News from Solihull Hospital and Community Services

January 2025

NHS
Solihull Hospital
Part of University Hospitals Birmingham
NHS Foundation Trust



Best newcomer honoured

Eniola Alimi, Pathway Management Co-ordinator at Solihull Hospital, was chosen as Newcomer of the Year in the UHB Admin Awards.

The awards were the climax of the week-long celebration of our admin colleagues at all the UHB sites in December.

About 80 colleagues joined the in-person award ceremony at Heartlands Hospital, with another 80 joining online. There were 360 nominations for categories in this year's awards.

For more information, see page 8



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Fresh thinking on
doctor recruitment

Right care, right time for Solihull patients

The Solihull Integrated Locality Hub, based at Solihull Hospital, has launched a range of new pathways, aimed at improving care for local patients.

This includes pathways to support patients with long-term respiratory conditions, provide quicker access to diagnostic services like radiology and pathology, improve care for older adults living with frailty, and offer specialised treatment for those needing intravenous antibiotics that are administered directly into a vein.

In addition, plans are underway to launch a pathway for deep vein thrombosis (DVT) care.

The hub operates from Monday to Friday, between 10:00 and 18:00, and offers same-day urgent care appointments. However, it is not a walk-in service, and appointments must be arranged through professional referrals.

Solihull residents can access the hub via their GP, NHS 111, or University Hospitals Birmingham's Urgent Community Response Team, if deemed suitable.

Delivered in partnership between University Hospitals Birmingham (UHB) and Solihull Healthcare Partnership, the hub is staffed by a diverse team, including GPs, advanced clinical practitioners, therapists, nurses, and administrative professionals.

Shena Webb, Associate Director of Operations for Solihull Community Services, said: "These new pathways are a significant step forward in improving the quality and accessibility of healthcare for our local community.

"By streamlining access to essential services and offering specialised support for patients



Colleagues at the Solihull Locality Hub

with complex needs, we can ensure that Solihull residents receive the right care, at the right time. We are committed to enhancing the patient experience and continuing to work in partnership with local healthcare providers to meet the growing demands of our population."

Please be aware that while the hub provides essential support for patients with urgent care needs, it is not equipped to manage life-threatening emergencies such as heart attacks or strokes. In such cases, residents should call 999 or go to their nearest accident and emergency department.

These new pathways are a significant step forward in improving the quality and accessibility of healthcare for our local community."

Shena Webb

Associate Director of Operations
for Solihull Community Services

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Countdown to new
organ transplant centre



Pages 6 & 7

Find out who has been
honoured in our latest
round of awards

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Working together to
improve our culture

Compliments for colleagues

Good Hope Hospital

"My mother had a cataract procedure in the day case unit and everyone was so warm and kind and put my mum at ease. In all my life, this was without doubt my best ever experience in the NHS."

Heartlands Hospital

"The physiotherapy team have been fantastic and really made a huge difference to me. They have been so patient and really improved my mobility by their knowledge of my conditions and what can help. They have given me a new lease of life."

Queen Elizabeth Hospital Birmingham

"Thank you to Ward 622 for providing great care to my husband. Your hard work and dedication has meant so much to me. Thank you for going above and beyond."

Solihull Hospital and Community

"I would like to compliment the lovely staff at Solihull Hospital. I attended radiology for scans and they were such lovely people! So well done again to you all."

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

Passion and commitment earns national award

The MRI Department at Heartlands Hospital has been named as the Midlands team of the year by the Society of Radiographers, the professional body for radiographers in the UK.

The MRI team was recognised for their passion and commitment to improve the experience of patients, especially for children going for an MRI scan.

For many children, having a scan can be a daunting and anxious time, with large noisy machinery in an unfamiliar environment.

The team has improved this experience by introducing a miniature version of the MRI scanner to the waiting area, where children can watch an animation with fun characters to guide them through the process.

Different characters - such as Ollie the Elephant - guide them through the process, preparing them with what to expect and reducing any fear or anxiety associated with the procedure. This in turn has significantly reduced the need for general anaesthetic in younger patients, reducing the time they need to spend in hospital.

The team was also recognised for delivering a hugely successful international recruitment and competency training programme, resulting in employment of over 50 new recruits ready to work across University Hospitals NHS Foundation Trust (UHB), including many within the newly built Heartlands Treatment Centre when it opened in 2023.

By working collaboratively with colleagues at Good Hope Hospital, Solihull Hospital and Queen



From left to right: Ed Landon, Heartlands Hospital Operations Director, Isaac Chihwa, MRI Modality Lead, Claire Hughes, MRI Modality Manager, Faye Priddy, Senior Radiographer, Zak Hussain, Heartlands Hospital's Associate Director of Finance, and Dr Rif Rashid, Heartlands Hospital's Executive Director

Elizabeth Hospital Birmingham to implement these initiatives, the time patients spend waiting for their MRI appointments has significantly reduced across UHB, maintaining high standards of patient care across the service.

Priti Khurana, Head of Imaging, said: "The team is thrilled to have received the Midlands Team of the Year Award. It is testament to the hard work and dedication of the team, at Heartlands Hospital and more widely at UHB. I am immensely proud of them for their passion and commitment to enhancing the quality of our radiography services. We continually strive

to improve our services through innovation and collaboration, and this award is formal recognition of the positive impact the team has made for the benefit of patient care."

The Society of Radiography Awards are a well-established celebration of the profession and good practice in all aspects of radiography. The 'Team of the Year' Award celebrates a stand-out team who have used innovative practices to improve service delivery or radiography education, or demonstrated exceptional multi-professional collaboration and are committed to delivering outstanding patient care.

Pair recognised in New Year Honours List

Two University Hospitals Birmingham (UHB) colleagues have been awarded MBEs in His Majesty the King's New Year Honours List.

Jacynth Ivey, Non-Executive Director of UHB and Birmingham Community Healthcare NHS Foundation Trust (BCHC), received an MBE for services to nursing.

Jacynth is also a member of the Stakeholder Engagement Advisory Group of the national NHS Race and Health Observatory.

Jacynth dedicated 25 years of her career to patients of Birmingham and Solihull as a former nurse, midwife, and health visitor, before taking on extensive leadership roles in the NHS and voluntary sector.

Jacynth became the first black executive director of nursing (chief nurse) in the West Midlands when working for Solihull Primary Care Trust, before she became a consultant for the NHS specialising in leadership and equality.

Jacynth took up two non-executive roles, joining BCHC six years ago, and UHB in 2023.

Jacynth said: "I am deeply humbled to accept this honour. It serves as both a recognition of the incredible individuals and communities who have supported me throughout my journey, and as a renewed call to continue championing equity, inclusion, and better health outcomes for all."

Dame Yve Buckland, Chair of UHB, said: "On behalf of the whole Trust, I am delighted that His Majesty the King has chosen to recognise the groundbreaking work undertaken by Jacynth Ivey

to address health inequalities and make the NHS more inclusive for staff and patients."

Professor Gavin Perkins, Consultant in Intensive Care Medicine at UHB, also received an MBE in the King's New Year Honours List for services to resuscitation science.

Prof. Perkins is also Dean of Medicine for the Warwick Medical School at University of Warwick and Non-executive Director of University Hospitals Coventry and Warwickshire NHS Trust.

Prof. Perkins joined Heartlands Hospital in 1995 as a House Officer during his medical training, before returning as a research fellow and then an honorary consultant in 2007. Prof. Perkins has been contributing to the healthcare academia since 1998.

He has published over 500 papers and played a key role in developing the evidence base relating to cardiac arrest through his leadership of the International Liaison Committee on Resuscitation.

At UHB, Prof. Perkins co-chaired the Joint Resuscitation Committee, which is responsible for oversight of resuscitation services at UHB, for over 10 years, only stepping down in 2023 to take on the role of Dean of Medicine at University of Warwick.

Prof. Perkins continues to care for patients in the intensive care unit at Heartlands Hospital alongside his other roles.

Prof. Perkins said, "I am truly honoured to receive this recognition, it was completely unexpected."



Jacynth Ivey



Professor Gavin Perkins

Jonathan Brotherton, Chief Executive of UHB, said: "On behalf of us all at UHB, I congratulate Gavin on receiving this well-deserved honour in recognition of his services to resuscitation science, but also to our patients and colleagues."

Fresh thinking on doctor recruitment

A programme which supports Locally Employed Doctors (LEDs) has earned national recognition for its work.

University Hospitals Birmingham launched its LED programme in 2008, as it looked to enhance patient safety and meet a growing demand for doctors. This was designed to bolster both the education, training and clinical experience of doctors across multiple clinical specialties. This initiative not only ensures UHB maintains a consistent and skilled workforce, but also provides a structured career development path for LEDs.

A key objective of this programme is to recruit, develop, and retain talent by providing support and training that enables LEDs to perform effectively in their roles, including opportunities to grow into specialist roles. UHB's LED programme is one of the largest educational programmes in the NHS, accommodating around 800 resident doctors.

Dr Umesh Salanke, Consultant in Emergency Medicine and Associate Medical Director for Postgraduate Medical Education, said: "I am very grateful to all our wonderful staff and for their hard work and contribution to get us to this stage.

"This programme demonstrates UHB's commitment to developing a skilled and sustainable workforce, while fostering an environment of support and development for all locally employed doctors."

The LED Junior Specialist Doctor (JSD) programme's key achievements in 2024 include:

- **UHB hosted Charlie Massey, Chief Executive and Registrar of the General Medical Council (GMC), and Dr Navina Evans, Chief Workforce, Training and Education Officer for NHS England, for a regional event attended by educational leads from local NHS trusts, which received excellent feedback**
- **UHB was invited to NHS England headquarters to share the UHB LED programme as exemplar for launch of**

'Locally Employed Doctors - Blueprint for Change'

- **The GMC's outreach team had a formal visit on 4 July and acknowledged the excellent work done by the team at UHB in support of international medical graduates**
- **NHS employers showcased our LED programme as a model for other NHS Trusts to follow in September 2024**
- **UHB was invited by other NHS trusts and the Royal College of Surgeons to share the programme's working model**
- **We successfully hosted our fifth LED and specialty doctor conference at UHB in December 2024 with delegates from across the country**

Overcoming challenges

Initially, UHB faced challenges in securing buy-in from individual specialties. Concerns revolved around ensuring that contractual conditions for LEDs were equitable with those in formal training posts and worries about the potential impact on conventional deanery-led training positions. However, the Trust worked diligently to shift perceptions, advocating for LEDs as resident doctors who also require professional development. This approach was undertaken to also retain our local graduates who were looking for more exposure to a certain clinical speciality before embarking on their specialist's journey.

By bringing together human resources, medical education, and operational teams, UHB created a framework that supports LED training needs while ensuring that specialties' operational and educational demands are met. This collaborative approach successfully aligned the goals of each department with the LED programme, enabling greater integration and acceptance of LEDs across UHB.

Around 77% of UHB's LEDs are international medical graduates (IMGs), and UHB has developed an additional layer of support to help these doctors adjust to UK practice. In line with GMC best practices, as a pilot, UHB introduced two-day induction focused on NHS culture, patient safety,

and personal development. This is followed by a four-week integration period that includes extended supervision and familiarisation with local policies, providing a smooth transition into the workforce.

A dedicated LED team, led by an associate medical director (AMD), manages the programme, supported by 12 LED tutors, dedicated Post-graduate Medical Education (PGME) and medical staffing members which is unique to UHB. These tutors, along with the PGME team, delivers educational and professional development activities like the bespoke teaching, Portfolio Pathway, IMG induction, appraisals, revalidation, career guidance, and pastoral support. Furthermore, the team is ably supported by a group of resident doctor welfare officers, who offer holistic wellbeing support, particularly benefiting IMGs who may face additional challenges adapting to life and work in the UK. The exception reporting was opened to our LEDs at UHB from August 2024.

The LED strategic group also plays a pivotal role, bringing together human resources, medical workforce, medical education, and operational teams to create a seamless support structure for LEDs.

- **Contract and support: Two-year contracts with six monthly rotational placements provide stability, enhance clinical experience and support staff retention. This would enable our resident doctors to qualify for the Royal College Membership exams and their professional development**
- **IMG Induction: A bespoke induction programme and extended integration period help IMGs adapt to NHS practice, ensuring a smooth transition**
- **Portfolio Pathway: The programme offers an alternative route to specialist registration, allowing LEDs to progress without entering traditional Deanery training and provides further flexibility. We have six successful applicants in year 2024 and majority of them have joined UHB as consultants**
- **LED Team: Dedicated LED teams ensure LEDs receive robust support in recruitment, training, and career development, promoting wellbeing and a sense of belonging. A dedicated LED PGME team is unique to UHB**
- **Annual conference and e-portfolios: The annual LED conference celebrates contributions, while bespoke UHB e-portfolio (developed in house) helps to document educational progress, providing valuable evidence for future career pathways and ensuring safe practice**
- **Foundation Year (FY3) project: With collaborative working, UHB was able to retain 46 of our local graduates in August 2024, post foundation training as LEDs and helping them to pursue their journey towards becoming a specialist**

Project's success

A project, launched at University Hospitals Birmingham to help cut down on waste, has proved a great success in its first six months, saving thousands of pounds while helping the environment.

Warp It is a new online system that makes it easy for colleagues to get or give surplus items to other staff. It saves the cost of purchasing new items, or disposing of unused and unwanted furniture or equipment.

In its first six months, more than 600 colleagues have joined the scheme. There have been 50 exchanges, with items swapped including stationery, office accessories, desks, chairs and filing cabinets.

It is estimated that overall Warp It has saved UHB £19,602 so far. It has also saved 8,763 kg of carbon emissions (CO2). That's the equivalent of saving 12 trees or taking three cars off the road.

It is estimated that Warp It has helped avoid waste too – to the tune of 946kg (149 stone).

The most in-demand items have been office chairs and desks which tend to be snapped up really quickly once listed.

One of the most successful swaps was at Good Hope Hospital, where offices used by anaesthetics had a clear-out and listed 11 metal filing cabinets. This alone saved £4,056 and resulted in a saving of 1,961kg in CO2.

Margaret Mezue, Senior Sustainability Officer, said: "The scheme has been a great success since its launch, with 612 members now signed up to Warp It.

"Numerous items have been listed and claimed, resulting in both CO2 and financial savings. Colleagues have shared with us that it's an incredibly handy tool, especially in the current climate."

Colleagues can simply post an item on Warp It and if another colleague needs it elsewhere on your site, they can claim it.

If you have an item you no longer require, please advertise it on Warp It. Or, if you are looking for an item, please check Warp It.



Thank you

Leah Taylor, a member of the Waiting List Co-ordinator Team at Solihull Hospital, organised a cake sale and games to raise funds for Breast Cancer Awareness.

Leah would like to say a big thank you to everyone who contributed in this event which raised a fantastic £241 to support this great cause.



This programme demonstrates UHB's commitment to developing a skilled and sustainable workforce, while fostering an environment of support and development for all locally employed doctors."

Dr Umesh Salanke
Consultant

University Hospitals Birmingham Charity

LOTTERY



Fancy a chance to win the Charity's £1,000 weekly jackpot in 2025?

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 launching the hospital charity lottery over three years ago, it has given over £200,000 in cash prizes to its amazing supporters.

The money raised from the lottery helps the charity 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 the charity continues to raise as much as it can to help those being treated and working on our wards and departments.

Last month we announced our Christmas Lottery Bumper Draw winner, who was lucky enough to win the £3,000 jackpot! We hold two Bumper 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.



Strive in 2025!

Your hospital charity has lots of fundraising plans and appeals in 2025 to continue supporting our patients and staff across Queen Elizabeth Hospital Birmingham, Heartlands, Good Hope and Solihull hospitals.

We're excited to see the Edmonds Transplant Centre Birmingham opening at Queen Elizabeth Hospital Birmingham this year, which will bring all the specialist care to one area of the hospital, making a huge difference to transplant patients on their treatment journey.

We are continuing to support our young patients across our hospitals from the moment



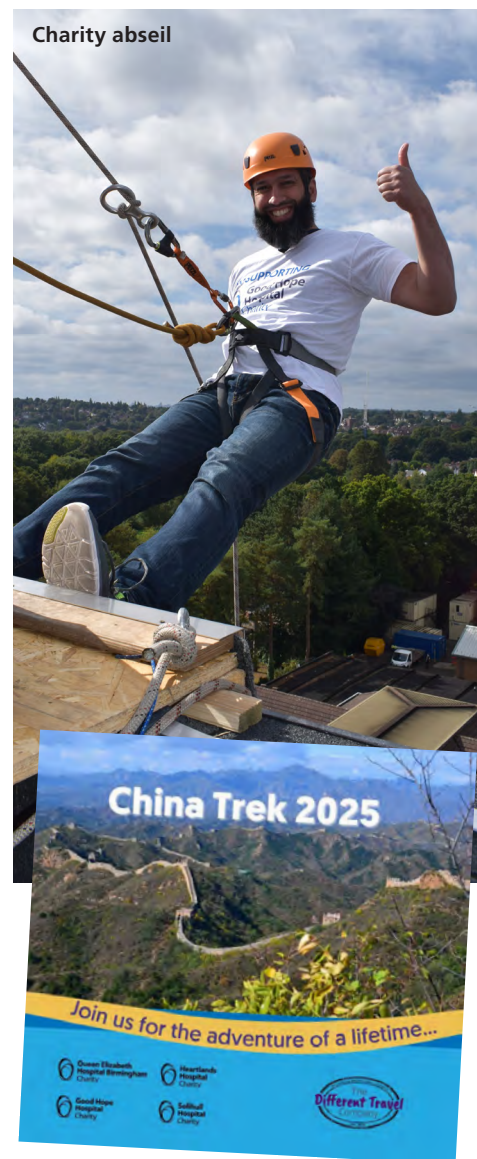
Tough Mudder event

they are born. We have recently funded two Neonatal Family Support Workers for the Neonatal Units at Heartlands and Good Hope hospitals. They work alongside parents and staff to ensure parents bond with their baby and feel integrated in their infant's care, as well as building confidence in supporting their baby and preparing them for discharge home.

We are also funding a new outdoor play area at Heartlands Hospital for our young patients, which will make physiotherapy appointments more enjoyable for the children, and provide staff with a bespoke area to track patients' progress through play.

We continue to support our cancer patients at all four hospitals and thanks to your support we have been able to refurbish the Haematology and Oncology Day Unit at Solihull Hospital. We have transformed the area into a bright and colourful space, making it less clinical and more welcoming to patients coming in for treatment. You can help support your local hospital charity by taking part in one of our fabulous fundraising events.

📍 For more details about our 2025 events, visit: hospitalcharity.org/events or scan the QR code.



How you can help...

The new year is the perfect opportunity to try something for the first time. We have a variety of events taking place throughout 2025 for you to get involved with to help us raise money for patients, their families and staff at your local hospital.

We have something for everyone, from mountain treks to marathons, pub quizzes to glamorous balls. If you fancy taking on a challenge this year, join us on our once-in-a-lifetime trek to China, where you will get to walk a remote section of the Great Wall of China, from Gubeikou to Jinshanling and Simatai. You could also think up your own challenge or fundraising event to support the charity, from a sponsored walk to a bake sale. Just drop us an email on: charities@uhb.nhs.uk and we'll support you all the way.



The Giles' Trust brain tumour fund Ascot Day

Volunteer at your local hospital charity

If you're looking to try something new in 2025 and would like to support your local hospital, why not volunteer?

Volunteering is a great way to build your confidence, learn new skills and meet new people. We are always looking for enthusiastic, friendly and reliable volunteers to get involved with a wide range of different, exciting activities, and events to support the hospital charity.

We have various volunteering opportunities across our four hospitals, from helping in our charity hubs on the hospital sites, to taking part in bucket collections or lending a hand at our events – there are lots of ways to help out!

If you would like more information about volunteering, please get in touch: charities@uhb.nhs.uk or scan the QR code.



Countdown to new organ transplant centre

University Hospitals Birmingham is excited to announce the opening of the Edmonds Transplant Centre Birmingham, which is set to welcome its first patients at the start of February.

This state-of-the-art facility promises to revolutionise transplant care and provide the best possible support for patients undergoing assessment for an organ transplant in the West Midlands and beyond.

Funded by QEHB Charity, the Edmonds Transplant Centre Birmingham is designed to be a "one-stop shop" for transplant patients, housing seven clinic rooms, multiple patient treatment rooms, welfare spaces, and space to support clinicians and researchers.

Patients will receive specialist care all in one place, including pre-treatment consultations, fitness classes before surgery, patient support groups and rehabilitation classes after surgery.



This comprehensive approach aims to reduce patient anxiety, boost their experience and speed up recovery.

Dr Nick Murphy, a consultant intensivist, who has been at the forefront of this project for a decade, highlighted the centre's potential impact: "Edmonds Transplant Centre Birmingham will significantly enhance our ability to deliver life-saving transplants, with our patients able to benefit from the latest medical technologies and a dedicated multi-disciplinary team of specialists committed to providing the highest standard of care."

Mike Hammond, Chief Executive at University Hospitals Birmingham Charity, emphasised the role of community support in making the centre a reality: "This project has been a true community effort. The generosity of our donors has been overwhelming, especially A Edmonds and Co Ltd and Garfield Weston Foundation, as all the contributions we've received will directly improve patient outcomes and experiences, we're very excited to bring this latest development to life for patients in our region and beyond."

Matt Metcalfe, Hospital Executive Director, also shared his enthusiasm: "The opening of the Edmonds Transplant Centre Birmingham marks a major milestone for QEHB. This facility will not only increase our capacity to provide simply better care for patients experiencing care before transplant, but it will also provide comprehensive care and support for patients and their families throughout their entire treatment journey. For our clinicians, this marks a huge opportunity for cross-pollination of ideas and innovation,



whilst signalling a significant commitment to the brilliant teams, and outstanding care provided within transplant services."

The centre will also be home to world-leading surgeons and researchers who are at the forefront of transplantation research and technology. Queen Elizabeth Hospital Birmingham, where the centre is located, is one of only two UK hospitals that perform all four major organ transplants: heart, lung, liver, and kidney. This makes the Edmonds Transplant Centre Birmingham a beacon of hope for patients requiring transplants, offering advanced medical care and a compassionate environment.

The first appointment for patients will take place on Monday 3 February.

Uniform recycling



Calling all colleagues having a new year declutter at home; we want your old or disused hospital uniforms!

Did you know Good Hope Hospital has its very own uniform recycling point, located outside the laundry room/central stores? Remove any ID badges and personal property then, at a time to suit you, simply drop your clean uniform into the recycling bin.

The Uniform Services Team make regular uniform collections at each hospital site and then work with specialist waste management company, Veolia UK, to ensure it is disposed of in an environmentally responsible way. Uniforms should never be disposed of in general waste. For more information, contact UniformServicesQueries@uhb.nhs.uk

Parliament visit

Gurpreet Singh, Chaplain at University Hospitals Birmingham, was invited to Parliament to take part in discussions on health inequalities, disparities and the significant role of faith and cultural practices in supporting communities.

The event brought together medical professionals, faith leaders, emergency services representatives, and Members of Parliament, with the aim of fostering a collaborative approach to addressing these issues.

Stop the Pressure

Colleagues from different services within UHB came together to raise awareness about pressure ulcer prevention. It was part of the annual Stop the Pressure campaign.

The Stop the Pressure Team, conducted a mammoth 'wardathon,' visiting clinical areas on all four hospital sites, over four days in November.

The team spoke to 1,200 clinical staff during this time with the aim of engaging with as many healthcare professionals as possible, raising awareness of key issues, and asking colleagues to complete a quiz.

There was also the opportunity to enter a wordsearch competition with prizes awarded.

There was also a focus on inclusivity, skin tones and end-of-life care.



Ward 12 at Solihull Hospital was among the places visited to mark the Stop the Pressure campaign

Professorship for trailblazer

Professor Camilla Dawson, Consultant Speech and Language Therapist (SLT) at Queen Elizabeth Hospital Birmingham (QEHB), has been appointed a visiting professor at Leeds Beckett University. Camilla is believed to be the first Allied Health Professional at UHB to be awarded a professorship. She will remain a practising consultant therapist at the hospital, whilst also undertaking research and education.

Camilla, who joined QEHB in 2008, has a long list of clinical and academic achievements. Her doctoral research, which was a world-first study on what support patients in hospital, recovering from head and neck cancer, need from their surgical and rehab teams, has resulted in new patient pathways and changed the care given post-surgery. Camilla has presented on this internationally with colleague Sat Parmar, Consultant Maxillofacial Surgeon at QEHB.

She also created one of the UK's first international post-doctoral fellowship for a speech and language therapist, with support from UHB Charity and University of Birmingham. After completing the fellowship, which focused on tracheostomy and

swallowing at the University of British Columbia in Canada, Camilla returned to QEHB as a consultant speech and language therapist – a new role for the hospital and one of only three consultant SLT posts within this specialism in the UK.

Just last year, Camilla was awarded a fellowship to the Royal College of Speech and Language Therapists for her clinical and research contributions to exploring the impact of COVID-19 on swallowing and airways, specifically for patients with tracheostomies. This work went on to inform national and international interventions.

Camilla, who also works for NHS England as a Head and Neck Cancer 'Get it right first time' Lead, said: "This professorship, with my other research and educational work, is all borne out of my clinical work as a speech therapist here at Queen Elizabeth Hospital Birmingham.

"I work with incredible teams

at the hospital, within therapies, but also in Critical Care, Maxillofacial, Ear, Nose and Throat specialties.

"I'm incredibly passionate about improving outcomes for patients with head and neck cancer and with altered airways. I hope both my clinical and academic work can go some way in doing that, both for patients now and in the future."

Clare Hassan, Director of Allied Health Professionals at Queen Elizabeth Hospital Birmingham, added: "I want to wish Camilla huge congratulations.

Her passion for research, innovation and education is incredible. Not only do our patients benefit from her commitment and expertise, we, as her colleagues, do too.

"We are very lucky to have Camilla working with us at the hospital and hope her huge list of achievements, including her recent professorship, inspires more allied health professionals to consider similar opportunities and career paths."



Professor Camilla Dawson



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

Amy Hughes ^A

Staff Nurse, Acute Medicine

Nominated by a patient's relative, who said: "My son received outstanding care at the Same Day Emergency Care Unit. Amy liaised with all multi-disciplinary teams for my son to receive the best possible personalised care. The care was incredibly dignified, empowering and efficient. It was also delivered in the most empathetic and selfless way."

Dr James Bailey Consultant

Graham Langford Senior Charge Nurse, Acute Medicine

For their incredible hard work and innovating practice within the acute medicine department. Dr Bailey and Graham have created a new live whiteboard that supports patient flow within the Same Day Emergency Care Unit. This work will support nursing and medical teams to work more efficiently and improve patient care.

Natasha Salmon Matron, Endoscopy, Trauma and Orthopaedics and Gastrointestinal Medicine

Nominated by a colleague, who said: "We received a compliment from the ambulance service for the care and support Natasha provided to a patient who had collapsed outside a shop. Despite not being on duty, Natasha went above and beyond to support both the patient and crew."

Pharmacy Team ^B Clinical Support Services

For always going above and beyond for patient care. The team support medical teams even when under increased pressure. The team process electronic prescriptions efficiently to ensure the timely discharge of patients.

HEARTLANDS HOSPITAL

Urology Registrars

Nominated by a colleague, who said: "The urology registrars are always cheerful and polite and take every call with a smile in their voice at any time of the day despite working long hours. We realise first hand how hard they work and would like them to be recognised for their dedication and hard work."

Ward 32 Stroke Medicine

Nominated by a patient's relative, who said: "My dad was recently an inpatient on Ward 32 Stroke Medicine, but unfortunately lost his battle last month. I would like to nominate the ward for their kindness, compassion and care. They went above and beyond to make dad's final journey as peaceful and dignified as they could."

Tom Wiggins Clinical Service Lead, Upper Gastrointestinal Surgery

For Tom's support, kindness and approachability. Tom goes the extra mile for patients and has worked tirelessly to drive his department forward. Tom makes decisions with compassion and has ideas that aid the improvement of the service, the team and our patients.

Emily Cooke Sister, Acute Medicine

For Emily's promotion of kindness and compassion within her team. Emily goes above and beyond and takes time out to support colleagues who are struggling. Emily shows professional maturity and is a role model to others.

Joanna Maycock Nurse, Healthcare of Older People

Nominated by a colleague, who said: "I would like to nominate Joanne for an award, she is a loyal worker and despite all the trials and tribulations the ward has gone through, she has always remained loyal at every level."



Dr Steve Taylor Consultant Physician, Sexual Health and HIV Medicine, Infectious Diseases

For Steve's incredible dedication and being the driving force behind the launch of the emergency department's blood borne virus opt-out testing programme. Steve has spent many hours working on this and collaborated with different departments to make this project a reality.

The Mortuary Team Nominated by a colleague, who said: "The team provide outstanding patient care. They spend most of their shift making sure patients are washed and dressed in clean clothes. The team has also fundraised to support bereaved parents."

Joaquin De Castro Radiographer, Imaging, Radiology

For Joaquin's exceptional support he provides to his colleagues in the X-ray department. Joaquin is incredibly kind, helpful and patient when assisting patients. Joaquin is extremely dedicated to his role, consistently goes above and beyond and shows empathy to colleagues and patients.

QUEEN ELIZABETH HOSPITAL

Maryam Sedighi-Dehkordi Student Nursing Associate, Acute Medicine

For Maryam's empathetic care and support of a patient with dementia. Maryam treated the patient with kindness, compassion and was extremely patient. Maryam didn't have any expectations of how the patient should behave, calmed them down and treated them with dignity.

Victoria Siddons Consultant, Emergency Medicine

For Victoria's dedication and commitment to the implementation of blood borne virus (BBV) opt-out testing within the emergency department (ED), ensuring that patients are tested when they come in. The early success of BBV opt out testing is partly due to Vicki's hard work.

Jane Dallaway Housekeeping Operative, Facilities

Nominated by a colleague, who said: "As a porter it is often quite difficult to navigate and find a clear path through the ward. There is usually a clear path through Ward 302 which makes a big difference to porters when guiding beds through the ward. I have spoken to Jane and she has told me she always tries to make sure items are kept to one side of the ward."

Charlie B Receptionist and Radiotherapy

For Charlie's support and his willingness to step into their new roles. Charlie's support of his colleagues and his exemplary respect for Charlie puts others back on track and goes out of his way to ensure the best outcome for the patient.

Home Haemodialysis Radiotherapy

Nominated by a colleague, who said: "The home haemodialysis team do everything. They go beyond to help us to ensure the patient is always there when needed."

Claudine Nurse Aretha C Nurse

Shantelle Healthcare Trauma and Orthopaedics

For going the extra mile and organising a successful Black History Month celebration on 19th November. Claudine, Aretha and Shantelle planned and cooked Caribbean food to raise money for the charity.

and winners

the Trust, 32 individuals and

in November.

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.



eddows

Support Worker,
Therapy

part to new starters
to help them settle
Charlie treats all
and patients with
ct and kindness.
before himself and
to help everyone
f his ability.

Dialysis Team

therapy

colleague, who
hemodialysis team
they go above and
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we need them."

le Bailey

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Gordon

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le Jones

Assistant,
Orthopaedics

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ugely popular
ck History Month
in their ward.
a and Shantelle
ked a variety of
that was sold
for the ward.

Kelly Hood

Principal Maxillofacial Prosthetist,
Maxillofacial Prosthetics

For Kelly's outstanding kindness and going above and beyond for patients, colleagues and visitors. Kelly demonstrates this by making visitors and students feel comfortable, offering help and advice to colleagues who visit the department, making sure patients are well looked after and have everything they need.

Cellular Pathology Administration Team

For the team's resilience and positive attitude towards changes. The team has shown an amazing ability to adapt from operating as individual site teams to operating as one Trust team. The team has supported one another and overcome obstacles throughout this change.

Radiopharmacy Team

Nominated by a colleague, who said: "There was a major shortage of a critical isotope used for nuclear medicine scans which could have left many hospitals unable to provide urgent scans. The team jumped into action, working with other hospitals and national health teams to manage the limited supply and make sure the most urgent cases were prioritised."

SOLIHULL HOSPITAL

Decontamination Team

For the team showing remarkable collaboration, creativity and dedication to their work. The team are extremely kind and supportive of each other. The team has worked incredibly hard to make their work safer and productive, for colleagues and patients.

Elaine Smith Nurse, Cardiology

Nominated by a patient, who said: "Elaine has played a vital role in connecting gaps within the system and ensuring I received the vital care I needed, probably preventing a repeat cardiac event that could have been fatal. I am so grateful to Elaine for helping to connect the dots in my care and thereby keeping me alive."

COMMUNITY

Safina Kassam

Early Intervention Matron, Solihull Hospital and Community Services

For Safina's huge support for out-of-hospital services. Safina consistently goes above and beyond for both her team and the patients. Safina handles challenges with grace, ensuring everything is completed to a high standard. She prioritises her patients when making decisions and is a fantastic matron.

Lucy Wootton

Urgent Community Response and
Virtual Ward Team Lead, Solihull
Hospital and Community Services

Nominated by a colleague, who said: "Lucy is my clinical nurse lead and has supported me with personal problems. Lucy went above and beyond to look after my mental and physical health. I will always be grateful for Lucy's support."

RESEARCH AND DEVELOPMENT

Lesley Horton

Pathology, Research and
Development, Heartlands Hospital

For Lesley's continued enthusiasm and dedication to her work. Lesley goes out of her way to help colleagues, both in and outside her department, doing her best to ensure the day-to-day running of research and development remains as smooth as possible.

WOMEN'S AND CHILDREN'S

Community Team Leaders Solihull Hospital and Community Services

Nominated by a colleague, who said: "The community team leaders have been working under extreme staffing pressures and have tried their best to deliver a good antenatal and post-natal service to service users."

Janette Griffin

Maternity Support Worker,
Obstetrics, Heartlands Hospital

For Janette's kind and caring nature. Janette goes the extra mile for patients and is very supportive of her colleagues. Janette gets involved in a range of things with a positive attitude.

CORPORATE

Trauma and Orthopaedics Booking Team

ABC – Appointments, Solihull
Hospital and Community Services

Nominated by a colleague, who said: "Due to unforeseen issues, the opening of the Elective Hub at Solihull Hospital had been delayed. The affected bookings teams worked hard to ensure there was little, or no impact from the short delay. They went above and beyond whilst remaining connected, kind and bold throughout the process."

Sarah Murray

Resuscitation Officer, Corporate
Nursing, Queen Elizabeth Hospital

For working incredibly hard over the past year on the 2024 Restart a Heart initiative. Sarah arranged for the UHB resuscitation service to take their Restart a Heart campaign outside of the Trust and deliver it to the general public at Birmingham New Street station.

Neil Parmar

Digital Media Content Officer,
Clinical Education,
Queen Elizabeth Hospital

Nominated by a colleague, who said: "I work in the Practice Placement Team and as a team we have come up with ideas to help improve the placement experience for the student nurses. Neil has always listened to our ideas, given us advice and helped to make these ideas a reality. These projects would not have happened without Neil."

Payroll Team

Finance, Regent Court
and Yardley Court

Nominated by a colleague, who said: "The department faced a hard challenge during the implementation of the pay award for all UHB colleagues, as well as the 26 other NHS trusts the Payroll Team provide payroll services for. The pay award affects thousands of colleagues across the UK and I feel that the department needs to be recognised for carrying this out successfully."

Recognition and praise for dedicated teams

Admin Week is a popular week in UHB's calendar; celebrating the incredible work of our admin and clerical teams.

The work of administrative teams touches every part of our services, and this is why it is often described as the backbone of our organisation. From admissions to discharges and every step in between, our admin staff ensure UHB runs like clockwork.

Often taking place behind-the-scenes, the efforts of our admin colleagues make a world of difference to both patients and staff alike.

This year, Admin Week, now in its third year, was celebrated between 2–6 December. The week kicked off with a virtual welcome event, with a host of speakers, who spoke on subjects such as, flexible working, training and development and finished with a question-and-answer session with our expert panel.

This event was followed by a week's worth of virtual training events just for admin staff, from utilising MS Teams, to how to make the most of Excel. The courses proved as popular as ever, with hundreds of colleagues registering to top up their knowledge and skills.

The week ended with the popular Admin Awards, back for their third year, and bigger and better than ever. About 80 colleagues joined the in-person award ceremony at Heartlands Hospital, with another 80 joining online.

This year's Awards received 360 nominations for categories including Newcomer of the Year Award, Admin Team of the Year Award and a new category, Admin Leader of the Year Award.

Therapies administrator Pauline White not only scooped the Outstanding Contribution Award, but she was also surprised with a video from her colleagues and Jonathan Brotherton, Chief Executive, presented Pauline with her 25 year long service award. Pauline, who retired from the Trust on 20 December, said: "I would just like to thank you all for making my awards presentation so special. It was a lovely way to end my 25 years working for the Trust."



Newcomer of the Year



Eniola Alimi, Pathway Management Co-ordinator, Solihull Hospital

Inspirational Award



**Monica Jankie, Ward 18, Heartlands Hospital
Sarah McGuinness, Wellcome Ward, Queen Elizabeth Hospital**

Outstanding Contribution Award



Pauline White, Therapies, Heartlands Hospital

Admin Team of the Year Award



Cellular Pathology, Queen Elizabeth Hospital and Heartlands Hospital

Admin Leader of the Year Award



Donna Jarrett, Respiratory Physiotherapy Outpatients, Good Hope Hospital

Bold Award



Sandra Close, Team Leader, Emergency Department, Heartlands Hospital

People's Choice Award



Donna Oswell, ENT, Heartlands Hospital

Spirit Award

Roshni Lad, Orthotics, Good Hope Hospital

Going Above and Beyond

Kelly Fitzpatrick, Medical Secretary, Cardiology, Queen Elizabeth Hospital

Working together to improve our culture

Over the past 12 months, UHB colleagues have been coming together to play an active part in creating a fairer and more inclusive culture.

Through a series of meetings and engagement activities, the Wise Council has helped shape key initiatives that will improve the way it feels to work at UHB.

Most recently, the first in-person Wise Council event was held, with support from the University of Birmingham. An afternoon was used to reflect on the successes of the past 12 months, what more there is to do, and what colleagues want to see in 2025.

The Wise Council has been encouraged and inspired to help ensure all colleagues in every area of the organisation are aware of UHB's commitment to improving culture and how they can actively get involved.

The Wise Council is important because it gives everybody the opportunity to have a voice. I joined because I want everybody to be included, to have a voice and feel valued."

Dawn Edwards
Catering Assistant

Dawn Edwards, Catering Assistant, said: "The Wise Council is important because it gives everybody the opportunity to have a voice. I joined because I want everybody to be included, to have a voice and feel valued. I would encourage others to join so they can be part of the conversation."

Ramesh Chelvarajah, Consultant Neurosurgeon, added: "The very important work to sustainably improve our organisation's culture for the better is only achievable from within. The Wise Council is the best means for this collaborative effort, and it is hugely rewarding to work with so many like-minded friends from all corners of UHB."

Led by the Culture and Inclusion Oversight Group, chaired by Jonathan Brotherton, Chief Executive, the Wise Council has been instrumental to the introduction of the behavioural framework and its supporting campaign, the new sexual misconduct policy, the new flexible working process and policy, and improved access to occupational health and wellbeing support.

Over the next few months, other elements of the cultural improvement programme will be introduced, including: an equality impact assessment framework and toolkit available to all colleagues; a mental health training package for the wellbeing of staff rolled out to managers; a handbook, and drop-in welcome events for all new starters.

Cathi Shovlin, Chief People Officer, said: "At the beginning of this journey we had to face up with honesty and humility to recognising that our

culture was not quite what we thought it was, or what our people needed. But what we did have was a genuine commitment to rebuild on a more authentic and sincere basis with our people to achieve the change they deserved.

"Everyone impacts culture and is impacted by it, and it will take everyone to change it. We are making progress with the support of our Wise Council, for which I am grateful and incrementally we will all start to feel the movement towards the ultimate destination of the best place to work that is safe and inclusive, where through our improvement actions the expected culture emerges as inevitable."

Following feedback from the Wise Council, the group is now reviewing and redesigning the engagement plan with regards to the culture improvement programme to allow for more opportunities and even more colleagues to get involved.

Hannah Wilson, Senior Occupational Therapist, said: "I am very passionate about implementing changes at UHB. As part of the Wise Council, our goal is for UHB to become one of the best trusts to work in."

The Wise Council is open to all colleagues, whether they are a permanent or temporary member of staff or student, or volunteer.

By joining the Wise Council, colleagues play their part in the seismic culture shift at UHB, holding the organisation to account, acting as a sounding board and adviser, as well as getting assurance that we are doing the right things and taking evidence-based action.

If you are a member of staff, student or volunteer at UHB, you can sign up to be part of the Wise Council: <https://www.uhb.nhs.uk/forms/uhb-advisory-group-to-the-culture-board-registration>



Nursery nurse retires

After 32 years at Heartlands Hospital, Marie James, a beloved nursery nurse, is retiring. Marie has spent many years at Heartlands Hospital supporting families as a nursery nurse and breastfeeding support nurse in the Neonatal Unit.

Ward Manager Sarah Wellings said: "We are really sad to see Marie go, but want to thank her for her many years of service and commitment to our patients."

Marie plans to enjoy retirement with her grandchildren and volunteer with her local church. Reflecting on her career, she said: "I've loved my time here, made lifelong friends, and will miss the babies."

Multi-Faith Centre

December saw the opening of the new Multi-Faith Centre in the Princess of Wales Women's Unit, at Heartlands Hospital.

The Multi-Faith Centre offers a quiet space for reflection and prayer for our colleagues, patients, and their families. It is located on the ground floor of the Princess of Wales Women's Unit, to the right of the reception area.

The new space was formally opened by Lilian Alkabra, East Birmingham Lead for the Birmingham and Solihull Maternity and Neonatal Voices Partnership, and Father Roger Raven, Catholic Chaplain at Heartlands Hospital.

Carla Jones-Charles, Director of Midwifery, said: "This opening is an important part of our journey in redeveloping the Princess of Wales Women's Unit.

"It is important for our families and our colleagues to have a space where they can pray and have quiet contemplation as we support them through the happiest, and sometimes saddest moments."

The opening of the Multi-Faith Centre is part of a wider initiative to refurbish the Princess of Wales Women's Unit, which has recently introduced a new day assessment unit, maternity urgent assessment unit, training and simulation room, and a staff zone for maternity and neonatal colleagues.

Further refurbishment plans are underway, including improvements to the delivery suite, front main entrance, and ground floor corridors, all designed to create a more welcoming environment for patients, families, and colleagues.

Reducing our carbon footprint

Funding of £35.6 million to reduce University Hospitals Birmingham's carbon footprint has been used across the four hospitals.

Together, it is hoped the projects will reduce UHB's carbon footprint by almost 5,000 tonnes. This will contribute to the UHB's green plan

which commits to reducing emissions that it controls directly by 80 per cent by 2032.

The latest is a multi-million-pound investment project which aims to make Good Hope Hospital one of the first net-zero hospitals in the UK.

The project was made possible thanks to funding from Salix, under the Public Sector Decarbonisation Scheme, which it was awarded in 2022. The Public Sector Decarbonisation Scheme is run by the Department for Energy Security and Net Zero and is delivered by Salix.

UHB was awarded £35.6 million as part of the scheme to reduce its carbon footprint and ensure Trust sites become more energy efficient.

The Trust is set to upgrade building energy management systems and optimise the controls to reduce heating and heating, ventilation and air conditioning consumption, which will be funded by other means.



Ian Williams, Operations Director and Haydn Nord, of Veolia 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/



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

WEEKDAY AUTOMATED PROGRAMMES

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 – Rebecca Whyte

2pm Music from Stage & Screen

3pm Sounds of the 80' Rich Pemberton

5pm Tea Time Show – Bill Waldron

7pm Queen Elizabeth Requests – Freddie Crawford

8pm Evening Show – Paul Millington

WEDNESDAY

10am The Morning Show – Rich Pemberton

2pm BHBN New Country – Dave Horton

6pm Words & Music – Brian Henderson

7pm Royal Orthopaedic Hospital Requests – Charlotte Corfield

8pm Evening Show – Doug Jackson

THURSDAY

10am The Morning Show - Dave Horton

4pm 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

8pm Evening Show – Andy Swaby

SATURDAY

9am BHBNgold – Colin Monnaf

11am Pete Bayliss – Music Box

2pm BHBN Radio Summer Sport and Music

6pm Saturday Disco

8pm Evening Show – Phil Matthews

10pm Reggae Selection

SUNDAY

7am BHBN Radio's Big Sunday Breakfast – James Ellis

9am The Sunday Morning Show & Sandwell Hospital Requests Suzie Be

11am The Sunday Supplement – David Moore

1pm Light Lunch, Big Band Classic Standards and Radio Days Music

2pm Kids' Time with Esme Gordon-Craig

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

Programmes can be subject to change.

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

The BHBN Radio app is available from app stores.

Stay Connected

New respiratory unit opens

Birmingham's first acute respiratory infection hub has opened at Washwood Heath Health and Wellbeing Care Centre.

It is run by a multi-disciplinary team, including respiratory specialists from Heartlands Hospital and will help patients to receive care outside the busy hospital setting.

With convenient access and free parking, the respiratory same day emergency care hub is open from Monday to Friday, between 9:00-17:00.

UHB staff can refer patients who live in east Birmingham with acute respiratory conditions by calling 0121 466 5360 during operational hours.

Dr Rifat Rashid, Heartlands Hospital's Executive Director, said: "The opening of Birmingham's first acute respiratory infection hub has been the result of the phenomenal effort of the clinical and operational teams from all of the partnership organisations involved.

"It is a great achievement to have this facility, which will help provide acute care for patients with respiratory conditions, closer to home."



Pictured, left to right, members of the new hub team include Dr Alain Al Helou, Respiratory Consultant, Erica Morgan, Healthcare Assistant and Kayleigh Jones, Clinical Nurse Specialist



Awareness day

The Diabetes Team based at Queen Elizabeth Hospital Birmingham raised money and spread awareness on World Diabetes Day.

Colleagues had a stand in the atrium and offered advice on diabetes, healthy eating, and wellbeing services for staff.

They also promoted a study which is looking into screening children for type 1 diabetes to highlight the risk of developing diabetes.

Rachel Halley, Diabetes Specialist Nurse, pictured, said funds were raised from selling Christmas stockings, eye masks, scrunchies and other products created by one of the diabetes patients and Lesley Peters, a Clinical Nurse Specialist.

The funds went towards the diabetes education fund.

Research meeting

Join the University of Birmingham Bladder Cancer Research Centre, King's College London and Guy's Hospital's Translational Oncology and Urology Research Team, for a fully interactive bladder cancer clinical research meeting, led by an international expert panel of clinicians and scientists.

The forum, at the Edgbaston Park Hotel and Conference Centre on Friday 28 February, is designed to bridge the gap between science and clinical practice and will cover the spectrum of bladder cancer research in oncology, urology, nursing, epidemiology, immunology and molecular biology.

Further information including the registration link is available at: www.kcl.ac.uk/events/7th-bladder-cancer-translational-research-meeting

Early bird registration prices close on 16 January 2025: Delegates £80, Urology trainees £60, students £40 and patient advocates £40.

Standard registration prices from 17 January 2025: Delegates £100, Urology trainees £80, students £60 and patient advocates £60.

✉ If you have any problems with the registration process, contact Ann Smith via: bladdercancer@contacts.bham.ac.uk

National award

The UHB Occupational Health and Wellbeing Team has been shortlisted in the Great British Workplace Wellbeing Awards.

The team has been shortlisted in the category of 'Best wellbeing in the workplace strategy'.

The national awards celebrate and recognise the exceptional contributions of individuals and organisations dedicated to enhancing workplace wellbeing across the UK.

Winners will be announced at an awards ceremony taking place next March.

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

FIVE ALIVE **EQUALISER**

1. Which alloy is a mixture of copper and zinc?
2. The Treaty of Portsmouth ended which 20th century conflict?
3. The brown recluse is a venomous type of which creature?
4. Which 2024 film surpassed The Lion King to become the highest-grossing animated movie of all time?
5. Which is the innermost colour on the curve of a rainbow?
6. The Four Horsemen of the Apocalypse feature in which book of the Bible?
7. The Anatomy Lesson of Dr Nicolaes Tulp is a 1632 painting by which Dutch Master?
8. Unai Emery is the manager of which Premier League football team?
9. The Simon & Garfunkel song Mrs Robinson was featured in which 1968 classic film starring Dustin Hoffman?
10. Lusaka is the capital city of which African country?

BA	LO	ON	UN	SG
RL		IU		IR
OA	SR	IG	AD	EN
OB		JH		KE
SM	YP	AT	WH	SN

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.

	8		10	
3	○	2	○	1
	3		2	
11	○	1	○	2
	6		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

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

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.

CRYPTIC CROSSWORD

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

ACROSS

1. Second taxi for strikebreaker (4)
4. Finishing one's trip while in decline? (7)
8. Genuine spot for a new allotment (12)
9. Lily's new shop deal (8)
10. Old man with bishop having salmon (4)
12. There's a lot of money in the mail-boat (6)
14. Plain-spoken guide (6)
16. One's standing in line (4)
17. Attendant who never takes the lead? (8)
20. Despite being immature, touches with a knack of growing things (5,7)
21. Established that it had been paid (7)
22. English theologian with a collection of Norse poems (4)

DOWN

2. Unpleasant person will advance slowly (5)
3. William was in the red – it went in waves (8)
4. Hardly cold (6)
5. It cannot be given permanently (4)
6. How to flatter in a sincere way, so it is said (7)
7. Producer of groups of related plants on the hill (9)
9. A first shallot of equal value to silver American vegetable (9)
11. One cannot hold this conversation (8)
13. Many being examined in competition (7)
15. Managed to include one that had been duplicated (6)
18. Planet revolved rapidly and audibly (5)
19. A love of indigo (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							

1 ACROSS

1. Sledge (8)
5. Second-hand (4)
9. Moulding (7)
10. Danger (5)
11. Requirements (5)
13. Far East (6)
15. ----- Jobs, Apple co-founder (5)
17. Catalogue (4)
19. Eggs (3)
20. Norse deity (4)
21. Open to view (5)
23. Writer (6)
24. Raising agent (5)
28. Canine teeth (5)
29. Make aware of (7)
30. Look suggestively (4)
31. Totally loyal (4,4)
1. Large-headed nail (4)
2. Carried (5)
3. Reduces to powder (6)
4. Assist (4)
6. Shriek (7)
7. Adroitly (anag.) (8)
8. Excess (5)
12. Cooker (5)
13. Reproductive organ (5)
14. Extremely happy (8)
16. First woman (3)
18. Unusual (7)
21. Overweight (5)
22. Place of worship (6)
25. Accomplishment (5)
26. Just (4)
27. Unit of heredity (4)

DOWN

1. Large-headed nail (4)
2. Carried (5)
3. Reduces to powder (6)
4. Assist (4)
6. Shriek (7)
7. Adroitly (anag.) (8)
8. Excess (5)
12. Cooker (5)
13. Reproductive organ (5)
14. Extremely happy (8)
16. First woman (3)
18. Unusual (7)
21. Overweight (5)
22. Place of worship (6)
25. Accomplishment (5)
26. Just (4)
27. Unit of heredity (4)

C	O	P
C	L	E
S	U	R

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:

27 Good; 32 Very Good;
37 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 16x16 grid representing a crossword puzzle. The grid is divided into two 8x8 quadrants. The top-left quadrant is labeled "EASY SUDOKU" and the top-right quadrant is labeled "HARD SUDOKU". The bottom-left quadrant is labeled "Y" and the bottom-right quadrant is labeled "C". The grid contains numbers 1 through 16, indicating the starting positions for words. The words are: 1 Across: P, 2 Across: K, 3 Across: M, 4 Across: V, 5 Across: J, 6 Across: S, 7 Across: F, 8 Across: A, 9 Across: B, 10 Across: D, 11 Across: X, 12 Across: L, 13 Across: R, 14 Across: T, 15 Across: U, 16 Across: G. The words are: 1 Down: C, 2 Down: E, 3 Down: R, 4 Down: Y, 5 Down: S, 6 Down: J, 7 Down: F, 8 Down: A, 9 Down: B, 10 Down: D, 11 Down: X, 12 Down: L, 13 Down: R, 14 Down: T, 15 Down: U, 16 Down: G.

QUIZ CHALLENGE: 1 Brass; 2 The russo-japanese war; 3 spider; 4 misadventure; 5 violet; 6 book of Revelation; 7 French revolution; 8 Aston Villa; 9 The Graduate; 10 Zambila.

CRYPTIC CROSSWORD:
 Across: 1 Scab; 4 Felling; 8 Reallocation; 9 Asphodel; 10
 Parry; 12 Packet; 14 Direct; 16 Rank; 17 Follower; 20 Green
 fingers; 21 Settled; 22 Edda.
 Down: 2 Creep; 3 Blowdown; 4 Dialogue; 5 Loan; 6 Imitate; 7
 Generator; 9 Asparagus; 11 Dialect; 14 Frogen; 15 Con-
 sidered; 18 World; 19 Anil.

QUICK CROSSWORD:
 Across: 1 Toboggan; 5 Used; 9 Cornice; 10 Peril; 11 Needs;
 13 Orient; 15 Steve; 17 List; 19 Ova; 20 Thor; 21 Over; 23
 Scribble; 24 Yeast; 28 Fangs; 29 Aprise; 30 Leer; 31 True
 blue.
 Down: 1 Tack; 2 Borne; 3 Grinds; 4 Abet; 6 Scream; 7
 Dialogue; 8 Spare; 12 Steve; 13 Ovary; 14 Blistill; 16 Eve; 18
 Strange; 21 Obese; 22 Temple; 25 Skill; 26 Fair; 27 Gene.

CRYPTIC CROSSWORD:
 Across: 1 Scab; 4 Felling; 8 Reallocation; 9 Asphodel; 10
 Parry; 12 Packet; 14 Direct; 16 Rank; 17 Follower; 20 Green
 fingers; 21 Settled; 22 Edda.
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QUIZ CHALLENGE: 1 Brass; 2 The russo-japanese war; 3 spider; 4 misadventure; 5 violet; 6 book of Revelation; 7 French revolution; 8 Aston Villa; 9 The Graduate; 10 Zambila.

EQUILISER:
 Clockwise from top left – add; 1
 nonagram; 2 divide; 3 subtract. Total: 5.

NONAGRAM:
 clop; close; closer; closure; cloud;
 colous; colour; COMPUSECLE; con-
 cress; cruel; cupid; curt; leprouses;
 lose; loser; loup; four; louse; luc-

ALIVE:
 1 (1) Across – Bonus; Organ; Myth-
 Down – Bloom; Might; Spink;
 (2) Across – Along; 2 (2) Across –
 Down – Arabs; Ojia; Green.

NONAGRAM

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

HARD

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



Department	Level	Department	Level
Bereavement Services	G	Medical Records	G
Cardiology Cath Lab	1	Oesophageal Lab	G
Children's Outpatients	G	Ophthalmology	G
Community Services	G	Ophthalmology	G
Day Procedures Unit	1	Diagnostic Hub	G
Dermatology	1	Orthopaedic Clinic	G
Dental Centre	G	Outpatients	G
Education Centre	1	Pharmacy	G
Elective Admissions Unit	G	Phlebotomy	G
Endoscopy	1	Physiotherapy	G
Estates	G	Renal Unit	G
Eye Theatre	G	Rheumatology	G
Haematology and Oncology Day Unit	G	Seasons Restaurant	1
Imaging/X-ray	G	Solihull Locality Hub	G
Main Entrance	G	Urgent Treatment Centre	G
Main Theatres	1	Urology Hub	G
Management Offices	G	Wards	1
		Women's Unit	G

Key to symbols

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



Correct at 10 June 2024

Community Sites/clinics

Balsall Common, 1 Ashley Drive, CV7 7RW, 01676 536850
Bishop Wilson, Chelmsley Wood, B37 7TR, 0121 770 3228
Chelmsley Wood Primary Care Centre, Crabtree Drive, B37 5BU, 0121 329 0100
Freshfields, Downing Close, B93 0QA, 01564 732841
Friars Gate, 1011 Stratford Road, Shirley, B90 4BN, 0121 745 9108 (Staff base only)

Grove Road, 51 Grove Road, B91 2AQ, 0121 705 3814
Land Lane, Marston Green, B37 7DQ, 0121 779 3833
Northbrook, 93 Northbrook Road, B90 3LX, 0121 745 8366
Shirley, 276 Stratford Road, B90 3AD, 0121 744 2516
Smiths Wood Medical Centre, Burtons Way, Birmingham, B36 0SZ 0121 203 1055