



UHB Connected

News from Heartlands Hospital and Birmingham Chest Clinic

NHS
Heartlands Hospital
Part of University Hospitals Birmingham
NHS Foundation Trust

April 2025

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Blood testing expanded

All patients aged 16 and over, who visit the emergency departments at Heartlands and Good Hope hospitals, will now be routinely tested for HIV, hepatitis B, and hepatitis C, if they are already having a blood test.



This initiative was started at Queen Elizabeth Hospital Birmingham (QEHB) in September last year and was expanded to two other hospitals in March.

The successful introduction of this approach in 64 emergency departments nationwide, has seen over 7,300 people being newly diagnosed with one of these blood borne viruses (BBV) who were previously unaware.

Since the implementation of this opt-out testing at QEHB last September, over 22,500 blood-borne virus tests have been conducted and have resulted in 36 new BBV diagnoses.

Dr Steve Taylor, Lead HIV consultant at Birmingham Heartlands Hospital and Clinical Director for the Birmingham Fast Track Cities' initiative, said: "We've already observed significant results with just a few locations in the West Midlands and other cities across the UK joining the programme. This initiative will be a transformative development for our city and the entire country.

"Early diagnosis of HIV, hepatitis B, and hepatitis C is vital, as these infections can remain asymptomatic for years, potentially causing substantial damage before any signs appear. Our current medications are lifesaving for HIV and hepatitis B, and we can even cure hepatitis C.

At the launch of the expansion, Renuka Chandan, aged 71, pictured above right with Nikita Salmon, Liver Specialist Nurse, told how she was grateful for the testing.

She went to the emergency department at QEHB for suspected gallstones found herself with a diagnosis of hepatitis B.

A follow-up confirmatory blood test was then carried out and Renuka was placed in the care of follow up services at Heartlands Hospital.

She said: "If it hadn't been picked up then it could have been much worse. It's good to know and by being tested you are not only helping yourself, but you are also helping other people and hence the wider community and I think that's very important."

Door opens to support jobseekers

A new Career Zone has opened at Heartlands Hospital, to help local people to find a job in the NHS and to provide a hub for hospital colleagues to find out about the wide range of training and development opportunities available to them.

The Career Zone's official opening was marked with a ribbon-cutting ceremony. The ceremony was attended by partners, who work alongside UHB, to help people to find work and training opportunities in the NHS.

The ribbon was cut by Dr Rifat Rashid, Hospital Executive Director for Heartlands Hospital, and Paul Williams, a theatre support worker who works in the Heartlands Treatment Centre operating theatres.

Paul found his job through the successful 'I CAN' programme that helps the unemployed into work in the NHS and social care.

Paul said: "This Career Zone is marvellous because it will be somewhere where people can come to find out about working here. It will help more people like me, who live locally and who want to find a job in the NHS, but are not sure how to.



Left to right: Karen Jameson, Head of Healthcare Careers and Development; Paul Williams, Operating Theatre Support Worker; Rifat Rashid, Hospital Executive Director for Heartlands Hospital; Jonathan Brotherton, Chief Executive of UHB

"Since I started working at Heartlands Hospital, I haven't looked back, I work with a great team so I would recommend it to anyone.

Dr Rashid said: "It is amazing to have this incredible resource in the main entrance of Heartlands Hospital, where local people can walk in and find out about the many rewarding opportunities available here.

"Part of my vision for Heartlands Hospital is to put the hospital back into the heart of the

community, and this sort of initiative is going to do just that. It is great news and a big thank you to our partners and the teams who have helped make this happen."

■ The Career Zone is open Monday to Friday 9:30-14:30 and will be run by UHB's Healthcare Careers and Development team

It is amazing to have this incredible resource in the main entrance, where local people can walk in and find out about the many rewarding opportunities available here."

Dr Rifat Rashid
Hospital Executive Director
at Heartlands Hospital

Compliments for colleagues

Good Hope Hospital

"I just wanted to pass on my thanks to your amazing team in the Emergency Department (A&E). My daughter and I attended when her shoulder was dislocated. It was very busy, yet the staff were so lovely and caring, despite the pressures they were under."

Heartlands Hospital

"I wish to pass on my thanks to nuclear medicine and the MRI department for the amazing care, kindness, empathy and all round great service I received."

Queen Elizabeth Hospital Birmingham

"I'm recovering from my second surgical procedure at QEHB, under the care of the liver department. Once again I have been so impressed with the service and treatment I've received, from start to finish. You're all amazing."

Solihull Hospital

"My dad was a patient on Ward 20A following a hip fracture and surgery. The care was fantastic. The doctors, nurses, physiotherapists and healthcare assistants were all so caring."

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

Pharmacist takes on prestigious role

The UK's first Consultant Pharmacist in Inherited Metabolic Diseases (IMD). Antonio Ochoa-Ferraro has been appointed by University Hospitals Birmingham.

Antonio started as a specialist pharmacist at UHB in 2017. Since then he has progressed to the role of advanced clinical pharmacist and now holds the prestigious position of consultant pharmacist, marking a significant milestone in the treatment and care of patients with rare metabolic conditions.

Inherited metabolic diseases are a group of genetic disorders that affect the metabolism, often leading to dangerous imbalances of chemicals in the body. If left untreated, IMDs can result in organ damage and disabilities.

Antonio said: "I'm very grateful to be in this position. I have the support of a fantastic team and my managers, who have allowed me to pursue this recognition. At times, they had to push me to keep going, but their encouragement has been essential in helping me reach this point."

The role is not confined to UHB alone; it has national and regional responsibility. Antonio's role involves working independently within the team to see patients and help manage their medications while also taking on a crucial research and advisory role. He is involved in

developing national guidelines and commissioning policies, collaborating with other metabolic centres, and contributing to both clinical and research projects.

Although the role of consultant pharmacist was established in 2005, it remains relatively rare, and Antonio is only the fifth pharmacist to be accredited in Birmingham.

As part of UHB's metabolic services, Antonio and his team manage a national patient cohort, with some patients coming from as far as Cornwall.

For certain conditions, like Alstrom Syndrome (a rare genetic disorder), UHB serves as the national centre, making it a critical hub for the treatment of patients with these ultra-rare conditions.

Antonio's role includes coordinating care for these patients, ensuring that healthcare professionals across the country understand how to manage these rare diseases and provide reassurance to patients and families.

"Although patients may be treated in their local hospitals, we help coordinate care and educate healthcare providers on these rare conditions. It's reassuring for patients to know that they are not only receiving the care they need but that it's being managed by experts across the country who are dedicated to improving their lives."



Antonio Ochoa-Ferraro,
Consultant Clinical Pharmacist -
Inherited Metabolic Disorders

Centre to offer specialist pregnancy care

University Hospitals Birmingham has been named a regional centre for placenta accreta spectrum (PAS), in partnership with Birmingham Women's and Children's NHS Foundation Trust.

PAS covers a range of rare pregnancy conditions where the placenta grows too deeply into the wall of the uterus. This makes it difficult for the placenta to separate from the uterine wall and be delivered, which can

lead to potentially life-threatening vaginal bleeding.

Between one in 200 and one in 2,000 pregnancies will be affected by PAS.

By becoming a regional centre, UHB will offer centralised specialist care, bringing together dedicated multi-disciplinary teams, specialist skills and equipment which will lead to better outcomes for women and their babies.

UHB's PAS service has been in place since 2015 and has seen over 60 patients. The team has also published their work in reputed journals and shared their experiences at several national and international meetings.

Irshad Ahmed, Lead Consultant Obstetrician, said: "As a regional centre, we are privileged to play a vital role in the comprehensive care and management of PAS, a complex and potentially life-threatening condition. By offering early detection, individualized treatment plans, and a dedicated multidisciplinary team, we not only improve survival rates but also enhance the quality of life for these patients."

Pallavi Karkhanis, Clinical Lead for Fetal Medicine, said: "The ability to provide accessible care within Birmingham allows us to guide women through one of the most challenging experiences of their lives, ensuring their safety and supporting their recovery every step of the way."



Pallavi Karkhanis and Irshad Ahmed

Research team's recruitment success

A research team at Queen Elizabeth Hospital Birmingham (QEHB) has been recognised for its outstanding achievement in becoming one of the top recruiting sites for a major national trial.

The team has successfully recruited over 100 patients into the FLO-ELA (FLuid Optimisation in Emergency LAparotomy) trial. This is investigating whether cardiac output-guided haemodynamic therapy during and after emergency bowel surgery can reduce mortality rates compared to standard care.

Cardiac output-guided haemodynamic therapy is a medical approach used to optimise a patient's cardiovascular health during critical care. It involves monitoring and adjusting the flow of blood (cardiac output) to ensure that it meets the body's needs, improving overall recovery.

Launched in 2017, the FLO-ELA trial is the largest of its kind and has recruited over 3,000 patients across more than 50 hospitals. It is hoped that the findings will pave the way for improved patient outcomes on a national scale.

At QEHB, the trial has been led by Dr Rajneesh Sachdeva, with support from a dedicated team, including research nurses, practitioners, anaesthetic consultants and registrars, junior specialist doctors, facilitators,



Left to right: Nithya Padmanapan, Junior Specialist Doctor (Standard) in Critical Care; Kadambari (Kady) Tyagi, Doctor, Emergency Department; Colin Bergin, Senior Research Nurse; Hazel Smith, Portfolio Manager: REACT (Research in Emergency and Acute Care Team) and Dr Rajneesh Sachdeva, Consultant Anaesthetist

the emergency theatre team – particularly Theatre 17, recovery, and clinical departments such as surgery, anaesthesia, and critical care.

The trial has been funded by the National Institute for Health Research Health Technology Assessment Programme and sponsored by University Hospital Southampton NHS Foundation Trust.

Dr Mark Edwards, Consultant in Anaesthesia and Perioperative Medicine University Hospital Southampton NHS Foundation Trust and Chief Investigator of the FLO-ELA trial, said: "The team at QEHB has made a highly significant contribution to research in a challenging clinical setting and stands out at a national level in this respect."

Jo Plumb, Director of Research, Development and Innovation at UHB, said: "A huge well

done to Dr Rajneesh Sachdeva and the team for achieving this remarkable recruitment milestone as one of the top recruiting sites for this important NIHR-funded trial. On behalf of the department, many thanks for all your hard work. We are incredibly proud of your contributions, which are making a significant impact in improving patient care and outcomes on a national scale."

Dr Rajneesh Sachdeva, Consultant Anaesthetist at QEHB, added: "It has been a team effort and speaks of the commitment of the research department, emergency theatre and recovery staff, anaesthetic colleagues, registrars, and junior specialist doctors towards research at QEHB. I am thankful to all involved for their support in achieving this milestone."



Amit Ghose

Spotlight on genetic condition

A documentary – which features an amazing patient story and highlights the work of colleagues at Queen Elizabeth Hospital Birmingham (QEHB) – is now available on the Discovery channel.

It features Amit Ghose, who was diagnosed with a rare genetic condition called neurofibromatosis type 1 (NF1) at the age of two.

Amit has received treatment at QEHB since he was a little boy, and had lifechanging surgery at QEHB at the age of 11.

The documentary highlights the work of the QEHB maxillofacial team, as Amit attended an appointment to receive a new prosthetic eye.

Since filming the documentary, Amit has started working at UHB as Diversity, Equity and Inclusion Business Partner, based at QEHB.

📺 The series which looks at rare conditions, is available to watch for free on Discovery+ under Body Bizarre – Season 8, Episode 3

I am thankful to all involved for their support in achieving this milestone."

Dr Rajneesh Sachdeva
Consultant Anaesthetist at QEHB

New era for plasma donation

An important milestone has been met with plasma medicines made with donations from UK blood and plasma donors now being used to treat patients across the NHS.

It is 25 years since this service was last offered. Since 2022, NHS Blood and Transplant has been collecting plasma to be made into medicines from donors in England, with contributions from our dedicated donor centres including Birmingham, as well as from whole blood donations.

A spokesperson for the National Blood and Transplant service said: "Thanks to the unwavering support of donors and partners, these life-saving treatments are now a reality."

Plasma-derived medicines, such as immunoglobulin and albumin, play a crucial role in treating people with immune deficiencies, rare

diseases, and critical conditions, including trauma, complications in childbirth, and liver disease.

Until now, the UK has been entirely reliant on imported plasma medicines, mostly from the US, following a ban in 1998 due to Variant Creutzfeldt-Jakob disease. With the lifting of these restrictions in 2021 and 2023, the service have been working tirelessly with NHS England to establish a UK-based plasma medicine supply chain in partnership with appointed fractionator, Octapharma.

This breakthrough means that now plasma-derived medicines made from UK-sourced plasma

will come from English donations, with Scotland expected to join soon, followed by Wales and Northern Ireland. This marks a new era for UK healthcare, increasing the security of supply and reducing reliance on imports.



Royal honour for Strictly star

Strictly Come Dancing star Amy Dowden was presented with her MBE by His Majesty The King. It was awarded for services to fundraising and raising awareness of inflammatory bowel disease.

Amy has been a chemotherapy patient at Good Hope Hospital since receiving a diagnosis of breast cancer.

Last year, our hospital and its amazing staff, featured in her documentary, 'Strictly Amy: Cancer and Me', which is still available to watch on the BBC iPlayer.



 University Hospitals Birmingham Charity




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

Your hospital charity runs a weekly lottery and for just £1 a week you could be in with a chance of winning the £1,000 jackpot as well as other cash prizes. Since launching the hospital charity lottery over three years ago, it has given over £230,000 in cash prizes to its amazing supporters.

The money raised from the lottery helps the charity fund cutting-edge equipment and facilities, groundbreaking research and added extras to help our patients, their families, and staff across our four hospitals. You may have already seen some of the vital work the charity funds and how important it is that your local hospital charity continues to raise as much as it can to help those being treated and working on our wards and departments.

The hospital charity also holds two Bumper Lottery Draws each year, which gives its wonderful supporters the chance to win an extra special cash prize. If you sign up to the hospital charity's weekly lottery, you will be automatically entered into the Bumper Draws.

This year's Summer Bumper Draw is taking place on Friday 18th July, with a jackpot prize of £3,000 thanks to Home Instead.

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



Bringing joy to our young patients

Being in hospital can be a scary time for adults, let alone children. This is why we want to make the experience as stress free as possible for our young patients, as well as their family and the staff treating them.

We have been busy refurbishing our children's outpatients play area at Heartlands Hospital. It means children visiting the department for appointments have a safe place to play while they wait, distracting them and helping to keep parents calm. It also allows staff to engage with their patients through play.

We have recently completed refurbishments to the Paediatric Physiotherapy Department at Good Hope Hospital, so that children can feel

comfortable in a bright and engaging space during their appointments.

These refurbishments were possible thanks to kind donations to our Children's Appeal, which we re-launched last year. The goal was to help transform more of our children's outpatient departments into welcoming environments for the young patients who visit every year, during what can be a daunting time, with lots of repeat appointments.

The next step of our Children's Appeal is to build a new play area for the Paediatric Physiotherapy and Occupational Therapy Team at Heartlands Hospital, which will be designed to help staff assess their young patients' needs and improve their development.

To find out more about our Children's Appeal and how you can help us support our young patients, scan the QR code or visit: hospitalcharity.org/appeals/children-and-young-people



Reach for the sky

Come and join the hospital charity for some truly exciting experiences and help raise vital funds for a ward or department at your local hospital or an appeal close to your heart.

After the success of our charity abseil at Good Hope Hospital in 2024, this year we have two abseil events - Heartlands Treatment Centre on the 10 May and No3 Brindleyplace on the 20 September.

Staff from across our hospitals took part last year including Patrick Watson, who dressed up as Tigger, while taking on the challenge for Heartlands Hospital, alongside members of the paediatric team, who raised over £1,000 to help us provide support for young patients and their families.

Suzanne Walsh from Good Hope Hospital also took part, raising over £1,000 to go

towards funding Cancer Cloud Kits to help patients explain their situation in a more child-friendly way to the younger members of their family.

Tammy Mold, a Registered Nursing Associate on the Enhanced Peri-Operative Care (EPOC) Unit at Solihull Hospital took on our charity abseil, raising £325 for her unit to help make her patients' time in hospital as comfortable as possible. Tammy said, "Our patients are the sickest in the hospital and I wanted to raise money to fund items such as radios to help distract them during their treatment."

To sign up to one of the charity's abseils, scan the QR code or visit: hospitalcharity.org/events



We also have the ultimate daredevil thrill – the tandem skydive. If you'd like to take on this adrenaline rush – sign up today for one of our Skydives on 7 June or 30 August by visiting: hospitalcharity.org/products/charity-skydive or scan the Events QR code. Can't make those skydive dates? Not to worry, we can book a group of you on another day – just email us at charities@uhb.nhs.uk

A big thank you to special superheroes

This month incredible fundraisers are taking on one of the most famous running events in the world, the London Marathon, to support QEHB Charity.

The trio are each fundraising for a cause close to their hearts. One is raising money to support the Maxillofacial Department which helps patients going through reconstructive



surgery at Queen Elizabeth Hospital Birmingham and another is supporting transplant patients being treated at the new Edmonds Transplant Centre Birmingham, which opens this spring.

Jake Hayden-Wright, pictured left, a Property and Land Manager at QEHB, has been inspired to run the marathon to help fund projects that benefit patients undergoing or recovering from treatment as well as supporting their families. If you would like to help Jake reach his goal, follow: 2025tcslondonmarathon.enthouse.com/pf/jake-hayden-wright

Taking on any challenge to fundraise is incredible, especially one as big as the London

Marathon. Every penny raised by taking on challenges such as this, have a huge impact, like funding cutting-edge equipment, life-saving research, renovations to help patients have an easier time in hospital, or activities to help patients' wellbeing.

If you are inspired by these fabulous fundraisers, follow the link to find out about our events and challenges this year:

hospitalcharity.org/events or scan the QR Code.



Students given insight into healthcare science

Young people were given an insight into the opportunities for a career in the NHS at a fantastic community event to celebrate Healthcare Science Week.

UHB healthcare science colleagues took part in the event at Birmingham ThinkTank, in collaboration with NHS Birmingham and Solihull Integrated Care Board and the National School of Healthcare Science.

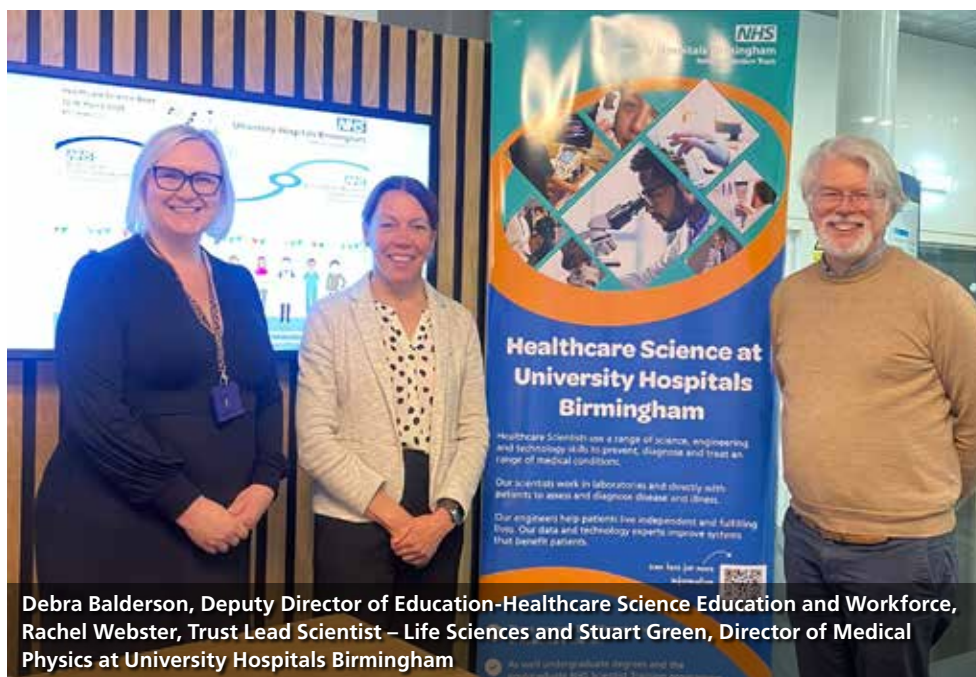
Students from across the region were able to learn about the variety of exciting healthcare science roles available at UHB. They visited each team and took part in interactive demonstrations of the work of different teams. The students also took part in a quiz to show their learning at the end of the event and received certificates.

Rachel Webster, Trust Lead Scientist – Life Sciences at University Hospitals Birmingham, said: “It was absolutely fantastic to see so many schools and colleges bring their students to our engagement day, and it was wonderful to see them all engaging with our scientists.”

Debra Balderson, Deputy Director of Education – Healthcare Science Education and Workforce at University Hospitals Birmingham, said: “I really want to thank Stephanie Parkes and her team from Healthcare Careers, we wouldn’t have been able to do this without their support. I also want to thank Birmingham and Solihull Integrated Care Board for their support with funding the event.”

One of the students said: “It’s been a great experience to see all the showcases from the different departments of healthcare sciences, and to see the range and diversity it can offer.”

The team will be continuing to raise awareness of healthcare science career pathways to students, and spotlighting all the fantastic work they do for patients.



Debra Balderson, Deputy Director of Education-Healthcare Science Education and Workforce, Rachel Webster, Trust Lead Scientist – Life Sciences and Stuart Green, Director of Medical Physics at University Hospitals Birmingham



Life Science team



Physical Science team



Physiological Science team

Rosa Sanchez Panchuelo

Rosa Sanchez Panchuelo, a talented and inspirational clinical scientist who had worked for UHB since 2021, has died at the age of 43.

Rosa’s most recent role was as a principal clinical scientist in the MRI Physics Group, based at the Radiation Physics and Protection Service (RRPPS).

She provided scientific support for clinical MRI services and research at UHB, Birmingham Children’s Hospital and in the wider region through the West Midlands Imaging Network.

Rosa was an incredible person, with great energy and passion. She will be deeply missed by her friends and colleagues.

She was bravely fighting stage 4 cancer for several years and died on 13 February at the age of 43.

Despite what she was going through, she was determined to continue working and was always cheerful and kind, only thinking of others and how she could help the team and this was a huge inspiration to all her colleagues.

She was a very talented clinical scientist who refused to let cancer stop her making huge contributions to the improvement of clinical MRI services in many hospitals across Birmingham, the West Midlands region and beyond.

Among many other achievements while battling cancer, Rosa was closely involved in



regional and national groups working on recommendations and providing scientific and practical support for the implementation of MR advanced acceleration technology.

She also led the analysis and write up of an important in the pre-surgical evaluation of patients with temporal lobe epilepsy.

Team recognition for digital tech

University Hospitals Birmingham has been shortlisted in two categories for a prestigious national awards.

The HSJ Digital Awards 2025 celebrate the outstanding contributions of NHS teams and projects in transforming healthcare through digital technology.

UHB’s nominations underscore our dedication to enhancing patient care and operational efficiency.

The categories in which UHB has been shortlisted are:

- 🏆 **Digital leader of the year award**, which recognises exceptional leadership, vision, and dedication to advancing digital healthcare.
- 🏆 **Improving urgent and emergency care through digital**, which recognises projects that have digitally enabled a 24/7 integrated urgent and emergency care service.

Under the leadership of Professor Tanya Pankhurst, Director of Digital Healthcare at UHB, UHB has achieved remarkable milestones in digital healthcare. Some notable achievements include:

- 🏆 **Development of the electronic health record system**
- 🏆 **Patient portal MyHealth@UHB**
- 🏆 **Grant funding success**
- 🏆 **Clinical leadership and collaboration**

The winners will be announced at the awards ceremony on June 26, at the ICC in Birmingham.

Networking event

On Wednesday 16 April, the Human Biomaterials Resource Centre (HBRC) Team will be hosting a networking event for staff in Lecture Theatre 3, at Queen Elizabeth Hospital Birmingham.

You can drop in anytime between 12:00–13:00 to meet the team, including Gareth Bicknell, HBRC General Manager, and HBRC clinical coordinators.

You will be able to find out more about the services the team offer, including their pathways and applications process, and network with other researchers and clinicians. This event is for all clinical staff who have an interest in research.

The HBRC, a Human Tissue Authority (HTA) licensed facility operated by UHB, offers a service for the collection, storage, and distribution of human samples (including fresh and frozen tissue and bodily fluids) and data.

The centre is approved to collect samples from NHS trusts across the West Midlands, including UHB.

Keep up with UHB online

- 🔗 uhb.nhs.uk
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- 📺 @uhbnhs
- 🌐 linkedin.com/company/uhb/



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:



HEARTLANDS HOSPITAL

Shaun Fitzpatrick
Flow Coordinator, Ward 23,
Acute Medicine and Short Stay

For Shaun's compassionate and empathetic nature and for going above and beyond. Shaun does tasks over and above to maintain patient flow and enhance patient experience. He is dedicated and shows pride in his work.

Steffan Howell-Smith
Charge Nurse, Outpatients,
Ear, Nose and Throat

For Steffan's dedication to providing the best care for patients. Steffan is a great communicator, team player and problem solver. He has encouraged colleagues to gain extra skills to further their development through university courses.

Ward 29
Healthcare of Older People

Nominated by a patient's relative, who said: "Everyone on this ward is outstanding and the staff go above and beyond. The nurses kept my family well informed, and nothing was too much trouble."

Dr Kavitha Sooriyakumar
Doctor, Immunology

Nominated by a patient, who said: "Dr Sooriyakumar was really kind throughout my procedure. She understood my concerns and answered my questions. My experience was positive throughout."



Anthony Richardson
Porter, Facilities

For going out of his way on Christmas Day to visit his ward and give patients presents and cards dressed as Father Christmas. Anthony made a huge difference to our patients' day. He is kind, patient and respectful.

Cameron Mitchell-Barnes
Lead Specialist Radiographer, Radiology
and Medical Physics

Nominated by a colleague, who said: "Cameron used to be a physics teacher and has kindly put on Q&A sessions for our apprentice radiography assistant practitioners. He received feedback from one of the apprentices, who said: "Nothing was too much trouble."

QUEEN ELIZABETH HOSPITAL

Giovanna Cella
Staff Nurse, Critical Care

For her support of a distressed family. Giovanna helped the family and her medical colleagues by translating two very difficult and lengthy conversations. Giovanna undertook this with professionalism, compassion and great skill.

Sharonjeet Sandhu
Clinical Nurse Specialist, Dermatology

For Sharon's exceptional work in establishing the biologics clinic in the hospital's dermatology department. Sharon demonstrated clinical expertise and showed remarkable organisational skills, leadership and a deep commitment to improving patient care.



Dr Raja Azhar Iqbal
Consultant, Emergency Medicine

For conducting communication skills and leadership workshops for International Training Fellows (ITF). Over the past three years, Dr Iqbal has consistently gone above and beyond in supporting ITFs transitioning to the UK.

Carl Sadler
Matron, Theatres

Nominated by a colleague, who said: "Carl has been a constant and unwavering source of support to me during the past few years. Nothing is ever too much trouble for Carl, he is always willing to help, whether that's a face-to-face meet up, an email catch up or a call."

Natalie Banks
Phlebotomist, General Surgery

Nominated, by a colleague, who said: "Natalie was observed by the Observations in Care Team. The feedback we received was that she showed and provided care in a warm and caring manner. Natalie shared interesting conversations that brought a smile to her patients' faces and was seen offering to help colleagues, which creates a great team atmosphere."

Malgorzata Kowalczyk
Ward Manager, Oncology

For Malgorzata's hard work in her role. Malgorzata has kept the team morale high and supports her colleagues daily, nothing is ever too much trouble. She has implemented changes to promote staff wellbeing and improve patient experience.



Burns Unit

Nominated by a patient, who said: "Whenever I am a patient at Queen Elizabeth Hospital Birmingham, I am sure I will receive the best and kindest care. During my recent week in the Burns Unit, the care I received from all the staff was exceptional."

GOOD HOPE HOSPITAL

Lee Everett ^A
General Manager, Diabetes,
Endocrinology, Respiratory, Cardiology,
Outpatients and Phlebotomy

For Lee's exceptional hard work to enable the successful opening of the Urgent Treatment Centre (UTC). Lee led the facilitation of the UTC and resolved multiple hurdles and barriers efficiently to keep progress on track.

Stephanie Lynch
Matron, Healthcare for Older People

For Stephanie's incredible management skills. Stephanie improved the standard and quality of care in the Healthcare for Older People wards. She supports colleagues and leads her team by example.

Wayne Hadley
Porter, Facilities

Nominated by a colleague, who said: "Wayne is extremely helpful, and he goes above and beyond in his daily duties. He is proactive when he notices something needs to be done and supports busy colleagues. He is always so positive and spends time talking to patients and their families."

and winners

the Trust, 29 individuals and
d 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.



Kirsty Robinson ^B

Administrator, Therapy Complex
Discharge Team, Therapy Services

For consistently going above and beyond to provide exceptional care and service.

Kirsty learns new skills quickly and is always willing to help her colleagues. She is professional and respectful to her colleagues and patients.

SOLIHULL HOSPITAL

Housekeeping Team ^C Facilities

For going above and beyond to make sure the Surgical Elective Hub opened on time for our first patient to be treated. The team had great camaraderie working with estates and contractors to make sure the theatres were spotless and ready to receive patients.

Nursing Team, Outpatients Department ^D

Nominated by a colleague, who said: "I want to express my appreciation for the professionalism and teamwork by the outpatients department, despite having a heavily booked clinic."

Emma Storer ^E Biologics Administrator, Rheumatology

For Emma's dedication to patients and the service. Emma has streamlined the biologics service and worked hard to reduce the backlog from over a year down to one month. Emma also supported an elderly patient who was unsteady on his feet by going out of her way.



COMMUNITY

Elmdon Unit ^F

Solihull Community Services

For the team consistently going above and beyond. The team works very hard and demonstrates exceptional teamwork.

They are very knowledgeable about best practice in care and treat patients extremely well. The team goes the extra mile, are reliable, punctual and sincere.

CORPORATE

Ann Harper Deputy Site Manager, Clinical Site Team, Queen Elizabeth Hospital

For Ann's kindness and compassionate nature. Her positivity has been reassuring to colleagues, especially junior nurses who may be struggling with difficult situations. Ann is humble, reliable and extremely supportive to both colleagues and patients.

Ashley Davies Medical Equipment Coordinator

Emma Rabicano
Medical Equipment Team Leader,
Equipment Library, Good Hope Hospital

Nominated by a colleague, who said: "Ashley and Emma went above and beyond to help facilitate an end-of-life patient on Ward 11 to get discharged home as his final wish. The patient and his wife were brought to tears knowing he could be discharged that day, and he was able to see his grandchildren at home."



Sue Wintle Operational Lead Process Design, Estates

Julie Gilmartin

Senior Practitioner, Theatres, Solihull
Hospital and Community Services

For working tirelessly in planning and organising the pathway for the Surgical Elective Hub services, which included the reconfiguration and relocation of numerous areas and departments within Solihull Hospital.

Daniel Ghorbani Security Officer, Security, Heartlands Hospital

Nominated by a colleague, who said: "There was a long queue of patients waiting to speak to the navigating nurse in the Emergency Department ambulatory area. Daniel saw a patient who looked unwell and asked him to leave the queue and come straight in, where he accompanied the patient, who was having a heart attack and was taken for a lifesaving procedure. Thanks to Daniel's bold decision and actions, he potentially saved the patient's life."

RESEARCH AND DEVELOPMENT

FLO-ELA Trial Research Team, Queen Elizabeth Hospital ^G

For the team leading the recruitment site for the 'Fluid Optimisation in Emergency Laparotomy' trial. The team has recruited over 100 patients in this important trial. They have raised the profile of the hospital as a research leader.



The Generation Study Team, Heartlands Hospital

For the team taking on the challenge to recruit a generation of babies to a study that identifies rare genetic conditions. The team has also shown incredible kindness to a family in a distressing and unexpected situation.

WOMEN'S AND CHILDREN'S

Cathy Wogan ^H Paediatric Respiratory Nurse Specialist, Paediatrics, Heartlands Hospital

Nominated by a colleague, who said: "Cathy is one of the very few people that I can discuss my life openly and honestly with and she will listen, not judge and offer sound advice. Cathy always goes the extra mile, meeting me on the days when she is in clinic, stopping and moving her own life around at the drop of a hat."

Charlotte Plumpton Maternity Care Assistant, Obstetrics, Heartlands Hospital

Nominated by a colleague, who said: "A patient collapsed in the corridor and Charlotte did not hesitate to make her comfortable. Charlotte reassured her at all times, provided a pillow and considered her dignity."

Volunteers honoured with awards for long service

Devoted volunteers, who give up their time to help patients visiting our hospitals, have been recognised for their long service.

In February and March, Heartlands, Good Hope and Solihull hospitals each held their annual volunteer long service awards, celebrating the contribution of volunteers make to improving patient experience.

Across the three hospitals, 47 volunteers were recognised for reaching between five- and 35-years' service during 2024.

The first ceremony took place at Heartlands Hospital on 24 February where Lucy Binns, Director of Nursing at Heartlands Hospital, handed out awards to the volunteers, while Emma Hale, Voluntary Services Lead, gave an overview of volunteering.

Lucy described how much the volunteers were valued by the senior leadership team and staff, for the support they provide to patients in our care.

Next up was a celebration event at Solihull Hospital on 27 February when Fiona Wyton, Director of Nursing at Solihull Hospital, handed out the awards and was joined by Andrew Clements, Director of Operations and Dr Pratima Gupta, Medical Director. Fiona thanked the volunteers for their continued support and explained how important their views were in shaping services at Solihull Hospital.

The next event took place at Good Hope Hospital on 3 March with Lynn Fisher, Director of Nursing at Good Hope Hospital, opening proceedings.

Lynn spoke of the importance of recognising the volunteers with the awards and the commitment they give to their local hospital.



At the end of each event, UHB Charities provided tea and cakes, giving the volunteers an opportunity to chat with the senior leadership teams and volunteers.

Emma Hale, Voluntary Services Lead, said: "We are delighted to be able to recognise the dedication of our volunteers in this way.

"We have 414 volunteers at University Hospitals Birmingham who provide invaluable support to patients, carers, and visitors across our hospitals.

"We are privileged that so many of our volunteers enjoy the work they do and continue support us, year after year. They make an invaluable impact on patient experience."

■ Recruitment for new volunteers is always open and an application can be submitted on the UHB website www.uhb.nhs.uk/get-involved where you can also read about the wide range of volunteer roles available.

■ A similar event was held at Queen Elizabeth Hospital Birmingham at the end of March and will be featured in next month's edition of UHB Connected.

Solihull Hospital

5 YEARS

Carole Bennett
Noreen Black
Timothy Brear
Norma Divine
Sheila Harrison
Dennis Hoccom
Pamela Holt
Leila Meechan
Andrew Musson
Kulsum Nawab
Naina Parmar
Mary Pettit
Peter Slater
Valerie Smith

10 YEARS

Ellen Irwin
Elaine Leyland
Kevin Rudge

15 YEARS

Kathleen Bell

20 YEARS

Katrina Bayliss

25 YEARS

Ann Polson



Heartlands Hospital

5 YEARS

David Cox
Jane Glenn
Rachel Greaves
James Hyland
Sandhya Patel
Timothy Phillips
Donald Russell

10 YEARS

Suzan Chippendale

15 YEARS
Keith Fielding
Peter Kenny
Shahban Khan

25 YEARS

Vincent Phelan

30 YEARS

Pam Sargent

35 YEARS

Carolyn Valens Cornfield



Good Hope Hospital

5 YEARS

Pete Badhan
John Hope
Brenda McDermott
Phillip McDermott
Janice Neal
Elizabeth Parry

10 YEARS

Joy Brown
Steven Darby
Connie Hennessy
Janette Lavin

15 YEARS

Clair Evans

20 YEARS

Jacqueline Hope
Jacqueline Ong

Consultant's pivotal role in hospital's growth

After an extraordinary career spanning 48 years as a doctor and 20 years of dedicated service at Good Hope Hospital, Dr Masood Qureshi, Consultant in Acute Medicine, is retiring.

Dr Qureshi has been pivotal in building and shaping the hospital's bustling acute medicine service. On joining in 2004, he was one of only two acute medicine consultants. Through his hard work and support, the service has grown to treat around 2,800 patients each month and now boasts a team of 18 consultants. Many of these colleagues were mentored by Dr Qureshi, guiding them throughout their careers.

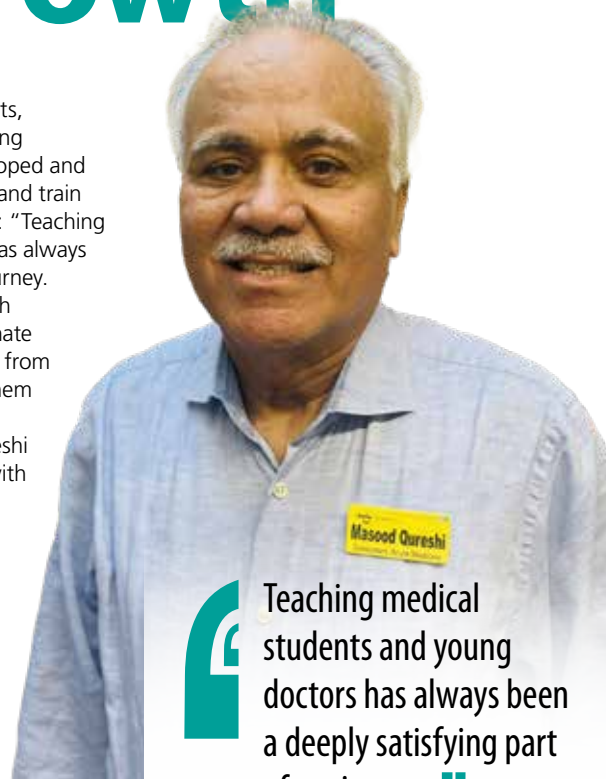
A graduate of Nishtar Medical College, Pakistan, Dr Qureshi began his medical journey in 1976, earning his Fellowship in Medicine (FCPS) in 1980 and Membership (MRCP) in 1984. Before joining Good Hope Hospital, he spent 24 years as a consultant and professor of medicine in Pakistan. He gained invaluable experience during that time that helped him quickly adapt to his new role in the UK.

Reflecting on his early days at Good Hope Hospital, Dr Qureshi said: "Starting in 2004, acute medicine was a relatively new specialty and was rapidly evolving. There was a lot of work, but it felt rewarding."

Among his many career achievements, Dr Qureshi takes pride in the long-lasting professional relationships he has developed and the opportunities he has had to teach and train aspiring medical professionals. He said: "Teaching medical students and young doctors has always been a deeply satisfying part of my journey. I have had the privilege of working with brilliant, hardworking, and compassionate colleagues who respected and learned from one another. Not working alongside them will be a big change."

As he begins his retirement, Dr Qureshi is excited about spending more time with his family and taking trips to Pakistan to visit loved ones. He hopes to stay connected with his colleagues and to continue contributing to collective memory and group learning.

His colleague, Damian Perrin, Consultant in Acute Medicine, said, "Masood is highly respected by the entire team for his hard work, compassion, and unwavering support for his colleagues. In a high-pressure environment like acute medicine, where thousands of patients are treated each year, Masood's dedication has been truly remarkable."



Teaching medical students and young doctors has always been a deeply satisfying part of my journey."

Dr Masood Qureshi

New software

UHB staff can now easily access Colorveil software on their computers through self-installation. Colorveil helps reduce eye strain and supports individuals with Dyslexia and Scotopic Sensitivity Syndrome (also known as Irlen Syndrome or visual stress).

The software applies a customisable filter to your screen and any active applications, which can be turned on or off at any time. You can also adjust the filter's colour and opacity, making it easier to read and navigate your screen.

To install ColorVeil, simply search for 'Software Self-Service Portal' in your Windows Start menu, where you'll find the option to install it. For instructions on how to do this, search 'ColorVeil user guide' on the Intranet.



Celebrating Rare Diseases Day

The team from the Rare Diseases Centre at Queen Elizabeth Hospital Birmingham celebrated Rare Diseases Day on 28 February with an awareness stand in the atrium.

The centre, located in the Heritage Building, provides a one-stop service where patients can undergo pre-planned diagnostic tests and see all relevant specialists in a single visit.

Bringing together experts across multiple specialties, the team is committed to developing and implementing pioneering treatments, technologies, and techniques for rare diseases.

Since opening in 2015, the centre has grown to run over 100 different clinics, with more than 1,000 appointments taking place each month, both in person and virtually. Among these is the Bardet-Biedl syndrome (BBS) clinic.

BBS is a rare, genetic disorder, which affects one in 100,000 babies born. Some features include rod-cone dystrophy (a progressive eye disorder that leads to blindness), renal abnormalities, obesity, developmental delay and speech and language difficulties.

To help raise awareness, one of the centre's patients, Aneeba Ahmed, joined the team at the stand to speak with visitors throughout the day. Diagnosed with BBS in infancy, Aneeba, pictured seated above, has been attending the annual BBS clinic at the centre since 2017.

She said: "The care has been fantastic. Not only do I get to see everybody at a one-stop clinic, but I also get support outside of it when the staff give me a call to see how things are going."

The team also marked the occasion with celebrations in the department throughout the day.

Nurse's dedication to community

Colleagues at Solihull Hospital gathered to say goodbye to Ann White, an Intravenous (IV) Therapy Lead, who is retiring after working in the district nursing service for over 40 years. Ann has been a dedicated throughout her career and has taken on her roles with passion and commitment.

She has witnessed many changes during her long career and has been involved in various improvement and policy plans. Ann has taken on tasks with enthusiasm, always striving for the best outcomes for our patients and teams.

Ursula Hare, Deputy Director of Nursing for Solihull Community Services, said: "We are really sorry to see Ann retire, and we wish her well in the future. Ann has been

a critical part of community services for many years, providing a really essential service to our patients in the community. She has also supported hundreds of colleagues and staff throughout the years, allowing them to develop their skills

under her watchful eye. Ann has really developed the community IV service to the standard that it is today, which all staff and patients benefit from. We will really miss her."



Colleagues said goodbye to Ann White, centre

Ann said: "It has been wonderful working with you all, I will miss you."

Ann will be greatly missed by all her colleagues.

'Legend' leaves after 40 years

Much-loved colleague Michelle Duggins has retired after four decades of service to University Hospitals Birmingham (UHB).

Michelle, Capacity Manager for Ambulatory Care at Queen Elizabeth Hospital Birmingham (QEHB), was given a great send-off in March. She had spent 40 years at UHB, having formerly worked at the old Selly Oak Hospital.

A huge number of colleagues posted on the QEHB staff Facebook page wishing Michelle all

the best in her retirement and thanking her for all she has done in her time at UHB.

Colleagues described Michelle as "truly dedicated to her job", "a legend" and an "absolute superstar".

Other comments included: "The hospital won't be the same without you", "you always went above and beyond" and "I will never forget the invaluable advice and support you gave me".



Michelle, centre, pictured at her retirement celebration



BHBNradio
For Birmingham Hospitals & The Community

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

Gym steps up a gear

Good Hope Hospital's physiotherapy outpatient gym has undergone an exciting and much-needed renovation.

For years, the gym, which serves as a critical area for teams providing essential services for musculoskeletal (MSK), respiratory, cardiac rehabilitation, and neurological conditions, has remained largely unchanged. Now, with increased demand for physiotherapy services, the refurbishments promise to create a more effective, safer, and welcoming environment for both staff and patients.

The gym plays a vital role including classes for patients recovering from knee and shoulder injuries, hip replacements, and conditions such as osteoarthritis. However, the space had become dated, so to address these concerns, the renovation includes a complete overhaul of the gym.

Alison Jackson, Therapy Lead for Musculoskeletal and Orthotics at Good Hope and Solihull hospitals, said: "It's brilliant to see a space that looks fresh and professional. It reflects the quality of physiotherapy care we deliver and motivates both staff and patients. We are extremely proud to deliver on the pledge we made to our staff in creating a gym fit for purpose and one that will improve health outcomes for our patients."

Luke Wilkins, Clinical Team Lead at Good Hope Hospital, added: "For patients, a modern, well-equipped gym will offer an environment that fosters rehabilitation success. With an aging population and increased healthcare pressures, the demand for physiotherapy services is growing."

In Birmingham, where public health data indicates that 65.2% of adults are clinically overweight or obese, access to high-quality rehabilitation services is more critical than ever. The renovation of the gym aims to support the hospital's commitment to improving health outcomes and promoting healthier lifestyles through exercise.



Left to right: Mahek Soni, Musculoskeletal (MSK) Physiotherapist, Sam Khan, Therapy Support Worker, Julie Hunter, Hospital Director for Allied Health Professionals (AHP), Alison Jackson, Therapy Lead - MSK and Orthotics and Paul Barker, Consultant Physiotherapist



Farmers' markets

Pick up fresh goodies at one of our farmers' markets, where a wide range of products are on sale.

All colleagues and the public are invited to support our friendly vendors and discover a delightful selection of nibbles, gifts, and treats.

The farmers' market at **Solihull Hospital** is on the first Wednesday of every month, in the cafe courtyard by the main entrance. The market typically runs from 09:00 to around 14:00, however it may close earlier if vendors sell out or if it's particularly quiet after lunchtime.

At **Good Hope Hospital's** farmers' market, the traders offer a wide range of artisan and hand-crafted goods including cakes, pies, and Indian food as well as clothing and beauty products. Find the market outside the Treatment Centre every third Wednesday of the month, between 07:30–15:00.

There is a great choice of seasonal produce at the farmers' market at **Queen Elizabeth Hospital Birmingham**. The market also supports local businesses as well as social enterprises working with disadvantaged local people. It is held outside the main entrance on the second and last Wednesday of every month, between 08:00–15:00.

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.

■ **REACH Staff Network**
Wednesday 6 April, 12:00–13:00

■ **Staff with a Disability or Long-term Health Condition Network**
Check the Intranet for date

■ **M Club – Solihull Hospital**
Wednesday 9 April 13:00–14:00

■ **M Club – Queen Elizabeth Hospital Birmingham**
Thursday 3 April, 13:00–14:00

■ **M Club – Heartlands Hospital**
Monday 21 April, 13:00–14:00

■ **M Club – Good Hope Hospital**
Tuesday 1 April, 13:00–14:00

■ **UHB Proud**
Tuesday 22 April, 12:00–13:00

■ **Women's Inclusive Staff network – meets bi-monthly.**
Tuesday 15 April, 12:30–13:00

■ **Support for parents or carers of neurodiverse children and young people**
Friday 11 April, 12:00–13:00

■ **Neurodiversity**
Tuesday 29 April, 12:00–13:30

 **Kind Connected Bold**

Quiz Challenge

1. The Indian dish known as dhal has what main ingredient?

2. The Tyrrhenian Sea is part of which larger body of water?

3. A porbeagle is which type of marine creature?

4. In the 2018 and 2023 Aquaman films, who plays the half-human, half-Atlantean Arthur Curry?

5. Which is the lightest and most common element?
6. In the 2024 UK Snooker Championship, who defeated Barry Hawkins 10–8 in the final to secure the title?

7. Which type of building is known as a 'rathaus' in German?

8. Scientist and TV quizzer Darragh Ennis has what nickname on ITV's The Chase?

9. The 1979 hit song Cool for Cats was by which English rock band?

10. The shepherd Gabriel Oak is a main character in which Thomas Hardy novel?

FIVE ALIVE

EQUALISER

OF	MA	IE	GN	TA
EU		CN		UN
GT	RI	VI	LE	NL
HC		EO		LO
HT	HO	RY	MS	EY

53

11322

3325

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

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

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. Talk of standard weapon (8)
5. Maria almost upset the prince (4)
8. Thought again and saved? (8)
9. Theologian accepted you had changed colour (4)
11. Mixing fuel behind cask in musical (7)
13. Key found on the coast in west Africa? (5)
14. One who puts up poster about William's watch (11)
18. French revolutionary not in the Old Testament! (5)
19. Achieve fame by playing darts with order (7)
21. Bush's girl? (4)
22. Winner to support the cause (8)
24. Spot a rambling 21 Across (4)
25. Surgeon and soldier about to finish feud (8)

DOWN

1. Equality of one in political group (6)
2. Element that Ronald these days included (5)
3. It's on the cards that he could be a golf 22 Across (3,2,5)
4. Signal billiards players need (3)
6. Dance centre? (7)
7. Fish caught in a flash may have this look (6)
10. Pluto maintained that it had been rejected (10)
12. Lily's yoga position (5)
15. Cut pointless gold tooth (7)
16. About the start of June river crossing places turn into deep sea inlets (6)
17. One girl or another holding her partner (6)
20. Stray in the snow (5)
23. He includes classy colour (3)

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.

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					

ACROSS

1. Upright (8)
5. Sport (4)
9. Item of jewellery (7)
10. Saying (5)
11. Pixies (5)
13. Speak softly (6)
15. Criminal group (5)
17. Orderly (4)
19. Boy's name (3)
20. Final (4)
21. Enlist (5)
23. Bodyguard (6)
24. Cook in oven (5)
28. Existing (5)
29. Greed (7)
30. Chinese dynasty (4)
31. Burial ground (8)

DOWN

1. Stalk (4)
2. Pastoral (5)
3. In the same place (6)
4. Elevated (4)
6. Blood deficiency (7)
7. Curse (8)
8. Italian city (5)
12. Holy person (5)
13. Lesser (5)
14. Bowling method (8)
16. Distant (3)
18. Public sale (7)
21. Strayed (5)
22. Salad plant (6)
25. Items (anag.) (5)
26. Strong wind (4)
27. Tax (4)

SUDOKU

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

EASY

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

HARD

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

SOLUTIONS

CRYPTIC CROSSWORD

ACROSS: 1. Upright (8) - 1 Straight; 5 Game; 9 Earning; 10 Adage; 11 Elves; 13 Mummur; 15 Mafia; 17 Neat; 19 Jan; 20 Last; 21 Enrol; 23 Escort; 24 Roast; 28 Alive; 29 Avarice; 30 Ming; 31 Cemetery.

DOWN: 1. Stalk (4) - 1 Party; 2 Rural; 3 Ibidem; 4 High; 6 Anaemia; 7 theca; thecate; titch.

QUICK CROSSWORD

ACROSS: 1. Upright (8) - 1 Straight; 5 Game; 9 Earning; 10 Adage; 11 Elves; 13 Mummur; 15 Mafia; 17 Neat; 19 Jan; 20 Last; 21 Enrol; 23 Escort; 24 Roast; 28 Alive; 29 Avarice; 30 Ming; 31 Cemetery.

DOWN: 1. Stalk (4) - 1 Party; 2 Rural; 3 Ibidem; 4 High; 6 Anaemia; 7 theca; thecate; titch.

NONAGRAM

ACROSS: 1. Upright (8) - 1 Straight; 5 Game; 9 Earning; 10 Adage; 11 Elves; 13 Mummur; 15 Mafia; 17 Neat; 19 Jan; 20 Last; 21 Enrol; 23 Escort; 24 Roast; 28 Alive; 29 Avarice; 30 Ming; 31 Cemetery.

DOWN: 1. Stalk (4) - 1 Party; 2 Rural; 3 Ibidem; 4 High; 6 Anaemia; 7 theca; thecate; titch.

EASY SUDOKU


ACROSS: 1. Upright (8) - 1 Straight; 5 Game; 9 Earning; 10 Adage; 11 Elves; 13 Mummur; 15 Mafia; 17 Neat; 19 Jan; 20 Last; 21 Enrol; 23 Escort; 24 Roast; 28 Alive; 29 Avarice; 30 Ming; 31 Cemetery.

DOWN: 1. Stalk (4) - 1 Party; 2 Rural; 3 Ibidem; 4 High; 6 Anaemia; 7 theca; thecate; titch.

HARD SUDOKU


ACROSS: 1. Upright (8) - 1 Straight; 5 Game; 9 Earning; 10 Adage; 11 Elves; 13 Mummur; 15 Mafia; 17 Neat; 19 Jan; 20 Last; 21 Enrol; 23 Escort; 24 Roast; 28 Alive; 29 Avarice; 30 Ming; 31 Cemetery.

DOWN: 1. Stalk (4) - 1 Party; 2 Rural; 3 Ibidem; 4 High; 6 Anaemia; 7 theca; thecate; titch.

UHB
Connected listening to you

Contact the editor: Annie Roberts, UHB Connected, Communications Office, University Hospitals Birmingham, Mindelsohn Way, Birmingham B15 2TH Email: annierhealth@gmail.com Designed by graphics@uhb.nhs.uk

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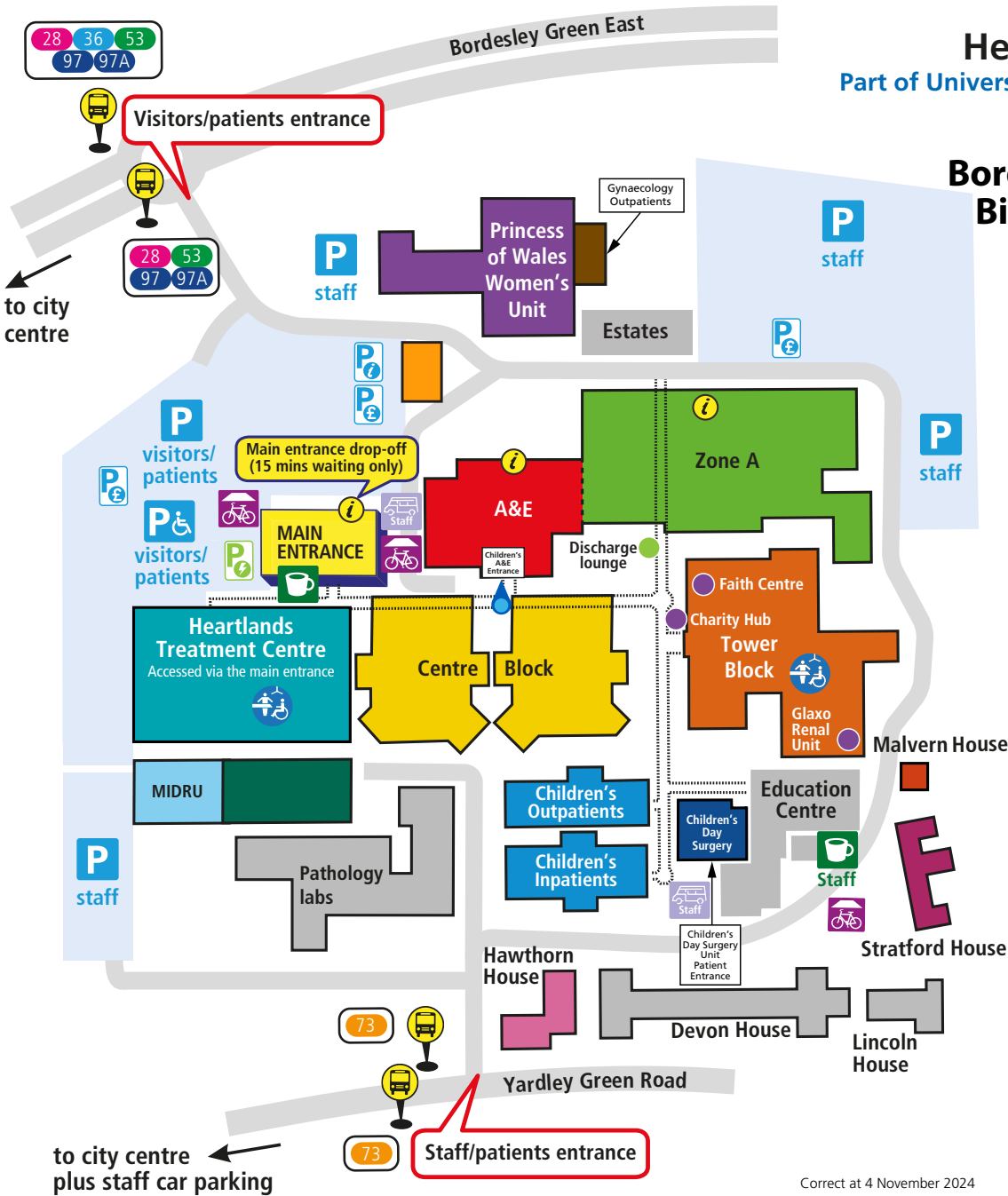


Department Level

Accident & Emergency (including children's A&E)	G
Antenatal clinic	G
Blood tests	G
Cardiology	1
Children's Development Centre	G
Children's Outpatients	G
Day Surgery Unit	2
The Diabetes and Endocrinology Centre	G
Dietetics	G
Discharge lounge	G
Endoscopy	2
ENT / Hearing centre	1
Eye clinic	G
Fracture clinic	1
Glaxo Renal Unit	G
Day surgery theatres	2
Infection & Tropical Medicine	G
Inpatient pharmacy	G
Intensive Care Unit	2
Main theatres	1
Research Unit (MIDRU)	G
Occupational Health	G
Outpatients' clinics	G
Outpatients' imaging	LG
Outpatients' orthotics	1
Outpatients' physiotherapy	1
Outpatients' speech & language therapy	G
Pharmacy	G
Pre-Operative Assessment Unit	G
Security, porters & facilities	G
Surgical Assessment Unit (SAU)	G
Urgent care	G

Wards

Tower Block Wards 1 to 12 and Wards 31 and 32
Centre Block Wards 19 to 30 Same Day Emergency Care (SDEC) Medical Assessment Unit (MAU)
Children's Inpatients Assessment Unit Blood tests High Dependency Unit Wards 14 to 16 (Children's Wards) Wards 17 to 18 (Adult Wards)
Princess of Wales Women's Unit Assessment Units: Gynaecology • Maternity Day Maternity Urgent Neonatal Unit Maternity Wards: Aspen • Blossom • Cedar Delivery Suite • Eden • Maple Willow Suite

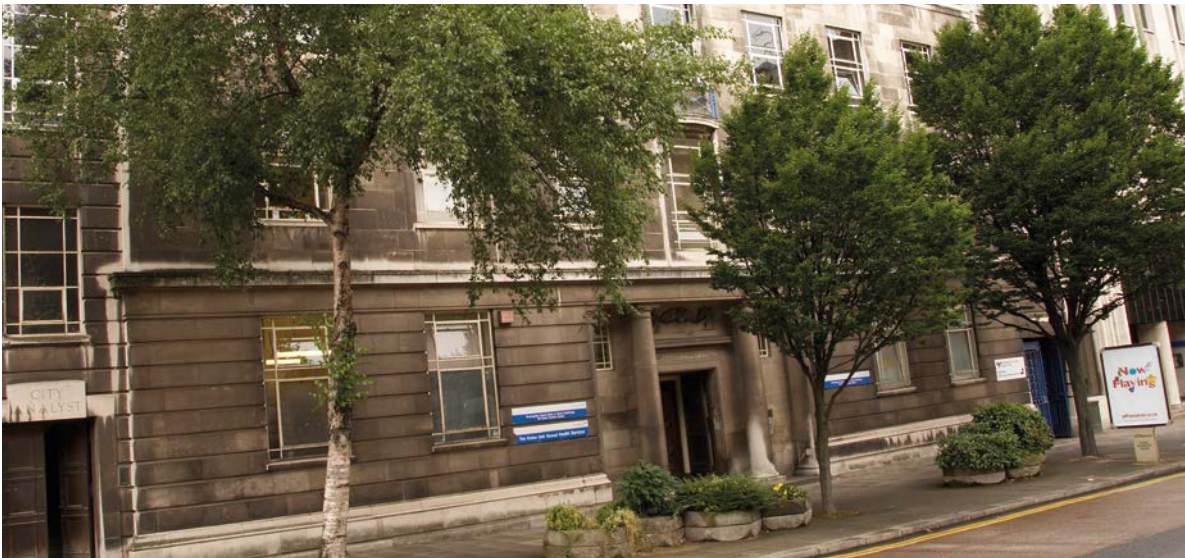


NHS
Heartlands Hospital
Part of University Hospitals Birmingham
NHS Foundation Trust

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

Key to symbols

Bus Stop	Car park	Car park pay machine
Staff shuttle	Disabled car park	Electric car charging
Travel information screen	Changing Places toilet	Cycle shelter
Information/Reception	Car park info office	Coffee shop/Restaurant



NHS
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Part of University Hospitals Birmingham
NHS Foundation Trust

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