UHB Connected
News from Good Hope Hospital
November 2026

NHS
Good Hope Hospital
Part of University Hospitals Birmingham
NHS Foundation Trust

Your guide to keeping healthy this winter: four-page pull-out inside

Companions bring comfort to patients

Patients nearing the end of their lives at Good Hope Hospital are receiving comfort, companionship and support through a new Marie Curie Companion Service which is helping to ensure no one faces their final days alone.

The service has been introduced as part of the ongoing partnership between University Hospitals Birmingham (UHB) and end-of-life charity Marie Curie.

Specially-trained companions spend time with patients approaching the end of life, particularly those who may otherwise be alone, while also offering reassurance and support to families and carers.

Since launching at the hospital earlier this year, the service has been supporting patients on wards 9, 10, 11, 12, 15 and 24. Alongside providing a compassionate presence, companions can direct patients and families to a range of support services, including bereavement support, chaplaincy services and the Pets in Hospital scheme.

Katie-Ann Rotheroe, End-of-Life and Bereavement Clinical Nurse Specialist, said: "This invaluable service is delivered through our partnership with Marie Curie and Birmingham City Council, and is a great example of organisations working together to improve end-of-life care across Birmingham.



Denise Nally, Marie Curie Volunteer Services Officer (left) and Katie-Ann Rotheroe, End-of-Life and Bereavement Clinical Nurse Specialist (right) and, inset, Good Hope Hospital compassionate care volunteers, Olu Blessing and Davina Sandhu



> "The companions complement the care provided by our ward teams and help ensure that patients and families feel supported at what can be a very difficult time."
>
> **Katie-Ann Rotheroe**
> End-of-Life and Bereavement Clinical Nurse Specialist

"The companions complement the care provided by our ward teams and help ensure that patients and families feel supported at what can be a very difficult time. They do an amazing job, and we are grateful for the time and support they give to patients."

The initiative forms part of wider efforts to enhance the experience of patients and families receiving end-of-life care across UHB. The service is already established at Queen Elizabeth Hospital Birmingham and has just launched at Heartlands Hospital.

Marie Curie is the UK's leading end-of-life charity, providing expert care and support to people living with a terminal illness and those close to them.

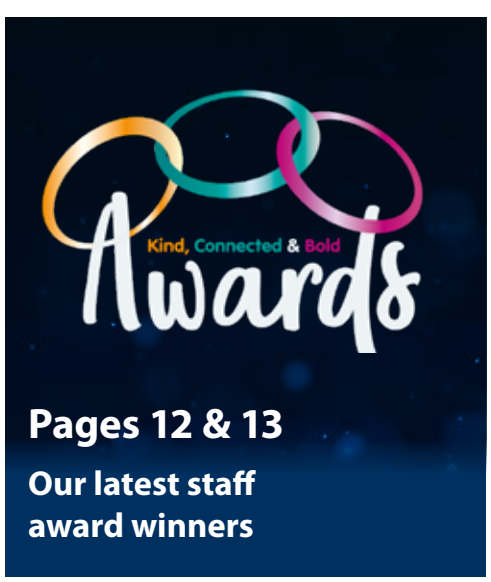
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Recognition for our admin colleagues

ADMIN WEEK 28 Sept - 2 Oct 2026

UHB's Admin Week ended on a high with the popular admin awards ceremony.

Now in its fourth year, the ceremony celebrates the enormous contribution that administrative colleagues and teams make to the day-to-day running of our hospitals and community services.

More than 500 nominations were received for nine award categories which included new categories for 2026; the Unsung Hero Award and the Patient Experience Excellence Award.

The popular People's Choice Award was back for another year, giving colleagues the opportunity to vote and choose their own winner. For the first time, awards were awarded to the top three reflecting the high standard of nominations.

Awards were presented by the Group Executive Team and the Non-Executive Team and the Trust Chair, Dame Yve Buckland.

Winners included the Patient Relations Team, who received the 'Administrative Team of the Year Award'. The team was recognised for improving patient experience by ensuring that concerns are investigated thoroughly and answered with care and clarity.



Patient Relations Team

Ste Scriven, Patient Advice and Liaison Manager in Patient Relations, said: "The team were so grateful and emotional to be recognised in the admin awards. The team puts so much into what they do, often quietly in the background, so this has been a great boost for them. I'm really proud of what we have achieved as a team".

CATEGORY	AWARD
Newcomer of the Year Award	**Winner: Queen Loach**
	Second place: Louise Beach
	Third place: Meleisha Collins
Unsung Hero Award	**Winner: Alan Davies**
	Second place: Zara Afzal
	Third place: Carol Mohammed
Going Above and Beyond Award	**Winner: Jayne Dimsdale**
	Second place: Louise Marklew
	Third place: Dahaun Williams
Administration Team of the Year Award	**Winner: Patient Relations Team**
	Second place: IT Services Team
	Third: Bereavement Team Hub
Administration Leader of the Year Award	**Winner: Taylor Mullins**
	Second place: Amy Virdee
	Third place: Cheryl Entwistle
Outstanding Contribution Award	**Winner: Janet Chapman**
	Second place: Linda Taylor
	Third place: Parminder Dulai
Patient Experience Excellence Award	**Winner: Reece Hedges**
	Second place: Andy Beadsley
	Third place: Joanna Fryer
Spirit Award	**Winner: Jessica Batchelor**
	Second place: Michelle Wren
	Third place: Stephen Oni
People's Choice Award	**Winner: Neil Adams**



Jessica Batchelor



Neil Adams



Alan Davies

Ward clerk Mia Kibblewhite works at Good Hope Hospital, supporting colleagues and patients on the Delivery Suite.

Mia worked as cabin crew before the airline went into administration during the COVID-19 pandemic. She joined the NHS at what she first thought might be a temporary point in her career but six years later she said: "I came here as a bit of a stop gap, to be honest, but I've just not been able to leave. I absolutely love it."

Mia is often one of the first people patients meet when they arrive for an induction. She helps welcome them onto the ward, takes them to their room and offers reassurance at what can be a significant moment in their pregnancy journey.

Mia also supports the wider maternity team, working closely with doctors, midwives, support colleagues, other admin staff and patients. She said her previous experience in customer service has helped her build confidence in speaking to lots of different people and adapting to the needs of a busy ward environment.

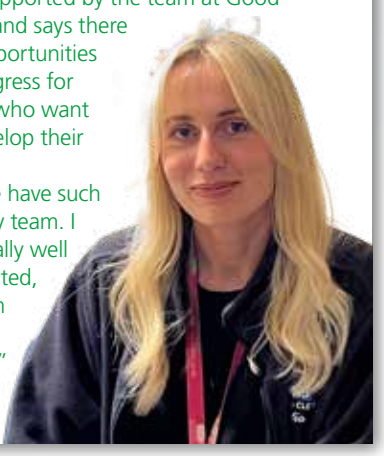
"I love all the different people I get to talk to the doctors, midwives, porters, healthcare assistants other admin staff and, of course, the patients."

For Mia, being part of each patient's journey is one of the most rewarding parts of the role, including supporting families with registering their babies. She also values being at the centre of the ward, where she can help keep things moving and support colleagues during busy or stressful moments.

"I love being there for my colleagues as well. When it gets stressful, I feel I'm good at listening and being first point of contact."

Mia said she would definitely recommend a role in administration, particularly within maternity. She feels well supported by the team at Good Hope and says there are opportunities to progress for those who want to develop their career.

"We have such a lovely team. I feel really well supported, and I'm very happy."



Admin Week is an opportunity to celebrate our brilliant admin colleagues across UHB. Thank you to everyone for the difference you make.



Education Centre Team

The Education Centre Team based at Heartlands Hospital are supporting staff, students and visitors every day. They help keep everything organised, and running smoothly. From coordinating education and training to connecting people, their work helps colleagues gain the skills and confidence they need to provide excellent patient care.

The team take pride in knowing their work supports the success of others and helps create a positive learning environment across our hospital community.

Rachel Timms, Administrator BHH Senior Leadership Team is one of our fantastic admin colleagues at Heartlands Hospital. Rachel loves the variety that comes with working in administration and the chance to make a difference every day. Her work plays an important role in keeping services running smoothly whether she's coordinating meetings, supporting projects or helping teams connect.



Rachel Timms

Rachel is passionate about highlighting the skills, development opportunities and rewarding careers that administration offers. She loves that no two days are the same and takes pride in knowing her work helps support patient care.

Rebecca Ademola, PA/Senior Administrator for CDG2 BHH Executive Team believes the best part of her role is the people. She enjoys being part of a team that supports colleagues across the organisation and helping things run smoothly behind the scenes.

By keeping things organised and supporting those around her, she helps clinical teams focus on what they do best, delivering outstanding care to our patients. She knows her work makes an important difference, even if she isn't providing clinical care herself.



Heartlands Library Team

Heartlands Library Team help staff access the evidence and information needed to deliver the best possible care and services for patients. It's a role with real purpose, and one they're proud to be part of. The team love working alongside supportive colleagues who make the workplace welcoming and enjoyable every day.

Katrina Denton, receptionist in the Emergency Department at Good Hope Hospital began her work at the hospital in 2023 as a health care assistant in the Emergency Department. She began working bank shifts in an administration role in 2024 and moved into the role permanently in February 2026. Her current role combines the things she enjoys most: using computers, supporting the department and helping people.

"You meet different people and I try to help the patients that come through the door," said Katrina. "It's really nice when the patients smile and say thank you when they go out."

For Katrina, admin is much more than paperwork. Working at the frontline means greeting patients, speaking to visitors and supporting clinical colleagues in a busy environment. She particularly enjoys the interaction with patients and the ambulance teams, and the chance to offer a warm welcome at what can be a difficult or worrying time.

"It's especially nice when you can have a laugh and a giggle with patients," she said. "For me, it's more about interacting with people as soon as they come through the door, whether that's patients or visitors.

"If you want to work with computers and people, then the admin role is best," she said. "I like a bit of both, so this is ideal for me."



Researchers mark success

The first two-day Heartlands Research and Quality Improvement Conference has been hailed a success.

More than 200 colleagues came together to celebrate and share research and quality improvement projects that are taking place at Heartlands Hospital.

The area surrounding the hospital has some of the highest levels of health inequality in the UK, including lower life expectancy and higher rates of long-term conditions. The conference aimed to highlight how engaging the local community in research can help close these gaps and deliver better care and outcomes.

The strong turnout reflected colleagues' commitment to health research, reducing inequalities and improving health outcomes. It also provided an important opportunity to build on Heartlands' proud research legacy and to showcase the scale of work now taking place across the hospital.

The conference formed part of Heartlands' Year of Research 2026 and built on the establishment of the Heartlands Research Group earlier this year.

The first day of the conference focused on research designed around the needs of local people, with speakers sharing work on access to obesity care, inequalities in asthma and allergy, cardio-renal metabolic conditions, childhood HIV and tuberculosis, and care following pregnancy loss.

The programme also showcased the impact of the Clinical Research Ambassador Group and the value of involving patients and the public in shaping research.

Delegates welcomed Dr Chris Ellis, retired consultant physician, who delivered the keynote address, 'Research at Heartlands Hospital – the first 80 years', with Dr Martin Dedicoat, Consultant in infectious diseases.

Day two turned the spotlight on quality improvement and the role of teams in delivering better care. Sessions explored the human side of change and featured projects including opt-out blood-borne virus testing in emergency departments, delirium care in intensive care, the management of deteriorating patients and stronger medicines safety governance.

Poster displays gave delegates the opportunity to explore work submitted by colleagues and discuss the projects directly with presenters.

Dr Rifat Rashid, Hospital Executive Director for Heartlands Hospital, said: "This conference is an important opportunity to celebrate Heartlands' long and proud research history while shining a light on the exceptional work taking place today. The turnout is testament to our colleagues' commitment to reducing health inequalities and improving outcomes for the communities we serve through research and service improvement."



Latest phase for centre

The £8 million Urgent Treatment Centre construction project, at Good Hope Hospital, has entered a new phase.

The main front doors of the current Emergency Department (ED) have now closed with all patients and colleagues re-routed via a new pedestrian walkway leading to the hospital building.

Wheelchairs are available for patients and traffic marshals are on-site 24/7 to direct patients and visitors to the new walkway. Patients arriving by ambulance are unaffected.

Construction hoarding has gone up around the existing ambulance parking area and work has begun to remove the canopy and ready the ground for the arrival of new modular buildings later in the year.

What do I need to know?

- **Our Emergency Department and Children's Emergency Department will remain open throughout the project**
- **If you drive to the hospital, avoid turning off Rectory Road near ED unless you are dropping off someone requiring emergency care**
- **If you are arriving by taxi, advise the driver of the information above. If you are being collected by taxi after your appointment, avoid the Rectory Road entrance to ensure it's clear for emergency ambulances**
- **Follow all wayfinding signage and instructions once on site**
- **Do not smoke or vape in the temporary walkway**

Duke's praise for extraordinary network

The Duke of Sussex, Founder and Patron of the Invictus Games Foundation, has visited Fisher House, the Royal Centre for Defence Medicine (RCDM) and Queen Elizabeth Hospital Birmingham (QEHB) to mark the countdown until Invictus Games Birmingham 2027.

The games are for wounded, injured and sick military personnel and veterans, inspiring recovery through sports and adventurous challenges.

QEHB is home to RCDM, the UK's leading centre for the treatment of complex trauma injuries. Fisher House, funded by Queen Elizabeth Hospital Birmingham Charity, provides free accommodation for military families close to the hospital, ensuring families can stay together and be near their loved ones throughout treatment and recovery.

For many members of the Invictus community, Birmingham is where their recovery first began and RCDM and Fisher House played a vital role throughout the most challenging time of their lives.

The Duke of Sussex said: "Places like Queen Elizabeth Hospital Birmingham and Fisher House remind us that recovery is never something anyone does alone. Behind every wounded, injured or sick service person is a network of extraordinary medical professionals, families, carers and charities who help carry them through the hardest days.



Photo credit: David Levene and Invictus Games Foundation

"Fisher House plays a vital role in that journey, lifting some of the financial burden that comes with long periods of treatment so families can focus on what really matters, being together."

Throughout November, Fisher House would like to pay tribute to the men and women who bravely serve our country and express our sincere thanks. We are proud to support military patients and their families during some of the most difficult times of their lives, and as Birmingham prepares to host the Invictus Games in 2027, it is a powerful reminder of the city's enduring role in providing this support through places like Fisher House.

To support our military families in their time of need, please visit fisherhouseuk.org or scan the QR code to make a donation today

University Hospitals Birmingham Charity



Be in with a chance of winning £3,000 this Christmas

Our Christmas bumper lottery draw is taking place on **Friday 11 December**, and you could be in with the chance of winning the £3,000 jackpot. Every year, we hold two lottery bumper draws to give our wonderful supporters the opportunity to win an extra special cash prize. This year's Christmas bumper draw is kindly supported by Home Instead.

The money raised from our lottery helps us to fund cutting-edge equipment and facilities, ground-breaking research and added extras to help our patients, their families and staff across our four hospitals. Help us bring some festive cheer to our wards and departments this Christmas by scanning the QR code for your tickets, costing just £1 each.

We also hold a weekly lottery, and for just £1 a week you could be in with a chance of winning the £1,000 weekly jackpot as well as other cash prizes. You can sign up to our weekly lottery here: hospitalcharity.org/lottery

If you sign up to our weekly lottery, you won't be automatically entered into the Christmas bumper draw – but you can buy the extra tickets on the QR code.

Raising awareness



This year Prematurity Awareness Day is on 15 November. The day aims to raise awareness of the impact that premature birth can have on families, as well as the health risks and medical complications that it can cause.

Each year, an average of 11,000 babies are born at Heartlands and Good Hope hospitals, and over 1,000 are cared for at the neonatal units.

Babies born before 37 weeks are incredibly vulnerable. Without enough body fat, they are unable to regulate their own body temperature and are at risk of a number of problems, including breathing issues. Babies born earlier may also require tube feeding as they are too young to be able to feed.

At the hospital charity, we have worked with the neonatal units to provide state-of-the-art equipment and projects that help to support babies and their families while they are receiving medical support, including neonatal support workers, giving families extra wellbeing support and practical help as they go through an incredibly scary time.

Last year we funded the Concord birth trolley, which helps with delayed cord clamping. Usually when a baby is born prematurely cord clamping is done immediately to enable staff to help straight away. A baby is born with a third of their blood still in the cord and placenta. Delayed cord clamping increases the blood cells in the baby's body, giving them iron, antibodies, stem cells, and white blood cells to help their immune system and fight infections.

To mark World Prematurity Day this November, please lend the Neonatal Teams and the Charity your support in any way you can, to raise awareness and understanding for families, and give premature babies cared for at our hospitals the best possible chance.

To find out more, scan the QR code, or go to https://newbornsinneed.org.uk

Help spread Christmas magic



Being in hospital at Christmas can be especially difficult. Our Christmas Appeal helps bring festive cheer to patients and families, funding treats, Christmas trees and gifts for children on our wards, while also supporting the dedicated staff caring for patients throughout the holiday season.

You can help us bring some magic to our hospitals by getting involved with some festive fundraising. There are many ways you can support this Christmas, including:

- **Taking part in our Festive Jumper Day on Thursday 10 December**
- **Buying one of our virtual gifts from £5 to help patients and staff this Christmas**
- **Host a Christmas party and donate towards the Christmas Appeal**
- **Visiting our charity hubs where you can buy festive badges, Christmas decorations, cards and gifts**
- **Attending one of our Christmas choir performances in December**

To find out more about our Christmas Appeal and how you can support your local hospital this Christmas, visit: https://hospitalcharity.org/christmas or scan the QR code

Patient's fresh lease of life

Just weeks after receiving a double lung transplant at the Queen Elizabeth Hospital Birmingham (QEHB), Joseph McConnell is walking his rescued greyhound, returning to the rugby touchline and making plans for the future. He is sharing his story to encourage more people to register as organ donors and tell their families about their decision.

Before becoming seriously ill, 62-year-old Joseph, from Newport in South Wales, spent much of his working life as a self-employed carpenter. His career took him across the country and included work on major construction projects such as the Channel Tunnel. He later became a buildings manager at a school in Cardiff.

But as his health deteriorated, everyday life became increasingly difficult. Joseph was eventually diagnosed with idiopathic pulmonary fibrosis, a condition that causes scarring of the lungs, and was told that he needed a transplant.

By then, Joseph knew how serious his condition had become. "I was dying," he said. "I was grey, I was blue and I was down. Everyone who knew me could see it."

Joseph, a father to two 'daddy's boys', was referred to the lung transplant team at QEHB and following his assessments, he was placed on the transplant waiting list.

Joseph was called to the hospital seven times when potential donor lungs became available, but on each occasion the transplant could not proceed. It was the eighth call that finally changed his life.

Although the prospect of major surgery was daunting, Joseph said the support of his wife, Anita, and the hospital team helped him remain positive.

"You don't know whether you're going to wake up or not," he said. "But I was surrounded by positive people and that made me feel positive. My wife, the nursing staff and the anaesthetists all put me at ease. There was plenty of banter and I remember thinking, 'Come on, let's just do it.'"

When Joseph woke after the transplant, his wife and sister came to see him. He later discovered that, despite everything he had been through, he had already started taking selfies and asking for them to be sent to friends and family.



Joseph McConnell, with Ellie Johnson, Heart and Lung Transplant Co-ordinator

Just 10 weeks later, Joseph described himself as "a different person". Before the transplant, he needed an oxygen cylinder and struggled for breath. Now, he is once again able to enjoy walks with Anita and their seven-year-old rescue greyhound, Molly.

"I haven't got to walk around with an oxygen tank anymore," he said. "Everyone tells me how well I look. They say, 'Look how pink you are. You're not blue, you're not grey and you're not gasping for air.'

"In comparison with 10 weeks ago, I'm a different person."

Joseph is also looking forward to returning to one of his other great passions: live rugby. A former referee, he enjoys watching both a local youth side and senior team every Saturday.

His recovery is continuing and, as Joseph readily acknowledges, there can still be difficult days. For now, his focus is on gradually rebuilding his strength and enjoying the everyday experiences that illness had taken away from him.

"It is actually giving your life back"

Joseph said the care he received throughout his transplant journey made a lasting impression on him. He recalled how staff supported him through some of his most vulnerable moments and treated him with kindness and dignity.

"The care that was given was absolutely brilliant," he said. "It wasn't just the surgeons or the transplant team. It was everyone. There was care and love from every single person."

Joseph is deeply conscious that his recovery was only possible because another person chose to donate their organs, and because that person's family supported donation at an extraordinarily difficult time.

"I'm so humbled and so absolutely grateful," he said. "I wouldn't be here without them. I'm now booking holidays."

Joseph was the first patient in the country to receive a lung transplant through the new UK assessment and recovery centres pilot programme.

Yes I donate
ORGAN DONATION

Scan the QR code to join the NHS Organ Donor Register today

Graduation success



A graduation ceremony was held at Queen Elizabeth Hospital Birmingham (QEHB) for nurses who have successfully completed the nine-month anaesthetics nurse course.

The 'anaesthetic nurse course', an in-house course developed by the Specialist Education Team in theatres, is designed to upskill already qualified theatre scrub nurses, enabling them to support and work confidently alongside anaesthetists in theatres.

Eight nurses who passed the course took part in a graduation event at the Education Centre at QEHB.

Mel Da Silva, Specialist Educator and Course Lead, said: "I'm immensely proud of this year's graduates. They have shown outstanding commitment and compassion while developing the specialist skills and confidence to deliver safe anaesthetic care. Their achievements strengthen our theatre teams and enhance the quality of care we provide to patients during a vulnerable stage of their surgical journey.

"I'm really proud of the eight colleagues who went on this year's programme. They have been a fantastic cohort, full of enthusiasm, dedication and compassion. They are real assets to our theatre team and contribute hugely to the hospital's commitment to deliver simply better care."

Neville Nganga, one of the nurses who completed the course, said: "I have been working as a nurse for the past six years in theatres. This course provides the next step for me in terms of skills. I've learned to balance the airway and provide specific care to patients undergoing surgery. It is a huge privilege and responsibility to be one of the last people a patient sees before going under anaesthetic and to provide that pre-operative care and give that reassurance."

Eleni Vomva, another graduate, added: "I love working in Theatres, I like the urgent nature of it and enjoy working with machines. I really enjoyed the anaesthetic nurse course –it was hard work, with regular reflections and exams but I learned so much."

Sabah Iftikhar, a fellow nurse on the programme, said: "I qualified as a nurse three years ago and have worked in Theatres ever since. I'm a scrub nurse and I'm able to do recovery but wanted to expand my skillset further. The course was a brilliant insight into what a nurse anaesthesia degree might be like, which is something I'm considering."



Fellowship role

University Hospitals Birmingham (UHB) is set to strengthen its role in dementia research following the award of a prestigious UK Dementia Trials Network (UKDTN) Clinical Trials Fellowship to consultant neurologist Dr Will Scotton, pictured.

The fellowship, awarded through the National Institute for Health and Care Research (NIHR)-funded UKDTN, will support Dr Scotton to develop expertise in delivering early-phase dementia trials and lay the foundations for a dedicated programme within the NIHR Birmingham Clinical Research Facility (CRF), based at Queen Elizabeth Hospital Birmingham (QEHB), and the wider West Midlands region.

The fellowship is part of the UKDTN's mission of making the UK the go-to place for early-phase dementia clinical trials by expanding workforce and research capacity beyond established centres.

Dhruv Parekh, Medical Director of Research and Innovation at UHB and Director of the NIHR Birmingham CRF, said: "This fellowship is an important milestone in our ambition to develop UHB's capability in early-phase dementia research.

"We have the clinical expertise, research infrastructure and access to a diverse population needed to make a real difference, and Will's fellowship will help us develop the specialist capability required to bring these trials to the region. It is an exciting opportunity for UHB, but most importantly, it will give more patients the opportunity to take part in cutting-edge dementia research closer to home."

Dr Will Scotton said: "I am immensely grateful to Professor Catherine Mummery and the UK Dementia Trials Network for the opportunity this Fellowship provides, both personally and, most importantly, for people living with these devastating diseases. I am also extremely grateful to Professor Dhruv Parekh and the wider UHB and Birmingham CRF team, alongside Professor Tonny Veenith at The Royal Wolverhampton NHS Trust.

"With its ethnically diverse population, clinical expertise and existing research infrastructure, the West Midlands is something of a sleeping giant in the delivery in early-phase dementia research. I am excited to begin this work and improve access to these trials for patients who currently have limited opportunities to take part locally."

Professor Catherine Mummery, UKDTN Director, said: "A network is nothing without the right people and this initiative aims to develop the trials leaders of the future, building a sustainable and forward-looking network."

Compliments for colleagues

Good Hope Hospital

"The porter who looked after me was absolutely lovely and so caring. He did an amazing job."

Heartlands Hospital

"Absolutely everyone I encountered in the Heartlands Treatment Centre was wonderful, especially when you consider all the staff are under enormous pressure."

Queen Elizabeth Hospital Birmingham

"Our heartfelt thanks to everyone on Ward 407 for the exceptional support shown to my husband. Their dedication, patience and professionalism meant so much to our family."

Solihull Hospital

"I wanted to pass on my thanks for the wonderful staff who cared for me during my ultrasound scan. I was quite nervous but both members of staff went out of their way to make me feel at ease."

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

Accolades for teams improving patient care

UHB enjoyed a night to remember at the HSJ Patient Safety Awards, taking home three awards and a highly commended accolade in recognition of its outstanding work to make care safer for patients.

The awards recognise outstanding contributions to patient safety from across healthcare, and saw UHB colleagues take home three national trophies:

- Digital Clinical Safety Initiative of the Year - Alfa Controlled Drug Management System
- Safety Improvement Through Technology Award - Alfa Controlled Drug Management System
- Developing a Positive Safety Culture Award - Listen, Learn, Share

And, to cap off a remarkable evening: Highly Commended - Patient Safety Team of the Year.

The triple success represents one of UHB's strongest performances at the awards and showcases the innovation, compassion and dedication of colleagues who work every day to make care safer for patients.

A particularly memorable achievement was the double victory for the Trust's pioneering Alfa Controlled Drug Management System, which won in both of the categories for which it had been shortlisted. The innovative digital solution has transformed the way controlled drugs are managed across UHB, with a real-time electronic system that enhances visibility, safety and governance while releasing thousands of hours back to patient care.



The Clinical Governance team behind Listen, Learn, Share received national recognition for its role in strengthening UHB's safety culture. The initiative promotes openness, learning and continuous improvement, helping colleagues share experiences, identify opportunities for improvement and ensure learning leads to meaningful change across the organisation.

Meanwhile, being named highly commended in the Patient Safety Team of the Year category is a fitting tribute to UHB's dedicated patient safety specialists, whose work supports colleagues across the Trust to learn from incidents, improve systems and continually strengthen the safety of care.

Jonathan Brotherton, Chief Executive, said: "What a fantastic achievement for UHB. To win three HSJ Patient Safety Awards and receive a highly commended recognition is an outstanding endorsement of the innovation, expertise and commitment of our colleagues.

"The Alfa programme is redefining what's possible through digital innovation in patient safety, while Listen Learn Share represents a fundamental cultural shift, empowering colleagues to speak up, share learning and turn incidents into opportunities for improvement. Together, these award-winning initiatives are helping to shape a safer, more forward-thinking organisation."

Professor's exceptional career

Prof. Brendan Cooper has retired after an extraordinary career in respiratory and sleep physiology.

During his time at UHB, he made a lasting contribution to clinical services, research, professional standards and the development of healthcare scientists.

With 106 published papers, more than 65 invited articles, 134 abstracts, 13 book chapters and ten editorials to his name, Brendan's achievements reflect a career defined by expertise, leadership and dedication to improving respiratory care.

Colleagues gathered at Queen Elizabeth Hospital Birmingham (QEHB) to give him a fitting send-off.

After completing his undergraduate degree in physiological sciences in 1982, Brendan began his career in 1985 at the Freeman Hospital in Newcastle-upon-Tyne. He went on to complete a master's degree investigating lung function in diabetes, followed by a PhD researching protein metabolism in human pregnancy.

It was during this time that his interest in sleep patients and metabolism developed and at the age of 33, Brendan joined the team in Nottingham as lead for lung function and sleep, combining research, direct patient care and leadership as he progressed through the clinical scientist career pathway.

In 2003, Brendan became a consultant clinical scientist and later moved to QEHB where he held a wide range of prominent roles within the respiratory profession.

These included chair and later President of the Association for Respiratory Technology and Physiology (ARTP), President of the Academy for Healthcare Science (AHCS), European Respiratory Society (ERS) Executive Committee member and involvement in many international professional standards task forces, committees, working groups and advisory boards.

In 2017, Brendan was awarded an honorary professorship in respiratory and sleep physiology by the University of Birmingham. Colleagues joked that this changed how the team viewed him – from that point onwards, they stopped calling him Dr Cooper and started calling him 'Coops;… or perhaps 'Prof'.

Alongside his national and international influence, Brendan has been an exceptional leader of the Lung Function and Sleep Team. Colleagues described him as approachable, supportive and kind, with clinical knowledge and expertise that are second to none.

He remained very much 'one of the team' throughout his career, treating others with respect and making a lasting impression on those who have had the privilege of working with him.

Brendan will be hugely missed at QEHB, but his influence, achievements and legacy will continue to shape the profession for many years to come.


Colleagues said farewell to Prof. Brendan Cooper

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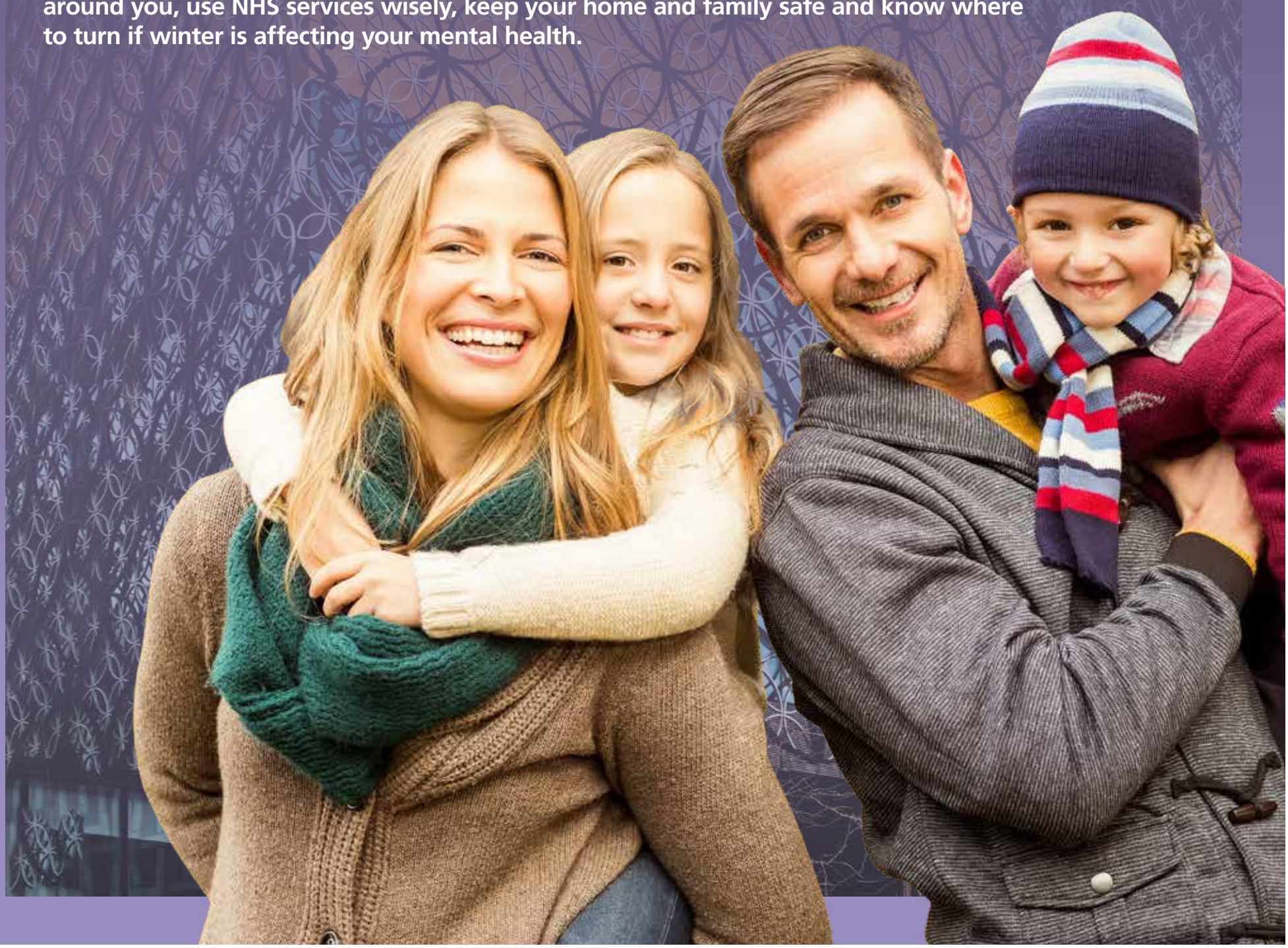
Your guide to staying well this winter in Birmingham and Solihull

Winter can be brilliant. Christmas markets, frosty mornings, festive celebrations and gatherings with friends and family all help make this time of year special for many people.

But colder months can also be harder on our health. Flu, COVID-19 and respiratory syncytial virus (RSV) circulate more widely, slips and falls become more common, the NHS gets busier and, for some of us, winter can be a difficult or lonely time.

The good news is that there are plenty of simple things we can all do.

Across these pages, you will find practical advice to help protect yourself and the people around you, use NHS services wisely, keep your home and family safe and know where to turn if winter is affecting your mental health.



Protect yourself and the people around you against flu

At UHB we spend our working lives looking after other people. This winter, we're asking colleagues to take a moment to look after themselves too.

The People Like Us Protect flu campaign is built around something very simple: vaccination isn't about chasing a percentage or hitting a target. It's about protecting people.

Last winter, flu had a significant impact across our hospitals. At its peak, more than 270 patients with flu were being cared for across the Trust, equivalent to around eight hospital wards, and for seven consecutive weeks more than 200 beds were occupied every day by patients with flu.

Seasonal illness affected our workforce too. Almost 47,000 calendar days were lost to flu-related sickness absence across UHB between September 2025 and March 2026.

Behind those figures are real people: colleagues feeling dreadful, patients becoming seriously unwell and teams having to work differently at one of the busiest times of the year.





So why get vaccinated?

Protect yourself
Vaccination reduces your risk from flu and lowers the likelihood of serious illness.

Protect your patients
Many of the people we care for are particularly vulnerable because of their age, underlying health conditions, treatments or weakened immune systems.

Protect your team
Winter can be demanding enough without colleagues becoming unwell. Looking after your own health helps us all to better look after one another.

Making it easy
Flu vaccination is free for UHB colleagues, students and volunteers, with vaccination being delivered through peer vaccinators on every ward (simply ask a ward manager), pop-up clinics and mobile vaccination teams.

Keep an eye out for the vaccination team coming to you, ask locally about your nearest peer vaccinator or scan the QR code to check the winter pages for the latest clinic locations and times: www.uhb.nhs.uk/winter

Scan the QR codes to hear why your colleagues are having the flu vaccination this year:

Little lungs need big protection

Winter respiratory illnesses can be much more serious for babies, young children and pregnant women.

RSV: a small virus that can cause big problems

Respiratory Syncytial Virus, or RSV, is a common respiratory infection. For many people it causes relatively mild illness, but it can sometimes lead to serious conditions such as bronchiolitis or pneumonia. Babies, particularly very young babies, and older adults can be especially vulnerable.

That's why vaccination is increasingly important.

In Birmingham and Solihull, RSV vaccination is available for people aged 75 to 79, while vaccination during pregnancy helps protect newborn babies during those important first months of life. Eligible people can access vaccination through local services, including participating community pharmacies.



Pregnant? Protecting you can protect your baby
If you're expecting a baby, vaccination isn't just about protecting you.

Pregnant women are at increased risk of severe illness from flu, and maternal vaccination can also provide babies with some protection after birth. Flu can cause increased risk of severe respiratory illness, hospitalisation and adverse pregnancy outcomes.

RSV vaccination is also offered during pregnancy from 28 weeks to help protect babies after they're born.

Having a baby? Ask your team about:

- ☑ Flu vaccination
- ☑ RSV vaccination
- ☑ Whooping cough vaccination
- ☑ Any other vaccinations recommended during your pregnancy

Eligibility and timing matter, so speak to your midwife or maternity team rather than waiting until winter illness arrives.

COVID-19 and flu vaccination: are you eligible for a flu jab or a booster?

COVID-19

COVID-19 vaccination remains available to eligible groups and is being delivered locally through the Birmingham and Solihull vaccination programme. The vaccine is recommended for people at increased risk from COVID-19 such as:

- ☑ Residents in a care home for older adults
- ☑ All adults aged 75 years and over
- ☑ Persons aged 6 months and over who are immunosuppressed

If you are unsure, speak to your pharmacist or GP.

Scan the QR code to check appointment availability

Flu

You can get the free NHS flu vaccine if you:

- ☑ are aged 65 or over (including those who will be 65 by 31 March 2027)
- ☑ are aged 18 to 64 and have certain long-term health conditions
- ☑ are pregnant – you can have a flu vaccine during any stage of pregnancy
- ☑ live in a care home
- ☑ are the main carer for an older or disabled person, or receive a carer's allowance
- ☑ live with someone who has a weakened immune system
- ☑ are aged 16 or over and rough sleeping or staying in a homeless hostel or night shelter

If you're eligible for an NHS flu vaccine, you can:

Scan the QR code to find a pharmacy that offers a free NHS flu vaccine

Or contact your GP surgery to book an appointment.

Need urgent help? Choose well

When somebody becomes poorly, it is understandable to worry and want help quickly. But the emergency department (A&E) isn't always the quickest or most appropriate place to get that help.

Choosing the right NHS service can mean getting the advice or treatment you need sooner while helping emergency departments care for patients with the most serious and life-threatening conditions.

Not sure? Start with NHS 111
NHS 111 online or on the phone can help assess your symptoms and direct you towards the most appropriate service. Depending on what you need, that might include:

- **Self-care**
  For many minor winter illnesses.
- **Your local community pharmacy**
  Pharmacists can provide advice and give you help or medication for a range of common conditions. The Pharmacy First scheme is an initiative designed to offer professional healthcare advice and treatment for seven common illnesses through your local pharmacy.
- **Your GP**
  For ongoing concerns that aren't immediately urgent or life threatening, make an appointment to see or speak to your GP.
- **999 / A&E**
  For medical emergencies that appear life-threatening, suchas chest pain or blood clots, or for injuries such as a suspected broken leg, go to an emergency department or call 999.



NHS 111
If you need urgent help but aren't sure what service you need, use the NHS 111 service online or by phone.

CALL 111

Don't let winter trip you up

Winter isn't only about bugs or viruses.
Cold weather, darker evenings, ice and snow can increase everyday risks, particularly for older people and anybody who may be less steady on their feet.

A few seconds can help to prevent an accident

Think about your footwear
Choose footwear with good grip when conditions are wet or icy.

Light the way
Keep entrances, stairs and pathways well-lit and free of clutter around your home.

Take ice seriously
Don't rush across icy surfaces. Give yourself extra time and use gritted or cleared routes where possible – even consider not making a journey if you don't really need to and it can wait until it is clear.

Don't take festive shortcuts
Putting decorations up? Use suitable equipment and have someone with you or ask a professional. Don't balance dangerously on chairs or furniture.

Watch hot drinks and cooking
Busy kitchens, excited children and hot food don't always mix. Take particular care during family gatherings.

Think about children's safety
Visiting relatives with young children over Christmas? Medicines, batteries, hot drinks and other hazards may suddenly be within reach that may not ordinarily be at home.

Driving in icy conditions?
The Royal Society for the Prevention of Accidents provides very helpful advice for driving during the winter. This could prevent an accident.
Visit: https://www.rospa.com

Keeping children well this winter

Coughs, colds and bugs are an unavoidable part of childhood, particularly as schools and nurseries are in full swing and more people are mixing indoors for longer.

Most childhood illnesses can be managed at home with appropriate advice and support. But if you're worried and aren't sure what to do next, help is available.

Children get an average of five to eight colds each year. This is because hundreds of different viruses can cause colds and young children have not yet developed immunity to them. As they gradually build up immunity, they usually get fewer colds.

Most colds in young children improve within two weeks. The following measures may help ease your child's symptoms:

- **Encourage your child to drink plenty of fluids.**
- **Saline nose drops may help relieve a blocked nose. Ask a pharmacist, GP or health visitor for advice.**
- **If your child has a high temperature and appears distressed, or has pain or discomfort, children's paracetamol or ibuprofen may help. Children with asthma may not be able to take ibuprofen, so check with a pharmacist, GP or health visitor first. Always read the label.**
- **Encourage everyone in the household to wash their hands regularly to help prevent the cold from spreading.**

Medical help for child illness

Your health visitor, practice nurse, GP and pharmacist can all give you advice on how to treat your child's illness.

The GP can treat your child and prescribe medicines. Some health visitors, nurses and pharmacists can also diagnose illness and prescribe medicines for your child.

If your child is ill, you can try your local pharmacy first. They'll tell you if your child needs to see a GP. If your child has signs of serious illness, contact your GP surgery directly or take them straight to the emergency department of your local hospital.

Most GP surgeries are very supportive towards parents of small children. Some will fit babies into surgeries without an appointment or see them at the beginning of surgery hours. Many GPs will also give advice over the phone.

If you find it difficult to contact your doctor or get to the surgery, you can go to 111 online or, for children under five years, call NHS 111 for medical advice, 24 hours a day.

When to get urgent medical help for babies and children under five

Winter isn't easy for everyone

Christmas adverts can make winter look like four months of twinkling lights, happy families and roaring fires, but real life isn't always like that.

Long and dark mornings, money worries, illness, loneliness, bereavement, work pressures and difficult relationships can all feel heavier during winter.

If you're struggling, you don't have to struggle alone. Look after your head as well as your health

Some simple things can help:

Keep connected

A conversation can make a bigger difference than we sometimes realise. Call somebody, meet for a coffee or simply tell someone if you're finding things difficult.

Get outside when you can

Even a short walk and some daylight can provide a welcome break from being indoors.

Don't put pressure on yourself

Winter, and particularly Christmas, doesn't have to be perfect. It is OK to say no, it is OK to spend less. It is OK to not follow or change traditions. It is OK simply have a quiet one.

Notice other people

Think about the friend or colleague who might be unusually quiet, acting differently, or their tone of voice and content of what they are saying has changed. Think about the neighbour you haven't seen recently or the relative living alone. A message or knock at the door costs nothing but could mean everything.

Ask for help

If things feel overwhelming, reaching out is a sign that you've recognised you need support, it is never a sign that you have failed.

Birmingham MIND can help you cope when you need to calm down. They have some strategies that may help you.

Visit: https://www.mind.org.uk/need-urgent-help/what-can-i-do-to-help-myself-cope/

Need help right now?

If you think you might hurt yourself or others, call **999**. If you need someone to talk to, call **Samaritans** on **116 123**.

Support across Birmingham and Solihull:
You can also get local mental health crisis advice anytime by calling **111** and choosing the mental health option (Option 2).

Alternatively, if you'd rather speak to someone face-to-face, you can visit a Talking Space service in Birmingham. The Talking Space service operates from 17:00 – 23:00, offering a safe space for anyone to come and chat with our Intervention Workers.

Available at:
- 501 Slade Road, Erdington B23 7JG
- 888 Bristol Road South, Northfield, B31 2PA.

You can also call **0121 262 3555** to make an appointment.

In Solihull there is a Crisis Café where a specialist worker will have an informal, supportive conversation with you:
- Oasis Crisis Cafe, 18:00 – 23:00 seven days a week, 16 Faulkner Road, B92 8SY

If you'd prefer to start a conversation over text, simply text '**Space**' to **85258**. This free, confidential service is available 24/7 and connects you with a mental health professional at any time. It's suitable for people of all ages living in Birmingham or Solihull.

For general emotional and wellbeing advice, call the Birmingham Mind helpline at 0121 262 3555 (or Freephone 0800 915 9292 between 09:00 and 23:00. You can also email help@birminghammind.org or use their webchat service by scanning the QR code

Remember, if you or someone you are with is in immediate physical danger, please call 999 or visit A&E.

The help you may need this winter may not all be about your health

Birmingham Connect to Support is an online information and advice resource designed to help people live well and independently in Birmingham.

It brings together information about adult social care, health and wellbeing, support for carers, mental health, benefits and money, housing, transport, equipment and adaptations, safeguarding and support when leaving hospital.

The website also includes a community directory to help people find local activities and services, as well as information about practical support available in communities across the city. It can be particularly useful for patients, families and carers looking for support outside hospital or seeking help to remain independent at home.

Find out more on their website: https://birmingham.connecttosupport.org/

Staying well

Winter can be a difficult time for older people who might be worried about their health, keeping warm or feeling isolated.

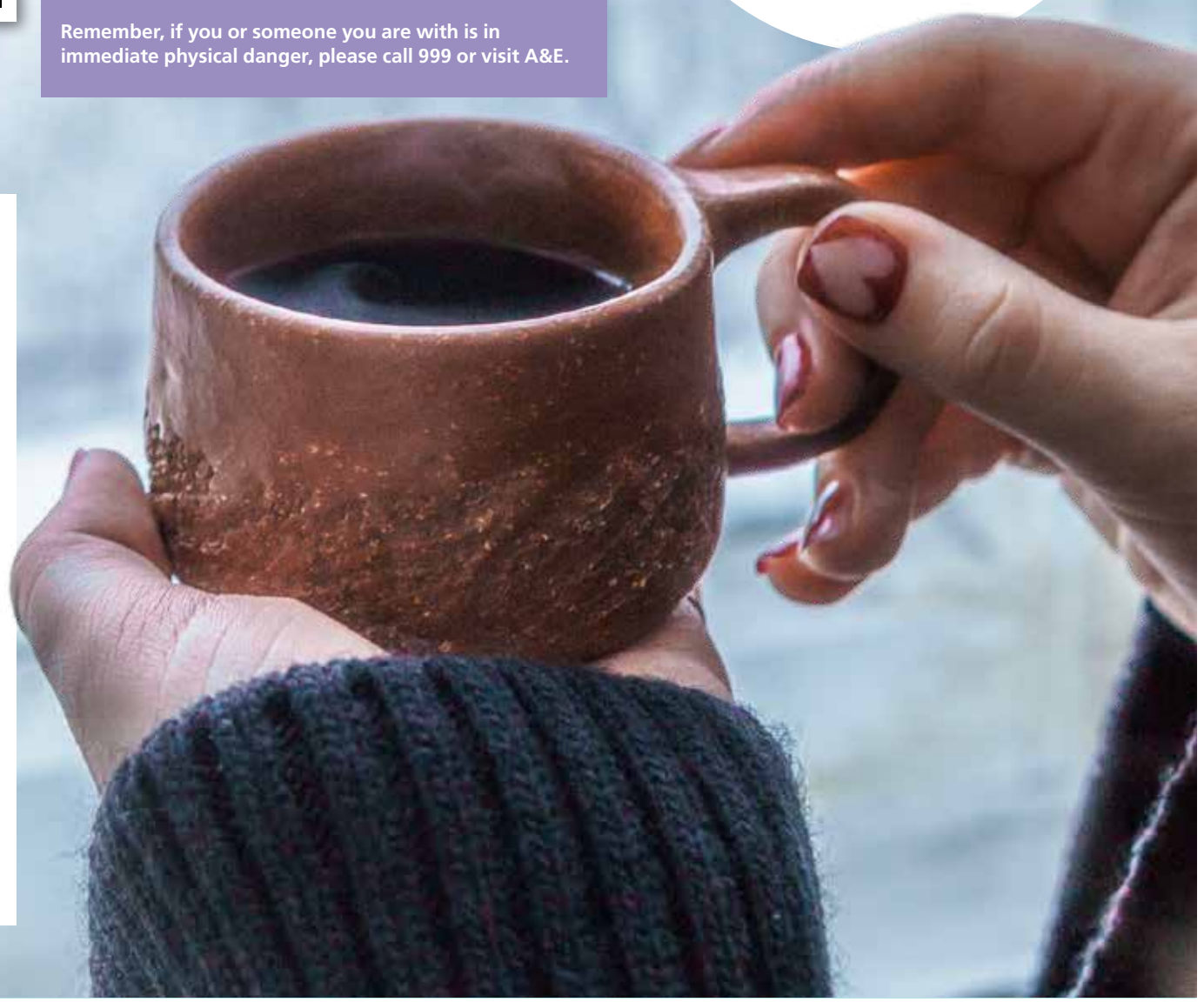
The charity Age UK has put together some useful advice on its website - **www.ageuk.org.uk**. This covers cold weather advice, tips for looking after your mental health and where to get support with your energy bills.

Age UK It also has a free advice line on **0800 678 1602** which is open from 08:00-19:00 every day of the year.

Your winter checklist

- [ ] **I've checked whether I'm eligible for winter vaccinations and know when and where I can get them**
- [ ] **I'm a healthcare worker and I've had my flu vaccination**
- [ ] **I've saved NHS 111 in my phone and know I can use 111 online**
- [ ] **I've checked on an older or vulnerable relative, friend or neighbour**
- [ ] **I've made my home safer for darker, colder weather**
- [ ] **I know where I can turn if my own, or someone else's mental health takes a dip**
- [ ] **I'll choose the right NHS service if I become unwell**

This winter, please protect yourself, look out for each other and choose well.



Celebration of colleagues' work

Allied health professionals (AHPs) from across UHB came together at events to celebrate their achievements, share learning and innovation and recognise the difference they make to patients.

Events at Queen Elizabeth Hospital Birmingham (QEHB) and Solihull Hospital formed part of celebrations for AHPs Day and reflected this year's theme: 'Celebrating AHPs deliver'.

The events showcased presentations, posters and interactive workshops, giving colleagues the opportunity to share projects and ideas for improving patient care, services and staff practice. Topics ranged from tackling hospital-acquired deconditioning and improving care for people with diabetic foot ulcers, to neuro-oncology occupational therapy, mouth care and supporting patients to receive better care at home.

Workshops also gave colleagues the chance to explore research, quality improvement, digital developments, and neurodiversity-inclusive recruitment.

AHP award winners

A highlight of the celebrations was the AHP awards 2026, which recognised colleagues from across UHB for their commitment, compassion and contribution to patients and teams.

A total of 254 nominations were received, covering 188 UHB colleagues across 12 awards: 52 nominations from QEHB, 39 from Good Hope Hospital, 57 from Heartlands Hospital and 40 from Solihull Hospital and Community.

The celebrations provided an opportunity to recognise just some of the achievements of AHP colleagues and the expertise, innovation and compassion they bring to patient care.



AHPs came together to celebrate their work

QEHB
Administration and Clerical Award **Manisha Bains**
Non-Registered AHP of the Year Award **Donna Holding**
Registered AHP of the Year Award **Camilla Dawson**

Good Hope Hospital
Administration and Clerical Award **Charlotte Gill**
Non-Registered AHP of the Year Award **Vanessa Ford**
Registered AHP of the Year Award **Gemma Atkins**

Heartlands Hospital
Administration and Clerical Award **Judi Wingrove**
Non-Registered AHP of the Year Award **Lilija Skubilina**
Registered AHP of the Year Award **Sarah Page**

Solihull Hospital and Community
Administration and Clerical Award **Daljit Bains**
Non-Registered AHP of the Year Award **Rosemary Ssengooba**
Registered AHP of the Year Award **Fiona Blackman**

The following colleagues were highly commended:
QEHB: Balwinder Kaur, Non-Registered AHP of the Year and Kieran Walker, Registered AHP of the Year
Good Hope Hospital: Kirsty Robinson, Administration and Clerical Award, Liam Thomas, Non-Registered AHP of the Year and Allora Williams, Registered AHP of the Year
Heartlands Hospital: Ahmed Younas, Registered AHP of the Year

Grateful patient tells powerful story of AHP care

One of the most impactful moments from the QEHB conference was hearing from Matt, a former patient and his partner Mollie, who joined colleagues via MS Teams to share their experience of care and the difference AHPs made to their patient journey.

The lively question and answer session with Ruth Chinuck, Clinical Lead Dietitian for Critical Care, was a chance for Matt to reflect on the support he received when he was admitted to QEHB in June 2025 for a heart transplant. Some of the first people he saw after an induced coma following surgery were AHPs, including speech therapists, dietitians and physiotherapists.

Matt said: "They were a huge part of my recovery, helping with my speech, getting me to eat and helping me regain my strength. They were absolutely vital in turning my physical condition around and brought so much positivity to the situation.

"AHPs are all about making patients stronger, physically and mentally so they can get home. That's the point I really want to emphasise and what we appreciated so much."

Help save and improve lives

Twenty years after the introduction of newborn screening for sickle cell disorder in England, NHS leaders are calling for more people to become regular blood donors as demand for lifesaving transfusions continues to rise.

The screening programme has helped transform outcomes through earlier diagnosis and specialist care, contributing to a growing population of more than 19,000 people now living with sickle cell disorder, making it England's fastest-growing genetic condition.

Yet despite this progress, the NHS can currently meet only around half of the blood demand for patients with sickle cell who rely on regular transfusions, prompting renewed calls for more donors, particularly those of Black heritage, to come forward and help save and improve lives.

Before newborn screening became universally available, many children with sickle cell disorder were only diagnosed after becoming seriously unwell, sometimes with life-threatening complications. Since the early 2000s, early diagnosis has changed this outlook, identifying babies before symptoms develop, and enabling earlier support and treatment.

Changing treatment guidance, now also provides more patients with proactive full blood exchanges or transfusions to try and reduce and manage the number of painful 'crises' that patients experience, rather than waiting till these occur and only treating reactively once a patient is already in serious pain.

While advances in screening, specialist care and treatment have helped more children born with sickle cell survive and thrive into adulthood, demand for the closely matched blood many patients rely on has risen sharply.

Yet the NHS can currently supply only around 50 per cent of the blood needed by people with sickle cell, prompting an urgent appeal for more donors to come forward and help meet growing demand.

Gerry Gogarty, Director of Blood Supply at NHS Blood and Transplant, said: "With improvements to both diagnosis and treatment of sickle cell over the past twenty years, we now have more people with sickle cell reliant on regular blood transfusions than ever before.

"Blood donors play a vital role in keeping these patients alive and as well as possible, but the demand for blood to treat these patients is currently growing faster than we can collect and supply it."

There is a particular need for more people of Black heritage to come forward, as they are more likely to provide the closest match for many people with sickle cell. This is because people of Black heritage are 10 times more likely than white people to have Ro blood subtype, which is vital to treat people living with sickle cell.

How you can help

Register and book an appointment to donate on our website, the NHS Give Blood app or by calling 0300 123 23 23.

Save lives Give blood

Kind, Connected & Bold Awards

SUPPORTED BY University Hospitals Birmingham Charity

Our latest award winners

We are delighted to announce that across the Trust, 29 individuals and teams won a Kind, Connected and Bold award in September.

GOOD HOPE HOSPITAL

Mia Fletcher
Locally Employed Doctor Higher, Acute Medicine

Recognised for delivering the 'blueprint in dementia care'. Mia kept her patient involved in conversation, addressed her directly, explained the scan findings and checked back to ensure she was OK.

Eric Glenn Abesamis Bautista
International Nurse, Ward 10, General Medicine

Nominated for being an incredibly kind, caring and compassionate colleague for whom absolutely nothing is ever too much trouble. Every time help was needed, Eric made the patient who nominated him feel safe, valued and listened to.

Carly Want,
Sister, Ward 17, Trauma and Orthopaedics

Recognised for years of commitment to patients and staff, showing kindness beyond measure and ensuring patients and relatives are always put first. As a leader on the ward, Carly sets a standard others follow, listens and creates a culture of care that is beneficial to all.

Endoscopy Unit
Endoscopy

Received two nominations for prioritising patient care following an equipment failure, pulling together by working late, coming in on days off and travelling between sites to ensure patient appointments could go ahead.

HEARTLANDS HOSPITAL

Miriam Khan
Student Nurse, Acute and Short Stay Medicine

Nominated for being kind, compassionate, hardworking and dedicated. Miriam remains calm, helpful and professional during busy or challenging shifts, is proactive and eager to learn and has many qualities of an excellent nurse.

Choudhry Khalid (A)
Team Leader, Theatres

Received two nominations for being a very kind and helpful colleague who always seems to know where to go, who to contact and how to get things sorted efficiently. Choudhry is dependable, approachable and always willing to help, making a real difference in a busy theatre environment.

Victoria Quinn (B)
Senior Sister, Ophthalmology Outpatients

Recognised for her exceptional commitment to patient care. Victoria went above and beyond by personally ensuring a patient's treatment continued without delay and demonstrated compassion, dedication and patient advocacy.

Heidi Lane (C)
Matron, Cardiology

Nominated for being extremely kind, connected and helpful, going above and beyond to ensure Ward 8 was adequately staffed and patients were safe. Heidi ensures patient safety and staff wellbeing are maintained.

Rosie Wakefield (D)
Domestic, Housekeeping, Facilities

Recognised for consistently going above and beyond in her role, taking enormous pride in her work and creating a clean, welcoming and safe environment for patients, visitors and colleagues. Rosie is always smiling, positive and approachable, works tirelessly throughout every shift and has a hugely positive impact on the people she works with and cares for.

QUEEN ELIZABETH HOSPITAL BIRMINGHAM

Treena Hearne
Dietetic Assistant, Dietetics, Therapy Services

Nominated for supporting a patient who was having a difficult time while in hospital. Treena's kindness – which went beyond her role – truly touched the patient.

Jirshawatie Bina
Nurse, Oncology Day Unit Infusion Suite, Oncology

Nominated for the exceptional care she provided throughout a patient's chemotherapy treatment, being kind, compassionate, professional and supportive. Jirshawatie explained every step clearly, answered questions with patience and consistently treated the patient with dignity, respect and kindness.

Rebecca Allen
Ward Sister, Ward 728, Cardiac Surgery

Nominated for her exceptional care, professionalism and dedication to patients, consistently going above and beyond for both patients and colleagues. Rebecca is hands-on, compassionate and approachable, making patients feel heard, respected and valued.

Sharon Pilling
Ward Manager, Ward 301, Renal Medicine

Recognised for the exceptional care and professionalism shown to a patient, consistently demonstrating kindness, empathy and genuine compassion. Sharon's approach made a significant positive difference during a difficult time.

Michelle Turner
Sister, Ward 412, Trauma and Orthopaedics

Recognised for her remarkable compassion, calmness and professionalism after coming across a car accident on her way home. Michelle did not hesitate to stop and assist, starting CPR, giving clear handover to first responders and communicating with bystanders and those involved in the accident with empathy, sensitivity and reassurance.

SOLIHULL HOSPITAL

Pooja Sheemar (E)
Junior Specialist Doctor, Medical Rotations

Recognised for the exceptional contribution she makes to her team, taking on significant additional responsibilities alongside her role and delivering them with commitment and professionalism.

Juliet Read (F)
Quality Improvement Lead, Elmdon Unit, Community Services

Nominated for making a difference to colleagues who were grateful for her support. Juliet listens, steps up, is approachable and helps colleagues feel happier and more supported.









SOLIHULL COMMUNITY SERVICES

Emma Gaines, Carly Koncuk, Harry Moore, Sarah Mullins and Chloe Bailey
Community nurses, Friars Gate

Recognised for the exceptional compassion, teamwork and courage they demonstrated when a colleague became unwell. Emma, Carly, Harry, Sarah and Chloe went above and beyond to keep their colleague as safe and stable as possible.

Carol Hocking G
Clinical Nurse Specialist, Complex Discharge

Nominated for being an exceptionally knowledgeable and experienced nurse with many years of expertise in complex discharge planning. Carol is highly respected, ensuring patients receive compassionate care and helping colleagues build confidence in complex situations.

GROUP CLINICAL SUPPORT SERVICES

Medical Assessment Unit Pharmacy Team
Pharmacy, Heartlands Hospital

Recognised for outstanding support throughout the year, regularly going above and beyond to help achieve smooth, safe and timely discharges. Their teamwork makes a real difference to patient flow.

CT cross-sectional Team
Imaging, Good Hope Hospital

Nominated for stepping up during a recent downtime issue. The team minimised delays through effective communication, operational adjustments and hard work, maintaining patient flow.

Interventional Radiology and Interventional Neurology Radiology Bookings and Medical Secretary Team
Radiology, Regents Court

Recognised for regularly going above and beyond for patients, supporting each other without hesitation and making a huge difference to the patient journey and the smooth running of services behind the scenes.

CORPORATE

Kat Bayliss
Volunteer, Volunteer Services

Recognised for over 22 years of volunteer service, dedicating her time, kindness and compassion to supporting others. Kat's warmth, generosity, unwavering commitment, infectious smile and unmistakable laugh have brought comfort, reassurance and positivity to countless people.

Alex Fitzgerald
Pensions Team Leader, Finance

Nominated for the support he provided to another trust. Alex was extremely helpful, engaging, informative and friendly, demonstrating a supportive approach, professionalism and willingness to help others.

Karen Johnson
Education Quality Assurance Facilitator, Corporate Education

Recognised for consistently showing that she cares for others through her actions and dedication. Karen goes out of her way to help others complete tasks, offers guidance and brings kindness, humour and personalised effort to everything she does.

Stuart Babiy
Deputy Head of Cancer Services, Operational Performance

Received five nominations from his team for being a kind, understanding and approachable manager who goes above and beyond. Stuart fosters a positive workplace, makes every team member feel heard and valued and has helped create a collaborative culture where cancer performance is stronger than it has ever been.

WOMEN'S AND CHILDREN'S

Eve Hatcher
Student Nursing Associate, Paediatrics, Heartlands Hospital

Recognised for clinically outstanding recognition skills that prioritised patient safety and quality of care. Eve recognised that a patient was deteriorating and escalated appropriately, ensuring treatment began in a timely manner.

Taylor Jones
Obstetrics, Solihull Hospital and Community Services

Nominated for showing unwavering kindness, a deep connection with families and boldness in her practice. Taylor meets every woman with warmth and respect, collaborates effortlessly with colleagues and is courageous, thoughtful and consistently demonstrates high-quality practice.

Gynaecology Assessment Unit
Gynaecology, Heartlands Hospital

Nominated for the care they provided to a patient who visited the unit on multiple occasions, ensuring they felt supported, well looked after and listened to.

RESEARCH AND INNOVATION

Keia Spooner
Research Nurse, Cancer Research Team, Queen Elizabeth Hospital Birmingham

Received five nominations for consistently prioritising her patients and going above and beyond to make sure they get the very best care. Keia is kind, conscientious and dedicated. She supports colleagues, shares knowledge and creates a positive environment.

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.

BHBNradio
For Birmingham Hospitals & The Community

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

WEEK DAY AUTOMATION	
Midday	The golden hour – hits from the 50s – 80s
10pm	Soul train – Pete Bayliss
Midnight	Late night love songs
MONDAY	
10am	Monday morning show – Maisy Down
4pm	Good vibrations – Jo Connop
7pm	Queen Elizabeth Hospital requests – Sharon Hetherington
8pm	Monday evening show – Dale Hobson
TUESDAY	
10am	Monday morning show – Joy Bourne
3pm	Back to the 80s – Rich Pemberton
5pm	Tuesday tea timeshow – Phil Matthews
7pm	Request and dedications from Solihull Hospital – Bob Harvey
8pm	Tuesday evening show – Paul Millington
WEDNESDAY	
10am	Wednesday morning show – Rich Pemberton
2pm	BHBN new country
6pm	Words and music – Brian Henderson
7pm	Royal Orthopaedic Hospital requests – Jess Kempster
8pm	Wednesday evening show – Doug Jackson
THURSDAY	
10am	Thursday morning show – David Horton
4pm	Back to the 60s – Pete Bayliss
6pm	Thursday tea time show – Chris Friday
8pm	Thursday evening show – Leon Lewis
FRIDAY	
10am	Friday morning show – Paul Stanley
2pm	Back to the 70s – David Moore
6pm	Thank BHBN it's Friday – David Elliott
8pm	Friday evening show – Suzie B
SATURDAY	
9am	BHBN gold – Colin Monnaf
11am	Music box – Peter Bayliss
2pm	Stephanie on Saturday – Stephanie Flynn
6pm	Saturday disco – Dale Hobson or Shaz Hill
8pm	Saturday evening show – Phil Matthews
10pm	Reggae selection
SUNDAY	
9am	The lazy Sunday show – Michael McMahon
11am	On this day – where music meets history – Aasiya
2pm	The Sunday afternoon edition – Andy Caddick
4pm	Requests and dedications – Shaz Hill
6pm	Asian mix – Natasha Patel
8pm	Sunday evening show – Paul Stanley
10pm	The BHBN new country short
11pm	Classic collection

Programmes and presenters can be subject to change.
BHBN thanks its sponsors.
The BHBN App is available from app stores.

Stay Connected

Spotlight on burns

A UHB physiotherapy team has secured the support of West Midlands Fire Service (WMFS) to share vital burns first aid advice on fire engines across the region.

The Burns First Aid logo will be displayed on 20 fire engines across the West Midlands, helping to educate the public about how to administer first aid following a burn injury.

The eye-catching design features simple NHS advice on treating a burn during the crucial first 20 minutes after an injury, helping people take the right immediate steps while seeking further medical assistance where needed.

Katie Holloway, Senior Burns Therapy Assistant at UHB, who led the work, said: "After asking WMFS to feature the Burns First Aid logo on its fire engines, I'm delighted that the initiative has become a reality.

"The first 20 minutes after a burn injury are crucial. If you sustain a burn, cool it under cold running water for 20 minutes, call 999 if necessary and cover the burn with cling film. Prompt treatment can help to reduce significant injury and long-lasting effects."



The new logo was launched on National Burn Awareness Day on 14 October, an annual campaign to raise awareness of burn prevention and the importance of knowing what to do when a burn occurs.

Staff survey



NHS
University Hospitals Birmingham
NHS Foundation Trust

Your feedback helps drive positive change

Tell us what's on your mind through the National Staff Survey

Staff Survey is live from
28 September to 27 November
Look out for the link in your inbox
Some colleagues may receive a paper version

What's on your bookshelf?

UHB Library Services is inviting colleagues to share their favourite books of all time as part of National Year of Reading 2026.

Staff are being asked to nominate three books they would recommend to others. The choices can be from any genre, including fiction, non-fiction, children's books or picture books.

Whether it is a much-loved classic, a book that made you fall in love with reading or a title you return to again and again, the library team wants to hear about it.

The survey is open until 29 November and includes space to explain why you have chosen each book. The results will be announced in January 2027.

Complete the survey here:

CROSS CODE

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

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

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

MAGIC SQUARE

UPSTAGES KEN'S AUNT

Using all 16 letters of the phrase above, form four words each of four letters which will fit in the grid to form a magic square in which the words can be read both horizontally and vertically.

Quiz Challenge

1. **The armoured tank made its first appearance at which battle?**
2. **South Africa's Day of Goodwill is equivalent to which English bank holiday?**
3. **What is the meaning of the Greek prefix 'peri'?**
4. **Sally Carman plays Abi Franklin, a drug-addicted mother, in which TV soap opera?**
5. **The invention of which product by Isaac Singer in 1852 led to the creation of the concept of hire-purchase?**
6. **Which Asian capital city lies at the mouth of the Chao Phraya river?**
7. **The legends of King Arthur are associated with which Cornish castle?**
8. **What was the title of Ed Sheeran's first UK No 1 hit single?**
9. **Edgbaston is the home of which county cricket club?**
10. **Steven Spielberg won the Academy Award for Best Director for Schindler's List and which other film?**

NONAGRAM

M	E	R
I	I	V
P	T	I

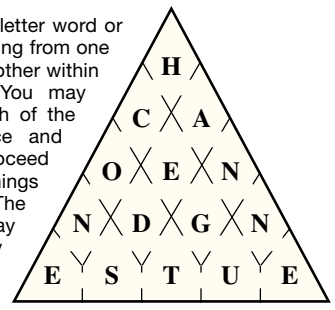
How many words of four letters or more can you make from this Nonagram? Each word must use the central letter, and each letter may be used only once. At least one word using all nine letters can be found.

Guidelines:
15 Good; 18 Very Good; 21 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).

WORD PYRAMID

Spell out a 15-letter word or phrase by moving from one chamber to another within the pyramid. You may only enter each of the chambers once and may only proceed through openings in the walls. The first letter may appear in any chamber.

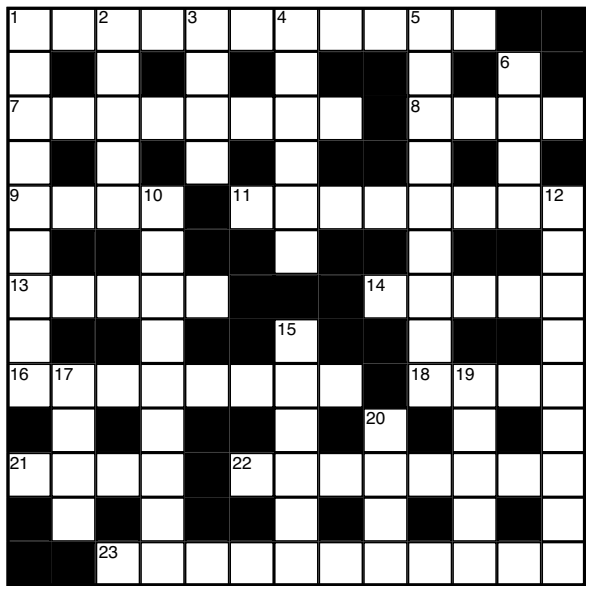


FIVE ALIVE

LA	CY	MO	RP	HN
OB	■	DE	■	EA
BU	NL	OD	EO	MR
SO	■	IU	■	OE
TY	EI	RA	ER	ND

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.

CRYPTIC CROSSWORD



ACROSS

1. Score three fewer at the penultimate hole (11)
7. Gifted, having old money (8)
8. Eggs left on the ground (4)
9. Look equal (4)
11. Attacked Edward with malfunctioning popgun first (8)
13. For example, unknown part of the country (5)
14. The way I left with the first tall support (5)
16. Whale unlikely to be able to get under this bridge? (8)
18. Reap other fruit (4)
21. Russian has a turn in the tax office (4)
22. Principal account he makes into a problem (8)
23. Men acted strangely to keep vehicle moving forward (11)

DOWN

1. Talk on television? (3,6)
2. Girl's needing energy for the dance (5)
3. Another noun not used by the upper class (3-1)
4. Not liable to grant freedom (6)
5. Devised even if put incorrectly (7,2)
6. Lest the vase was smashed (4)
10. Covered the wall, but not for the first time (9)
12. Discourage payment for a nuclear weapon perhaps (9)
15. Show on the computer monitor (6)
17. Press forward on an impulse (4)
19. Two letters written out for the master of ceremonies (5)
20. Move slowly to the outside (4)

SUDOKU

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

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

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

EQUALISER

4 ◯ 14 = 8
◯ 12 ◯ = 2
1 1
5 ◯ 3 ◯ 5 = 2 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.

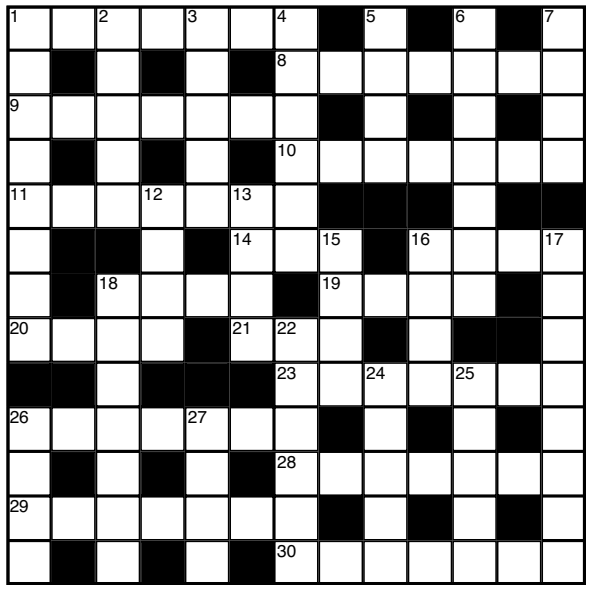
Perform the first calculation in each line first and ignore the mathematical law which says you should always perform division and multiplication before addition and subtraction.

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To try our new puzzle, Zygolex, go to **www.zygolex.com**

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QUICK CROSSWORD



ACROSS

1. Sea robbers (7)
8. Arrogance (7)
9. Hair cleanser (7)
10. Area of London (4,3)
11. Clique (7)
14. Weep (3)
16. Competes (4)
18. Fairytale monster (4)
19. Rotational centre (4)
20. Plunge (4)
21. Cutting tool (3)
23. Railway timber (7)
26. Dead body (7)
28. Dignify (7)
29. Wrench (7)
30. Set of three works (7)

DOWN

1. Holiday missive (8)
2. Cook in oven (5)
3. Snouted animal (5)
4. Light rainfall (6)
5. Bother (4)
6. First book of Bible (7)
7. Mesh (4)
12. Limit (4)
13. Cold desserts (4)
15. Ship's small boat (4)
16. Despicable (4)
17. Temperance (8)
18. Cover partially (7)
22. Affirm (6)
24. Boredom (5)
25. ----- Picasso, artist (5)
26. Sac (4)
27. Female relative (4)

SOLUTIONS

QUIZ CHALLENGE: 1 Battle of the Somme; 2 Boxing Day; 3 Round or about; 4 Coronation Street; 5 Sewing machine; 6 Bangkok; 7 Tintagel; 8 Sing; 9 Warwickshire; 10 Saving Private Ryan.

CROSS CODE

1 L	2 T	3 R	4 N	5 W	6 Z	7 G	8 M	9 U	10 C	11 S	12 K	13 A
14 B	15 Y	16 I	17 P	18 O	19 Q	20 X	21 E	22 F	23 H	24 D	25 J	26 V

EASY SUDOKU

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

HARD SUDOKU

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

MAGIC SQUARE: pent; Esau; nags; tusk.

WORD PYRAMID: Changed one's tune.

EQUALISER: Clockwise from top left – add; divide; subtract; multiply. Total: 10.

CRYPTIC CROSSWORD:

Across – 1 Seventeenth; 7 Talented; 8 Oval; 9 Peer; 11 Oppugned; 13 Egypt; 14 Still; 16 Humpback; 18 Pear; 21 Igor; 22 Headache; 23 Advancement.

Down – 1 Set speech; 2 Vales; 3 Non-U; 4 Exempt; 5 Thought up; 6 Save; 10 Reappered; 12 Deterrent; 15 Screen; 17 Urge; 19 Emcee; 20 Edge.

QUICK CROSSWORD:

Across – 1 Pirates; 8 Hauteur; 9 Shampoo; 10 West End; 11 Coterie; 14 Cry; 16 Vies; 18 Ogre; 19 Axis; 20 Dive; 21 Saw; 23 Sleeper; 26 Carcass; 28 Ennoble; 29 Spanner; 30 Trilogy.

Down – 1 Postcard; 2 Roast; 3 Tapir; 4 Shower; 5 Fuss; 6 Genesis; 7 Grid; 12 Edge; 13 Ices; 15 Yawl; 16 Vile; 17 Sobriety; 18 Overlap; 22 Assert; 24 Ennui; 25 Pablo; 26 Cyst; 27 Aunt.

FIVE ALIVE:

(1) Across – Lymph; Under; Yearn.
Down – Lousy; Media; Heron.
(2) Across – Acorn; Bloom; Tired.
Down – Abbot; Odour; Named.

NONAGRAM:

emir; emit; impi; item; merit; mire; mite; mitre; peri; permit; pier; prim; prime; PRIMITIVE; privet; remit; rime; ripe; rite; rive; rivet; tier; time; timer; tipi; tire; trim; trip; tripe; viper.

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	G
Acute Medical SDEC	G
AMU	G
Cardiology Day Case Unit	G
Day Case Unit	G
Discharge Lounge	1
Education Centre	G
Haematology	G
Homeward Centre	1
Lung Function and Sleep Dept	
Occupational Health	
Ophthalmology	1
Orchard Restaurant	G
Clinical Skills Centre	G,1,2
Pharmacy	G
Rehab Centre	G
Sheldon Unit	
Treatment Centre	G
Management Offices	G
Wards 1 to 6	
Wards 7 to 12	
Wards 14 to 17	
Wards 18 to 20	
Wards 21 to 24	
Wards 28 & 29	

NHS
Good Hope Hospital
Part of University Hospitals Birmingham
NHS Foundation Trust

Rectory Road
Sutton Coldfield
West Midlands
B75 7RR

0121 424 2000



Correct at 12 June 2026

Key to symbols

- Bus stop
- Travel information screen
- Information/Reception
- Car park
- Disabled car parking spaces
- Car park info hut
- Car park pay machine
- Public cycle shelter
- Staff cycle shelter
- Coffee shop/Restaurant
- Changing Places toilet