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**Trust appoints new Chair (page 2)**

## "It's a day to do whatever makes you happy"

### Trust thanks staff with 'wellbeing day'

Staff at The Royal Orthopaedic Hospital NHS Foundation Trust (ROH) are being given a 'wellbeing day' as a small token of thanks for their hard work and commitment during the COVID-19 pandemic.

In a message to all staff, Jo Williams, Chief Executive at ROH, said: "It's not been an easy year for any of us and as we become more hopeful about being able to do the things we most enjoy, I would like to say a big thank you for your continued loyalty and commitment to ROH.

"We know it's been a challenging year for everyone and you have been, and continue to be, incredible. From the early days of the pandemic, right through to now, you have all given so much. I acknowledge that for those of you who may have been shielding it has been extremely difficult but because you have been at home doesn't mean that you have not contributed in helping the NHS to work through the pandemic in the interest of our families, friends, patients and colleagues and the wider public – thank you.

"We want to recognise your contribution and encourage you to prioritise your own wellbeing which may have seemed extremely challenging at times during the last 12 months. That's why we are giving every member of staff a 'wellbeing day'.

"It's a day to do whatever makes you happy. Go for a walk, take a nap, do some yoga, it's up to you! Just promise us you'll spend your time prioritising yourself!"

Staff will be able to take the day between



now and March 2022 and the extra day is in addition to staffs' annual leave entitlement.

The Trust, whose aim is to be 'the wellbeing hospital' has been driving a positive wellbeing culture for several years now, with a week-long programme launch in September 2019 by Strictly Come Dancing Winner and TV presenter Chris Hollins. Staff have access to a wealth of resources including online discounts, apps to prioritise their mental and physical health, counselling and much more, both in-house and externally. Managers are also encouraged to have health and wellbeing conversations with their teams.

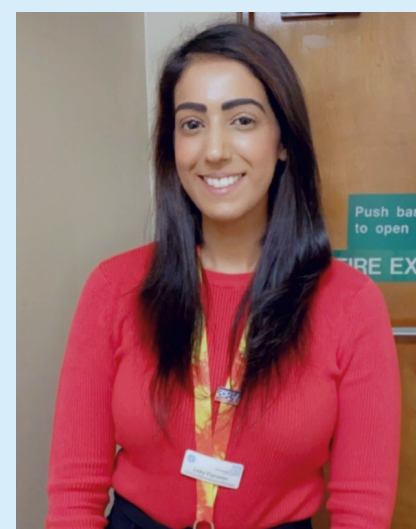
Additionally, a grant from NHS Charities Together will soon be spent on a 'Your

Space' room, where staff will be able to take time to relax or take a break away from their departments. The Trusts dedicated Wellbeing Team encourages staff to feedback ideas and suggestions through health and wellbeing conversations and is offering staff the opportunity to join the Trust Wellbeing Implementation Group (TWIG), which will help continued improvement within the Trust.

More information on looking after your wellbeing is available for staff on the dedicated Wellbeing intranet page.

You can follow The Royal Orthopaedic Hospital Wellbeing Team on Twitter [@ROHWellbeing](https://twitter.com/ROHWellbeing).

### A Day in the Life of... Leky Parveen



Leky Parveen is the Clinical Effectiveness Manager at The Royal Orthopaedic Hospital. She lives in Birmingham with her six-year-old daughter Maryam.

"Cue 7am: my alarm screeches and my six-year-old is wide awake, rushing to my room wishing me good morning. Then the fun starts! In between making myself look presentable and battling with Maryam (my daughter) that for the umpteenth time she (unfortunately) can't wear her Elsa costume to school, we're able to leave the house at 8 for the dreaded school run!

"Since COVID-19 I split my time between the office and working from home. I work on-site Monday, Wednesday and Friday and the remaining days I work from home. I enjoy having the best of both worlds, as I am still able to see my team face-to-face at some point during the workweek. I do miss having all of the team in the office at the same time. I hope that we can do this again in the not so distant future!

"When I reach the hospital, I greet the team and they'll usually update me on anything that has... (continued on Page 3)

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**NEW PUZZLE PAGE  
ON PAGE 16**

## Got a story? Contact us!

Welcome to the first edition of the new-look ROH Life, the newspaper for patients, visitors and staff at The Royal Orthopaedic Hospital NHS Foundation Trust. We will be publishing spring, summer, autumn and winter editions of the newspaper and want to feature the fantastic work and interesting stories from people across the Trust.

Whether you're a patient with a story to tell, or a member of staff who wants to share some great work, you can get in touch using the details below. We would love to hear from you and hopefully feature you in an upcoming issue.

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# A message from Chief Executive Jo Williams

## Welcome to the first edition of the newly-designed ROH Life!

As you can imagine the last year has been incredibly challenging period for us at The Royal Orthopaedic Hospital and for the wider NHS. The impact of COVID-19 has been profound. I'm immensely humbled and proud of this hospital and the people who work here, throughout the pandemic they have shown tremendous courage and resilience, constantly adapting and putting patients first. I'd like to thank everyone for their contribution; whatever role you played - I feel very fortunate to work alongside you and be part of the ROH family.

We have had some fabulous support from our patients and our community with lovely messages, cards, goodies, supplies and your support for the ROH means so much and is warmly appreciated.

The pandemic has prompted significant change for us. We transformed from an elective centre into a major trauma unit, treating some of the most vulnerable people in the region. We also became a vaccination centre and administered thousands of vaccines. Now that the peak of the pandemic is over, we're

back to treating elective patients from across Birmingham and Solihull and working hard to ensure everyone who requires care gets it as quickly and safely as possible.

During COVID-19 we have seen our NHS colleagues across Birmingham and Solihull come together to achieve far greater levels of collaboration and innovation in such a short period of time and we will build on this to further strengthen our contribution.

As you'll discover when you read this paper, there's so much going on in the hospital! COVID-19 hasn't stopped us from making improvements and building new facilities. This is a testament to the hard work of our team and their ambition to be 'first choice for orthopaedic care'.

If it's your first time visiting us, you are very welcome and if you've been here before, welcome back! We're here to care, so please share your feedback and help us to continuously improve.

Jo Williams – Chief Executive



## Trust's inclusivity commended

**ROH was recently unveiled as one of the 'most inclusive companies in the UK.'** The Inclusive Companies Awards is the only awards ceremony that 'rewards organisations for harnessing a truly diverse workforce, thus recognising the significant efforts of organisations nationwide that excel in their commitment to equality and inclusion across all strands of diversity.'

The awards cover excellence in all areas of diversity including age, disability, gender, sexual orientation, race and religion, as well as highlighting diverse employers and employees across a wide variety of sectors including housing, public, private, charity and education.

Inclusive Companies unveiled its top 50 in a virtual ceremony in December 2020, where ROH placed at number 34. The award comes after significant work by the Trust to increase equality and promote inclusiveness amongst staff.

Head of Organisational Development and Inclusion at ROH, Clare Mair, said: "We are completely delighted to hear that we have been included in the Top 50 for Inclusive Companies. We were hoping to make the list, so to be ranked at 34 is beyond what we ever expected. This is such a fantastic achievement especially when we look at the other prestigious organisations involved.

"We are particularly proud of the work that colleagues in our staff networks and listening sessions have been involved with over the last 12 months with support from our leadership team. We will continue to focus our inclusion agenda on giving our staff a strong voice to then move forward together."

## Trust appoints new Chair

Non-Executive and former Vice Chair Tim Pile was recently announced as the new Chair of the Trust, stepping into the shoes of Dame Yve Buckland.

Tim brings with him substantial cross-sector experience at the very highest level. He has been an important advocate for the Trust for seven years and has been a driving force behind many of the recent positive developments at the Trust. Tim said: "I'm immensely proud to be stepping into the role of Chair of The Royal Orthopaedic Hospital after serving as a Non-Executive for seven years. This is a world-class specialist Trust with a fantastic track record of innovation, impressive clinical outcomes and excellent patient experience. I look forward to supporting the work of the Board and Executive Team and working in collaboration with our partners in Birmingham and Solihull. We have a clear strategy, an incredibly important role to play in the health system and we will continue to deliver exceptional orthopaedic care."

Tim will provide continuity in leadership and is committed to keeping ROH focussed on strategy and delivery.  
NHS England and NHS Improvement

confirmed that Birmingham and Solihull Sustainability and Transformation Partnership's (STPs) application to become an Integrated Care System (ICS) has been approved. The ICS will now move forward at pace, to enable it to deliver its full ambition by April 2022.

In an ICS, NHS organisations, in partnership with local councils and other partners, take collective responsibility for managing resources, delivering NHS care, and improving the health of the population they serve.

Dame Yve has been appointed Chair of the newly designated Birmingham and Solihull ICS. She said: "It's a privilege to take on the role of Chair for the Birmingham Solihull Integrated Care System (ICS). As ICS partners we serve a large, diverse and vibrant region with incredible examples of innovative health and social care and many world-class services. However there remain deep pockets of inequality and variation. As we emerge from the pandemic, focussing on integration has never been more important. We have an opportunity to close the gaps and create effective, holistic, person-centred pathways which support the citizens of Birmingham and Solihull to live healthier and happier lives.

"While I am sad to be moving on from the ROH, I am very proud of the brilliant services delivered by the staff here and all that has been achieved over the last few years. I'll treasure the time I have spent here as your Chair and hope I will remain an honorary member of the ROH family. But I leave the Trust under great leadership who will continue to ensure that the ROH remains an important and valuable part of the health system in Birmingham and Solihull and in the wider region."





# How ROH supported the city during the height of the pandemic

Every hospital and healthcare worker in the NHS has a different story to tell about how they supported patients during the height of the COVID-19 pandemic. The Royal Orthopaedic NHS Foundation Trust (ROH) transformed from an elective hospital into a trauma centre, caring for some of the most vulnerable patients in Birmingham and Solihull.

Due to the COVID-19 pandemic, healthcare systems have had to quickly adapt the way they provided services to patients, ensuring patients received the care they needed. ROH is an elective hospital, performing orthopaedic procedures like hip, spine, shoulder, foot and ankle surgeries. Although elective surgery was temporarily postponed at the height of the pandemic, the teams at ROH continued to support patients with major orthopaedic traumas.

The NHS faced an unprecedented situation regarding COVID-19. University Hospitals Birmingham NHS Foundation Trust (UHB), which is one of the largest NHS trusts in the UK, has been key in treating patients diagnosed with the virus. Because of this, UHB needed to quickly redesign a number of their hospital

inpatient services, to manage the number of COVID-19 patients they were treating and ensure that their hospitals had the right staff, in the right place, for the right patients.

## Working in partnership to treat the most vulnerable

Working in partnership with colleagues at UHB, ROH transformed from an elective hospital into a trauma centre, treating a number of UHB's trauma patients to ensure the NHS in Birmingham could fight the virus effectively.

These patients were among the most vulnerable in the city. They included patients with fractured neck of femur, spinal emergencies and those requiring traumatic hand surgery. This was a huge change for ROH, but one which was met with great determination by frontline teams, who offered care and compassion to patients and delivered the amazing service the ROH is known for.

## Restoring elective services

Trauma services have now been reinstated at UHB and ROH has opened its doors to treat elective patients once more. The hospital is running a 'COVID managed' service which

means they have taken every measure possible to prevent the transmission of COVID-19.

ROH transformed during the pandemic and played a vital role in supporting patients and can reflect on this with pride. But the Trust has now returned to supporting the people of Birmingham and Solihull by offering life-changing elective surgery which reduces pain and restores independence.

Executive Medical Director Mr Matt Revell said: "I am really proud of our hospital's response during the COVID pandemic. In the space of 10 days we configured to accept the trauma cases from right across Birmingham. The collaboration and teamwork we saw was amazing.

"In particular the service we set up from scratch to help patients with fractured hips provided a haven for some of the most vulnerable and frail patients in this group.

"The level of care that I saw and the value placed on each individual life, the person and their needs was inspiring and moving."

## Spinal Team celebrating conference success



The Spinal Team at The Royal Orthopaedic Hospital NHS Foundation Trust (ROH) are celebrating after a mammoth contribution to a major UK conference.

The BritSpine conference and exhibition is a multi-disciplinary scientific meeting held across three days which brings together experts in spinal conditions, research and treatment from across the world to expand knowledge and promote networking.

The event, which was held virtually 10 – 12 March 2021, offered a unique opportunity for everyone to attend, learn and interact with each other and sponsors/exhibitors from the comfort of their own home.

The programme for the day covered a wide range of topics related to spinal care and research, with keynotes, debates, updates and paper sessions from both UK and International Faculty. The event also provided a unique opportunity to meet with peers in the spinal community.

The nine presentations covered the breadth of spinal surgery, including cervical spine, scoliosis, tumours, infection and the measurement of outcome.

Adrian Gardner, Consultant Spinal Surgeon and Director of Research & Development at the ROH, said: "This represents a great effort by all of the spinal team. I am really pleased that we are able to share the results of the work from the ROH to the wider spinal community, both at home in the UK and abroad, to help improve spinal care for all patients.



# A Day in the Life of...Leky Parveen *(Continued from Page 1)*

come in from the previous day that I'm not aware of. I will log on to my computer and sift through my emails although I usually know what I'm coming into because I have email access on my mobile phone. I'm guilty for looking at my emails outside work hours. I'm not the only one that does this right?

"The team and I are responsible for the Clinical Audit and Service Evaluation process at ROH. We oversee all projects that are registered and provide clinical audit guidance and support to all members of staff registering a project.

"As well as this we are also responsible for two mandatory National Clinical Audits that we are required to collect and submit data to. These are the National Joint Registry (NJR) and Patient Reported Outcome Measures (PROMS) submitted to NHS Digital.

"I tend to have fortnightly 'one-to-ones' with my team as well as team meetings in between. We utilise Microsoft Teams for our meetings and face-to-face if we are on-site together. In between these meetings, I engage with various stakeholders around the Trust, especially in relation to implementing Amplitude, a digital platform that allows us to collect patient-reported clinical outcomes electronically. This is usually operational staff, senior nurses, consultants and co-ordinators.

"I am also a member of the Equality & Diversity Network. We meet monthly to discuss how we can help make the Trust a fairer and more inclusive place to work for staff who are LGBT+, have a disability or are of an ethnic minority. We plan events and evaluate how well previous ones have gone and what we could have done better. Unfortunately, I haven't been able to attend recent meetings due to the

volume of work, but I look forward to attending more meetings in future.

"After my working day finishes I usually pop to my parents to pick Maryam up. My retired parents help with the school run, as working full-time parents will know, unfortunately our working day does not finish at 3pm. Then its home to do the usual; homework, dinner, bath and bedtime reading.

"My 'me time' of an evening consists of a brisk run on the treadmill whilst watching Netflix or catch-up television. I find exercise helps to clear my mind and has done wonders for my physical and mental health after a difficult 2020.

"I'm conscious that weekdays are spent following the same school night routine. Before COVID-19, my weekends were full of activities

and trips that Maryam would enjoy doing with her friends or cousins. Weekends would usually consist of Scouts, birthday parties, play dates, cinema trips, indoor soft play and park trips. Thankfully not all at the same time! I'm really looking forward to more lockdown restrictions easing so we can enjoy play dates and trips out again.

"I joined the ROH family in July 2019 and have thoroughly enjoyed my time at the Trust so far. I would like to take this opportunity to thank my amazing team for all that they do, the Knowledge Hub for making me feel so welcome, and to wider stakeholders I have worked with and continue to work with for helping me on my way. I look forward to seeing what the future holds."



## Dates for your diary



**International Nurses' Day**  
International Nurses' Day is an international day observed around the world on 12 May of each year, to mark the contributions that nurses make to society. We celebrate internally to thank our nurses for their incredible life-changing work at ROH.



**Operating Department Practitioners' (ODP) Day**  
May 14 is National ODP Day, an anniversary started in 2018 to recognise the profession, which is little-known outside of the medical world. ODPs work alongside anaesthetists and surgeons to look after a patient through the phases of anaesthetics, surgery and recovery.



**NHS Big Tea**  
We are urging people to join the nation's biggest tea break on 5 July and help raise money for the incredible people in our NHS who've done so much to help everyone get through the pandemic.



**Staff Awards**  
Our annual 'Leading Lights' Staff Awards is an opportunity to celebrate care and compassion of the people at The Royal Orthopaedic Hospital. Our teams deliver life-changing care everyday and this is a chance to celebrate their amazing accomplishments and dedication!



**Make a Will Month**  
Leaving the Charitable Fund a gift in your will is one of the most valuable and lasting ways you can support us. It costs nothing during your lifetime but will have a powerful impact for years to come.

Find out more [www.rohcharity.org/donate/leaving-a-legacy/](http://www.rohcharity.org/donate/leaving-a-legacy/)

# Supporting your health, post-COVID

The ROH has been instrumental in setting up a specialist pathway to help patients in Birmingham and Solihull suffering from the lasting effects of COVID-19.

Post-COVID Syndrome (sometimes called 'long COVID') can affect your physical and mental health. Symptoms can develop during or following a COVID-19 infection and continue for more than 12 weeks. There are lots of different symptoms, but among the most common are:

- Coughing
- Breathlessness
- Fatigue
- Muscle and joint pain
- Mental health issues like anxiety.

In October 2020, Birmingham & Solihull Clinical Commissioning Group (BSol CCG) outlined plans to develop an integrated rehabilitation pathway for patients suffering from Post-COVID Syndrome, including dedicated assessment clinics and access to physical, cognitive and psychological support.

Jo Williams, Chief Executive at ROH, was appointed as the BSol System Lead for the programme, and a Programme Team was assembled from all providers within the BSol Integrated Care System. Along with ROH, these are Birmingham Community Healthcare NHS Foundation Trust (BCHC), University Hospitals Birmingham NHS Foundation Trust (UHB), Birmingham and Solihull Mental Health NHS Foundation Trust (BSMHFT) and Birmingham Women's and Children's NHS Foundation Trust (BWCH).

The key deliverables for Phase 1, which was successfully delivered by the end of March 2021, were:

- Two single point of access hubs with MDT assessment and triage accepting referrals from December 2020
- Assessment clinics established and fully operational by January 2021.

Going forward, BCHC will lead the clinics from an operational side whilst UHB will deliver the clinical services.



GPs across Birmingham and Solihull are referring more than 100 people a week to the service - all of them experiencing debilitating symptoms for at least three months that are preventing them working or going about daily tasks, according to the Birmingham Mail.

It also reports an estimated 20,000 more people in the city are struggling with post-viral symptoms as the reality of the post-COVID impact begins to tell. Children are also among those suffering.

Birmingham's Director of Public Health Dr Justin Varney, told the Mail: "As we go into relaxation (of lockdown rules), many will feel it is fine to get closer, because many of our elderly and most vulnerable are now vaccinated.

"But we are concerned that we are seeing that many with long Covid syndrome are younger, and people who had mild symptoms. It might not make you acutely unwell but can be very disabling over the long term - it's why it is so important that people continue not to take risks."

## How common is Post-COVID Syndrome?

Around 10% of patients who have tested positive for COVID-19 remain unwell beyond three weeks, and a smaller proportion for months.

## How long does it last?

The available evidence tells us recovery is different for everyone. Symptoms may persist for weeks or months. That is why it is very important to find the right treatment and support. There is a lot you can do to help yourself, depending on your symptoms.

## Why are some people affected and not others?

We do not yet know why some people take longer to recover. There are some factors, which may contribute. These include:

- If you have a weak antibody response, the virus can remain in the blood
- If you become re-infected with COVID-19
- If you have inflammatory and other immune reactions
- If you are weak or 'deconditioned' following your infection
- If you have some mental health conditions like post-traumatic stress

## What treatment is available?

Depending on your symptoms, there are different treatments, which can support your recovery, including:

- Respiratory (breathing) clinics
- Physical therapy
- Speech and language therapy
- Mental health support
- Wellbeing support

## How to access support

Your first point of support should be your GP. Talk to your GP practice and they can connect you to support services in Birmingham and Solihull. There is more information available at [www.postcovidsyndromebsol.nhs.uk](http://www.postcovidsyndromebsol.nhs.uk)

## How you can help yourself

There is a lot you can do to support your own recovery from COVID-19. Visit the 'Your COVID recovery' website for more details: [www.yourcovidrecovery.nhs.uk](http://www.yourcovidrecovery.nhs.uk)







# Midlands leads the way as first to reach five million vaccines landmark

The Midlands recently became the first NHS region in England to have delivered five million Coronavirus vaccine doses, as the biggest vaccination programme in the history of the NHS continues at pace.

The news came just days after NHS England and NHS Improvement declared a record-breaking weekend nationally, as 756,873 jabs were administered across England on 'Super Saturday' 20 March.

The figure was the highest number of vaccines delivered on any single day since May Parsons delivered the first vaccine outside of a clinical trial at University Hospitals Coventry.

Figures revealed that the Midlands became the first NHS region in the country to have

reached the five million doses landmark, as over 4.75 million people have received their first dose and a further 295,136 thousand have received their second jab.

Extraordinarily, the Midlands is also performing above national averages in all six age-based cohorts over 50 – including having delivered at least one vaccine dose to well over 95% of those aged over 70.

Alison Tonge, the NHS England and NHS Improvement director responsible for overseeing the vaccination programme across the East and West Midlands, said: "Five million vaccines being delivered in just over 100 days since the vaccination programme began right here in the Midlands is a monumental achievement and a fantastic testimony to all

the NHS services, their partners, staff and volunteers who have pulled out all the stops to ensure that everyone eligible can receive the life-saving vaccine.

"The way that communities across the Midlands have come together to support this national effort has been remarkable and I would like to thank each and every person who has played their part.

"The fact we reached this incredible milestone so close to the national day of reflection on the one-year anniversary of the first lockdown being announced makes this moment even more poignant, after a day of reflection where we all have taken a moment to remember those we've lost, recognise all we have achieved together – but also remember

that we still have more to do.

"The vaccines are both safe and effective, so if anyone knows that they or their loved ones are eligible to receive it but have not yet come forward, I would urge them to go online or call 119 to book their appointment."

People who have been invited or if you are a carer, or health and social care worker can go online to the national booking service to arrange a jab at a time and location that is convenient for them.

The booking service can be accessed online at [www.nhs.uk/COVID-vaccination](https://www.nhs.uk/COVID-vaccination). Anyone who cannot go online can also call the NHS vaccination booking line on 119, free of charge.

## Leading Lights Staff Awards nominees revealed

The shortlist for the Trust's annual prize-giving ceremony this year has over 60 teams and individuals in the running.

The Leading Lights Staff Awards is an annual celebration of the best the ROH has to offer. Staff and volunteers can be nominated by colleagues, patients or members of the public in a variety of categories. The longlist is then whittled down by a panel of judges from across the Trust, resulting in a shortlist.

Usually, nominees and those who nominated them are invited to celebrate each other at a grand event. In February last year, over 300 guests gathered at the Birmingham Botanical Gardens for the 2020 event to enjoy a three-course meal and disco. This year's winners will be announced in July 2021, with staff hoping an in-person ceremony will be able to take place.

Everyone who receives a nomination is

informed via a letter of congratulations, thanking them for their contribution to the Trust.

There are 16 awards to be given out this year: Clinical Team Achievement and Non-Clinical Team Achievement, Nurse of the Year, Doctor/Medic/Clinician of the Year, Clinical Support Worker of the Year, AHP/Pharmacist/Healthcare Scientist of the Year, Corporate Services Employee of the Year, Secretarial/Administration Support of the Year, Support Service Employee of the Year, Apprentice/Learner of the Year, Volunteer of the Year, Outstanding Contribution to Patient Experience, Innovation and Continuous Improvement, Leadership Achievement of the Year, Fundraiser of the Year and the Chair and Governors Award for Engagement.

Jo Williams, Chief Executive, said: "Our Staff Awards ceremony may look slightly different this year, but the message behind them

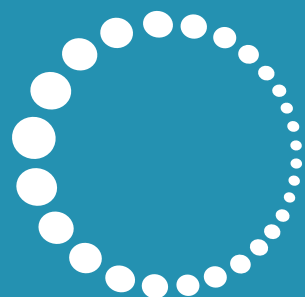
remains as important as ever. They are an opportunity to reward kindness, outstanding care and compassion, to tell your colleague or someone who has cared for you that they have done an amazing job and to support each other to be the best we can be.

"We had a record amount of nominations this year so congratulations to everyone whose work was highlighted. I am, as ever, proud of all of Team ROH."

More information will be released to staff soon, in line with the latest government guidelines.

To find out your finalists for the staff awards 2021, visit [www.roh.nhs.uk/staffawards](https://www.roh.nhs.uk/staffawards)





## NATIONAL ORTHOPAEDIC ALLIANCE

Did you know that the ROH is a founding member of the National Orthopaedic Alliance (NOA) and that its Chief Executive, Jo Williams, is Lead CEO of the network?

The NOA is an important partnership for the ROH. The alliance brings together orthopaedic centres around the UK to share best practice and address shared challenges. Being a part of the NOA gives ROH an opportunity to collaborate with other orthopaedic providers across both clinical and non-clinical areas.

The alliance covers the entire orthopaedic specialty and gives staff from member organisations the opportunity to work with, share and learn from colleagues delivering all aspects of orthopaedic services.

### NOA Member Benefits

The NOA provides a collaborative space to learn, share and discuss orthopaedics. All staff at ROH can take advantage of the many member benefits, including:

- Access to the members' area of the NOA website which contains the output from all NOA meetings and workshops including copies of presentations
- Invitation to the NOA Annual Members Conference
- Invitations to CPD-accredited training workshops, events and bespoke training and development opportunities
- Direct link into the Getting it Right First Time (GIRFT) team
- Opportunity to contribute to and receive a bi-monthly newsletter and regular updates
- Opportunities to attend meetings with key opinion leaders
- Access to forums for sharing best practice across a range of NOA workstreams including CIPs, Tariff, Clinical Coding, Procurement and more
- Influence on the National Tariff and

its application to orthopaedic care, particularly specialist activity

- A voice at the national level, ensuring members' perspective on key issues reaches a broader audience
- Opportunities to network, share and learn from other organisations in orthopaedics and MSK
- Members can promote and communicate their work with a wider audience through the NOA website, newsletter, social media platforms and events
- Overview of what's coming in terms of national policy work and innovations within the sector.

ROH members of staff can register to access the members' area of the NOA website here: [www.nationalorthopaedicalliance.co.uk/membership-area-application](http://www.nationalorthopaedicalliance.co.uk/membership-area-application)



Scan this code with your smart phone to find out more

### Upcoming NOA events

All staff at ROH can attend NOA events free of charge. Upcoming events include:

#### 11 May 2021

Next meeting of NOA's Orthopaedic Quality Improvement (incl. Clinical Audit) Network (OQICAN).

#### May – July (various dates)

- NOA virtual wellbeing workshops for members:
- Self-care for tough times  
28 May, 12:30
- Spotting & Preventing Burnout  
23 June, 19:00
- Resilience: Recharge the Inner Battery  
13 July, 19:00

#### 12 May 2021 at 13:00

Webinar: Using technology to scale up orthopaedic recovery

#### 16 June 2021 at 13:00

Webinar: Joint replacement infections

#### 20 October 2021

NOA Annual Members Conference

### NOA: Find out more

If you want to read more about the NOA and see how you can get involved:

**Visit:** [nationalorthopaedicalliance.co.uk](http://nationalorthopaedicalliance.co.uk)

**Register:** ROH staff are entitled to register for the members' area of the NOA website to access even more resources and information. Register here: [bit.ly/NOAMembersArea](http://bit.ly/NOAMembersArea)

**Follow us on Twitter:** [@NOAorthopaedics](https://twitter.com/NOAorthopaedics)

**Follow us on LinkedIn:** [linkedin.com/company/NOAorthopaedics](https://www.linkedin.com/company/NOAorthopaedics)

**Sign up:** You can register to receive the NOA newsletter here: [bit.ly/NOAMemberNewsletter](http://bit.ly/NOAMemberNewsletter)

#### Get in touch

- Email: [info.noa@nhs.net](mailto:info.noa@nhs.net)
- Phone: 020 3947 0849

### New Deputy Director of Nursing & Facilities

There is more exciting staffing news for the Trust as it appoints a new Deputy Director of Nursing & Facilities.

Nikki Brockie is joining the Trust from University Hospitals Plymouth NHS Trust and will be in post in June 2021.

She brings with her over 23 years' worth of experience in nursing, clinical and operational leadership and management. She has held senior positions across the UK as a Matron in both Critical Care and Medicine, as a Service Lead in Radiology at Heartlands Hospital, as a General Manager in Cardiac and Respiratory Services in Gloucester and latterly as a Health Education England (HEE) funded project manager in the biggest NHS trust in the South West. She says she developed "a keen interest in navigating the complexities of workforce development and management over the course of this time, along with a strong focus on improving patient experience and outcomes." She is currently in the final year of her MSc in Transforming and Leading in Healthcare at Birmingham City University (BCU).

Nikki said: "I am excited to be joining the senior nursing team at ROH, and I look forward to meeting and working with you all. Like you, I am absolutely committed to delivering high-quality care and improving the patient experience. I am therefore keen to support you in continuing to achieve these goals through a culture of quality improvement and effective workforce management initiatives."

### Amazon Locker

ROH now has an Amazon Locker on-site. The online retailer offers a self-service package delivery service where parcels are delivered to a Locker location.

Customers choose a location as their delivery address, and retrieve their orders at that location by entering a unique pick-up code (sent to you via email) on the Locker touch screen.

To have your parcel delivered to the ROH locker:

- When choosing delivery options, scroll down to 'Your pickup locations'
- Search our postcode, B31 2AP
- The locker should be the first in the list. It is called 'Spice'

Please note some items may be too big for the locker. Similarly, age-restricted items or items that require a signature may not be able to be delivered here.

Our locker is located outside the Outpatients Department. Amazon will also make a donation to the ROH Charitable Fund on your behalf (of no cost to you) if you make your purchase via AmazonSmile. To do this, you must visit [smile.amazon.co.uk](http://smile.amazon.co.uk), click the AmazonSmile tab at the top of the screen and choose 'Royal Orthopaedic Hospital NHS Foundation Trust' as your chosen charity. Every time you make a purchase, providing you log in via AmazonSmile, a donation will be made to the charity.

# Have you got the NHS App?

Simplify your life.  
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# Trust continues digital transformation

ROH is undergoing an exciting Trust-wide digital transformation with a wide range of new systems and tools rolling out across the hospital, all designed to help improve the service that staff are able to offer to patients. During 2020/21, ROH has made a huge amount of progress in its digital journey. Here is a look back...

## Highlights

- The Trust surpassed 1,000 video consultations using Attend Anywhere since it rolled out the service in selected specialties
- Projects that were aimed at reducing paper usage and printing within the hospital have seen:
  - » Over 80,000 patient clinic letters sent to GP surgeries electronically in 2020/21 via the Docman Connect Service that would otherwise have been manually printed and posted by staff.
  - » Over 100,000 patient letters sent to patients via the Trust's off-site printing solution, Synertec – again, these would have been normally been printed via staff and manually posted.
- A successful ROH staff COVID-19 vaccination programme with clinical booking systems. The online booking system on the DrDoctor patient portal received over 1600 bookings and played a key role in helping to ensure members of staff received their COVID-19 vaccine.
- Over 21,000 letters have been viewed so far on ROH's digital patient letters system. Digital patient letters is a joint solution between DrDoctor and Synertec that allows patients and/or their carers to have letters delivered to them electronically.

## What's coming next?

The team's main priorities for this year include:

- Improving patient records by contributing to the Birmingham and Solihull Health Information Exchange (HIE) to improve continuity of care across different NHS providers in the region
- Continue to strive to become as 'paper light' as possible. The team will work to build on the successful digital patient letters project with a view to moving towards an electronic patient portal
- Continue to work on further enhancements to the Trust's Electronic and Prescribing medicines Administration (EPMA) solution to incorporate the Outpatients Department and introduce Order Comms
- Continue work to achieve a complete rollout of Microsoft 365 across the site, to all staff
- Further onboarding of specialties to the current video consultation solution to increase virtual consultation uptake.

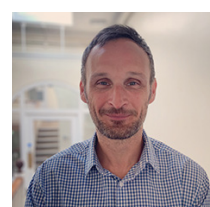
Have a question or want to share your views? Get in touch by emailing: [ROH.digital@nhs.net](mailto:ROH.digital@nhs.net)



## Meet the Team:



**Gavin Newman**  
Project Manager & Staff Governor



**Tim Cox**  
EPR Configuration Analyst



**Vickie Pring**  
Senior Web and Systems Developer



**Manisha Patel**  
Digital Support Officer



**Matt Hantom**  
Microsoft 365 Trainer



**Charlotte Tattam**  
Business Analyst

## LGBT+ conference



The Trust recently teamed up with other West Midlands NHS Healthcare Providers to deliver a regional LGBT+ conference.

The event was hosted virtually and featured a line-up of renowned speakers. It was organised to coincide with LGBT+ History Month, which takes place in February every year.

Speakers Dr Michael Brady, Simon Blake, Rikki Arundel covered topics such as LGBT+ history with a twist, the impact of COVID-19 on the LGBT+ community, mental wellbeing and more.

Executive sponsors from each of the involved providers also appeared in videos of support.

Mr Matt Revell, Medical Director at ROH and Executive Sponsor of the BeMyself Group, highlighted the inclusion journey the Trust has been on in the past few years and thanked the group for allowing him to be part of it.

# ROH awarded Quality Data Provider status

The Trust is celebrating after being named as a National Joint Registry (NJR) Quality Data Provider after successfully completing a national programme of local data audits.

The NJR monitors the performance of hip, knee, ankle, elbow and shoulder joint

replacement operations to improve clinical outcomes for the benefit of patients, clinicians and industry. The registry collects high-quality orthopaedic data in order to provide evidence to support patient safety, standards in quality of care, and overall cost effectiveness in joint replacement surgery.



The 'NJR Quality Data Provider' certificate scheme was introduced to offer hospitals a blueprint for reaching high-quality standards relating to patient safety and reward those who have met registry targets in this area.

In order to achieve the award, hospitals are required to meet a series of six ambitious targets during the audit period 2018/19. One of the targets which hospitals are required to complete is compliance with the NJR's mandatory national audit aimed at assessing data completeness and quality within the registry.

The NJR Data Quality Audit investigates the accurate number of joint replacement procedures submitted to the registry compared to the number carried out and recorded in the local hospital Patient Administration System. The audit ensures that the NJR is collecting and reporting upon the most complete, accurate data possible across all hospitals performing joint replacement operations, including ROH.

NJR targets also include having a high level of patients consenting for their details to be included in the registry and for demonstrating timely responses to any alerts issued by the NJR in relation to potential patient safety concerns, if necessary.

Leky Parveen, Clinical Effectiveness Manager at ROH, said: "Congratulations to the Clinical Audit & Effectiveness Team on this monumental achievement. You work diligently to ensure we capture all the required NJR data at the ROH. You should all be extremely proud of yourselves and I look forward to seeing what you achieve in the upcoming Data Quality Audit." The team is made up of Leky, Jane Bevan (Clinical Audit & Effectiveness Facilitator), Hayley Phillips (Information Manager), Abbie Hailing (Outcomes Co-ordinator) and Lijun Wen (Audit Nurse).

National Joint Registry Medical Director, Mr Tim Wilton, said: "Congratulations to colleagues at The Royal Orthopaedic Hospital NHSFT. The Quality Data Provider Award demonstrates the high standards being met towards ensuring compliance with the NJR and is often a reflection of strong departmental efforts to achieve such status. Registry data now provides an important source of evidence for regulators, such as the Care Quality Commission, to inform their judgements about services, as well as being a fundamental driver to inform improved quality of care for patients."



# Our amazing charity!

Throughout the pandemic, our charity has played a vital role in supporting patients and staff...



THE ROYAL ORTHOPAEDIC HOSPITAL  
CHARITABLE FUND

## A huge thank you from us

NHS Charities Together have been hugely successful with their COVID-19 Urgent Appeal and secured over £140 million pounds worth of donations from individual givers and businesses all over the UK. As a member charity, ROH Charity is eligible to apply for various grants in order to utilise these funds to support both patients and staff throughout the year. Over the past 12 months, we have been successful in securing £181,000 worth of funding to support both the immediate effects of COVID-19 as well as the long-term effects the pandemic has had on patients and staff.

Thanks to the donations of our supporters, we have been able to provide:

### Supportive equipment

We have sourced additional equipment to give enhanced one-to-one care to patients experiencing severe anxiety, memory loss and confusion. This includes communication aids, sensory equipment, puzzles and games to help with distraction as well as music players and music for all ages. This equipment has been able to help soothe these patients. Ward staff have been playing music from different eras and has said it has proven to really lift spirits.

### Wellbeing packs

Each staff member received a wellbeing pack in July 2020. These were filled with goodies to help boost their morale, including chocolate, hot drink sachets, information on mental health help available and vouchers for our in-house café.

### Re-usable face masks

We purchased re-usable face coverings for staff members to ensure they are safe whilst at home as well as in the hospital.

### Christmas hampers

We are aware that Christmas is a difficult time for many, yet our staff continued to support our community through the pandemic over the festive period. In order to show our support, gifts were given to all of our staff and inpatients.

Thanks to further successful grant applications, we have several large projects in progress. Our focus for the next 12 months will be ensuring these projects are completed and better support our community.

### Connection and entertainment

This project supports a new Patient Entertainment System within the Trust in order to help entertain patients as well as connect them with their loved ones and help limit loneliness during their hospital stay.

We are currently looking at ways we can execute this project, however we have supplied wards with smart solutions to support patients in the meantime.

### Supporting staff wellbeing

When we surveyed staff, three main areas were highlighted which could give the highest positive impact on their wellbeing.

**Project 1:** Create a communal wellbeing space open to all staff members to use whenever they are feeling stressed, overwhelmed or at crisis point. This will be a safe space used for reflection, talking therapies and relaxation.

**Project 2:** Fund additional mental health first aid training, which staff can use to support each other, their own family members and our patients.

**Project 3:** Fund an outdoor sensory garden for staff, patients and the public to utilise for breaks and to act as a wellbeing garden for those needing some space for reflection.

We are extremely grateful to NHS Charities Together and all those who supported/continue to support their COVID-19 Urgent Appeal.

Since April 2020  
we have provided  
over £140,000  
worth of support  
to the ROH



## Your support means so much!

Thank you to you all for your ongoing support and dedication to our charity. The future is bright and the past year has only made us more determined to support the Trust in whatever way we can.

We feel proud of the impact your donations and fundraising has provided to patients, families, staff and students at the ROH. Since April 2020 we have provided over £140,000 worth of support to the ROH to support an enhanced hospital experience for everyone.

You can support us by donating, fundraising, sponsoring or volunteering your time to support patients and staff at the ROH.

Visit [www.rohcharity.org](http://www.rohcharity.org) for more information or contact us on 0121 685 4379.

**FOLLOW US ON  
SOCIAL MEDIA:**



/FUNDROH



@FUNDROH



@FUNDROH

CHECK OUT OUR WEBSITE:

[WWW.ROHCHARITY.ORG](http://WWW.ROHCHARITY.ORG)



## Fundraise for us



Studies show that on average, full-time healthcare professionals walk about 5 miles during every 12-hour shift they work. This means that in a month, they

could walk two full marathons without even realising.

Which is why we want you to get involved in our 'Going the Extra Mile' virtual fundraising challenge.

The beauty of the 'Going the Extra Mile' challenge is that you can take part from anywhere in a time frame that works for you. Whether you are walking your dog, jogging around your garden or riding along your local bike path. You and all the family can get involved – and raise much-needed money for charity whilst doing so. More people means more miles!

Sign up and upload your evidence to our team and you will be awarded with a finisher pack filled with lots of goodies, including your very own 'Going the Extra Mile' medal, running or cycling top, water bottle and lots more.

Visit [www.roh.realbuzzevents.com/en/](http://www.roh.realbuzzevents.com/en/) for more information.



## Chin chin! NHS Big Tea is back

**The ROH Charity is working alongside NHS Charities Together to help raise money for the incredible people in our NHS who have done so much to help everyone get through the pandemic. We are urging patients, staff and our public to join the nation's biggest tea break this July.**

Following a year like no other, we want as many people as possible to get involved in a national outpouring of love and thanks for NHS staff and volunteers by hosting or taking part in an NHS Big Tea at 15:00 on Monday 5 July – the birthday of the NHS.

Each event can be in person or virtual, with the community, friends, family or at work, and is a chance to reflect and say thank you

for everything that NHS staff and volunteers have done and continue to do during the COVID-19 pandemic.

People can host their own event or they can show their support by taking 5 minutes to enjoy a tea break, texting £5 to support NHS charities and tagging five friends on social media and calling on them to do the same.

NHS Charities Together is the national charity caring for the NHS. It is made up of 241 NHS charity members based within hospitals, mental health trusts, ambulance trusts, community health trusts and health boards across the UK.



The funds raised by NHS Charities Together enable the health service to go above and beyond what would otherwise be possible. Through its member charities, like ROH Charity, they fund projects that improve services for patients and help NHS staff and volunteers both practically and emotionally so that they can continue with their vital life-saving work.

The ROH Charity exists to support NHS patients, their families and carers, as well as provide specialist training, equipment and knowledge to staff at The Royal Orthopaedic Hospital NHS Foundation Trust.

Visit [www.rohcharity.org](http://www.rohcharity.org) to get involved.

## The Team



Meet the team: (From left) Ali Gray: Charity Manager, Elaine Chapman: Fundraising Officer and Tammy Foo: Fundraising Officer.

# Help us!

## Children and Young People's Centre Appeal

**For a child or young person, a hospital visit can be a scary experience. With your support, the ROH can create a hospital environment that helps younger patients feel relaxed and comfortable when they need it most.**

The Children and Young People's (CYP) Outpatients Department at ROH cares for patients aged 0-17 who have a variety of complex conditions, including spinal deformity and rare cancers. Patients visit for pre or post-surgical, diagnostic or therapeutic care. The Trust always strives to provide the best possible experience for patients and families, which is where your support can help.

The ROH is known for providing outstanding care, as outlined in the Trust's recent Care Quality Commission (CQC) report. However, the current area, formerly known as Ward 11, wasn't specially designed to support children and

young people. We aim to create a vibrant space that meets the needs of young patients and their families. This is where your help is needed.

ROH Charity is fundraising for £30,000 to transform the CYPC. This will include:

- Bright and colourful waiting areas with entertainment to keep everyone happy whilst they wait
- Clinic rooms tailored for comfort and reassurance
- An improved playroom for younger patients
- A rejuvenated sensory facility for children and young people to utilise
- Specialist physiotherapy equipment in our bespoke gymnasium
- A calming environment throughout all areas of the department.

The details really matter when it comes to care and this appeal will help fundraise for all

the little things that will transform a child's experience in hospital.

### How you can help

Your support is vital to achieving the Trust's vision of a new CYPC.

- £50 could purchase a bubble tube to help alleviate young people with anxiety and complex needs
- £15 could purchase Lego blocks for our children's playroom
- £25 could purchase a weighted teddy which is designed to comfort those receiving bad news
- £500 could provide a specially designed wall art piece.

Any amount you give makes a difference. Contact the ROH Charitable Team on 0121 685 4379 or email [roh.charitablefunds@nhs.net](mailto:roh.charitablefunds@nhs.net) to get involved.

# With your help we can make a difference...

See [www.roh.nhs.uk](http://www.roh.nhs.uk) for the latest news



## JointCare Coffee Catch-Ups go from strength to strength



Popular feedback sessions for patients of a revolutionary hip and knee programme at The Royal Orthopaedic Hospital (ROH) are thriving - albeit in a slightly different form.

Since May 2019, as part of the award-winning ROH JointCare pathway for hip and knee replacement surgery, all patients on the pathway have been invited back to its successful Coffee Catch-Ups. These events were organised to give patients the chance to provide detailed feedback on their whole patient experience, giving staff a valuable insight into what they do well, and perhaps even more importantly, what they could do better. With over 500 attendees to date, these events have been hugely important to the Trust's continuous improvement programmes. It was therefore a great disappointment to the JointCare team when, like all group events, Coffee Catch-Ups had to be cancelled in spring last year.

With it looking very unlikely they would be able to resume in the months ahead, when elective surgery restarted, the team decided to move the events on to a virtual platform. This enabled patients to still give feedback, and let the team know how their recovery is going, at a time when patient experience is perhaps more important than ever, all from the comfort and safety of their own homes. The first virtual Coffee Catch-Up was held in November 2020. Any JointCare patients that had their surgery in July or August of that year were invited, and any patients unable to attend were encouraged to provide written feedback by email or letter.

The event was a great success, with over 50 patients providing vital feedback on the services the Trust provides. The session was attended by 10 members of staff from a range of professions including representatives from the consultant team, executives, therapies, advanced practitioners, pharmacy and operations.

The feedback received was overwhelmingly positive, which provided a much needed morale boost to the staff taking part. The feedback is circulated to all relevant teams and departments to ensure all staff involved in the pathway are reminded of the great care they're providing.

# New state-of-the-art theatres and ward open

The hospital recently opened brand-new facilities which will allow them to treat thousands of extra patients every year.

ROH opened phase one of their new operating theatre and ward facility on 18 December 2019. The new operating theatres will enable the Trust to reduce waiting lists for hip and knee replacements by treating more patients in Birmingham and Solihull.

Working with building partner ModuleCo, the hospital installed modular buildings that were built in a factory in Cheltenham then craned in to place in Birmingham. The new facilities are housed in a state-of-the-art two-storey modular building.

Phase one consisted of two orthopaedic operating theatre suites with a six-bed recovery suite and a 12-bed inpatient ward, Ward 4, including two young adult rooms.

The second phase, which was completed in 2020, added a further two theatres and an additional 11 beds.

Once fully completed, an extra 2,500 patients will be treated every year and the facility will create in the region of 130 new jobs.

The project has been delivered by ModuleCo Healthcare (MCH) in conjunction with its sister modular building company, ModuleCo. MCH secured a managed services agreement with the Trust which agreed to a long-term commitment of an initial 10 years with the rental inclusive of the facility, enabling works and equipment for the theatres and wards.

Jo Williams, Chief Executive said: "We felt modular construction and ModuleCo were the best option for us, enabling us to create state-of-the-art facilities while minimising disruption. We are very excited to treat our patients in such a fantastic environment".

The project is also an award-winning one, picking up the award for Offsite Project of the Year at the Building Awards 2020. It is also shortlisted for Best Modular Project at the Building Better Healthcare Awards 2020, with the winner to be announced in 2021.

The Royal Orthopaedic Hospital is one of the largest specialist orthopaedic units in Europe, performing around 3,000 hip and knee replacements each year. The hospital ranks among the highest in the NHS for patient experience with a 96% recommendation rating from patients.



## Research at The Royal Orthopaedic Hospital

As one of the largest orthopaedic centres in Europe, ROH is at the forefront of research and innovation and is recognised as a knowledge leader in orthopaedic care. Its world-class consultants and the broad range of orthopaedic conditions we treat make it an ideal environment for carrying out clinical research.

ROH works closely with scientific and industry partners, including universities and external medical device, pharmaceutical and biotechnology companies, to trial cutting edge

technologies and treatments and enhance the current understanding of orthopaedic conditions.

In 2019, thanks to a generous donation from former ROH patient, Mr Michael Dubrowsky, ROH launched a state-of-the-art regenerative medicine laboratory - The Dubrowsky Regenerative Medicine Laboratory. Aston University is the first confirmed partner for the laboratory - watch this space for details of future work and partnerships.

You can take a virtual tour of the laboratory on our website: [bit.ly/rohvirtualtour](https://bit.ly/rohvirtualtour)



Scan this with your smartphone to take the tour

## Take the VR tour





# 'Putting wellbeing at the heart of the hospital': An interview with our Wellbeing Officer



The Royal Orthopaedic Hospital (ROH) has an enviable reputation for providing the very best care to patients. The Trust consistently scores among the highest for patient satisfaction in the whole NHS. But this level of care is only possible when the wellbeing of the people offering the care is supported.

In 2019, following a Wellbeing awareness week that involved all staff members, ROH appointed its first Employee Engagement and Wellbeing Officer, a new role designed to promote staff wellbeing and to help the Trust achieve its ambition of becoming the 'Wellbeing Hospital'. Laura has been in the post since then and has played an important role in supporting the hospital during the pandemic - when wellbeing mattered most. We caught up

with Laura and asked her a few questions about her role and what it means to care for people who care.

## How would you describe what you do?

I'm the Trust Employee Engagement and Wellbeing Officer, which is a new role at ROH. It's my job to support the wellbeing of staff. It's a really varied role - one day I'll be collecting for a local food bank, coordinating mindfulness sessions or supporting an inclusion initiative and the next day I could be supporting a staff member or team who need help. Essentially I'm here to help improve staff experience and make the ROH an even better place to work by helping our staff feel happier and healthier at work. I am also lucky that I work with a team of regional colleagues from other trusts which means we can share ideas and discuss best practice approaches. We are working towards achieving the Bronze Accreditation for Thrive at Work - this is a commitment with criteria and guidelines on creating a workplace that promotes employee health and wellbeing. I have been working with colleagues in different

departments who have provided me with evidence to support this and we are extremely close to obtaining the Foundation Level which will then lead to the Bronze Award.

## What is wellbeing?

It's a term that can mean lots of things, but for us it's quite simple, wellbeing means bringing your authentic self to work and being as happy and healthy as possible. We always work with the five ways to wellbeing in mind; connect, be active, give, keep learning and take notice.

## How has your experience of the pandemic been?

It's been a challenging year for all of us but it's also been incredible to see how my colleagues responded and supported patients and each other. It's been really busy at times, we delivered wellbeing packages to staff earlier in the year and we received generous donations for staff. There has been lots of support which we have put in place and signposting for staff to help them using the five ways to wellbeing. The



wellbeing of our colleagues continues to be our priority as we beat this virus and move forward.

## Do you enjoy what you do?

Yes, it's an honour to work with so many amazing people and support their experience at work. The ROH is a fantastic hospital because of the people who work here and it's great to be helping them to do what they do best!

*If you are a member of staff and would like any further information on the support on offer both internally and externally, please visit the Wellbeing section of the staff intranet.*

## Birmingham and Solihull People Programme



The BSol Staff Mental Health Hub is now open for referrals for all health and care staff seeking help for the emotional and psychological impact of working during the COVID-19 pandemic.

This BSol Staff Mental Health Hub will accept referrals directly from organisations for their staff and will offer the following:

- Rapid access to specialist psychological assessment
- Advice, consultation and onward referral where appropriate
- Advice for managers regarding concerns they have about a staff member
- Access to some evidence based brief interventions.

The hub has been designed specifically to work alongside other pre-existing support services that have been established over the past year, and before making a referral it may be helpful to consider the following:

- Has the staff member been encouraged to access support available from within their organisation, such as Psychological First Aiders, Chaplaincy, Occupational Health or staff counselling where these exist, or Staff Safety and Wellbeing support?
- Has the staff member contacted the 24/7 BSol CCG Helpline delivered by the Living Well Consortium on 0121 262 3555?
- Is the staff member currently under the care of a secondary/specialist mental health service, or currently receiving treatment for a long-term/enduring

mental ill health condition? In this case, whilst the Staff Mental Health Hub may still be able to assist, a conversation may be useful prior to referral.

## Staff Mental Health Hub

Please note that the hub will not be able to directly offer an alternative to secondary care mental health services or urgent/crisis intervention. If you are concerned about immediate risk you will need to contact the individual's GP or consider seeking other emergency health care.

To refer yourself or someone else into the hub, please email the following secure address, labelling your email clearly for the Staff Mental Health Hub, and including name for the individual being referred, along with their contact details, home address, date of birth, and GP, and where possible some brief details as to the reason for the referral. If referring on behalf of someone else, please ensure you have consent to share their details.

### BSol Staff Mental Health Hub Secure email:

[bsm-tr.referrals@nhs.net](mailto:bsm-tr.referrals@nhs.net)

### Opening hours:

**Monday to Friday 8am to 7pm**

## ROH flies the flag for LGBT+ History Month

Staff at ROH recently celebrated Lesbian, Gay, Bisexual and Transgender (LGBT+) History Month with a colourful new addition to the site.

A small group of staff gathered, socially distanced, to witness the raising of the LGBT+ flag by Executive Medical Director Mr Matt Revell and Research Governance and Contracts Manager, Craig Pinner. The flag is located by the Gate C entrance to the hospital, outside The Knowledge Hub.

This updated design, by Portland-based designer Daniel Quasar, adds five arrow-shaped lines to the six-coloured Rainbow Flag, which is widely recognised as the symbol of LGBT+ communities.

The flag includes black and brown stripes to represent marginalised LGBT+ communities of colour, along with the colours pink, light blue and white, which are used on the Transgender Pride Flag.

The Trust has been on a transformative journey over the past couple of years, with the growth of its Equality and Diversity Network, and off shoots including an LGBT+ Network, which offers support including meetings and a WhatsApp group (Be Myself) for staff to keep in touch, and Disability Network. In 2020, it was named number 34 in the Top 50 Inclusive Employers in the UK.

Craig said: "I started working at the ROH in 1986 and came out of the closet about a year or two later. Even though I have never experienced any direct homophobia here (which is a testament to ROH staff and their care and commitment to one another). I also never thought I'd see the day when I would be asked by the Executive Medical Director to raise the LGBT+ flag on-site in celebration of LGBT+ History Month.

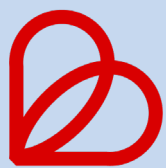
"Unfortunately, homophobia has seen a very sharp increase in the last five years so there is clearly still some way to go. However, in juxtaposition to this, it is clear that the NHS is very firm in its commitment to the LGBT+ community and for me personally, it's felt as though, as certain members of society push back against the idea of inclusivity and equality, the NHS has stood even firmer in its commitments to us and ROH is a shining example of this.

"The new flag is called the Progress Flag and is a flag that could just as easily be used to represent how far ROH has come and how adamant we all are in our commitment to support and care for one another."

Mr Revell added: "I am really proud that we have done this as an organisation and also to be able to show in just a small way my respect and admiration for the new and old friends I now have in the Be Myself community. "This, alongside our work with Stonewall and Inclusive Companies, is fantastic for our staff."







## BHBNradio

A radio station for Birmingham hospitals and the community.

### Weekdays

- 12:00** The Golden Hour Hits from 50's – 80's Music Selection
- 13:00** Light Lunch, Big Band Classic Standards, and Radio Days Music Selection
- 22:00** The Soul Train by Peter Bayliss (pre-recorded)
- 23:00** Late Night Love Songs Music Selection and the BHBN Music Selection throughout the day between live shows

### Monday

- 10:00** The Morning Show, Dave Horton
- 16:00** Good Vibrations, Lily Grace James (Live)
- 20:00** Evening Show, Dale Hobson (Live)\*

### Tuesday

- 10:00** The Morning Show, Adelle Davies
- 15:00** Music from Stage & Screen, Jo Connop
- 17:00** Joe Kennard (Recorded at home)
- 20:00** Evening Show, Kira Hughes (Live)\*

### Wednesday

- 10:00** The Morning Show, Bill Waldron
- 15:00** BHBN Country (BHBN Music Selection)
- 17:00** Words & Music, Brian Henderson (Live)
- 20:00** Evening Show, Leon Lewis (Live)\*

### Thursday

- 10:00** The Morning Show, Lily-Grace James
- 14:00** Music Box, Pete Bayliss (Live)
- 17:00** Chris Friday (Recorded at Home)
- 20:00** Evening Show, Doug Jackson (Live)\*

### Friday

- 10:00** The Morning Show, Paul Stanley
- 14:00** The Weekender Bill Waldron (Live)
- 18:00** Evening Show, David Elliott (Live)\*

### Saturday

- 09:00** BHBNGold, Colin Monnaf (Live)
- 12:00** The Frock Show, Sarah Morris (Live)
- 15:00** Sport & Music on non-live matchdays
- 20:00** Saturday Night In, Andy Swaby (Live)\*
- 22:00** Reggae Selection

### Sunday

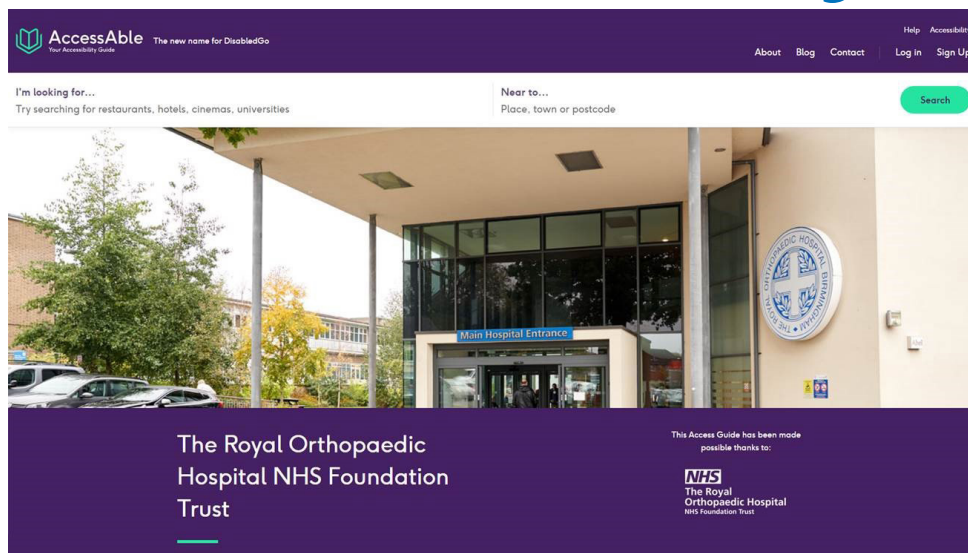
- 10:00** The Golden Hour, 50's – 80's Hits
- 11:00** Kids Time with Kira Hughes (Live)
- 13:00** The American Country Countdown Top 12 (pre-recorded)
- 16:00** Care Home Requests & Duets, Shaz Hill (Live)
- 18:00** Asian Mix Music Selection
- 20:00** Evening Show, Paul Stanley (Live)
- 22:00** The BHBNclassics Music Collection.

**\*The BHBNradio Evening Shows are sponsored by Wiltshire Farm Foods.**

**The programme situation may change so keep up-to-date on social media [facebook.com/BHBNradio](https://www.facebook.com/BHBNradio) and [@BHBNradio](https://twitter.com/BHBNradio) on twitter.**

**BHBN programmes are available via the BHBNradio App available from the Apple and IOS App Stores**

# AccessAble and ROH launch new Accessibility Guide



The Trust has joined over 60 NHS trusts in collaborating with AccessAble, the UK's leading provider of detailed disabled-access information.

ROH has worked with AccessAble to create Detailed Access Guides to facilities, wards and departments across the hospital.

The guides are 100 per cent facts, figures and photographs to help patients, visitors and staff plan their journeys to and around the hospital, covering everything from parking facilities and hearing loops, to walking distances and accessible toilets.

As everyone's accessibility needs are different, the Trust acknowledges the necessity

of having detailed, accurate information available. Trained surveyors have checked all of the details in the guides in person, on-site.

Gregory Burke, Founder and Chairman of AccessAble, said: "We are delighted to be working in partnership with The Royal Orthopaedic Hospital NHS Foundation Trust to create vital accessibility information, prioritising the needs of disabled patients, visitors and staff. We want our guides to provide the information people need about accessibility, so they plan their visit and feel confident about what to expect."

Jo Williams, Chief Executive at ROH, said: "We're excited to be working with AccessAble because it's incredibly important to us that

we meet the needs of everyone who visits our hospital. We are ambitious about creating an environment that is as supportive, anticipatory and equitable as possible. The information and guides that AccessAble have developed will help our patients visit our Trust with confidence, knowing that their needs are important to us."

The ROH Charity, which exists to support NHS patients, their families and carers, as well as provide specialist training, equipment and knowledge to staff at ROH have funded the guide. You can find out more about them by visiting [www.rohcharity.org](http://www.rohcharity.org).

The ROH Accessibility Guide is available on [www.AccessAble.co.uk](http://www.AccessAble.co.uk). It is also available via the AccessAble app, which is free to download from the App Store and Google Play, giving you accessibility information at your fingertips during your hospital visit.

For more information about the project, please contact Dean Eales, Senior Partnerships Manager at AccessAble on 01438 842710 or email [dean.eales@AccessAble.co.uk](mailto:dean.eales@AccessAble.co.uk)



## Les Williams joins Trust Board of Directors



**The Royal Orthopaedic Hospital NHS Foundation Trust (ROH) has appointed a new Non-Executive Director to its Board of Directors.**

Les Williams said he is "delighted" to have joined the Board at the ROH, and hopes to use his experience of strategy, performance, service re-design and public engagement to help the organisation to meet the challenges of continuing to deliver exceptional quality

of care in innovative ways. "I am passionate about ensuring performance is used to create better outcomes for patients in a supportive environment for staff, governors and volunteers."

Les had a 39-year career in NHS hospital management until his retirement in 2016. His career in hospital management included working at Birmingham Accident Hospital, Birmingham Children's Hospital, Dudley Road (now City) Hospital, and Selly Oak Hospital as hospital manager. He has also undertaken more strategic roles at Director level, in Birmingham and then the Black Country, at Dudley Group of Hospitals, in contracting and information, performance management and strategy, including setting up a Council of Governors for this trust's Foundation Trust status application.

In 2008, he became Programme Director for Right Care Right Here, a service transformation programme in Sandwell and West Birmingham, which developed a range of community-based services and facilities as an alternative to hospital-based care. After working at the Black Country PCT Cluster during the 2012

re-organisation, Les became Director of Operations and Delivery for the NHS England Area Team for Birmingham, Solihull and the Black Country. His final role in the NHS was as Director of Performance and Delivery for Birmingham Cross City CCG, commissioning services for three quarters of the population of Birmingham.

Alongside his work in the NHS, Les was a Governor for eleven years at Halesowen College of Further Education, and was Chair for the last five of these, until 2016.

If you would like to have your say in how The Royal Orthopaedic Hospital NHS Foundation Trust is ran, you can become a member of the Trust by visiting [www.roh.nhs.uk](http://www.roh.nhs.uk) or read more on page 15.



# Charitable football team ready to kick off support for the NHS

A group of key workers have set up a football team to raise vital funds for the charities supporting the NHS through the COVID-19 pandemic.

Nightingale F.C was formed in April 2020, in the early stages of the national lockdown imposed by the government due to the spread of the coronavirus.

The team was formed to raise money for NHS Charities Together, which supports more than 240 NHS charities across the UK and focuses on helping hospitals do more, and raise awareness of the difficult period the service is facing. The squad is made up of NHS and key workers, such as paramedics and teachers, to show the unity and togetherness that has been so important throughout the pandemic.

It has quickly become one of the fastest growing charity football teams in the UK online, having amassed thousands of followers across various social media platforms. The team has also been featured on local radio, podcasts and online media, and received endorsements from football manager Harry Redknapp and radio DJ Scott Mills.

The name comes from the NHS Nightingale hospitals built nationwide to support the large numbers of additional patients at the peak of the pandemic.

Its main sponsor is The Royal Orthopaedic Hospital Charity which provides support to NHS patients, their families and carers, as well as specialist training, equipment and knowledge to staff at The Royal Orthopaedic Hospital NHS Foundation Trust (ROH). They support the 'added extras' across the hospital to enhance patient and staff experience. An example being their appeal to support the development of a new tailored environment



for children and young patients at the Trust, which involves sensory equipment, waiting room entertainment, a quiet reflection room and more.

Ali Gray, Charity Manager, said: "Our charity has unsurprisingly fallen victim to the COVID-19 pandemic after a hugely challenging 12 months. It is however, important to have hope and continue to plan for the future and we are therefore delighted to sponsor this positive initiative in our local area.

"It is lovely that some of our colleagues are involved with the club and we all encourage the general public to support us if they can.

"Thank you to everyone who has and continues to support both NHS Charities Together and The Royal Orthopaedic Hospital."

When allowed, there will be fortnightly fixtures against national and local charities and 'legends' teams throughout 2021.

Nick Sanders, Manager of Nightingale F.C, said: "The NHS is a prime example of what can be achieved when people work together for a shared cause.

"There are no limits to what we can do collectively and the NHS teaches us and the next generation the importance of respect and how to solve problems effectively.

"We want Nightingale to be recognised as a beacon of hope through football built upon inclusiveness, equality and togetherness."

There were over 25,000 views of the new shirt within the first 48 hours through the team's Twitter page leading to shirt sales outside of the U.K. – a first for Sporty Bits UK, who created the kit. The kit was also victorious in a recent online 'World Cup of Kits' competition, winning out of 128 non-league or charity teams from the UK, USA and Europe.

The next steps for the team include partnerships with academies/soccer schools and initiatives and securing further funding and support for their cause, including strengthening its relationship with ROH.

To find out how you can support The Royal Orthopaedic Hospital Charity, visit their website [www.rohcharity.org](http://www.rohcharity.org)

## Spiritual and pastoral care for patients

The Chaplaincy at The Royal Orthopaedic Hospital offers pastoral, spiritual and religious care to all patients, their families and carers, and staff. This care can help people rediscover hope, resilience and inner strength in times of illness, injury, transition and loss.

The Multi-Faith Prayer Rooms are open 24-hours a day as places for quiet reflection and prayer. There are books available for you to let us know of any requests for visits or prayer.

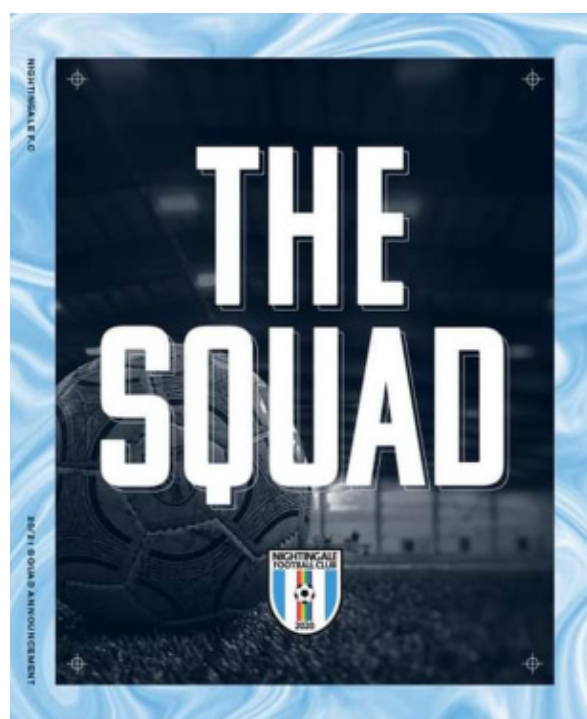
The wider Chaplaincy Team includes Roman Catholic, Church of England, Free Church, Christian, Hindu, Jewish Orthodox, Muslim, Sikh and non-religious chaplains. A wider team of volunteers also includes Free Church, Christian and Methodist representatives.

A Roman Catholic Chaplain is available on-call, 24-hours a day, and can be contacted via Switchboard or via one of the Chaplaincy staff.

If there is not an appropriate person within the team, please ask us to contact someone of your own religion or belief and we will be happy to help.

Coming into hospital can be an unsettling experience. During your stay, or that of your relative or friend, the team is here to support patients and their loved ones in their own spiritual, pastoral and religious beliefs. We are here to support people of any faith or none.

Whatever your personal faith, religion or beliefs if you would like to see us while you are in hospital please ask a member of staff to contact us on your behalf. The Chaplaincy Office can be contacted on 0121 685 4000.



PLAYERS	
ANTHONY SWAIN // ADAM CHERRY // BRETT ELLIS	
BRETT ROBOTHAM // CALLUM TURNER // ELLIOTT CATELL	
GARY HALES // JACK WHITEHOUSE // JAMIE YOUNG	
JASON SANDERS <sup>13</sup> // JOHN KIRBY // JOSHUA BETTS	
KENNY SOMNER // KIERAN GOULDING // LEE HELYER	
LEEJON JEFFRIES // MAHIR MOHAMMED // MATT LAYTON	
PERRY HOLLOWAY // PETE NELSON // RICHARD MAHER	
RICHARD WAITE // ROSS ALLEN // STEVEN PLUMLEY WOOD	
TOM HALES // TOM JOHNSON-HOSKER // TOM SWEETMAN	
TOM WILKINS // WILL GARNER	
MANAGEMENT	
NICK SANDERS // MALC WARD	



## NHS staff to come together with Pride



It is the second time the festival has been rescheduled. It was originally due to take place in May 2020, but was cancelled due to the COVID-19 pandemic.

Staff from ROH will join staff from University Hospitals Birmingham NHS Foundation Trust (UHB), Birmingham Community Healthcare (BCHC), Birmingham Women's and Children's NHS Foundation Trust (BWC), amongst others, to celebrate this year's festival.

It will be the second time staff from ROH have taken part in the parade in a show of unity with other NHS professionals.

One of the UK's largest pride festivals will see staff from NHS organisations across the Midlands come together to celebrate. The annual Birmingham Pride festival will take place Saturday 25 – Sunday 26 September 2021, and will be headlined by huge pop acts like Cheryl, Eve, Boney M and Freemasons.

Thousands of revellers are expected to attend the event, which takes place in Birmingham's gay village.

If you would like more information about the Trust's plans or would like to volunteer to help, please email [Clare.Mair@nhs.net](mailto:Clare.Mair@nhs.net)

You can find out more about the event, and book tickets here:

[www.birminghampride.com](http://www.birminghampride.com)

## New appointment process continues rollout

**A new booking process which aims to ensure that patients receive appointments in order of waiting time, medical priority and avoid rescheduling has been rolled out further across the Trust.**

ROH has been running the process, known as partial booking, for new appointments since 2019 but has this week gone live for all review appointments, with the exception of Oncology, Spinal Oncology, POAC and Metal on Metal.

The partial booking process gives the patient an estimated appointment date (as requested by their clinician) while simultaneously placing the patient on a waiting list. The patient is then sent a letter with a confirmed appointment date giving them 6 weeks' notice. This ensures that patients receive appointments in order of waiting time, medical priority and will avoid the patients' appointment being rescheduled.

This project, which is ran by the Operational Project Team in association with the Outpatient Modernisation Project, is helping improve processes and efficiency.

The Operational Management Team includes Clinical Service Manager Matt Payne, Project Manager Sheeba Mir and the Appointments Team.

### Benefits of partial booking:

- Clinics will only be booked 6-weeks ahead and will therefore reduce the amount of clinics being rescheduled. This will also be less confusing for patients
- Patients will be seen within a clinically acceptable timescale, improving patient safety and clinical outcomes
- If patients do need to be rescheduled due to short notice/emergency leave, they will only be moved a maximum of 5-weeks into the future
- Capacity issues that exist will be visible, allowing the operational management teams to work with clinicians responding to short and long term shortages in capacity
- As patients will be receiving an appointment with 6-weeks' notice, they will better know if the date and time is convenient for them. This, along with the DrDoctor interactive text messaging system, will mean patients will be able to manage their appointments more easily and effectively further reducing DNA rates
- As there will be waiting lists of un-booked patients for each consultant, short notice cancellations by patients can be more easily filled.

**If you have any questions about the Partial Booking process, please contact a member of the Project Team or Appointments Team. If you are a patient and have a query, contact the Appointments Team on 0121 685 4186 between 8:00 and 18:00, Monday to Friday.**

## Join a staff network

**Staff networks are an incredibly important part of the culture at ROH, and play a key part in the Trust's wellbeing and inclusion journeys. There continues to be fantastic progress across all networks and the number of groups continues to grow.**

### Networks currently include:

- BeMyself Group
- Disability Network
- Equality and Diversity Network
- Multi Minority Ethnic Group (MMEG)
- Menopause Network
- ROH Buddies
- Admin Matters Forum
- Work has now started on our ROH Disability network buddy scheme.

These networks offer a place for staff to come together, share experiences and facilitate learning and development. They play an important role in the shaping and delivery of organisational strategy and policy.

Our networks are open to all members of staff to join. If you want to know more or are interested in joining any of the networks contact [clair.ford@nhs.net](mailto:clair.ford@nhs.net).

### News from the networks:

- Following a successful initial forum, the BeMyself group continues grow. The group is a way for staff to keep in touch, share experiences and think about how the experience of LGBTQ+ staff at the ROH can be improved. Please contact [David.Richardson2@nhs.net](mailto:David.Richardson2@nhs.net) if you would like to join the BeMyself WhatsApp group.
- Falon Paris-Caines has been appointed Chair the Multi Minority Ethnic Group (MMEG). This is an important step forward in the Inclusion journey at ROH. Falon, a member of the Communications Team, will lead and continue the fantastic work the MMEG network has started since its inception last year.
- The Equality and Diversity network will be celebrating its third birthday in August this year and will be reflecting on the awareness projects that they have run across the Trust during this time
- The recording from the first regional LGBTQ+ conference (run in March) is now available for all staff to view on the intranet
- The Disability network is currently working on an awareness project which will include a photo and video exhibition, buddy scheme and awareness sessions for all colleagues.



## Thank you to NHS and key workers

Birmingham Bears are saying thank you to some of the heroes of the COVID pandemic by dedicating a Vitality Blast fixture to NHS staff.

NHS staff can claim a free ticket to the Bears Vitality Blast clash with Yorkshire Vikings on Wednesday 30 June, 18:30 start.

1,000 free tickets will be available on a first come, first served basis. Additional tickets will be available to purchase for only £12,

while under 16s go free. You will need to upload a valid NHS ID card. Please note, if you wish to claim multiple free tickets to attend the match with colleagues, you will need to do this over the phone. Details will be sent in the email once you have registered. To claim tickets, visit <https://edgbaston.com/nhs-offer/>

T&Cs apply. If you have any questions please email [tickets@edgbaston.com](mailto:tickets@edgbaston.com).



# Members only! Sign up and help shape the future of your ROH

The Royal Orthopaedic Hospital NHS Foundation Trust (ROH) is one of 151 foundation trusts in England and one of the things that is unique to foundation trusts is membership. At ROH, membership is made up of local people, patients and staff.

Being a foundation trust member gives you a say in how the Trust is run and gives the Executive Board more ideas and feedback to better support the hospitals patients and visitors in future.

ROH counts on its members for feedback, local knowledge, fundraising and support. Members also vote on electing Governors who represent their interests.

In return, members have the chance to find out more about ROH and get involved in activities to help improve the services it provides.

## What does a member do?

The role of a member is flexible. You can get involved as much or as little as you like. Whether it's filling in an online survey, sharing your ideas, attending events or volunteering, everyone is welcome. Your involvement helps connect ROH with its community and your feedback can help ROH improve the care it gives.

## What's in it for me?

- Receive Member News, an e-bulletin

containing the latest up-to-date news, information and patient stories

- Find out about opportunities to get involved; surveys, focus groups and research
- Vote for your Governors (or consider standing yourself)
- Meet Directors and Governors and give your views on the future of the Trust
- Get exclusive opportunities to work experience or volunteering
- Access special NHS discounts.

Sign up is simple and free! You can complete a membership form online via [www.roh.nhs.uk/about-us/membership](http://www.roh.nhs.uk/about-us/membership)

## Become a member and you could be a winner!

Fancy winning £25 worth of M&S vouchers?

The Trust's Membership Team is holding a prize drawer and entering is simple – sign up to become a Foundation Trust member by Monday 31 May for your chance to win.

The winner will be chosen at random on 1 June.

Sign up is simple and free! You can complete a membership form online via [www.roh.nhs.uk/about-us/membership](http://www.roh.nhs.uk/about-us/membership)

## Regional support groups available

### Age UK Birmingham

Services are aimed at all older people and those that care for them.

Tel: 0121 437 0033

Email: [info@ageukbirmingham.org.uk](mailto:info@ageukbirmingham.org.uk)

Web: [www.ageuk.org.uk/birmingham](http://www.ageuk.org.uk/birmingham)

### Alcoholics Anonymous

Peer support service for problem drinkers.

Tel: 0121 2120111

Email: [walkerhallsaturday@gmail.com](mailto:walkerhallsaturday@gmail.com)

Web: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

### Alzheimer's Society

Offering advice and support for people with dementia.

Tel: 0333 150 3456

Web: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

### Arthritis Care

A support group for people with arthritis.

Tel: 0300 790 0400

Web: [www.versusarthritis.org/contact-us](http://www.versusarthritis.org/contact-us)

### Birmingham Arthritis Action Group

An opportunity to meet others living in your area with arthritis, share hints and tips and to let us know what you would like to gain from the Self-Management Approach.

Tel: 02037817120

Email: [info@arthritisaction.org.uk](mailto:info@arthritisaction.org.uk)

Web: [www.arthritisaction.org.uk/arthritis-action-groups](http://www.arthritisaction.org.uk/arthritis-action-groups)

### Birmingham LGBT

Supporting lesbian, gay, bisexual and transgender + communities.

Tel: 01216430821

Email: [hello@blgbt.org](mailto:hello@blgbt.org)

Web: [blgbt.org](http://blgbt.org)

### Birmingham Mind

Providing advice and information to people experiencing mental health, their families, professionals and the wider public.

Tel: 0121 262 3555

Email: [help@birminghammind.org](mailto:help@birminghammind.org)

Web: [birminghammind.org](http://birminghammind.org)

### Bone Cancer Trust

We are the leading charity dedicated to fighting primary bone cancer and are uniquely placed to make a difference through research, information, awareness and support.

Tel: 0113 258 5934

Web: [www.bcrct.org.uk](http://www.bcrct.org.uk)

### Cancer Research UK

The world's largest charity dedicated to saving lives through research. Our vision is to bring forward the day when all cancers are cured.

Tel: 0300 123 1022

Email: [support.services@cancer.org.uk](mailto:support.services@cancer.org.uk)

Cancer-related enquiries: 0808 800 4040

Web: [www.cancerresearchuk.org](http://www.cancerresearchuk.org)

### Contact

For families with disabled children.

Tel: 0808 808 3555

Email: [info@contact.org.uk](mailto:info@contact.org.uk)

Web: [contact.org.uk](http://contact.org.uk)

### Forward Carers

Caring for carers across the Midlands. Birmingham Carer Hub Opening Times Mon, Tues, Thurs and Fri: 08:45-17:00 | Weds: 08:45-18:45

Tel: 0333 006 9711

Web: [forwardcarers.org.uk](http://forwardcarers.org.uk)

### Gilgal

Gilgal is a safe house, a refuge at a confidential address in Birmingham, providing short-term emergency accommodation and support to women and their children.

Tel: 0121 773 1431

Email: [mail@gilgalbham.org.uk](mailto:mail@gilgalbham.org.uk)

Web: [www.gilgalbham.org.uk](http://www.gilgalbham.org.uk)

### Heart of England National Rheumatoid Arthritis Society Group (Solihull)

For all information on rheumatoid arthritis, what it is, how it's managed and living with the condition.

Tel: 0800 298 7650

Email: [enquiries@nras.org.uk](mailto:enquiries@nras.org.uk)

Web: <https://www.nras.org.uk/groups/heart-of-england-nras-group-solihull>

### Helping Hands - Birmingham

Care and Nursing at home – Birmingham.

Tel: 0121 222 1462

Email: [enquiries@helpinghands.co.uk](mailto:enquiries@helpinghands.co.uk)

Web: [www.helpinghandshomecare.co.uk/our-locations/birmingham/](http://www.helpinghandshomecare.co.uk/our-locations/birmingham/)

### Ideal for all Cancer Support Group

Ideal for all Cancer Support Group supports everyone affected by all cancers.

Tel: 0121 558 5555

Web: [www.idealforall.co.uk](http://www.idealforall.co.uk)

### LimbPower

A national charity created to engage amputees and individuals with limb impairments in physical activity, sport and the arts.

Tel: 07502 276858

Email: [info@limbpower.com](mailto:info@limbpower.com)

Web: [www.limbpower.com](http://www.limbpower.com)

### Limbless Association

Provides support to amputees and the limb-loss community.

Tel: 0800 644 0185

Email: [Jennifer.Rogers@southbirminghampct.nhs.uk](mailto:Jennifer.Rogers@southbirminghampct.nhs.uk)

Web: [www.limbless-association.org](http://www.limbless-association.org)

### Sarcoma West Midlands Support Group

This is a patient-led, non-clinical, sarcoma support group meeting, supported by, but independent of Sarcoma UK. The group is also supported by, but independent of Macmillan staff at Birmingham's Royal Orthopaedic and Queen Elizabeth Hospitals' sarcoma centres.

Tel: 0808 801 0401

Email: [supportline@sarcoma.org.uk](mailto:supportline@sarcoma.org.uk)

Web: [sarcoma-westmids.support](http://sarcoma-westmids.support)

### Scoliosis Association UK

SAUK is the only UK wide patient support organisation for people with scoliosis and their families. Our aim is to provide advice, support, and information to people affected by scoliosis and their families and raise awareness of scoliosis among health professionals and the general public.

Tel: 020 8964 5343

Email: [info@sauk.org.uk](mailto:info@sauk.org.uk)

Web: [www.sauk.org.uk](http://www.sauk.org.uk)

### See Me, Hear Me

Child sexual exploitation prevention support services.

Tel: 0800 555 111

Web: [www.seeme-hearme.org.uk](http://www.seeme-hearme.org.uk)

### Young minds

For parents concerned with a young person's mental health.

Tel: 0808 802 5544

Web: [youngminds.org.uk](http://youngminds.org.uk)

### Scoliosis Association UK

Support for people & families with scoliosis.

Tel: 0208 964 1166 Email: [info@sauk.org.uk](mailto:info@sauk.org.uk)

Web: [www.sauk.org.uk](http://www.sauk.org.uk)

### Teenage Cancer Trust

We create world-class cancer services for young people in the UK, providing life-changing care and support so young people don't have to face cancer alone.

Tel: 020 4526 8126

Email: [hello@teenagecancertrust.org](mailto:hello@teenagecancertrust.org)

Web: [www.teenagecancertrust.org](http://www.teenagecancertrust.org)

### Umbrella Health

Free sexual health services for Birmingham and Solihull.

Tel: 0121 237 5700

Web: [www.umbrellahealth.co.uk](http://www.umbrellahealth.co.uk)



# Tea Break Brain Teaser

## Quiz Challenge

- 1. Eddie Murphy starred as a chemist who invents a life-changing elixir in which film?
- 2. Considered a delicacy, what is a lobster's tomalley?
- 3. On a German wine bottle label, what does the word 'trocken' mean?
- 4. What is the name of the nomadic race which inhabits northern Scandinavia?
- 5. Scottish actor Ewan McGregor played which character in the Star Wars films?



Ewan McGregor – see Question 5

- 6. Which All-Ireland footballer became prime minister of Ireland in 1966?
- 7. Which Dickens novel begins: 'It was the best of times, it was the worst of times'?
- 8. Which was the first British pop group to reach No 1 in the US charts?
- 9. Who was the mother of Charles II's son, the Duke of St Albans?
- 10. The Starry Night is a painting by which famous artist?

## Two-Timer Crossword

Can't solve one – then try the other!  
Two sets of clues both leading to the same answers

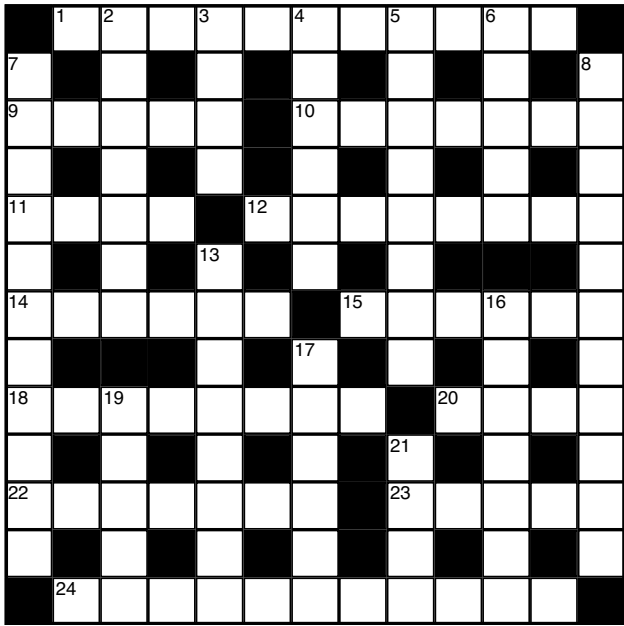
### CRYPTIC CLUES

#### Across

- 1. Blooming extravagance? (11)
- 9. He got the measure of an old king (5)
- 10. Prepared the pool to be of the highest excellence (3-4)
- 11. Fruit is kept hidden in the basket (4)
- 12. Mad pilot arranged to see the ambassador (8)
- 14. Sent letters and transferred personnel (6)
- 15. Cat right behind a timid person (6)
- 18. See lambs frolicking to get together (8)
- 20. Pulls back in order to study hard (4)
- 22. Philosopher spent a long time with difficult sums! (7)
- 23. Beastly money? (5)
- 24. Cost of cleaning up the account? (7,4)

#### Down

- 2. Bounty, a big vessel (7)
- 3. Extra spacious (4)
- 4. Sell dog again (6)
- 5. Rod follows one taken in by no French emperor (8)
- 6. Tom's right to sort out a violent disturbance (5)
- 7. His mate will put an end to the game (5,6)
- 8. Reinstatement of speech after a pause (11)



### QUICK CLUES

#### Across

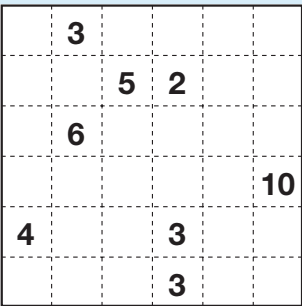
- 1. Great embellishment (11)
- 9. Ruler of Judaea (5)
- 10. First rate (3-4)
- 11. Wicker beehive (4)
- 12. Tactful person (8)
- 14. Mailed (6)
- 15. Rodent-catching feline (6)
- 18. Foregather (8)
- 20. Cram (slang) (4)
- 22. Renaissance humanist (7)
- 23. Large African animal (5)
- 24. Dublin rally (anag.) (7,4)

#### Down

- 2. Generosity (7)
- 3. Broad (4)
- 4. Supply to the public (6)
- 5. Card game (8)
- 6. Tempest (5)
- 7. Presley cash (anag.) (5,6)
- 8. Renovation (11)
- 13. Steersman (8)
- 16. All swim (anag.) (7)
- 17. Nearer (6)
- 19. La -----, Milan opera house (5)
- 21. Maggot (4)

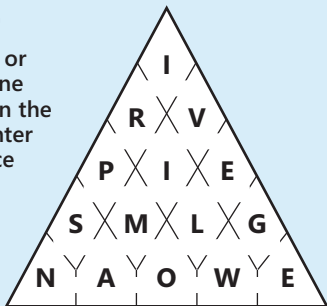
### BOX CLEVER

Fill the 6x6 grid with as many boxes as there are numbers printed. Each box must be either square or rectangular and must contain just one of the numbers. The numbers show how many squares there should be in each box.



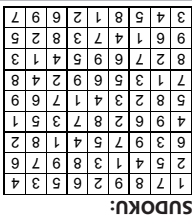
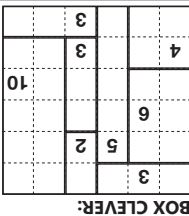
### WORD PYRAMID

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 of the chambers.



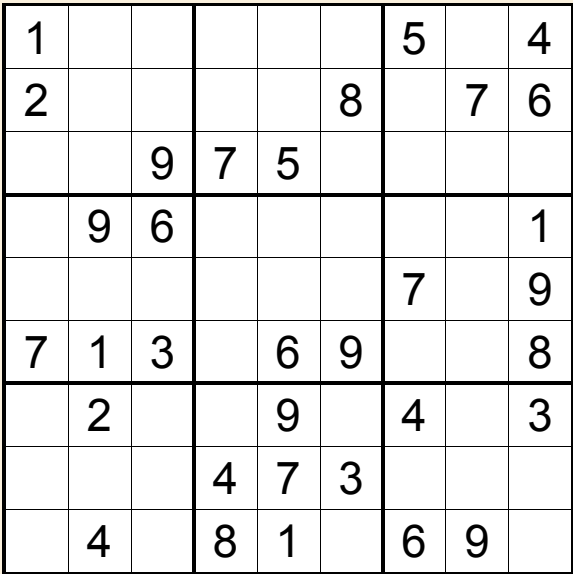
### SOLUTIONS

**QUICK CHALLENGE:**  
1 The Nutty Professor; 2 Its liver; 3 Dry; 4 The Sami; 5 Obit-Wan Kenobi; 6 Jack Lynch; 7 A Tale of Two Cities; 8 The Tornadoes; 9 Nell Gwynn; 10 Vincent van Gogh.  
**CROSS CODE:**  
1 R E Z Y S M F I C U D K H  
2 O G P X W J T Q V N B A L  
3 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  
4 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  
5 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  
6 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  
7 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  
8 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  
9 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  
10 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  
**BOX CLEVER:**  
10 4 6 3 5 2 3  
**MAGIC SQUARE:** seat; else; asks; test.  
**WORD PYRAMID:** Woman's privilege.  
**Sawmill:** 17 Closer; 19 Seal; 21 Grub.  
**Storm:** 7 Chess player; 8 Restoration; 13 Helmsman; 16  
**Down:** 2 Large; 3 Wide; 4 Retail; 5 Napoleon; 6  
Swot; 22 Erasmus; 23 Rhino; 24 Laundry bill.  
**Across:** 1 Floweriness; 9 Herod; 10 Top-hole; 11 Skip; 12 Diplomat; 14 Posted; 15 Mouser; 18 Assembly; 20

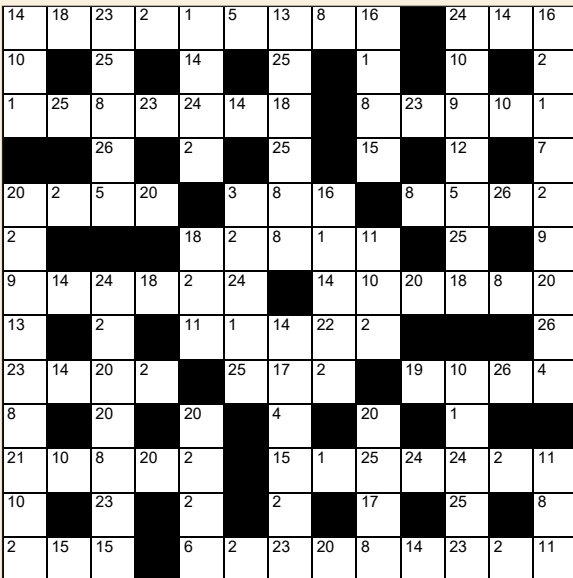


### SUDOKU

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



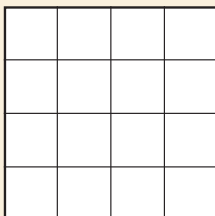
### CROSS CODE



Each number in the grid represents a letter. 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

#### SEEK LATEST ASSETS



Using all 16 letters of the sentence above, form four words each of four letters which, when placed correctly in the grid, will form a magic square in which the words can be read both horizontally and vertically.