

# news@UHB

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**BLACK HISTORY MONTH**  
1-31 OCTOBER 2021  
University Hospitals Birmingham NHS Foundation Trust

Want to find out more? See page 3

**Trust makes shortlist for National Diversity Awards**

University Hospitals Birmingham has been shortlisted in the category for Most Diverse Company in this year's National Diversity Awards.

The National Diversity Awards celebrates the achievements of individuals and communities, as well as organisations, which tackle the issues of today, providing recognition for their dedication and hard work.

Almost 52,000 nominations were submitted in this year's awards, with 126 nominees being shortlisted across 15 categories for their achievements.

Lisa Stalley Green, Chief Nurse at UHB, said: "We are delighted and honoured to be shortlisted in the category of Diverse Company in the National Diversity Awards 2021.

"At UHB we take pride in the hard work of our colleagues and the added value it brings delivering services as a diverse and inclusive Trust. There are a multitude of staff networks, all of which are committed to driving the change and making sure no one is left behind.

"The Trust has always strived to be representative of the community it serves and to be shortlisted for this award brings us, and the region, one step closer.

"After a difficult 18 months I'd like to thank all staff for the kindness and compassion they have shown, and to of course congratulate them on this nomination."

The National Diversity Awards final will be presented on 4 February 2022 at the Liverpool Anglican Cathedral.

**To view a full list of nominees visit [www.nationaldiversityawards.co.uk/2021shortlist](http://www.nationaldiversityawards.co.uk/2021shortlist)**

## Bid to create world class transplant centre

Fundraising is now underway to create the Birmingham Transplant Centre, a national centre of excellence for organ transplantation.

University Hospitals Birmingham Charity is coordinating the £2 million appeal for the centre which will be at the Queen Elizabeth Hospital Birmingham.

Patients can already benefit from the skills of world leading surgeons and cutting edge equipment however we want to be even bigger and better.

The new centre will be a facility for transplant patients to receive all the care they require pre and post surgery, whilst be supported by their families. The new centre will allow patients to visit just one area of the hospital; bringing all of the specialist care to them, including: pre-transplant consultations; additional fitness classes before surgery - proven to increase the likelihood of a successful transplant; patient support groups; and rehabilitation classes after surgery. It will also be home to world leading surgeons and researchers, who are at the forefront of research and technology extending the success of transplantation.

By housing all the specialist care and treatment in one area, the patient journey will be far less stressful; our aspiration is to see an increase in success rates, a decrease in recovery time and also an increase in the number of transplants we are able to offer.

Sarah Codling, a heart transplant recipient, said: "It is incredibly important to support our patients on this life changing journey and make this transition as easy as possible for them

and their families. Being in hospital can be an anxious time for us all, without having numerous appointments and treatments in various locations across the large hospital site.

"The ability to enhance patient experience by bringing this new centre to Birmingham will enable patients to focus on doing their own part in ensuring they are in the best position possible to make the surgery a success and then focus on their recovery."

**How can you help?**

- **Donate** Follow the QR code below to donate.
- **Nominate** Ask your workplace if they would like to become a Friend of Birmingham Transplant Centre.
- **Fundraise** Set up your own event, or join one of our many challenge events such as a skydive or abseil to raise money.

- **Join our lottery** If you would like to support transplant patients, and at the same time be in with the chance of winning up to £1,000 every week, sign up to our lottery at [hospitalcharity.org/lottery](http://hospitalcharity.org/lottery)



The Birmingham Transplant Centre will put Birmingham on the map in terms of providing innovative, ground breaking medicine not only to our local communities but to the whole of the UK.



## Praise from our patients, their relatives and carers

### Emergency Department and Gynaecology, Heartlands Hospital

“I came to A&E with a threatened miscarriage at 15 weeks and the nurses were so quick to identify me, minimised my wait by referring me straight to gynaecology and made me feel so reassured and comforted. Gynaecology was quick and efficient, again reassuring and kind. The staff at the main entrance were sensitive and I could not have hoped for a better, kinder experience in the circumstances. Thank you.”

### Elective Admissions Unit, Admissions Ward, Theatres, EPOC and Ward 14, Solihull Hospital

“I wish to sincerely thank all the staff involved in a recent short stay at Solihull Hospital - staff from the Elective Admissions Unit, the admissions ward, through to the pre-surgery and surgical teams in theatre, also the staff of EPOC, Ward 14. The care at all stages was efficient, professional and courteous. The teamwork was obvious as the atmosphere was relaxed and pleasant, in fact it was for me, an enjoyable experience. As a retired nurse, and in recent years a regular patient for a number of surgical and medical requirements, I have experienced many hospitals; Solihull Hospital is by far one of the nicest hospitals I have been admitted.”

### Ward 16, Good Hope Hospital

“I would like to give positive feedback regarding a member of staff caring for my husband, whilst he was an inpatient on Ward 16 at Good Hope Hospital. The staff member was a HCA called Natalie (surname not known). She helped him during a difficult time when family could not visit due to COVID restrictions. She helped him access the pay account television and helped him when he was concerned and unsure about his care. She liaised with me on several occasions and informed me how I could ensure he had items that he needed and enabled me to collect his clothes that required washing. She went out of her way to support him and myself and I would like to pass on my thanks and appreciation.”

Please note, all messages have been anonymised and these are a very small sample – the Trust receives hundreds of complimentary messages each month.

# Nurses from across the world



The first cohort of International Nurses with Kajol Duggal, Pastoral and Relocation Officer



School of Nursing,  
AHPs and Midwifery  
Belong • Grow • Contribute

### A new group of nurses from across the world have come to work at the Trust.

The School of Nursing, AHPs and Midwifery introduced the first group to the Trust in late August. So far, as part of a current international recruitment initiative, the Trust has appointed 80 international nurses to work in our theatres and ITUs.

Chinenye Blessing Ubanusi, who has joined the Trust as a Theatre Nurse Practitioner, said: “I have been a licensed nurse in Nigeria since 2015. I am happy to have taken this step as it shows advancement in my career in another country and in one of the most multi-cultural cities.

“With UHB being one of the largest trusts in England and a major trauma and transplant centre, I am most privileged and excited by the opportunity to expand my knowledge and experience by working with, and learning from, the best specialists and professionals in this field. I am glad, hopeful and look forward to embracing what is in store for me and also contributing to the achievement of the Trust.”

## We want to hear from our students

We really value feedback from our students, and the School of Nursing, AHPs and Midwifery want to collect first-hand feedback in real-time about clinical placement experiences within the Trust. That is why we have introduced a new UHB-specific student evaluation tool.

If you are a student nurse, midwife, operating department practitioner or trainee nurse associate on placement, we want to hear from you.

The survey will be opened for a whole month every quarter, with the first going live on Friday 1 October and closing on Sunday 31 October.

Keep an eye out in your clinical placement areas for posters with QR codes that take you to the survey.

All results will be confidential, and the feedback will provide us with valuable insight and the opportunity to improve experiences going forward.

The Trust has put tailored support in place to help these new starters, as they settle in to the organisation and adjust to life in Birmingham. Accommodation is on offer for the first three months, with support to find a permanent home and a Pastoral and Relocation Officer is giving support pre-arrival and during their settlement.

The Trust is currently recruiting nurses from Saudi Arabia, Philippines, United Arab Emirates, Singapore, India, Kenya and Zimbabwe. The hope is to widen recruitment, as well as open this specific recruitment programme to the UK.

Margaret Garbett, Director of Nursing, said: “As a Trust, welcoming these new colleagues means that we will be able to better support our current teams in theatres and ICU, and be able to treat our patients who have been waiting for surgery in a more timely way. Our new international nurses will bring a wealth of experience and knowledge which will add to, and complement, our current teams.

“I am always delighted when any new staff join our Trust, and to those staff who have made such a major life changing decision to move to the UK and join us, I would like to personally welcome them and wish them well on their UHB journey.”

## Anniversary celebration success

Filipino nurses who came to Birmingham 20 years ago to start a new life and work in the NHS celebrated their special anniversary with a huge party, with their families.

It was organised by Marianne Panton, who was 25 when she came over as part of what was known as ‘batch eight’ in 2001, and started work at Heartlands Hospital. She made Birmingham her home and is still working at Heartlands, on Ward 2. She is now married with two sons, aged five and 12.

“I was happy that so many of us could attend and celebrate this special occasion. We received lots of messages from our mentors and managers over the years too, which we played at the party.”



# Patient's gratitude for life saving treatment



Dr Sagar Doshi and patient John Murphy

**A former hospital porter has told how his life was saved after an innovative heart valve procedure, enabled him to have a liver transplant.**

John Murphy, who joined Queen Elizabeth Hospital Birmingham (QEHB) in 2010, says he is so grateful to the Trust staff who have given him a new lease of life.

He was given a new heart valve using a type of keyhole procedure called TAVI (transcatheter aortic valve implantation). Without this, John wouldn't have been able to have the liver transplant he desperately needed.

John's condition came to a head when he was diagnosed with both cirrhosis of the liver and critical aortic stenosis. Aortic stenosis develops when the main valve leaving the heart becomes narrowed. This is a life threatening problem in itself and needed to be addressed before he could undergo any form of surgery. He was given the devastating news that he had only a year to live unless something was done.

John's liver failure meant he needed a liver transplant, but he couldn't undergo that without treatment of his narrowed aortic valve first. Open heart surgery wasn't an option for John, but the less invasive TAVI procedure was able to be used instead.

Consultant cardiologist Dr Sagar Doshi, who heads the TAVI programme at QEHB, said: "The TAVI procedure was the only option. Now some months later following TAVI and liver transplantation, he feels like a new man and has a good quality of life."

John, who is married with a grown-up son, dropped into his former place of work to thank Dr Doshi and TAVI nurse practitioner Ewa Lawton personally.

He said he now has a new lease of life. "I feel so much better. Since the TAVI and liver transplant, I have come on leaps and bounds."

John actually had the TAVI valve procedure on his 63rd birthday in August last year. After a

short wait, he underwent liver transplant at QEHB in early December 2020.

John said: "I would like to thank Dr Doshi and his colleagues for helping to save my life. There aren't enough words to describe how thankful I am for the NHS and for my family who helped me through my difficult time."

John was born in Birmingham, spent 32 years working for the post office and currently lives in Hall Green. Now retired, John worked as a porter at Selly Oak Hospital, before moving to QEHB when it opened in 2010.

The first TAVI procedure at QEHB was carried out in 2008. In 2020, the team reached a milestone of having undertaken a thousand procedures.

TAVI is considerably less invasive than open heart surgery and usually leads to a much shorter stay in hospital. Most procedures are carried out through a small puncture at the top of the leg under local anaesthetic. Most patients can go home the day after the 90 minute procedure.

## Stay alert for cyclists

Louise McCaulsky, a Critical Care Outreach Sister at UHB appeared earlier this year in the 'More Than A Cyclist' cycling safety campaign. Louise is one of the many people aiming to make cycling safer by putting a human face to people who ride bikes.

The campaign was formed by a group of cyclists in Kings Heath in January 2021, following the death of Louise's friend, Martyn, in a cycling accident in November 2020.

By 'humanising' cyclists, the campaign aims to encourage and educate drivers to give ample space to cyclists they meet on the road of at least two metres. The hope is that this will reduce the risk of accident or harm.

Louise said: "I feel proud and privileged to support this campaign. I experienced first-hand the devastation of losing a close friend in a road traffic incident in November. Martyn was an experienced cyclist, but this just goes to show that even the most experienced cyclists are incredibly vulnerable on the roads unless motorists pay more attention. Too many cyclists are killed on the roads needlessly and I hope this campaign helps drivers to see that cyclists are people too."

## How can you support this cause?

By subscribing to their Facebook and Instagram pages, liking, sharing their posts and speaking to your friends, family and work colleagues about the work this campaign is doing and asking them to do the same.

Cyclists need space on the road – let's prevent any more deaths by educating drivers.

<https://www.facebook.com/groups/morethanacyclist>  
@morethanacyclist

## Charity supporting young people in A&E wins national award

Redthread, the charity which supports young people affected by violence and exploitation at Heartlands and Queen Elizabeth Birmingham hospitals' A&E departments at crucial moments in their lives, is one of the ten winners of the 2021 GlaxoSmithKline (GSK) IMPACT Awards.

The awards are designed to recognise the outstanding work of small and medium sized charities working to improve health and wellbeing across the UK.

Winners receive £30,000 in unrestricted funding, as well as expert support and leadership development provided by leading health and care charity The King's Fund.

The charity's Youth Violence Intervention Programme supports young people who arrive in A&E as a result of stabbings, sexual violence, exploitation and other forms of violent crime. The programme of placing youth workers in major trauma centres and A&Es works on the principle of the 'teachable moment' and aims to disrupt cycles of violence by encouraging young people at a time of crisis to make more positive and healthy choices.

The 2021 GSK IMPACT Award recognises the significant impact in the community of Redthread's work with hospitals in Birmingham, as well as in Nottingham and London.

## Celebrating our BAME colleagues

The Black, Asian and Minority Ethnic (BAME) staff network has been supporting BAME staff for many years. It continues to work closely with senior leaders in the Trust and the Inclusion Team to raise awareness, change behaviours and create opportunities within the organisation.

The monthly meetings, currently via Zoom, are attended by BAME colleagues and allies from all areas of the Trust. Members can expect to discuss ways to improve the experience for BAME colleagues and patients, share experiences and engage in conversations about BAME history.

One member said: "This network is where staff from across the Trust can come together to share experiences, ideas, and bring about positive change to the NHS to benefit patients and staff.

"It is great knowing you are not alone and have a network to support you. The co-chairs, Bev Baker and Olga Leach-Walters, as well as other members, are great ambassadors who represent what the network is about. Members can influence the Trust and help make changes to benefit those with



protected characteristics, especially during this unprecedented climate."

Network members recently organised celebrations for South Asian History Month in the Trust and are now working on plans to recognise Black History Month in October.

**New members are welcome and we encourage anyone, whether they identify as BAME or are an ally, to join the next meeting. Contact the Inclusion Team. Email: [Inclusion@uhb.nhs.uk](mailto:Inclusion@uhb.nhs.uk)**

For further information visit the website at: [www.uhb.nhs.uk/bhm](http://www.uhb.nhs.uk/bhm)

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


**University Hospitals  
Birmingham Charity**



What if we said you could support your local NHS while also being in with a chance of winning cash prizes? Now you can with our new weekly lottery. When you play, it's fun and rewarding too, because as well as giving you the chance to win, the money we raise goes directly towards supporting our patients, families and staff. As a charity, we have to fundraise in as many different ways as possible, to maximise the money we can spend on patient care. Playing our new lottery is one way you can make a real difference.

Playing is simple. When you join, you'll pick how many entries you would like each week. The more entries you have, the more chances you have to win and the more money you will help to raise.

Every week we will hand out an amazing lottery jackpot of £1,000 to a lucky winner along with other cash prizes ranging from £10 to £100.

★ **1st prize - £1,000**

★ **2nd prize - £100**

★ **3rd & 4th prize – 2 x £50**

★ **5th & 6th prize – 2 x £10**

Our draw takes place every Friday and all the entries for the week are put into the draw and a random number generator picks out the winners. Our lucky winners will then automatically receive a cheque in the post.

**Sign up now via our website:**  
[hospitalcharity.org/lottery](http://hospitalcharity.org/lottery) or scan the QR code.



# Transplant patients at centre of campaign

The £2 million appeal to create Birmingham Transplant Centre will enable services to come together in one base.

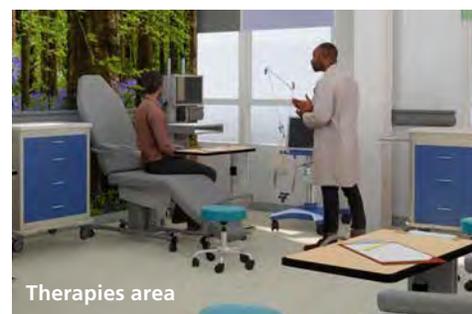
Currently patients have many visits to hospital on their transplant journey, across many locations and buildings throughout the Trust. Heartlands, Good Hope and Solihull patients who have transplants will in the future all undergo treatment at the new centre.

Having a central location for transplants eases the patient's journey, enabling patients to see multiple clinicians in one visit. It will also mean patients can have access to additional services such as prehabilitation which increases the success of surgery by improving fitness prior to surgery.

There will be five outpatient clinic rooms, which can also operate as virtual clinics allowing consultation with patients at home, three assessment areas for pre and post transplant and a centralised admission area. A seminar area will be used for educational events and patient support groups which play an essential role in protecting the mental health of patients following a transplant, a crucial factor in recovery.



Phlebotomy area



Therapies area



Consulting room

## Get in the pink at UHB



October is Breast Cancer Awareness Month and UHB Charity is proud to support patients across our hospitals, after a breast cancer diagnosis. Breast cancer is the most commonly diagnosed cancer in women in the UK; it is estimated that one in eight women will develop breast cancer over the course of their lives.

UHB Charity's Breast Cancer Appeal is aiming to further improve the quality of care that patients with breast cancer receive at the hospital. In 2018, UHB Charity bought two new pieces of imaging equipment for the radiotherapy department, which cost a total of £400,000. The equipment allows doctors at QEHB to offer a new technique called Deep Inspiration Breath Hold (DIBH) to patients undergoing radiotherapy for left sided breast cancer. We want to fund even more added extras to ensure those with breast cancer receive the best possible treatments.

This October if you would like to support breast cancer patients across UHB, join us in wearing pink on a day of your choice throughout October, to promote awareness and show your support.

## Aiming high to raise funds

Daniel Peedle was just 16 years old when he was diagnosed with a brain tumour and needed life saving surgery. He had eight surgeries over the next year and spent over 130 days in the Queen Elizabeth Hospital Birmingham. Daniel said of his time in hospital: "The nursing staff were amazing and made my stay as easy and as comfortable as possible, I have been fundraising throughout 2021 to give back to them and other patients like me."

To raise money, Daniel decided to climb Snowdon along with his parents and two younger sisters. After they were forced to abandon their trek due to storms on their first attempt, the family made it up the next day when weather allowed.

Senior Fundraising Officer Sophie Westlake, said: "Daniel's fundraising efforts really are amazing, especially after all he has been through; we wish him the very best in his ongoing recovery. We are so grateful for all our incredible patients, like Daniel, who want to give something back to the hospital that looked after them."

👉 **Daniel aims to raise £2,021 by the end of 2021 and is so close to reaching his goal, if you have been inspired by his story please donate via his Justgiving page at [www.justgiving.com/crowdfunding/2021-for-2021](http://www.justgiving.com/crowdfunding/2021-for-2021)**



# Ceremony marks major milestone for new centre

A 'topping off' ceremony marking a significant stage in the construction of the new Ambulatory Care and Diagnostics (ACAD) Centre at Heartlands Hospital has taken place.

University Hospitals Birmingham NHS Foundation Trust (UHB) Chief Executive, Dr David Rosser, led the celebrations by laying the final shovel of cement to mark completion of the external structure of the building.

With a year to go until the centre opens, staff, patients and community representatives were invited to leave their legacy by signing a piece of the wall before contractors, Kier continue with the programme of works.

The new £97.1m building will provide state-of-the-art facilities under one roof, including outpatients, endoscopy, day case surgery and imaging, and will serve nearly half a million patients each year. It is one of the 20 NHS capital development projects to receive a share of the £850 million funding for new facilities, announced by the Department of Health and Social Care in August 2019.

Dr David Rosser, said: "It is wonderful to see that this stage of the project has been reached and that we are one step closer to this new facility opening. It has been a tough year and despite this staff worked tirelessly with the contractors and healthcare partners to make sure the project stays on track.

"The project is close to the hearts of those involved, including all of the clinicians who have supported decisions on the design of the



It is wonderful to see that this stage of the project has been reached and that we are one step closer to this new facility opening.

**Dr David Rosser** UHB Chief Executive

building, so that we can deliver the best possible care for patients. Having a one stop shop for diagnostics services, will make a huge difference for so patients, who do not need a hospital stay. It is great to see this investment in local healthcare becoming a reality."

Richard Charman, operations and safety director at Kier Construction, Eastern and Midlands, said: "Over the last 18 months, we have needed the NHS more than ever and we are proud to have reached this important milestone despite the challenging circumstances. We are pleased to progress the Ambulatory Care and Diagnostics (ACAD) centre, as part of the P22 Construction Procurement Framework, supporting UHB to continue to deliver world class care to patients.

"We are committed to leaving lasting legacies in the areas in which we work. As part of this

project so far, we have provided six virtual work experience placements, supported six young people to take part in traineeships on-site and created four new jobs. We currently have two NVQ apprentices in construction management on-site and a student completing a Construction Management BSc (Hons) degree, providing fantastic early careers opportunities."

The ACAD centre is due to open in October 2022. Situated to the side of the hospital's main entrance, the four-storey building will cover a 16,000m2 footprint, with each floor being around 3,600m2 – approximately half the size of Wembley Stadium's pitch.

Visit the ACAD website for more information: [www.uhb.nhs.uk/acad](http://www.uhb.nhs.uk/acad)  
Email: [TheBigBuild@uhb.nhs.uk](mailto:TheBigBuild@uhb.nhs.uk)

## Be a 'Champion'

Change is happening all around us. UHB is moving from Microsoft Office 2010 to Microsoft N365, the latest versions of various applications we use day-to-day. Microsoft N365 brings huge benefits to you and your team - you can access your emails from your mobile device, access your files from anywhere and at any time, and there are lots of collaboration tools to make work easier for us all.

But we can't do this alone. We need N365 Champions to represent their teams and departments and help us deliver this new and exciting change at UHB.

As with the introduction of any new technology, colleagues will need to understand the key differences between old-fashioned Office 2010 and Microsoft N365. Our new world will affect the way teams work together every day. For some teams it will require small changes to the way they usually do things. But whilst old habits sometimes die hard, once you get your head around N365 you'll be able to do much more than you've been able to previously. And you'll be able to work quicker and smarter than you thought possible.

To help the N365 Team support us all with making the most of N365, we're on the hunt for 'Champions'. Champions will get dedicated training and support from the N365 team and will get to explore and handle the new tools ahead of their teammates. As a Champion, if there's something missing from the new offer that your team needs, you can ask the N365 team to look into it for you. They'll also show you how to use some of the clever applications that you might not have used before, or didn't realise you have access.

Our N365 Champions then need to take their knowledge back to their team and support colleagues as we make the most of the switch from Office 2010 to the brave new world of N365.

Interested? Just email [N365FAQ@uhb.nhs.uk](mailto:N365FAQ@uhb.nhs.uk) with the subject line 'N365 Champion' to find out more.

For more information on the move to Microsoft N365, including how to access N365, what it includes, helpful user guides and other resources, just search 'N365' on the intranet.



## Get going as a team manager

**There are thousands of colleagues at the Trust with people management responsibilities. As an organisation, we rely on these colleagues to create healthy teams that will deliver our vision to build healthier lives for our patients.**

After a challenging 18 months, it's more important than ever that we help and support those who are leading others. In March, we launched our Building Healthier Teams programme and have been sharing leadership stories, helpful toolkits and reminders for our people managers online at: [www.buildinghealthier.co.uk](http://www.buildinghealthier.co.uk)

In September, we launched a new online resource called '7 ways to get going as

a team manager' for those who are new to management positions, or just want to brush up on best practice. The '7 ways' are foundational to effective leadership and, when turned into habits, will serve managers and their teams well in the future. From hosting great team meetings, to creating a rhythm and routine with 1:1s, the guide is a great place to start if you're a people manager in need of some support and inspiration. Visit: [www.buildinghealthier.co.uk/leadership](http://www.buildinghealthier.co.uk/leadership) to work through the steps.

Amy Passey, Associate Director of Engagement, said: "Whether you're new into a leadership post, or are an experienced manager, we appreciate that the pandemic

has brought about a unique set of challenges for our UHB managers. The need to lead, guide and support, in a period of fast pace change, is still with us. Our '7 Ways' reminds people managers that there is support for them and will help them to reflect and prioritise so they can get the very best out of their teams."

Colleagues who are managers, or aspire to be managers, are also invited to join our Building Healthier Teams' network. Meeting bi-monthly at a time and date decided by the network's attendees, this forum brings together people managers from across the organisation and is a space to share knowledge and bounce ideas off one another. The next meeting, on Tuesday 2 November, from 9am to 10am via Zoom, will take a closer look at one of the '7 Ways' and will provide tips on embedding these steps into everyday processes.



**Want to join the network, keen to know more about our new '7 ways to get going as a team manager' resource, or need some help working through the steps? Get in touch with the Leadership Team on [Leadership@uhb.nhs.uk](mailto:Leadership@uhb.nhs.uk) to find out how they can support you in building a healthy and happy team.**

# Above and beyond

Remarkable staff, who are dedicated to doing an exceptional job, were honoured in the Grand Final of our Building Healthier Lives Awards.

Because of COVID-19, the 2019/20 final couldn't take place in person as originally planned last year.

Instead, we held a virtual live event, via Facebook, to announce the Diamond Award winners.

The Grand Final was the culmination of the awards ceremonies, which began with the site finals in November and December 2019.

Local heats were held at each of our hospital sites in November 2019, and the first place Gold Award winners from these events went up against each other for the trustwide Diamond Awards.

The awards recognise outstanding care and service across the Trust's services at QEHB, Heartlands, Good Hope and Solihull hospitals, as well as Birmingham Chest Clinic and Solihull Community Services.

Chair of the Trust, the Rt Hon Jacqui Smith, opened the live Facebook event by saying how important it was to "recognise the fantastic Diamond Award winners".

Jacqui added: "Of course, we're sorry we can't get together and do this, but let's hope it's not too long before we are able to celebrate everything good that's happened in the Trust, and all the efforts that have been put in over, what has been, such an incredibly difficult year."

"On behalf of the Board, very many congratulations on your very well deserved awards." Rounding the event off, she thanked UHB Charity for its support for the awards.

Some of those colleagues who put forward nominations recorded videos to explain what made the winners so special.

In recent weeks, Chief Executive Dr Dave Rosser has handed out awards as he toured our sites thanking staff for their incredible work during the pandemic.

**You can access the video via our UHB Facebook page or via the intranet.**

**Note: Some of these pictures were taken at the Gold Award site finals.**

## Best in Clinic



Matthew Kear (H)

Matthew's nominator said: "I've supported you further. We will just be eternally grateful for us as a family. This is just a start."

## Training, Education and Wellbeing



Andrea Field, Claire Whittle, Carol Doyle from BCU (cross-site)

Nominated for their extraordinary efforts with the trainee nursing associates programme.

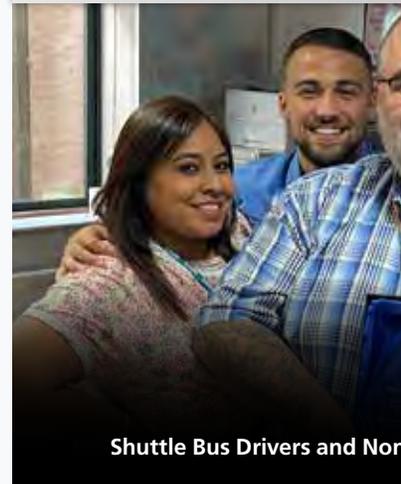
## Chair's Award



David Spooner (QEHB)

After decades in the Trust and the NHS, David Spooner has now retired, but not before his team could nominate him for the Chair's Award.

## Behind the Scenes



Shuttle Bus Drivers and Non

Nominated for their hard work and documents get safe.

## Team of the Year



Paediatric Diabetes Team (Good Hope Hospital)

Nominated for their positive attitude, knowledge, dedication and compassion which helps their young patients and their relatives through what can often be a difficult time.

## Excellence in Patient Care



Healthcare Assistants Ward 514 (QEHB)

Nominated by colleague-turned-patient's-relative, Jennifer, who said: "When I was upset they were there to listen, when I was jubilant they were there to cheer with me and mum."

## Building Healthier Lives



Emily Hannigan (G)

Nominated because she is passionate about Older People. "Like a stick of rock, she's been running all the..."

**The Awards are made possible thanks to the generous support of the hospitals'**

Medical Care



Heartlands Hospital)

Some people just go that bit grateful to him, for what he did small way of saying thank you."

Supporting our Services



Security Management & Medical Illustration Teams (cross-site)

Nominated for their work on the award-winning 'No Excuse for Abuse' campaign.

UHB Charity Supporter of the Year



Gemma Chance (Good Hope Hospital)

Nominated for her fundraising efforts, which included abseiling off the Wesleyan building, climbing Mount Snowdon and running the Birmingham half-marathon, raising over £3,000 which will go towards the refurbishment of the Oncology Unit at Good Hope Hospital.

Home Scenes



in Patient Transport (cross-site)

work ensuring staff, specimens safely across all of our sites.

CEO Innovation



Gall Bladder Redesign Team (Solihull Hospital)

Nominated for creating the first and innovative, integrated pathway at the Trust after the merger.

Governor's Volunteer of the Year



Ken Neary (Solihull Hospital)

Nominated for his amazing work supporting the pulmonary rehabilitation team.

Senior Lives Award



Good Hope Hospital)

passionate about healthcare for rock, Emily's got 'older adult' way through."

Leader of the Year



Michael Kamalarajan (Heartlands Hospital) collected by Dr Amy Davies

Nominated for leading his department for several decades and being totally committed to service development.

Colleague of the Year



Emily Caswell-Base and Rebecca Turner (QEHB)

Nominated for how invaluable they have been in supporting their colleagues with their mental wellbeing.



# COVID-19: Your stories

BHBN radio is now on a phased return to LIVE Broadcasting.

## WEEKDAYS

Midday The Golden Hour

1pm The Light Lunch

10pm The Soul Train

11pm Late Night Love Songs

BHBN Music Selection throughout the day between live shows

## MONDAY

10am The Morning Show, Dave Horton

4pm Good Vibrations, Lily Grace James

8pm The Evening Show, Dale Hobson\*\*

## TUESDAY

10am The Morning Show, Adelle Davies

3pm Music from Stage & Screen – Jo Connop

5pm Tea Time Show, Joe Kennard

8pm The Evening Show, Penny Jane Bourne\*\*

## WEDNESDAY

10am The Morning Show, Bill Waldron

2pm BHBN New Country Kira & Dave

5pm Words & Music, Brian Henderson (Live)

8pm The Evening Show, Imogen Dunworth Warby\*\*

## THURSDAY

10am The Morning Show, Lily-Grace James

2pm Music Box, Pete Bayliss

5pm Tea Time Show, Chris Friday

8pm The Evening Show, Doug Jackson\*\*

## FRIDAY

10am The Morning Show with Paul Stanley

2pm Bill Waldron's Weekender

6pm The Evening Show David Elliott\*\*

## SATURDAY

9am BHBN Gold, Colin Monnaf

Midday The Frock Show, Sarah Morris

3pm BHBNsport & Music

7pm Saturday Night In & Disco, Andy Swaby Requests on 0121 471 4774

10pm Reggae Selection\*\*

11pm Late Night Love Songs

## SUNDAY

10am The Golden Hour

11am Kids Time with Kira Hughes

1pm BHBN New Country Top 12

4pm Care Home Requests & Duets, Shaz Hill

6pm Asian Selection

8pm The Evening Show, Paul Stanley

10pm BHBN Classical Selection\*\*

\*\* SPONSORED BY WILTSHIRE FARM FOODS  
All other times – the BHBN music selection

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Lynn is our lead nurse for cancer services and during COVID-19, she went from travelling between four hospital sites to coordinate services for patients, to working exclusively from home for several months.

Lynn said: "I had been in the lead nurse role for two years and appointed a deputy in December 2019, to assist with the day-to-day management of cancer services. Just a few months later, the UK was in the midst of a pandemic and all of a sudden, the way we delivered our service, changed.

"We were faced with almost restarting the service, as we moved patients from in-person appointments to phone or video, maintained MDTs using virtual platforms and relocated some services, such as chemotherapy, from hospital sites to satellite clinics. It was vital that life-saving cancer treatments continued, but in the safest way possible for this vulnerable group of patients. We were able to maintain the majority of cancer treatments (chemotherapy/radiotherapy) throughout the pandemic, including urgent two week referrals and diagnostics. We also tried hard to prioritise the most urgent surgeries – despite very limited theatres and critical care capacity, by working with our colleagues at other Trusts and the private sector.

Working from home caused me a lot of guilt, as a nurse of 30 years, I felt like I should be in the hospital providing care. Instead I was managing cancer services remotely, dealing with cancer patient complaints and referrals from tertiary hospitals. I was also supporting specialist nurses, who were redeployed to wards and critical care units. While I maintained our service as lead, many staff were asked to take on additional duties, because so many staff were vulnerable and had to shield.

"During the second wave of the pandemic, I undertook training to provide psychological first aid (PFA) support to critical care areas, so felt like I was



**Lynn  
Reaper,  
Macmillan  
Lead Cancer  
Nurse**

doing more for the cause! PFA provides support to individuals, teams and communities impacted by traumatic events.

"During the third wave, I volunteered to be redeployed to the critical care unit for ten weeks. This was well out of my comfort zone having worked in cancer for 30 years! I offered one shift a week at Heartlands, as well as continuing with psychological first aid shifts and maintaining my own role as lead cancer nurse. I carried out one day of training and with an overwhelming feeling of anxiety and anticipation, I started my first shift.

"I have nothing but admiration for the amazing staff who work in the unit full-time. They are phenomenal - helpful, friendly, super professional and they completely overwhelmed me with their expertise, knowledge and skills under the most difficult of circumstances. Working as a reservist has been one of the most rewarding things I have done in my nursing career. Seeing patients so critically sick then improve was amazing, but also devastating when patients did not survive this awful virus.

"We are still catching up with a backlog of patients who have been waiting for treatment or appointments. It's causing a lot of anxiety for them and also for us, as staff. We want to offer a gold standard of care and with services still recovering, and numbers of COVID-19 patients still high, we can't do this.

"The positive to all of this for patients is that many of them have been able to move to virtual appointments, which has been particularly convenient for those who have to travel from all over the UK to access our services."

Lynn is proud of her own specialist nursing teams in cancer and her deputy lead cancer nurse, who has maintained delivery of a national project throughout the pandemic.

"I am very proud to have had the opportunity to work with amazing staff on ITU at Heartlands and be a part of the COVID-19 effort in supporting truly sick patients. I am proud to have maintained my own role in driving cancer nursing forward in the trust despite the pressures of the pandemic."



## Clare Hanham, Community Matron

**As a Community Matron, my key role during the pandemic has been to support care homes with COVID-19 outbreaks, deteriorating residents, as well as providing education and training for care home staff and providing reflection and emotional support to staff who needed it.**

During the first wave of the pandemic, I worked closely with a care home that lost over half of their residents to COVID-19. This was extremely difficult as the staff had cared for these residents for a long time and had built strong bonds with them and their families, and to lose them was very difficult. It happened so quickly that staff and families had little time to prepare.

The fear of entering a care home with the first COVID-19 positive resident back in March

2020, donned with full PPE for the first time, unsure if it was adequate as guidance kept changing and seeing the fear on the faces of care home staff, will stay with me forever.

The emotion in the care home at that time was so sincere and heartfelt. I would go home and cry myself because of the pain and heartache this virus was causing to so many people.

What amazed me throughout was the compassion I saw by care home staff, some of whom were very young and hadn't dealt with death before. They were holding the hands of dying residents and ensuring that families had contact by Skype, FaceTime or whatever means they could, to keep families close. The care staff truly became a family of its own.

I will never forget that experience; I felt my heart breaking more and more with each loss. It was devastating. The home is recovering, but I am sure staff will be emotionally scarred by what they dealt with.

I am proud that I was part of a team that supported, and continue to support, care homes in their absolute time of need. I am proud that I was in a position to offer not only practical clinical support but also emotional support, by building trusting relationships with care home staff that allowed them to talk openly to me about how they were feeling.

The most moving experience I had was early in the pandemic with the team I worked with, discussing how our families were scared for us going to work every day. We all shared our

experiences and feelings. It was the most honest and vulnerable discussion I have ever seen in my work career – a group of us, all teary-eyed, sharing our experiences and inner most fears at the time. I think the pandemic made everyone feel vulnerable and work is not where people like to be seen as vulnerable. It was initially surprising to see and hear staff feeling vulnerable, being fearful. Seeing the team deal with this together was inspirational. It bonded us and made us want to support each other and it moved us all. And that very first Thursday night clap for the NHS – wow, that made me so emotional.

I am also very proud of the team I work in, going out every day to homes with outbreaks, donning PPE and getting stuck in when many others were not visiting and face-to-face contacts were reduced. People's enthusiasm to help and get the job done has been amazing. I am humbled by the dedication of the team.

A positive I can take from the past year is the team cohesion the pandemic saw, the true definition of team working. Other positives include the general resilience of people when faced with adversity – somehow, we just keep going, the strength comes from somewhere when you really don't feel strong – and seeing people recover! That first patient to be discharged home after being in ITU on a ventilator, supporting him with his recovery lifted me and the team massively - it was the first person we saw that had recovered, and that had a massive impact on morale.



# Hardest of times

**"I distinctly recall the moment I realised COVID-19 was a very serious issue. As a formal complaints officer, I started to find it difficult to investigate cases to the standard I wanted to because the front line staff were simply too busy.**

"The Trust started to ask staff members to work from home, but I knew that I wouldn't feel comfortable being away from it all, so I volunteered to stay in the office. I was the complaints officer for the Trust's emergency departments at the time and to know that my friends and colleagues were working so hard in such trying circumstances, was incredibly humbling. They perform heroic acts on a daily basis, and this feeling of not being able to help was a constant worry. Add a pandemic into the mix and I felt for them even more. I knew I had to contribute in some way, if only a little.

"The sense of fear was palpable at the beginning. My son's mother has chronic asthma, so we agreed very early on that I would not see my boy at weekends – it was just too much of a risk. I would only discover later that I would not see him properly for many months. So, I had to keep busy.

"I was eager to help in any way possible, so when the Trust launched its 'Letters For Loved Ones' initiative, where members of the public could write letters to loved ones that they were unable to visit in hospital, I jumped at the chance to get involved. They needed someone to support the service at Heartlands Hospital, and as many colleagues had to shield due to being vulnerable, I asked if I could deliver the letters to the wards.

"It may sound strange, but complaints officers rarely go onto wards. I remember clearly how nervous I was. Would I break some kind of ward rules? Would they look on me as a risk? Would it be seen as intrusive? I wasn't scared that I would get COVID-19, as I have complete faith in our frontline teams and knew that the wards would

be very safe. I also knew that our ward staff faced and overcame that fear every time they entered the hospital, and I felt I should be strong too. Bravery is not the absence of fear, it is being scared and carrying on regardless. I knew I had to be brave.

"Supporting Letters For Loved Ones turned into a life-changing experience. There were funny moments as well as sad. During one of my first visits to the wards, a doctor advised me that my mask was inside out. I was sure I must have looked like an out-of-place fool. When I entered ITU, I deliberately avoided looking into the ward – the patients have a right to dignity, and if I'm honest I feared looking like an intruder. Thankfully, as I entered a senior nurse spotted me and came over and took the letter. This experience taught me a lot – on how different our experiences must be, how stressful just entering the ITU was, and how amazing the staff are for doing this work over and over again. Humbling, and inspiring at the same time.

**Supporting Letters For Loved Ones turned into a life-changing experience. There were funny moments as well as sad.**

"The hardest time for me was when I delivered a letter to one of our respiratory wards. The patient, an elderly lady, was in a side-room and the staff agreed that I could go in. I PPE'd up, and went and saw the lady. She was a tiny, frail lady, with beautiful eyes and a sad expression. When I entered, she explained that she didn't have her glasses and asked if I could read the letter to her. I did and she immediately began to cry. This made

me choke up and again I realised how strong the ward staff are; I was emotional just reading a letter, how do they cope? I hid my sadness, and agreed to write a letter back. She dictated it to me and I sent it back to her relative. A few days later another letter arrived - this time from her grandchildren, with photos of her garden and cat. I got up to the ward, excited to see the lady again and to bring her some good news. She had died earlier that afternoon. I can't help but think that if I had taken the letter up a little earlier then, who knows, maybe her passing would have been a little easier.

"I appreciate that death is part of our job, but I have never felt so empty before and doubt I ever will again. I only sat with the lady for 30 minutes; I had no right to feel a connection. The horror of COVID-19 was the isolation and loneliness for our patients and loved ones, despite the best efforts of the staff. I was shamefully relieved that I did not have to break the news to her family. I was, once again, reminded of the task that all we faced.

"There are more tales, on the telephone talking to the newly bereaved, the desperate, the suicidal, the angry, the sad, and those in despair. I had conversations with family members knowing that the outcome for their loved one didn't look positive. I had a gentleman who was having a nervous breakdown on the phone with me about his wife of 50+ years. I have one couple whose husband survived ITU, but is still battling the after-effects of COVID-19. Fortunately I'm used to the phone and can handle that pressure – it's what I do, but I'd be lying if I didn't say it was the hardest time in all my professional life.

"That lovely lady still haunts me. It brings a lump to my throat now, even more than a year later. She was so alive, and so pleased to have a letter from her loved ones, who were sitting at home praying she would be alright. I kick myself for not going and sitting with her, or doing anything at all to ease her passing.

"This is my COVID-19 tale. I have learned to say what needs to be said and to ensure my loved ones know how much I love them, because life is precious and fleeting. We can be here today and gone tomorrow."

**Neil Egginton,**  
Patient Advice  
and Liaison Service  
(PALS) Officer

# Trees planted in loving memory

The Trust continues with its pledge to plant 72 trees by the end of the to honour the patients and colleagues we have treated, and those who have died of COVID-19.

The pledge was initially made on the 72nd anniversary of the NHS in July 2020, with the aim to plant the trees across all four of our hospital sites. In September, six trees were planted across our hospitals and plans are underway to plant the remainder in the coming months.

A Sorbus tree was planted at Queen Elizabeth Hospital Birmingham by our Chief Executive, Dr Dave Rosser, and David Burbridge, Chief Legal Officer. Another Sorbus Sunshine tree was planted at Solihull Hospital by other members of our Executive Team, Julian Miller, Chief Financial Officer, and Cherry West, Chief Transformation Officer.

The Trust also held four memorials at the four hospitals in memory of our colleagues who have died during the pandemic. Each memorial was held at the same time, on Saturday 18 September, and in attendance

were the families of those staff members, along with their close team mates, and representatives from the Executive, Chaplaincy and Inclusion and Wellbeing teams.

A chaplain led each service, which included the planting of a blossom tree, as well as poems, readings and special words of thanks from our Board of Directors.

Cherry West said: "The death of a colleague is always tragic and losing so many committed colleagues during these very challenging times is both devastating and heart-breaking. Each colleague who has sadly passed away represents an irreplaceable gap for family, friends and the workplace, which we would like to acknowledge. We offer to you, our profound sorrow and our heartfelt condolences to families, friends, colleagues and loved ones. We offer them our gratitude, our respect and our pledge to remember each and every one of them."

We hope these trees will be a permanent reminder of the challenges we have faced here at UHB, during the COVID-19 pandemic, and will be a symbol of remembrance of all our patients, colleagues and their loved ones.



# Tributes to support group leader

Tributes have been paid to a man who devoted years to the prostate cancer support group at Good Hope Hospital.

Joe Dyke, from Sutton Coldfield, passed away at the end of May at the age of 86.

He had been involved in the Good Hope support group since 1998 and was chair for many years, right up until his death.

Joe's son Peter said: "His involvement started when he was diagnosed with prostate cancer and he began going to the group. Gradually he became more and more involved and became chair.

"He organised regular meetings and used to speak to people that phoned him. He'd been through all the treatments and so people liked to speak to him on a personal level, to find out his experience. He was always on the phone talking to people who wanted some advice.

"He was always active and loved to play snooker and collect coins. He was a quiet man, you had to get to know him, but he was always speaking to people all the time. Nobody had a bad word to say about him."

Joe's wife Joyce, a retired nurse who died four years and a day before him, was also very much involved with the support group, helping with things such as administration and refreshments.

Joe, a former production manager in the steel industry, was diagnosed shortly after retiring in his mid-sixties.

His wife had suggested he go for a blood test, as his father had prostate cancer, and a PSA test (prostate-specific antigen) picked up he had the condition, even though he had no symptoms.

A source of strength for him was the Prostate Support Group at Good Hope Hospital.

Joe told a newspaper, in an interview about the group nine years ago: "I was put in touch with the group through the nurse at the hospital and I have always found it really supportive."

Unfortunately the cancer eventually returned and spread and he sadly passed away in May.

Clinical Nurse Specialist at Good Hope Hospital Nula Allen, who started the support group in 1998, said Joe had been one of the original attendees and since then had played an integral part in its ongoing success.

She said: "Joe certainly will be a great loss and will be sorely missed."

Nula said that he not only chaired the group, but arranged monthly meetings and guest speakers, supported patients, raised funds for prostate cancer causes, as well as raising awareness of the condition.



## Groups offer help: Patients, families and staff can turn to support from a range of groups at the Trust

### ALOPECIA UK

Impartial information and mutual support to cope with hair loss. [birmingham@alopecia.org.uk](mailto:birmingham@alopecia.org.uk) [www.alopecia.org.uk](http://www.alopecia.org.uk)

### ANN CONROY TRUST

Support/education for patients living with Syringomyelia and Chiari malformation. [www.annconroytrust.org](http://www.annconroytrust.org) 0300 111 0004

### BECHET'S SYNDROME SOCIETY

0845 130 7329 [info@bechetsdisease.org.uk](mailto:info@bechetsdisease.org.uk) [www.bechets.org.uk](http://www.bechets.org.uk) Birmingham contact: 07886 304018 [anishaz@hotmail.co.uk](mailto:anishaz@hotmail.co.uk)

### BIRMINGHAM ADULT TRANSPLANT SPORT TEAM

Made up of recipients of solid organ, stem cell or bone marrow transplants aged from 18 to over 80. Martin Searle: 0121 602 7287 / 07784 274 040 [smartmartg26@gmail.com](mailto:smartmartg26@gmail.com) [hospitalcharity.org/birmingham-transplant-sport](http://hospitalcharity.org/birmingham-transplant-sport)

### BIRMINGHAM AND DISTRICT TINNITUS GROUP

Practical support and advice for sufferers including group sessions and newsletters c/o Birmingham Institute for the Deaf, Ladywood Road, Edgbaston, Birmingham, B16 8SZ. Eileen: 01384 831 032 [info@tinnitusbham.org.uk](mailto:info@tinnitusbham.org.uk)

### BIRMINGHAM ILEOSTOMY AND INTERNAL POUCH ASSOCIATION

Support group run by and for people living with a ileostomy or an internal pouch. We have regular events, peer support, factsheets and literature. Mike Jameson 07842555070 [mike.jameson@iasupport.org](mailto:mike.jameson@iasupport.org) [birmingham.iasupport.org](http://birmingham.iasupport.org)

### BREAST FRIENDS SOLIHULL

Meets on the second Tuesday of each month at West Midlands Bridge Club, 909 Warwick Road, Solihull, B91 3EP at 7.30pm to support those experiencing breast cancer. 0800 1313 500 [www.breastfriends-solihull.org.uk](http://www.breastfriends-solihull.org.uk)

### BREATHE EASY – THE SUPPORT NETWORK OF THE BRITISH LUNG FOUNDATION

For everyone living with lung disease. 03000 030 555 [www.blf.org.uk](http://www.blf.org.uk)

### BRITISH ACOUSTIC NEUROMA ASSOCIATION (BANA)

BANA's friendly West Midlands Group meet 3 or 4 times a year for mutual support, information exchange and to hear talks by specialist guests. [admin@bana-uk.com](mailto:admin@bana-uk.com) 01246 550 011 [www.bana-uk.com](http://www.bana-uk.com)

### BRITISH SJÖGREN'S SYNDROME ASSOCIATION

Support group for sufferers of the auto-immune rheumatic disease. 0121 478 0222 [office@bssa.uk.net](mailto:office@bssa.uk.net) BSSA, PO Box 15040, Birmingham B31 9DP

### COCAINE ANONYMOUS

We have a meeting in Birmingham and Solihull each week, visit our website for more information: [cauk.org.uk](http://cauk.org.uk). Meets at William Booth Centre Tuesday 7.30pm–8.30pm B4 6HA and at Hobs Moat United Reform Wednesday Solihull 8–9pm B92 8SD

### BLADDER HEALTH UK

Provides information and support to anyone with chronic bladder illness. Bladder Health UK, Kings Court, 17 School Road, Hall Green, Birmingham, West Midlands B91 3TH. Advice line: 0121 702 0820 [info@bladderhealthuk.org](mailto:info@bladderhealthuk.org) [www.bladderhealthuk.org](http://www.bladderhealthuk.org)

### DIABETES UK

Regular support group meetings in King's Heath for people with diabetes, family members and friends. [www.diabetes.org.uk/In\\_Your\\_Area/Midlands](http://www.diabetes.org.uk/In_Your_Area/Midlands) and follow link to Birmingham [janet.davenport@gmail.com](mailto:janet.davenport@gmail.com)

### DRUG AND/OR ALCOHOL PROBLEMS

Need detox/rehabilitation? Livingstone House Residential Drug and Alcohol Treatment Centre, 290, Mansel Road, Small Heath, Birmingham, B10 9NN. 0121 753 4448 (24 hours) [info@livingstonehouseuk.org](mailto:info@livingstonehouseuk.org) [www.livingstonehouseuk.org](http://www.livingstonehouseuk.org)

### FACIAL PALSY UK

Facial Palsy UK have launched a Midlands support group for any adult affected by facial paralysis, whatever the cause. [lorraine@facialpalsy.org.uk](mailto:lorraine@facialpalsy.org.uk) 0300 030 9333

### GET-A-HEAD

Fundraising and support group for patients who have had head and neck cancer. 0121 371 5046 [www.getahead.org.uk](http://www.getahead.org.uk)

### GROWN-UP CONGENITAL HEART PATIENTS' ASSOCIATION

Supports young people and adults born with a heart condition. 0800 854 759

### HEADWAY

Headway Acute Trauma Support Nurse - providing emotional and practical support to families following brain injury Based in QEHB, Mon–Fri 8am–4pm. Caroline Hill 07887 998166 [hats-wm@headway.org.uk](mailto:hats-wm@headway.org.uk) [www.headway.org](http://www.headway.org)

### HEADSTART BIRMINGHAM

Aneurysm and Arteriovenous Malformation Support Group. Meetings are held on the first Friday of the month 7pm–9pm. Seminar room in outpatients department at QEHB. Patricia Hewlett - via UHB Charity number: 0121 371 4852

### HEARING VOICES BIRMINGHAM SUPPORT GROUP

Hearing Voices Birmingham Support Group helps people who experience hallucinations, schizophrenia, visions or delusions, and supports those with feelings of distress. The group will help people to reach a better understanding of their situation while encouraging safe and healthy options irrespective of their gender, race, sexual orientation, disability or religious identity. [hearingvoiceshallucinationhelp.website2.me](http://hearingvoiceshallucinationhelp.website2.me)

### HAEMOCHROMATOSIS WEST MIDLANDS SUPPORT GROUP

Offering support and raising awareness for this generic iron overload condition. 03030 401 102 [helpline@haemochromatosis.org.uk](mailto:helpline@haemochromatosis.org.uk)

### HOME FROM HOSPITAL CARE

Free support to Birmingham patients on discharge from hospital including information, shopping, befriending and respite care. 0121 472 4499

### INSULIN DEPENDENT DIABETES TRUST

Listening to people with diabetes and their carers. 01604 622 837 [enquiries@iddtinternational.org](mailto:enquiries@iddtinternational.org) [www.iddtinternational.org](http://www.iddtinternational.org)

### KIDNEY PATIENTS' ASSOCIATION

Runs local groups across the West Midlands. 01922 644 982 [nick.flint@live.com](mailto:nick.flint@live.com) [www.kidneymatters.co.uk](http://www.kidneymatters.co.uk)

### LARYNGECTOMY SUPPORT GROUP

Meets three times a year in Education Centre, QEHB Birmingham. Offers support, guest speakers and information to patients and relatives. 0121 371 3483

### LET'S FACE IT

Support group for people with any form of facial disfigurement. 01843 833 724

### LOOKING FORWARD – GYNAE-ONCOLOGY SUPPORT GROUP

Support group for those with a diagnosis of gynaecological cancer. Meets monthly at City Hospital. Catherine Spencer 0121 507 5511

### MILITARY PATIENTS

Military patients will be visited by a representative from the Royal Centre for Defence Medicine (RCDM) who will attend to their administrative, welfare, pastoral and spiritual needs.

### NATIONAL RHEUMATOID ARTHRITIS ASSOCIATION

Birmingham: [www.brasg.org.uk](http://www.brasg.org.uk) National: [www.nras.org.uk](http://www.nras.org.uk) Heart of England group: 01628 823 524

### OESOPHAGEAL PATIENTS ASSOCIATION (OPA)

National charity offering support and information to patients and carers affected by oesophageal and stomach cancers. Birmingham group hosts two meetings per year. 0121 704 9860 [enquiries@opa.org.uk](mailto:enquiries@opa.org.uk) [www.opa.org.uk](http://www.opa.org.uk)

### PATIENTS' READING GROUP

Meets Tuesdays, Weoley Castle Library. 2pm–3.30pm. To book: 0121 464 1664

### PITUITARY FOUNDATION

This group for patients, carers and friends meets at Queen Elizabeth Hospital Birmingham. For details of the dates of the meetings please visit our website [birminghampituitarygroup.weebly.com](http://birminghampituitarygroup.weebly.com) 0845 450 0375

### QE LIVER TRANSPLANT SUPPORT GROUP

The group meets at 7.30pm on the 3rd Monday of every month (except July and August) in the Faith Centre, Meeting Room level 1, QEHB. 01902 679 333 (after 7:30pm) [liversupport@blueyonder.co.uk](mailto:liversupport@blueyonder.co.uk) [www.uhblsg.org.uk](http://www.uhblsg.org.uk)

### ROY CASTLE LUNG CANCER SUPPORT GROUP

Held 1st Tuesday of every month, Birmingham Heartlands Hospital. 0121 424 1433 Lynne Reaper.

### SOLIHULL CANCER SUPPORT GROUP

We meet every 2nd and 4th Thursday of the month at Marie Curie, Solihull at 7:30pm to support patients and families with cancer. For more information please visit [www.solihullcancersupport.org](http://www.solihullcancersupport.org) or 0121 711 1966.

### SUTTON COLDFIELD DIABETES SUPPORT GROUP

Meets every 2nd Monday of each month (excluding August and December) in Thomas Guy Suite Education Department at Good Hope Hospital at 7.30pm. General support and speaker at each meeting.

### THE NATIONAL OSTEOPOROSIS SOCIETY

The National Osteoporosis Society runs a local support group based in Birmingham. 0121 429 7366 [www.nos.org.uk](http://www.nos.org.uk)

### THE STROKE ASSOCIATION

Supporting people affected by stroke. 0303 303 3100 (Mon–Fri, 9am–5pm) [info@stroke.org.uk](mailto:info@stroke.org.uk) [www.stroke.org.uk](http://www.stroke.org.uk)

### THE OESOPHAGEAL AND GASTRIC CANCER PATIENTS SUPPORT GROUP

meets every two months on a Thursday afternoon at 2pm in the QE Education centre. Offers support, guest speakers and information to patients and carers. [leswoodhall@aol.com](mailto:leswoodhall@aol.com)

### TRACHEOTOMY SUPPORT

New group for patients following tracheotomy. 0121 627 2248.

### VASCULITIS SUPPORT GROUP WEST MIDLANDS (VSGWM)

For sufferers of Systemic Vasculitis (e.g. GPA/Wegener's Granulomatosis) as well as relatives and carers. Holds annual meeting in October with guest speakers. 0121 744 0318 [davsamuk@yahoo.co.uk](mailto:davsamuk@yahoo.co.uk)

### WEST MIDLANDS BRAIN TUMOUR SUPPORT GROUP

Meets in the Faith and Community Centre, first floor, QEHB on third Monday of the month, noon to 2pm. Sue Wreglesworth: 0771 7175 236 [sue.wreglesworth@braintumouruk.org.uk](mailto:sue.wreglesworth@braintumouruk.org.uk)

### WILSON'S DISEASE SUPPORT GROUP – UK

National charitable group offering support and information to patients with Wilson's disease and their families. For information and local support contact [jerry@wilsonsdisease.org.uk](mailto:jerry@wilsonsdisease.org.uk) [www.wilsonsdisease.org.uk](http://www.wilsonsdisease.org.uk)

### YOUNG ADULTS CANCER SUPPORT GROUP

Is run by a group of young adult cancer patients to offer support for people who have similar needs. No strict age limit but current members are in their 20s–40s. Meetings usually held last Wednesday of month at The Plough, Harborne. Vicky Stock: 0784 589 7760 [stock.vicky@yahoo.co.uk](mailto:stock.vicky@yahoo.co.uk)

Steps have been taken to ensure this information is up to date, but please contact the group directly to find out the latest in the current situation.

Support group coordinators can email revisions to their entry to: [communications@uhb.nhs.uk](mailto:communications@uhb.nhs.uk). Please mark the email – support group revision.

DON'T LET FLU GET YOU

GET PROTECTED

Get your flu vaccination

Protect those you care for  
and don't let flu get you.

Sorry, no walk-ins.  
Booked appointments only.

Staff please visit the  
website to book and  
find more info:  
[www.uhb.nhs.uk/flu](http://www.uhb.nhs.uk/flu)



SNEEZES!  
COUGHS!



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Are you still saving towards a  
deposit to purchase your own home?

Exclusive to key workers, AnyNest can make  
home ownership possible, even if you don't have  
a big enough deposit to purchase on your own.

To find out more and start your journey to  
home ownership, register your interest at:  
[www.anynest.co.uk](http://www.anynest.co.uk)

Choose the home you want to own,  
buy the share you can afford.



Follow us,  
search anynestUK

- AnyNest buys a share of the house and you pay us rent on that share. You pay your mortgage lender a monthly repayment for your share of the property. Failure to pay your rent to AnyNest or your mortgage could mean your house is at risk of repossession.
- With the AnyNest shared ownership lease agreement, when you sell your home we both benefit from the value of the house increasing. If the value of the house goes down, we will share the loss.
- We recommend you seek independent legal and financial advice before purchasing an AnyNest home.



## Tell us more in our staff survey

The Trust's Board is extremely proud of the incredible efforts of our colleagues during such challenging times. Hearing and responding to your feedback remains a very high priority, as we begin to plan for the future.

Following on from the listening events, the annual staff survey is another key route for seeking feedback about your experiences of working at the Trust. Your views are important and will be used to help improve the working lives of all our staff.

Our 2020 annual staff survey results gave valuable insight into the areas that you thought needed improving. It was encouraging to see improvements in staff wellbeing indications, reflecting the range of high-impact actions implemented during the pandemic such as site

wellbeing hubs and staff support from trained psychologists.

We will continue to build on the work because we recognise that the quality of our services is defined by our people. The annual survey, which is a great opportunity to give us your feedback, is open until Friday 26 November.

Depending on your role, you will either have received a copy of the survey via email (titled National Staff Survey 2021 and sent from our independent survey provider Picker Europe), or via internal mail. We look forward to hearing your views about how we can continue to make improvements in the coming year.

**If you have any queries, contact [staffexperience@uhb.nhs.uk](mailto:staffexperience@uhb.nhs.uk)**

## Team ready to support

Across the Trust, Eye Clinic Liaison officers (ECLOs) are on hand to offer advice and support to people living with a sight condition, along with their families and carers.

Based in the ophthalmology departments across all of our hospital sites, ECLOs are the vital link between patients and NHS staff.

They're here to offer practical solutions to everyday problems as well as support in the long term, such as:

1. Living with sight loss and remaining independent
2. Latest aids, equipment, and technology
3. Benefits and concessions, they may be entitled to
4. Education, employment, housing, and leisure
5. Eye condition and treatment information
6. Emotional support
7. Certification and registration, the advantages and how to see if they are eligible
8. Signposting to other services

ECLOs are always available for a face-to-face, so if you require support then drop in and pay one of them a visit. Alternatively, you can get in touch via phone, email, letter or text.

**Queen Elizabeth Hospital (QEH)**

**Talia Treen**

**Tel: 07794 086 139**

**Email: [Talia.Treen@rnib.org.uk](mailto:Talia.Treen@rnib.org.uk)**

**Solihull Hospital and Heartlands Hospital**

**Geraldine Carragher**

**Tel: 07724 426 177**

**Email: [Geraldine.carragher@rnib.org.uk](mailto:Geraldine.carragher@rnib.org.uk)**

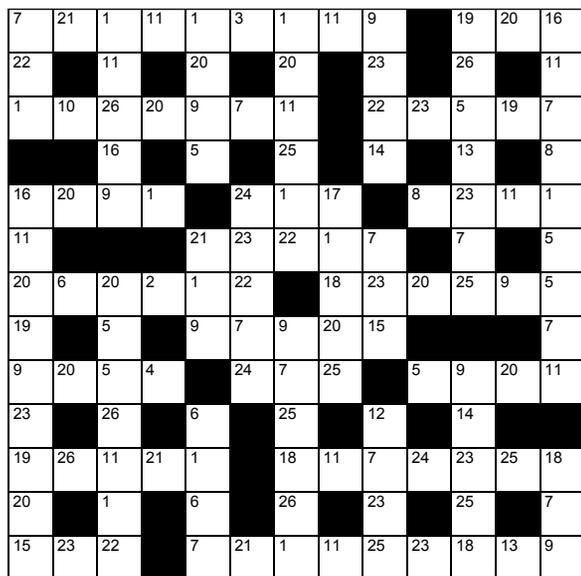
**Good Hope and Heartlands Hospital**

**Sarah Bowser**

**Tel: 07918 640 505**

**Email: [Sarah.bowser@rnib.org.uk](mailto:Sarah.bowser@rnib.org.uk)**

CROSS CODE



ABCDEFGHIJKLMN OPQRSTUVWXYZ

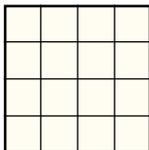
1	2	3	4	5	6	7	8	9	T	10	11	12	13
14	15	16	17	18	19	20	21	22	23	I	24	25	26

Each number in our Cross Code grid represents a different letter of the alphabet. You have three letters in the control grid to start you off. Enter them in the appropriate squares in the main grid, then use your knowledge of words to work out which letters should go in the missing squares. As you get the letters, fill in other squares with the same number in the main grid and control grid. Check off the alphabetical list of letters as you identify them.

MAGIC SQUARE

UNDER-USED SOPRANO

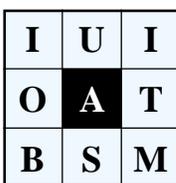
Using all 16 letters of the phrase above, form four words each of four letters which will fit in the grid to form a magic square in which the words can be read both horizontally and vertically.



Quiz Challenge

- Which generic group of trees produces softwood?
- Who won Best Actress Academy Awards for the films Fargo, Nomadland and Three Billboards Outside Ebbing, Missouri?
- How many athletics throwing events are included in the modern Olympics?
- Where might The Chair, Valentine's and Becher's Brook be found?
- The gharial is a mostly aquatic type of which animal?
- Sandra Oh plays British intelligence agent Eve Polastri in which spy thriller series?
- What name was given to the Mediterranean region of Algeria infamous for its piracy?
- In the Gilbert and Sullivan opera The Mikado, what was Ko-Ko's official title?
- Which town was England's last possession in France - lost in 1558?
- A Discovery of Witches is a 2011 historical-fantasy novel by which writer?

NONAGRAM

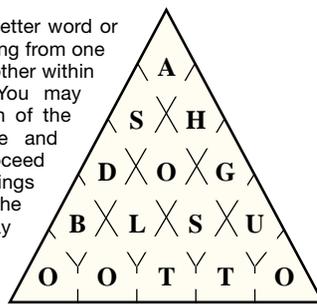


How many words of four letters or more can you make from this Nonagram? Each word must use the central letter, and each letter may be used only once. At least one word using all nine letters can be found.

Guidelines: 17 Good; 20 Very Good; 23 Excellent. Any word found in the Concise Oxford Dictionary (Tenth Edition) is eligible with the following exceptions: proper nouns; plural nouns, pronouns and possessives; third person singular verbs; hyphenated words; contractions and abbreviations; vulgar slang words; variant spellings of the same word (where another variant is also eligible).

WORD PYRAMID

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

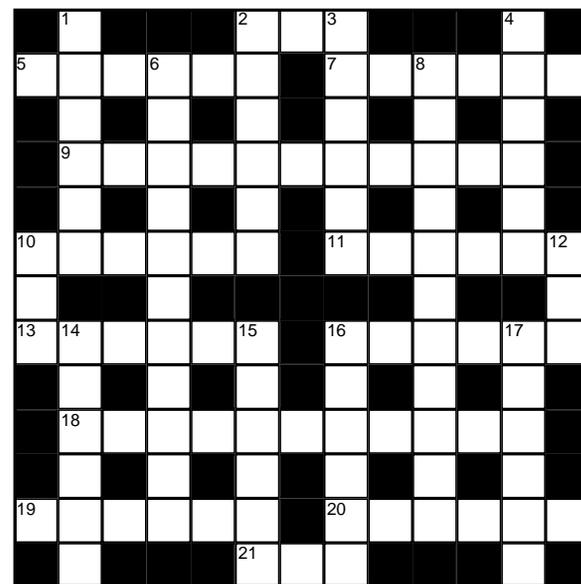


FIVE ALIVE

GT	RA	AP	EI	LD
EU		RB		IO
LA	AM	OI	NR	DG
FS		VC		OH
SE	AR	EK	CE	ST

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

CRYPTIC CROSSWORD



ACROSS

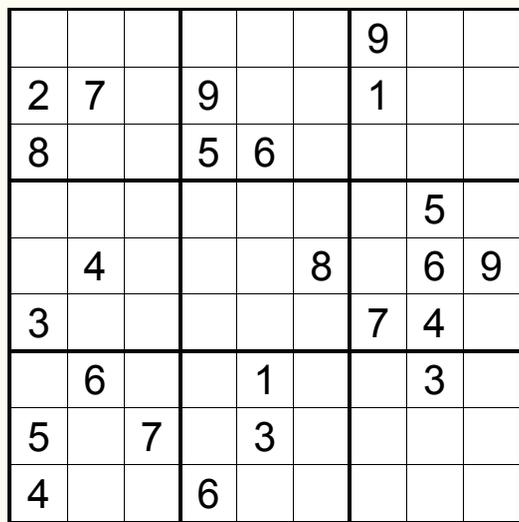
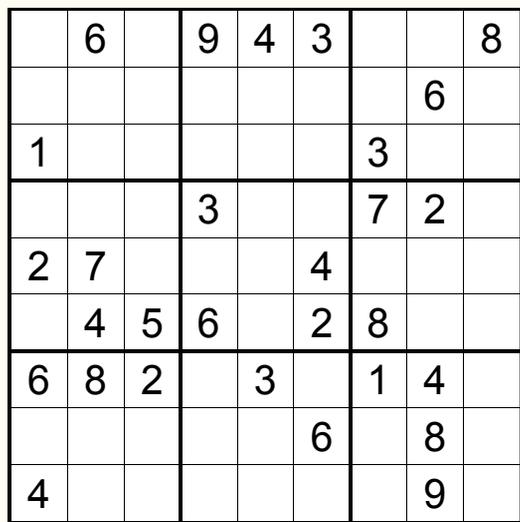
- Received the present (3)
- Sound of a bowler's loud appeal (6)
- Sea monster concealed bloomer (6)
- Haggard mine owner (4,7)
- Obvious statement about rust I'm removing (6)
- Half chance after endless gin caused sleepy state (6)
- Rash part of London with complicated maze (6)
- Eccentrically used this in France to lead astray (6)
- Do they find no more stars are moving? (11)
- A measure of whisky labourer found in space station (6)
- Keen setter's food? (3,3)
- Tool a divorcee returns (3)

DOWN

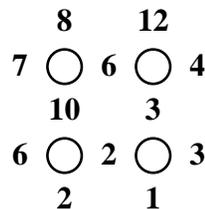
- Large storage container of course (6)
- Swindle amount of cash for white mineral (6)
- I enter vacant room (6)
- Spread out (6)
- Quilt from mainland Europe (11)
- Order Moses first and another ten to appear in old book (11)
- Extremity getting to the point (3)
- Preventing inclusion of lady (3)
- Eccentric found starting handle last Monday (6)
- A second English degree on elementary life form (6)
- Calm down, 14 Down shooter had been sawn off (6)
- Usual way of having trade (6)

SUDOKU

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



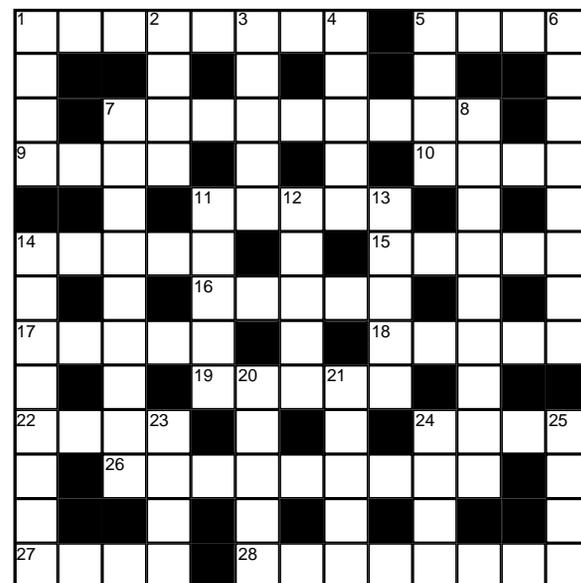
EQUALISER



Place the four signs (add, subtract, multiply, divide) one in each circle so that the total of each across and down line is the same. Perform the first calculation in each line first and ignore the mathematical law which says you should always perform division and multiplication before addition and subtraction.

This puzzle page is supplied by Sirius Media Services Ltd. To try our new puzzle, Zygolex, go to www.zygolex.com © Sirius Media Services Ltd

QUICK CROSSWORD



ACROSS

- Secondary caption (8)
- Horse's foot (4)
- Act of leaving (9)
- Scottish valley (4)
- Sky colour (4)
- Of birth (5)
- Lift (5)
- Worship (5)
- White heron (5)
- Organisation (5)
- reef (5)
- Laziness (5)
- Musical work (4)
- Peer (4)
- Dairy product (4,5)
- Wound dressing (4)
- Seasonal allergy (3,5)
- Seasonal allergy (3,5)
- Additional (5)
- Aromatic plant (4)

DOWN

- Cosy (4)
- That time (4)
- Jewelled headdress (5)
- Country road (4)
- Expensive (4)
- Predict (8)
- Luscious (9)
- Space for movement (5-4)
- Requirements (5)
- Human trunk (5)
- Door fastening (5)
- Related to an area (8)
- Stumble (5)
- Linger (5)
- Type (4)
- Country road (4)
- Expensive (4)

SOLUTIONS

QUIZ CHALLENGE: 1 Confess; 2 Frances McDormand; 3 Four; 4 On the Aintree racecourse; 5 Crocodile; 6 Killing Eve; 7 The Barbary Coast; 8 Lord High Executioner; 9 Calais; 10 Deborah Harkness; 11 Trance; 12 Eczena; 13 Seduce; 14 Cranky; 15 Amoeba; 16 Commandment; 17 Custom; 18 Gypsy; 19 Tilly; 20 Hot dog; 21 Axe; 22 Opus; 23 Lint; 24 Lord; 25 Sour cream; 26 Hay fever; 27 Lint; 28 Hay fever; 29 Opus; 30 Lint; 31 Lint; 32 Lint; 33 Lint; 34 Lint; 35 Lint; 36 Lint; 37 Lint; 38 Lint; 39 Lint; 40 Lint; 41 Lint; 42 Lint; 43 Lint; 44 Lint; 45 Lint; 46 Lint; 47 Lint; 48 Lint; 49 Lint; 50 Lint; 51 Lint; 52 Lint; 53 Lint; 54 Lint; 55 Lint; 56 Lint; 57 Lint; 58 Lint; 59 Lint; 60 Lint; 61 Lint; 62 Lint; 63 Lint; 64 Lint; 65 Lint; 66 Lint; 67 Lint; 68 Lint; 69 Lint; 70 Lint; 71 Lint; 72 Lint; 73 Lint; 74 Lint; 75 Lint; 76 Lint; 77 Lint; 78 Lint; 79 Lint; 80 Lint; 81 Lint; 82 Lint; 83 Lint; 84 Lint; 85 Lint; 86 Lint; 87 Lint; 88 Lint; 89 Lint; 90 Lint; 91 Lint; 92 Lint; 93 Lint; 94 Lint; 95 Lint; 96 Lint; 97 Lint; 98 Lint; 99 Lint; 100 Lint; 101 Lint; 102 Lint; 103 Lint; 104 Lint; 105 Lint; 106 Lint; 107 Lint; 108 Lint; 109 Lint; 110 Lint; 111 Lint; 112 Lint; 113 Lint; 114 Lint; 115 Lint; 116 Lint; 117 Lint; 118 Lint; 119 Lint; 120 Lint; 121 Lint; 122 Lint; 123 Lint; 124 Lint; 125 Lint; 126 Lint; 127 Lint; 128 Lint; 129 Lint; 130 Lint; 131 Lint; 132 Lint; 133 Lint; 134 Lint; 135 Lint; 136 Lint; 137 Lint; 138 Lint; 139 Lint; 140 Lint; 141 Lint; 142 Lint; 143 Lint; 144 Lint; 145 Lint; 146 Lint; 147 Lint; 148 Lint; 149 Lint; 150 Lint; 151 Lint; 152 Lint; 153 Lint; 154 Lint; 155 Lint; 156 Lint; 157 Lint; 158 Lint; 159 Lint; 160 Lint; 161 Lint; 162 Lint; 163 Lint; 164 Lint; 165 Lint; 166 Lint; 167 Lint; 168 Lint; 169 Lint; 170 Lint; 171 Lint; 172 Lint; 173 Lint; 174 Lint; 175 Lint; 176 Lint; 177 Lint; 178 Lint; 179 Lint; 180 Lint; 181 Lint; 182 Lint; 183 Lint; 184 Lint; 185 Lint; 186 Lint; 187 Lint; 188 Lint; 189 Lint; 190 Lint; 191 Lint; 192 Lint; 193 Lint; 194 Lint; 195 Lint; 196 Lint; 197 Lint; 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898 Lint; 899 Lint; 900 Lint; 901 Lint; 902 Lint; 903 Lint; 904 Lint; 905 Lint; 906 Lint; 907 Lint; 908 Lint; 909 Lint; 910 Lint; 911 Lint; 912 Lint; 913 Lint; 914 Lint; 915 Lint; 916 Lint; 917 Lint; 918 Lint; 919 Lint; 920 Lint; 921 Lint; 922 Lint; 923 Lint; 924 Lint; 925 Lint; 926 Lint; 927 Lint; 928 Lint; 929 Lint; 930 Lint; 931 Lint; 932 Lint; 933 Lint; 934 Lint; 935 Lint; 936 Lint; 937 Lint; 938 Lint; 939 Lint; 940 Lint; 941 Lint; 942 Lint; 943 Lint; 944 Lint; 945 Lint; 946 Lint; 947 Lint; 948 Lint; 949 Lint; 950 Lint; 951 Lint; 952 Lint; 953 Lint; 954 Lint; 955 Lint; 956 Lint; 957 Lint; 958 Lint; 959 Lint; 960 Lint; 961 Lint; 962 Lint; 963 Lint; 964 Lint; 965 Lint; 966 Lint; 967 Lint; 968 Lint; 969 Lint; 970 Lint; 971 Lint; 972 Lint; 973 Lint; 974 Lint; 975 Lint; 976 Lint; 977 Lint; 978 Lint; 979 Lint; 980 Lint; 981 Lint; 982 Lint; 983 Lint; 984 Lint; 985 Lint; 986 Lint; 987 Lint; 988 Lint; 989 Lint; 990 Lint; 991 Lint; 992 Lint; 993 Lint; 994 Lint; 995 Lint; 996 Lint; 997 Lint; 998 Lint; 999 Lint; 1000 Lint; 1001 Lint; 1002 Lint; 1003 Lint; 1004 Lint; 1005 Lint; 1006 Lint; 1007 Lint; 1008 Lint; 1009 Lint; 1010 Lint; 1011 Lint; 1012 Lint; 1013 Lint; 1014 Lint; 1015 Lint; 1016 Lint; 1017 Lint; 1018 Lint; 1019 Lint; 1020 Lint; 1021 Lint; 1022 Lint; 1023 Lint; 1024 Lint; 1025 Lint; 1026 Lint; 1027 Lint; 1028 Lint; 1029 Lint; 1030 Lint; 1031 Lint; 1032 Lint; 1033 Lint; 1034 Lint; 1035 Lint; 1036 Lint; 1037 Lint; 1038 Lint; 1039 Lint; 1040 Lint; 1041 Lint; 1042 Lint; 1043 Lint; 1044 Lint; 1045 Lint; 1046 Lint; 1047 Lint; 1048 Lint; 1049 Lint; 1050 Lint; 1051 Lint; 1052 Lint; 1053 Lint; 1054 Lint; 1055 Lint; 1056 Lint; 1057 Lint; 1058 Lint; 1059 Lint; 1060 Lint; 1061 Lint; 1062 Lint; 1063 Lint; 1064 Lint; 1065 Lint; 1066 Lint; 1067 Lint; 1068 Lint; 1069 Lint; 1070 Lint; 1071 Lint; 1072 Lint; 1073 Lint; 1074 Lint; 1075 Lint; 1076 Lint; 1077 Lint; 1078 Lint; 1079 Lint; 1080 Lint; 1081 Lint; 1082 Lint; 1083 Lint; 1084 Lint; 1085 Lint; 1086 Lint; 1087 Lint; 1088 Lint; 1089 Lint; 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