

# Caring for you

## Information about your hospital services



### We're listening to your views

The improvements, outlined in this newsletter, have been based on the best available clinical evidence as well as the views of our own health professionals.

We have also involved Sheffield City Council's Overview and Scrutiny Committee expanded to cover the whole of South Yorkshire in our discussions and, indeed, it was decided to increase the number of beds for stroke and elderly patients after discussions with Sheffield Local Involvement Network.

If you would like any further information on the changes discussed in this leaflet please do not hesitate to contact: [change4thebetter@sth.nhs.uk](mailto:change4thebetter@sth.nhs.uk) or telephone: 0114 226 8989. You can also find a copy of this leaflet on our website: [www.sth.nhs.uk](http://www.sth.nhs.uk)

## Your health our priority

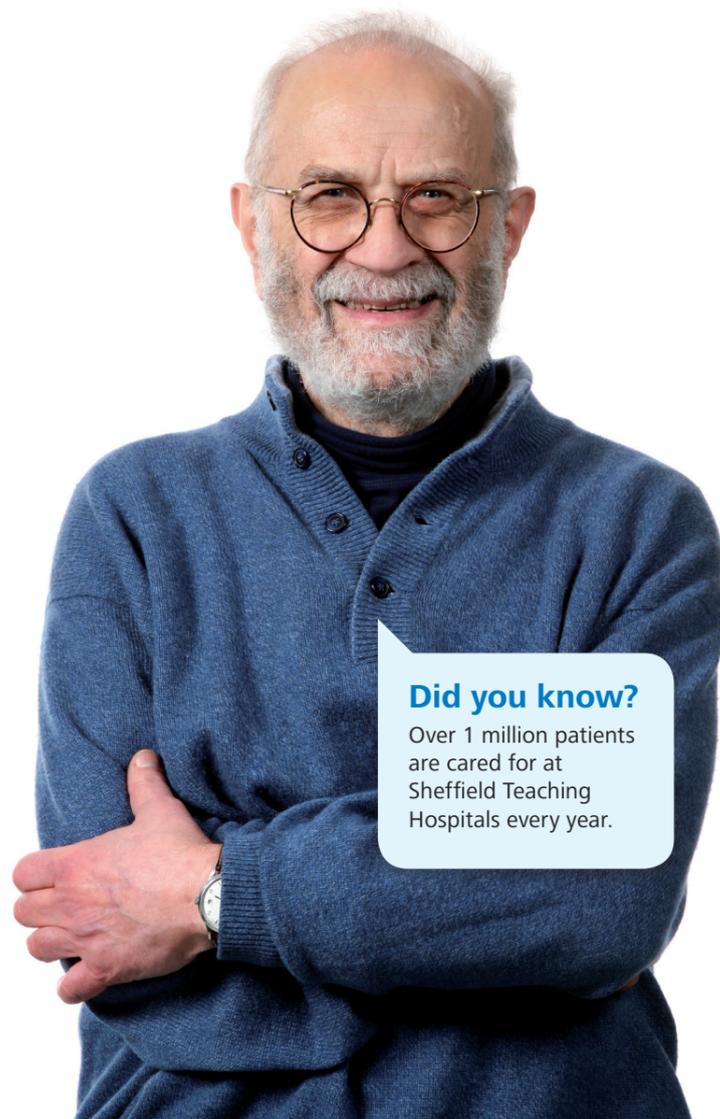
Over the coming weeks and months we will be changing how we deliver some services to ensure our patients continue to get the best possible care.

We have listened to some of the best advice from doctors in the Trust and from around the world including better survival and other outcomes resulting from how care is delivered.

Based on this knowledge we are proposing to change how some services including heart attack and stroke care are provided. We are also investing in some new facilities to further improve our service and also the experience our patients have when they come to hospital. We are confident that this will ensure that adult patients attending Sheffield Hospitals will receive

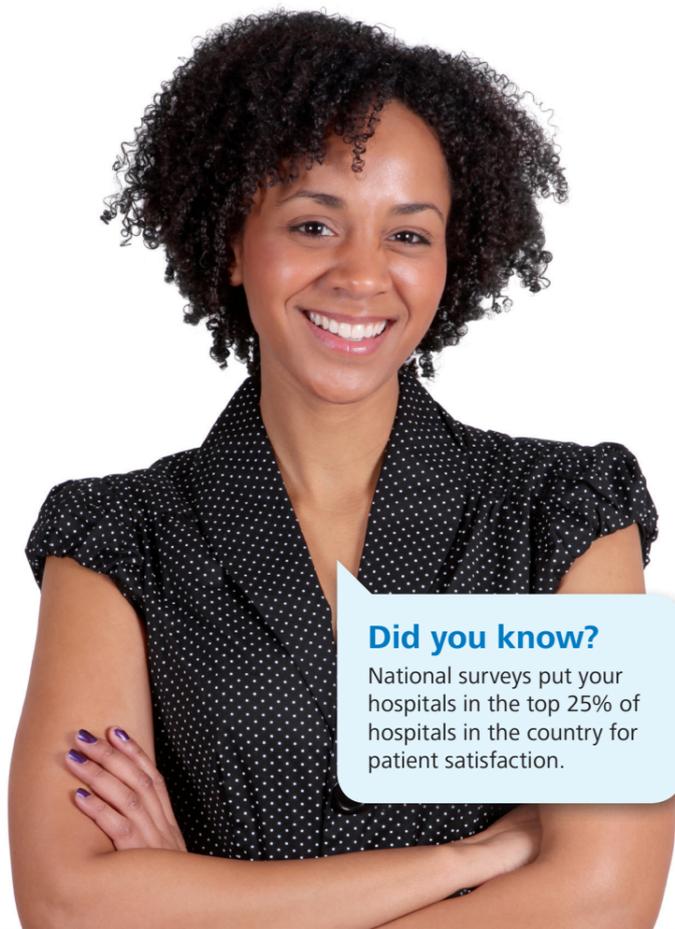
an even better service by ensuring they receive the right treatment, in the right place at the right time. This newsletter gives you further information about the changes proposed and what benefits there will be for patients.

**Mike Richmond**  
Medical Director  
and Consultant Anaesthetist



#### Did you know?

Over 1 million patients are cared for at Sheffield Teaching Hospitals every year.



**Did you know?**

National surveys put your hospital in the top 25% of hospitals in the country for patient satisfaction.

# Heart centre is a life saver

**Ian Mather, 70 from Chesterfield, knows first hand why having a centre of excellence for heart care is a real life saver after he suffered a heart attack.**

Every year around 220 people in Sheffield have a heart attack, with many more experiencing unstable angina or pains in their chest. Each year 7,000 people in the city attend hospital with pains in their chest which are not heart attack related.

A pioneering service, provides emergency treatment for patients who have suffered a heart attack, across the whole of South Yorkshire and North Derbyshire.

Ian, a Grandad of four, was helping set up for the Chatsworth Park Caravan Club when he started to suffer from chest pains. Luckily paramedics were on the site and took him straight to Sheffield Teaching Hospital's specialist Chesterman Unit where he underwent emergency surgery. The Primary Angioplasty Service provides a faster and more effective way for patients to receive the treatment they need. Previously a patient would have been given thrombolytic drugs to unblock the coronary artery; they now undergo the latest angioplasty treatment.

Ian said: "I feel lucky that I was taken straight here to the Northern General because I received the treatment I needed straight away. All the staff here have been wonderful and I was back home with my family within a few days."

Dr Stephen Campbell, Consultant Cardiologist and Clinical Director explains: "Paramedics attending the 999 call perform an electrocardiogram (ECG) and analyse the results straight away. If it is a heart attack the patient is taken to the Cardiac Centre at the Northern General Hospital where their treatment will be assessed. For many this will entail a transfer to the Catheter Laboratory for a coronary angioplasty (a balloon inserted via a catheter to unblock the artery). For these patients this is a more reliable way of unclogging arteries. Patients recover more quickly and often they will be up and about by the next day. Clinical evidence shows that more patients will survive a heart attack if they are taken to a centre of excellence like the one at the Northern General Hospital and have a primary angioplasty even if there is another hospital closer."

A Royal College of Physicians report in 2009 showed Sheffield Teaching Hospitals' heart attack service was amongst the fastest in the country.

Anyone now taken by ambulance with a suspected heart attack will be taken directly to the Northern General Hospital. Heart attack patients will no longer be taken to the Royal Hallamshire Hospital regardless of where in the city they are when they have the attack.

*Never be afraid of calling for an ambulance if you are suffering from severe chest pains. A false alarm is a best case scenario for all involved.*

*Do not try and drive yourself to hospital. Call 999 and let the professionals do their job.*

**Julian Gunn**  
Consultant Cardiologist

Both the ambulance service and heart specialists are clear that any additional time travelling to the Northern General Hospital is outweighed by the benefits of patients being able to have this 'gold standard' treatment. This is also true for people living in Barnsley, Rotherham, Doncaster and Worksop who are brought to the same service. Having the right treatment in the right place by the best specialists is much more important than having to travel a few extra miles when it comes to survival rates.

A Consultant Cardiologist is still at the Royal Hallamshire Hospital to ensure there is care for patients being treated in the Hallamshire Hospital for other illnesses but who may also have an existing heart problem. Cardiology outpatient clinics and some diagnostic services are also still provided at the Royal Hallamshire Hospital.



I feel lucky that I was taken straight here to the Northern General because I received the treatment I needed straight away. All the staff here have been wonderful and I was back home with my family within a few days.



**Burns Team:** Consultant Plastic Surgeon Gavin Miller, Staff Nurses Teresa Hawkridge and Holly Johnston, Clinical Support Worker Coleen Parkes and Consultant Plastic Surgeon David Ralston.

## State of the Art Burns Unit opens

**Leslie Welsh, 53, from Doncaster is delighted to see the opening of a new state of the art Burns Unit at the Northern General Hospital.**

Leslie was rushed to the Hospital after receiving serious burns to his legs, arms, back and head following a gas explosion in his block of flats. He has had grafts on his hands and back and received weeks of physiotherapy.

He said: "I cannot speak more highly of the care I have received. Throughout my stay here I have been treated so well. The staff are polite and pleasant, they take the time to talk to you and find out what you need doing and they do it. Put simply they have saved my life."

More than £2million pounds have been invested in a new state of the art Burns Unit for adults at the Northern General Hospital.

The Unit provides emergency care not just for Sheffield residents but for 2 million people from South Yorkshire, Bassetlaw and from Chesterfield. The new Unit will provide high standard purpose built facilities for the specialist burns team to care for most adult patients at all stages of their treatment. For those with very severe burns they will be transferred to one of a small number of nation-wide specialist burns centres.

Gavin Miller, Consultant Plastic Surgeon explains: "This is an exciting development because for the first time it provides a purpose designed new facility for burns care for the people of Sheffield and its surrounding areas."



**Ian Mather, 70 from Chesterfield who was treated at the Cardiac Centre after having a heart attack.**

# New emergency medical service and 6 new Consultants for Assessment Units

**From early August, all patients needing assessment for an emergency medical condition will be taken to the Northern General Hospital.**

To make sure that patients are assessed and then seen by the most senior and appropriate doctors at a single location and without delay we have appointed a specialist team of 6 new Consultant Acute Physicians who will see and assess all patients who are suspected of having an emergency medical problem and who may need admitting to a ward.

To ensure these patients are seen as quickly as possible a third Medical Assessment Unit was opened last winter to enable these changes. The three Assessment Units are working well and will soon receive ALL the medical emergencies from the City. They also keep the A&E department able to see patients as they arrive by moving many of the assessment decisions to the 3 Medical Assessment Units from which some are admitted to hospital and others are discharged. Those who are admitted will be sent to the right doctor in the right ward first time which is the best care for patients.

Those patients needing to be admitted to the Hallamshire Hospital must be seen first by their family doctor who will know which patients can be sent there. The Emergency Admissions Unit at the Hallamshire Hospital will in future be known as the Admissions Assessment Unit and will only be able to take patients who have been seen by their family doctor or by a hospital doctor who wishes to transfer a patient to the Hallamshire. A Consultant Acute Physician will be based in this Unit on weekdays to make sure that these patients are fully assessed when they arrive and are passed quickly to the specialists who need to look after them.



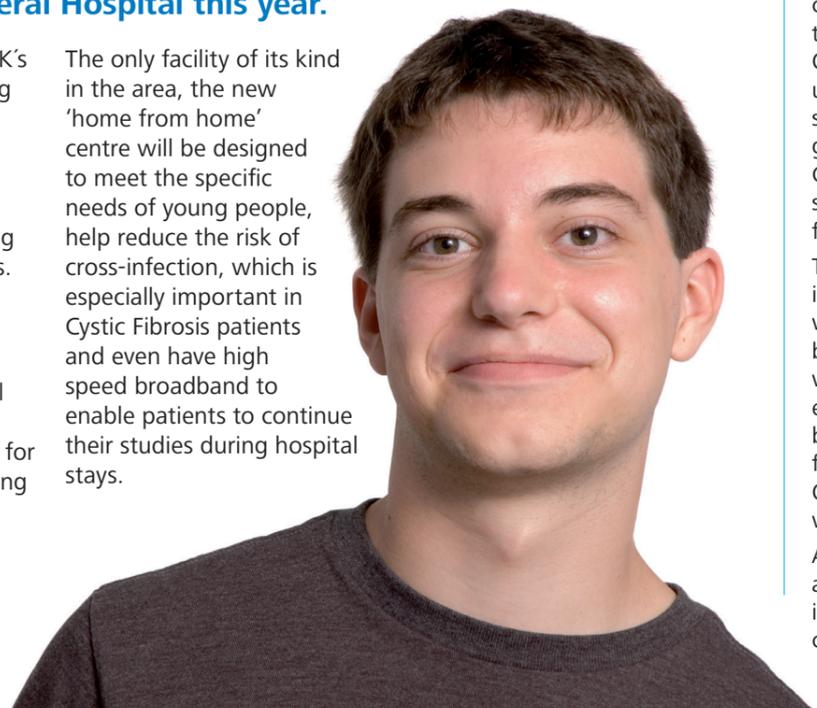
# Patients welcome new Cystic Fibrosis Unit

**A world-class, dedicated treatment centre for young people across the region suffering from Cystic Fibrosis is to be opened at the Northern General Hospital this year.**

Cystic Fibrosis is one of the UK's most common life-threatening diseases, which is normally found in children and young people. It affects the internal organs, particularly the lungs and digestive system, clogging them with thick, sticky mucus. This makes simple things like breathing and digesting food very difficult.

The new 12 new bed unit will completely transform both inpatient and outpatient care for the increasing number of young Cystic Fibrosis patients in our region.

The only facility of its kind in the area, the new 'home from home' centre will be designed to meet the specific needs of young people, help reduce the risk of cross-infection, which is especially important in Cystic Fibrosis patients and even have high speed broadband to enable patients to continue their studies during hospital stays.



# £4.2 million invested in purpose built Hand Unit

**Tess Morris from Sheffield is one of the first to welcome the opening of a new £4.2million purpose built Hand Unit at the Northern General Hospital to provide care for patients suffering hand injuries.**

Tess nearly cut off her left arm after walking through a patio door while on holiday in Fuerteventura last year. She lost seven pints of blood in the accident and underwent a 10 hour operation at the Northern General Hospital to repair nerves damaged in the accident which had left her arm paralysed.

Tess says: "The team at the Northern General are amazing and this new unit which opens in the autumn will enable them to carry out their fantastic work in purpose built facilities alongside orthopaedic specialists which is great news for patients and will bring additional benefits for patients

like me because orthopaedic and plastic specialists will be working together."

Other developments in plastic surgery include relocating the inpatient service for Plastic Surgery, mostly reconstructive surgery for patients with breast disease or complex skin lesions to the Royal Hallamshire Hospital. Patients will also have their pre-operative assessment at the Hallamshire and post-operative dressing clinics will also move to the Hallamshire Hospital for patients who have had their operations there. Plastic Surgery outpatient clinics however will remain at the Northern General Hospital.

# New Surgical Service and Assessment Unit for emergency patients

**A new Surgical Assessment Unit is set to open this winter at the Northern General Hospital.**

Currently emergency surgical patients can be taken to either the Northern General or Hallamshire hospitals. However there is strong clinical advice that all emergencies should be taken to one place where the most senior surgeons can assess their treatment and care. We propose to do this at the Northern General from late October. This also has prompted us to move the in-patient surgery service for patients with upper gastic problems to the Northern General to provide a total gastric service, including emergencies, from the one place.

The excellent Breast Service including the Screening service will remain at the Hallamshire but will be moving to a new ward where patients with endocrine surgical needs will also be cared for. Surgical services for Urology, Gynaecology, ENT, Ophthalmology and Neurosurgery will remain at the Hallamshire.

A new Surgical Assessment Unit at the Northern General Hospital is also set to open this winter very close to the A&E department.

Emergency patients who may need admission for surgical reasons will be assessed by specialists in the new unit rather than automatically being admitted to a ward. This will help prevent a bed being taken up unnecessarily because further assessment shows the patient did not need to be admitted. With the opening of this new specialist Unit patients with a general, orthopaedic, plastic surgical problem and those with a serious head injury will be assessed on this new Unit.

These changes have been carefully planned and will make sure that patients with the greatest needs are cared for by the most senior doctors in the best place. Beds and operating theatres have been rearranged to complement the changes.

Out-patient clinics for surgery are unchanged because many patients find it easier to go to either of the two hospitals and if necessary we will open more clinics at both places in due course.

## A new home for Pulmonary Hypertension Service

The Pulmonary Hypertension Service at the Royal Hallamshire Hospital has been enlarged in newly refurbished facilities which means patients will experience an even better service.

The Sheffield Pulmonary Vascular Diseases Unit is one of four specialist centres in England and Wales which care for patients with pulmonary hypertension. Since its establishment at the Royal Hallamshire Hospital in 1996, the unit has developed extensive experience and expertise in this field and has grown into one of the largest in Europe.

### Other changes at your hospitals from August 2010 include:

- The major inpatient acute Respiratory medical service will transfer from the Royal Hallamshire Hospital to the Northern General Hospital.
- The inpatient acute Diabetes and Endocrine service will transfer from the Royal Hallamshire Hospital to the Northern General Hospital.
- The inpatient emergency Gastroenterology service at the Royal Hallamshire Hospital will transfer to the Northern General Hospital and the non emergency Gastroenterology service at the Northern General Hospital will transfer to the Royal Hallamshire Hospital.



#### Did you know?

Survival rates at Sheffield Teaching Hospitals are much better than the national average.

# Gold standard care for Stroke patients

Vicky Peverelle knows all too well why a newly relocated centre of excellence for stroke care at the Royal Hallamshire Hospital due to be established this year will ensure patients suffering from a stroke get gold standard care.



Vicky and husband were able to keep their wedding day after Vicky's rapid treatment for a stroke.



Thanks to the hospital's fantastic care and quick treatment, I was able to have my dream wedding on the date planned.

### Vicky Peverelle suffered a stroke just five days before her wedding day.

The mum of one from Middlewood was rushed to the Northern General Hospital after suffering the stroke at 5am that morning. Vicky was then cared for at the Royal Hallamshire's Neurology ward, where she received clot busting drugs.

Vicky, aged 45, said: "Thanks to the hospital's fantastic care and quick treatment, I was able to have my dream wedding on the date planned. If I hadn't had the thrombolysis in time, I am sure I would have had to postpone my wedding and I may have been left with lasting damage."

Amanda Jones, Nurse Consultant for stroke care explains: "A New National Stroke Strategy was published by the Department of Health, and high-lighted the fact that stroke needed to be treated as a medical emergency and treated as a 'brain attack' along similar lines to a heart attack. It stated that patients needed to be brought into hospital as soon as possible to receive expert specialist care, and be assessed for new treatments such as thrombolysis (clot buster), which can not only save lives but can prevent disability often resulting from stroke. Treatment such as this however, can only be given in hospital by a specialist service to patients who have been carefully assessed for this treatment. Even if a patient is not eligible for thrombolysis, all stroke patients need to be admitted to hospital and directly to a stroke unit for the immediate period following their symptoms.

Sheffield has been fortunate in having a well established

comprehensive stroke service at both the Northern General Hospital and Royal Hallamshire Hospital sites, but although the service was good, it needed to further develop and improve particularly in the acute assessment and treatment of patients. To ensure that patients in Sheffield receive the best possible stroke care, it was felt necessary to bring the service together under one roof. This would ensure that all the expert staff working in both hospitals would pool their skills and expertise, and work closely with the neurology department which is based at the Hallamshire Hospital.

From Wednesday 4th August the newly centralised service will be operating from the Hallamshire Hospital. The ambulance service also know to direct all suspected stroke patients to the Admissions Assessment Unit at the Hallamshire Hospital. A team of stroke nurse specialists will be available to provide specialist assessment as soon as the patient arrives from the ambulance. Patients will have the necessary investigations and be transferred to the new high-dependency stroke unit that has been created and equipped on a neurology ward. Once the high dependency care has concluded, patients will move to one of 3 wards forming the stroke unit where their care will continue to be given by a specialist multi disciplinary team of stroke doctors, nurses and therapists leading to a short period of rehabilitation in hospital.

Once this hospital stay is completed the team will arrange for their care and support to

continue closer to home by teams based in the community.

In total there will be three wards dedicated to patients who have suffered a stroke which with the high dependency unit will be over 80 beds. These will be staffed by specialist doctors, nurses and therapists who will plan individual care with patients and their carers as a multidisciplinary team. This will ensure that stroke patients receive all their hospital care from a single place through a single point of entry from the most highly skilled and trained staff. We believe that patients who are cared for in this way in a dedicated stroke unit, will have the best chance of gaining as much independence as possible. The service is also improving the management of Transient Ischaemic Attacks (TIAs- stroke symptoms which disappear usually within minutes or hours), as many of these patients go on to suffer full blown stroke, the new service will ensure those patients who are at high risk of stroke following TIA, are investigated and assessed by the specialists and started on the appropriate medications within 24 hours.

The development of a new Neurological and General Critical Care Unit is also planned at the Hallamshire Hospital next year, designed to care for the number and type of patients being treated at the hospital.

The new state of the art Critical Care Unit at the Northern General Hospital which opened in 2008 does not need to be expanded as it was built to be large enough to cope with an increase in patients if services changed over time.