



2

Governors  
Election  
Results

4

Investing  
in Patient  
Care

5

Listening and  
Responding  
to our Patients

6

Improving  
the Patient  
Environment

10

Sheffield celebrates  
Breastfeeding

INSIDE



The free members' newsletter of  
Sheffield Teaching Hospitals NHS  
Foundation Trust

SUMMER 2010 ISSUE 22

# Good HEALTH

## PATIENTS RATE CARE AMONGST THE BEST IN THE COUNTRY



*Good privacy and dignity, quality care and high standards of cleanliness are just some of the reasons why patients have placed Sheffield Teaching Hospitals in the top 20% of the UK's best performing hospitals - according to the Annual NHS patient survey.*

Joan Willers, aged 80, from Darnall in Sheffield is just one patient who believes the care she received after having a knee replacement was second to none.

"I've been in and out of hospitals in Sheffield since the 80's and I've always had good care. This time I've come in to have an operation on my knee and all the nurses have been lovely and the ward is always immaculate."

The survey, coordinated for health watchdog the Care Quality Commission by the Picker Institute, considered responses from thousands of adult inpatients at 165 hospital trusts.

Our hospitals were rated in the top 20% of hospitals for overall experience as well as in the following categories:

- Treating patients with respect and dignity
- Having enough nurses on duty
- Being given information and having the opportunity to talk to doctors/nurses
- Doctors and nurses working well together
- Having a member of staff to answer questions about operation / procedure
- Family / friends being given enough information
- Patients not feeling the need to complain about their care
- Availability of hand gels for patients and visitors to use
- Doctors answering important questions in a way patients could understand
- Patients having confidence and trust in their doctors/nurses

Hilary Chapman, Chief Nurse / Chief Operating Officer, said: "Most of our patients rated the care they received highly placing us in the top 20% of NHS hospital trusts for overall performance across a wide range of issues. We are pleased with the results which clearly reflect the efforts and excellence of our dedicated staff. We are however also looking at the areas where patients feel we can further improve to make the patient experience even better."



## Welcome...

to the summer edition of GoodHealth – a newsletter especially for Patient and Public Members of Sheffield Teaching Hospitals NHS Foundation Trust.

Along with updates from across the Trust, this GoodHealth introduces the Patient Services Team and shows you how to get the most out of the services they provide. We will also take a closer look at some of the work Governors are currently involved in.

We are delighted to announce the results of the Elections to the Governors' Council. Members just like you have elected Governors to represent their views to the Trust. If you would like to contact any of your Governors about an article in GoodHealth, suggest a topic for the next edition, or if you would like to comment on an issue relating to the Trust you can email [governor@sth.nhs.uk](mailto:governor@sth.nhs.uk) or write to Governors' c/o The Foundation Trust Membership Office, Clocktower Building, Northern General Hospital, Herries Road, Sheffield S5 7AU.

Best wishes

**Jane Pellegrina**  
Foundation Trust  
Membership Manager

# GOVERNORS' COUNCIL ELECTIONS 2010 RESULTS

Governors play a key part in ensuring patients and members of the public can express their views on how the hospitals and services are developed.

The recent elections saw some new faces joining the Trust as Governors as well as the reelection of some much respected existing Governors.

The results were as follows:

Sheffield North  
**Kaye Meegan re-elected**

Sheffield South East  
**Hetta Phipps elected**

Sheffield South West:  
**Susan Wilson elected**

Sheffield West  
**Anne Eckford re-elected unopposed**

Patient:  
**Caroline Irving elected**

These Governors join the 19 Foundation Trust members you have already elected to the Governors' Council.

Jane Pellegrina, Foundation Trust Membership Manager, said: "We would like to offer our warmest congratulations to the successful candidates and to thank all our Members who took the time to return their ballot papers."

Once again our Foundation Trust

members were keen to get involved and there was a very strong field of candidates from many walks of life. Lots of members voted with an average turnout of 32% across the constituencies."

The elections were conducted for the Trust by Electoral Reform Services in accordance with the rules set out in the Trust's Constitution.

*GoodHealth went along to congratulate Kaye and Anne on being re-elected and to welcome Hetta, Susan and Caroline to their new roles. Here is what they had to say ...*



**Kaye Meegan - Public Governor North Sheffield**

"I just wanted to say a huge thank you to all those Members in North Sheffield who kindly voted for me in the recent elections. I delighted to have been re-elected and assure you that I will continue to do my very best to ensure that patients and their families have a voice in our local healthcare services. Also, and very importantly, that the care provided is the very best we can hope for.

During my time as a Governor I have tried to meet and listen to the views of as many people as possible, I will continue to do this so that I can give your feedback on our hospitals to the Board. Like most people I know that many things are difficult to change but any small improvement that makes life easier for patients is a real help when living with daily health issues. Your feedback and comments are really important to help staff to provide patients with what is important to them.

Once again thank you for your support."



**Anne Eckford, Public Governor West Sheffield**

"I would like to thank all our Members for re-electing me to continue representing Sheffield West. I have enjoyed the last three years and become increasingly involved in many areas of our hospitals. I will maintain my commitment to improving infection control, patient nutrition, maternity services and breast services as a member of these Committees. I will also be looking at the patient environment (wards, grounds and buildings), improving staff relationships with patients and their families and improving patient services.

I welcome opportunities to meet with patients, their families and the general public, whether on wards, outpatient departments or at community events. Your views and ideas are important in helping our hospitals to improve patients' experiences and this will become increasingly important as our NHS faces changing and challenging times."



**Hetta Phipps, Public Governor South East Sheffield**

"I would like to extend my sincerest gratitude to all Members who have elected me as a Governor for the South East of Sheffield. I feel privileged to be elected and will endeavour to ensure in my working with the Trust and particularly during the current financial restraints that patient care is not compromised.

I have lived in Sheffield for 50 years and worked as a nurse throughout my career. I believe in equality, fairness and respect for all individuals.

My experience as a Patient Representative at our hospitals for the past 2 years since my retirement has made me aware that as a volunteer I can still contribute to enhancing the patient experience and journey through the Trust. I realise it is a great challenge but with your co-operation and support we can make a big difference.

Many thanks for your support and I am looking forward to working as your Governor for the next three years."



**Susan Wilson, Public Governor South West Sheffield**

"I am very pleased and honoured to have been elected again as a Public Governor for South West Sheffield. I became a member of the Foundation Trust over six years ago and was originally elected a Governor in 2004. I had worked as a nurse throughout my career, the last ten years at the Northern General Hospital, and was keen to continue my interest in the provision of healthcare when I retired. This involvement with the Trust was fascinating and enabled me to see a great deal of the excellent work carried out. I am now looking forward to resuming this work and hope to be involved again with the important area of patient and public involvement at our hospitals, working with the Patient Representative Group and continuing my association with a panel involving patients and the public in biomedical research into osteoporosis and bone disease. I also look forward to meeting Governors from other Foundation Trusts in Sheffield and in the region, sharing ideas and experiences for the benefit of our patients. I hope that anyone in the Sheffield South West area will contact me if there is anything concerning the Trust with which I could help."



**Caroline Irving, Patient Governor**

"I came to Sheffield over 30 years ago, liked it and have lived and worked here ever since.

I work from home as a graphic designer and illustrator. As such I have worked with all sorts of health professionals including the DoH, Healthy Sheffield, campaigning groups, health visitors, midwives, speech therapists, dermatologists, small self-help and patients' groups.

Added to this I have had rheumatoid arthritis since I was a teenager and have had a range of medical and surgical treatments. My three (now grown) children, family and friends have had their own relationships – usually very positive – with health services in the city, and I also volunteer as a 'Patient as Educator' to help train the next generation of medics. So one way or another I have spent a lot of time using, working with or just trying to understand the variety of different activities and responsibilities of all those involved in delivering our health care."

If you would like to contact your Governors, email them at [governor@sth.nhs.uk](mailto:governor@sth.nhs.uk) or telephone the Membership Office on 0114 2714322. Alternatively, write to Foundation Trust Membership Office, Clocktower Building, Northern General Hospital, Herries Road, Sheffield, S5 7AU.

## NEWS IN BRIEF

### *Check up shows Trust is in good shape*

Sheffield Teaching Hospitals have once again scored highly in the annual inspection of food, cleanliness, infection control and patient environment. For 2010, the Patient Environment Action Team (PEAT) has rated the Trust 'Good' for Environment, 'Good' for Food and 'Good' for Privacy and Dignity.

PEAT assesses standards of cleanliness and food in every NHS healthcare site in England. The assessors – including patients and NHS staff – give scores between 1 (unacceptable) and 5 (excellent) for each of the three PEAT categories. A range of new initiatives are helping to improve the Hospital environment even further: as well as keeping the Hospitals clean and tidy, artwork is now displayed throughout the hospital to create a more welcoming setting. The Trust is also working to improve patient's privacy and dignity by providing more single sex accommodation and improving theatre wear.

## Trust launches 'Be Green' campaign

The Trust has recently launched the 'Be Green' Campaign to reduce our carbon footprint and to encourage staff to be more environmentally friendly.

Be Green asks staff, patients and visitors to consider what more they can do when it comes to:

- Reducing electricity use
- Saving heating/cooling from escaping
- Choosing sustainable, healthy travel modes
- Buying cleverly
- Wasting and throwing away less
- Reducing water wastage
- Improving you health and wellbeing
- Sharing ideas with each other

So far, the Trust has trained 44 members of staff to be 'Be Green Champions' - with more training sessions planned for August and September.

The Trust has also held a successful event to persuade suppliers to help us on our quest to reduce our impact on the environment.



Over 60 local and national suppliers of hospital goods and services attended the special event to learn how they could be more sustainable and help reduce CO<sub>2</sub> emissions.

The event was organised in response to research which showed that procurement of goods and services accounts for nearly 60% of the NHS's carbon footprint.

Katrina McCartney, the Trust's Sustainable Development

Manager, said: "Our mission is to have a positive impact on local health and wellbeing while reducing our negative impacts on the climate and environment. We will work in partnership with staff, patients, visitors and the community, to ensure their personal mission statement is to 'Be Green'.

For more information on Be Green, you can call Katrina on 0114 2269931 or email [katrina.mccartney@sth.nhs.uk](mailto:katrina.mccartney@sth.nhs.uk)



## Free health advice for holiday makers

*Helen Lomas is jetting off to Thailand for the holiday of a lifetime thanks to specialists at the Royal Hallamshire Hospital's new one stop Travel Clinic.*

Helen, 24, from Woodseats and her partner, Chris Hales, were confused about what vaccinations and health protection they needed but after a short visit to the Travel Clinic they were soon on their way, worry free.

Helen, an Occupation Therapist at the Hallamshire, said: "We were amazed at what the travel clinic could offer and we got an appointment almost straight away. We also were able to have the necessary vaccines the same day at a good price and were given information to take away."

The clinic offers staff and members of the public specialist, up-to-date pre-travel advice, vaccinations (including Yellow Fever), anti-malarials and travel-related equipment.

Dr Cariat Evans, Travel Health Specialist, said: "We treat many patients in our Infection and Tropical Medicine department who have come back from exotic destinations with diseases such as Typhoid, Malaria and Viral Hepatitis – all of which are preventable. It is therefore very important for people to protect themselves fully and seek advice before they go away.

For more information please visit the Travel Clinic website [www.sth.nhs.uk/travelclinic](http://www.sth.nhs.uk/travelclinic) or phone to make an appointment: 0114 271 3560 or email: [sheffieldtravelclinic@sth.nhs.uk](mailto:sheffieldtravelclinic@sth.nhs.uk)



## EXPERTS AND PATIENTS WORK TOGETHER TO RAISE AWARENESS



Hepatitis Patient - Richard Douglas, Keiley Rowland - Staff Nurse in Communicable Diseases, Ray Poll - Nurse Consultant in Viral Hepatitis and Thea Williams, a Social Worker

### *The Hallamshire Hospital's Infectious Diseases team visited Sheffield city centre to raise awareness and provide tests for Hepatitis B and C.*

The testing day was part of the Hepatitis C Trust's week-long national bus tour for the global awareness-raising event, World Hepatitis Day. Our Viral Hepatitis service treats around 300 people for Hepatitis B and C every year. The infectious viruses are transmitted by contaminated blood and mainly attack the liver. If left untreated they can lead to cirrhosis, liver cancer and death.

## *Support for Hepatitis patients*

Thea Williams, a Social Worker at the Hallamshire Hospital, was also at the event. Thea provides support, advice and counselling for Hepatitis (and those co-infected with HIV) patients or those who are 'at risk' and thinking of having a test.

She also runs a fortnightly support group at the Shield centre for local patients like Richard to talk to each other and share experiences.

You can be tested for Hepatitis B and C by your local doctor (GP), drug service, sexual health clinic (GUM), and ante-natal clinic.

## Investing in Patient Care

### *Improved Catering facilities*

A £10.5m plan to refurbish catering facilities at the Trust is underway. The aim is to explore catering options to further meet the special dietary needs of patients and to also develop a more personal patient food service at ward level. The work will also bring with it better use of space and opportunities to deliver performance and efficiency savings across the Trust.

The plan includes improvements to the Northern General Central Production Unit, The Jessop Wing Coffee Bar, Northern General ward kitchens and Royal Hallamshire ward kitchens. The Royal Hallamshire Production Kitchen on D Floor will be refurbished meaning the new kitchen area will only take up 50 per cent of the existing space. On this floor the staff restaurant will be replaced and modernised.

### *New Gamma Knife will improve patient safety*

Over £3million is being invested to improve the Stereotactic Radiosurgery Department at the Royal Hallamshire Hospital. The plans include a state-of-the-art Gamma Knife which will be used to treat patients with brain conditions. This will be one of only a handful of Gamma Knives in the country.

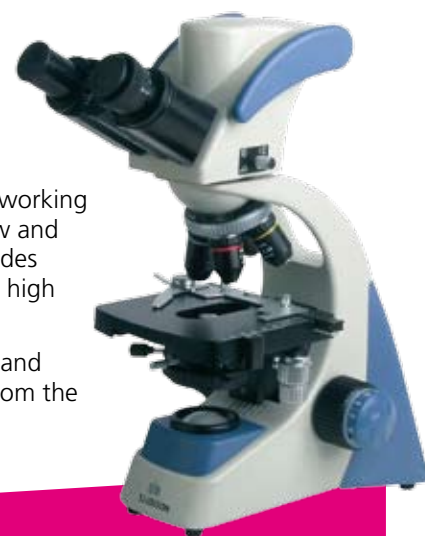
## £16 million invested in state of the art laboratories

£16 million is being invested in new state of the art laboratories to enable even faster test results by more efficient working and eliminating unnecessary duplication.

The new facilities, at the Northern General, will have large open plan labs and will accommodate the majority of the Trust's automated, specialised laboratories.

The new building will provide opportunities for different ways of working as well as the ability to develop new and efficient technologies – which includes dedicated areas for automated and high volume work.

As part of the plan Histopathology and Cytology will now be done solely from the Royal Hallamshire Hospital site.



## *League of Friends*

Do you, your relatives or friends have spare time to help a very worthwhile charity at the Northern General Hospital?

The Northern General Hospital League of Friends was set up in 1969. During this time the league have donated millions of pounds to the hospital, through funds raised in the snack bars, shop and trolley service.

Jane Elliott, Volunteer Coordinator says 'We are always looking for new volunteers who can give a few hours per week, and we have various volunteer opportunities available during the daytime and early evenings Monday - Friday. We have some wonderful dedicated volunteers, many of whom have



volunteered for over 20 years, and we hope to find more friendly and enthusiastic people to join our team.'

To volunteer with the League of Friends or to find out about

becoming a member, please contact Jane Elliott, Volunteer Coordinator on 0114 226 6045 or email [HYPERLINKmailto:volunteer@sth.nhs.uk](mailto:HYPERLINKmailto:volunteer@sth.nhs.uk)



# LISTENING AND RESPONDING TO OUR PATIENTS



**Alan Smith, Deputy Patient Partnership Manager**

Patient feedback and patient experience have an increasingly high profile across the NHS. This is reflected in some of the excellent work going on in the Trust aiming to capture patient feedback and improve the patient experience - which Governors are directly involved in.

The Trust's Patient Partnership Department has recently restructured in response to new national guidelines and expectations covering issues related to patient experience including complaints, national patient surveys and patient and public involvement.

Our team of Patient Partnership staff lead and coordinate a number of patient experience initiatives, as well as providing advice and support to staff across the Trust. The key focus of their work is to seek feedback from patients and families in order to improve the overall patient experience.

The department works to ensure that systems are in place for listening, responding to and learning from the views and insights of patients, both good and bad, and to ensure that patients are involved in planning, evaluating and improving the quality of our services.

Governors support the patient experience agenda by carrying out some of our patient survey work, sitting alongside staff on the patient experience committee and working with the team on improving the Trust's complaints handling process.

An individual patient's experience is influenced at every stage of a care pathway by every member of staff they come across.

To find out what patients think, the team use a variety of methods to capture patient feedback. These include:

- The Frequent Feedback patient surveys which involve a team of trained Trust volunteers who interview patients each week using electronic hand held devices.
- The programme of National Patient Surveys, which is coordinated by the Care Quality Commission (CQC) and is carried out within every NHS provider Trust each year.
- Website feedback including NHS Choices and Patient Opinion.
- Mystery Shopping. This is a new initiative in which a team of Trust volunteers has been carrying out assessments in wards, outpatient departments and reception areas to try to look at services through the eyes of patients and feed back to staff on what they find.

Alan Smith, Deputy Patient Partnership Manager, said: "The experience of patients is based upon how they and their families feel about their care and support. It is important to understand that a patient's experience starts before they actually arrive at hospital. It will be related to their experience of being referred to us, making an appointment, their journey to the hospital, and their expectations based on what they have heard about us from friends and relatives and also the media. Against this background of considerations, patients then have views on their consultation, advice and treatment."

Anna Firth, Patient Partnership Manager, added:

"Complaints and compliments are also important sources of

information about the experience of our patients". A new leaflet encouraging people to give their comments is also available in all wards and departments. The "Tell us what you think" leaflet explains how to make a complaint or compliment to us either in writing, over the telephone or via email and outlines what happens when we receive a complaint.

The leaflet also provides the opportunity for patients and visitors to give suggestions for service improvements or positive feedback. The leaflet invites patients and visitors to hand their completed feedback forms in to any member of staff or to post them in the comments boxes located in the main reception areas of each of our hospitals. All completed forms handed to staff should be returned to the Patient Partnership Department.



**Patient Services Team – Sam Fogg, Farhana Ali, Debbie Fletcher**

## A new Patient Services Team

The newly formed Patient Services Team (PST) has replaced the Patient Advice and Liaison Service (PALS) and provides a point of contact for patients who have a concern but don't know which member of staff or department to raise it with, or who feel that they need to speak to someone outside of the department or ward to which their concern relates.

Sue Butler, Head of Patient

Partnership, explained: "Our Team are knowledgeable and experienced in handling patients' concerns and have overall responsibility for ensuring responses to complainants are co-ordinated.

Wherever possible, the PST will deal with questions, team enquiries and straight forward low risk concerns there and then in order to provide a speedy and efficient service to callers. They can also offer advice and

guidance to any member of staff who is trying to provide direct support to a patient or relative with a concern."

The Patient Services Team can be contacted by patients Monday – Friday 9am - 5pm via telephone on 0114 271 2400, via email on [PST@sth.nhs.uk](mailto:PST@sth.nhs.uk) or in person in the Patient Partnership Department on B Floor, RHH and the Huntsman main entrance on C Floor, NGH.

The Department aims to share all information received about issues raised in complaints and compliments so that we can ensure we learn from the outcome of any investigations and so that staff receive appropriate recognition when their efforts have been

particularly appreciated.

The new information leaflet will also be accompanied by new "You said...We did" posters, to let patients and visitors know about service improvements which have happened as a result of a complaint or suggestion."

Sheffield Teaching Hospitals **NHS**  
NHS Foundation Trust

## We asked:

What do you think about our services?

We want to hear what patients and families think about our hospitals. You can contact us by:

- Telephoning the Patient Services Team on **0114 271 2400**
- Emailing us on **[PST@sth.nhs.uk](mailto:PST@sth.nhs.uk)**
- Leaving your comments on the NHS Choices website: **[www.nhs.uk](http://www.nhs.uk)**
- Completing the comments slip enclosed in our ***Tell us what you think*** leaflet

Sheffield Teaching Hospitals **NHS**  
NHS Foundation Trust

## Tell us what you think



If you would like to make a comment, complaint or suggestion you can:

- Speak to any member of staff involved in your care
- Complete the comments slip enclosed in our ***Tell us what you think*** leaflet
- Contact the Patient Services Team who can advise and assist you with raising concerns

The Patient Services Team are available Monday to Friday, 9am - 5pm and can be contacted on: **Tel:** 0114 271 2400 **Email:** [pst@sth.nhs.uk](mailto:pst@sth.nhs.uk)



# GOVERNORS' NEWS

## TRUST RECEIVES £50K TO IMPROVE PATIENT ENVIRONMENT

*Sheffield Teaching Hospitals has received a £50k grant to improve the health care environment for patients and particularly for those with dementia.*

The grant, from The King's Fund's Enhancing the Healing Environment (EHE) programme, will be used to improve the Royal Hallamshire Hospital's busy A floor entrance, reception and ambulance waiting areas.

The chosen area is one of the busiest areas of the Trust and is regularly used by patients suffering with dementia. The Hospital's project team are currently consulting with all users of the area to enable them to plan the best way to make it more welcoming for dementia patients and their families as well as improving the environment for all patients and staff.

Jo Bishop, Public Governor who is on the project team, said: "Rather than just a standard refurbishment of the outpatients area we will be looking to create an environment which is welcoming, helps ease the stress and anxiety of hospital visits and reflects the high level of care provided in this Trust."

The scheme has received widespread recognition both in terms of the individual projects and for encouraging the NHS to further consider the impact the environment has on patients, visitors and staff.

The project aims to be completed by December 2011.

## Diary Dates:

All Members are welcome to attend Governors' Council Meeting, for more information and meeting venues please contact Jane Pellegrina on 0114 2714322 or email jane.pellegrina@sth.nhs.uk

### Governors' Council Meeting

Tuesday 21 September 2010 5.00 pm

### Governors' Council Meeting

Tuesday 7 December 2010 5.00 pm

### Annual General Meeting

Monday 4th October 2010 2.00 pm

Lecture theatre 2, Medical Education Centre at the Northern General Hospital



### Project Team:

**Kerry Blackett:** Arts Coordinator

**Craig Hawker:** Staff Nurse, Dementia Care

**Sue Butler:** Head of Patient Partnership

**Jo Bishop:** Governor

**Zac Jones:** Estates Capital Design Team

## New Community HIV Testing Scheme Is Launched

A new scheme aiming to reduce the incidence of undiagnosed HIV in Sheffield's Black African community has been launched.

In a bid to ensure more Black African people are tested, and tested earlier, Sheffield's health community has secured funding from the Gilead UK and Ireland Fellowship Programme to establish an innovative community testing scheme.

Dr Christine Bowman, Clinical Director for Communicable Diseases, Sheffield Teaching Hospitals said: "HIV testing is not something people should be afraid to come forward for. Thousands of people in the UK are tested each year, but we would still like to test more. If the diagnosis of HIV is delayed until the HIV infection is very advanced, patients can suffer unnecessary and avoidable illness, hospitalisation and sometimes death. We want to make access to HIV testing in the early stages of HIV more readily available so that people can enjoy long and relatively healthy lives.

The Black African HIV testing scheme follows a successful pilot scheme within the gay and bi-sexual male community last year.

Evelyn Joseph, African Sexual Health Peer Educator, said: "We all need to be committed in the support of African communities about sexual health and in particular to the reduction of HIV infections. Africans make up 1% of the UK population but 34% of all people living with HIV in the UK. Testing is therefore vital so people can receive treatment earlier improving their outcomes and prevent passing on the infection."

The community testing pilot will see HIV testing kits that can be easily completed at home and sent to a lab, available via websites and at outreach locations across the city. The kits will be packaged with instructions for use, information about safe sex and a contract allowing for the test to be processed. The pilot will last for up to 6 months and will commence in July 2010.

Sheffield Teaching Hospitals NHS Foundation Trust, the Centre for HIV & Sexual Health, delivered by Sheffield Primary Care Trust; and Sheffield City Council will work together to roll out the scheme.



Summer 2010

# 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

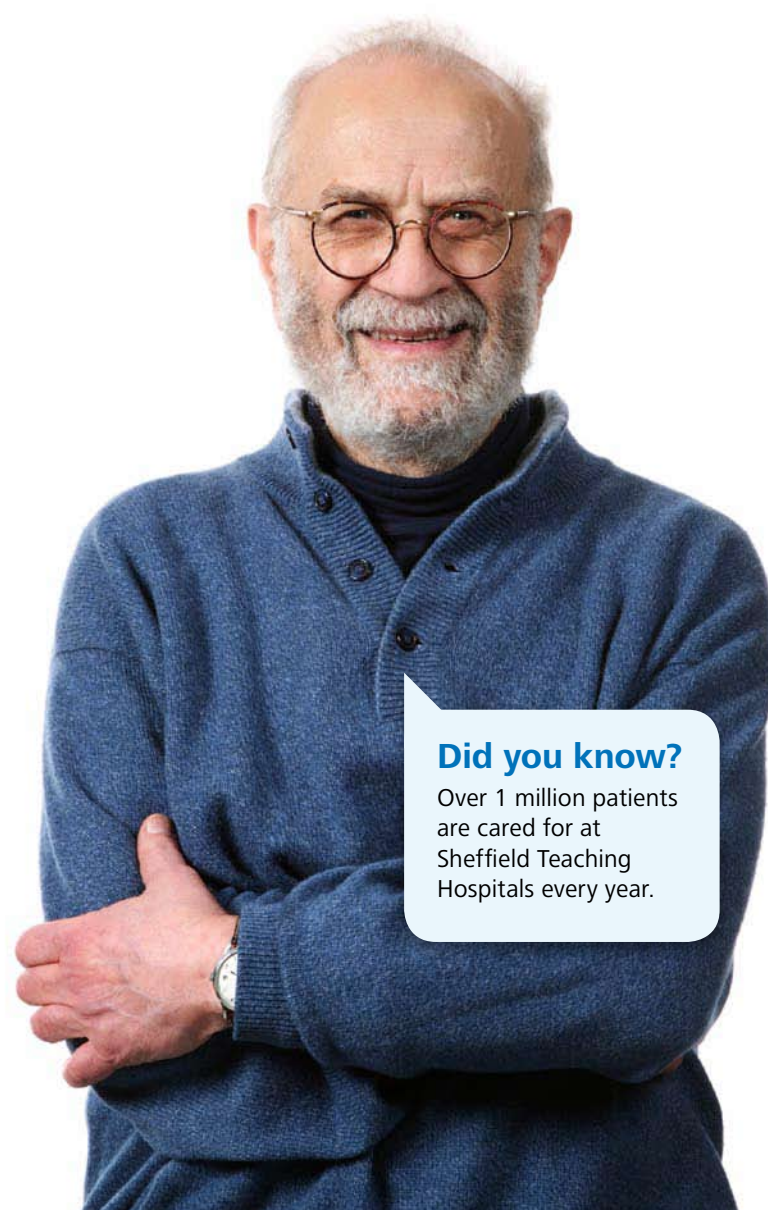
Over the coming weeks and months we will be changing how we deliver some services to ensure our patients continue to get the best possible care.

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.



# 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.**



## Did you know?

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

**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.



**Burns Team:** Consultant Plastic Surgeon Gavin Miller, Staff Nurses Teresa Hawkrigge 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.**

“

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.



# 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.

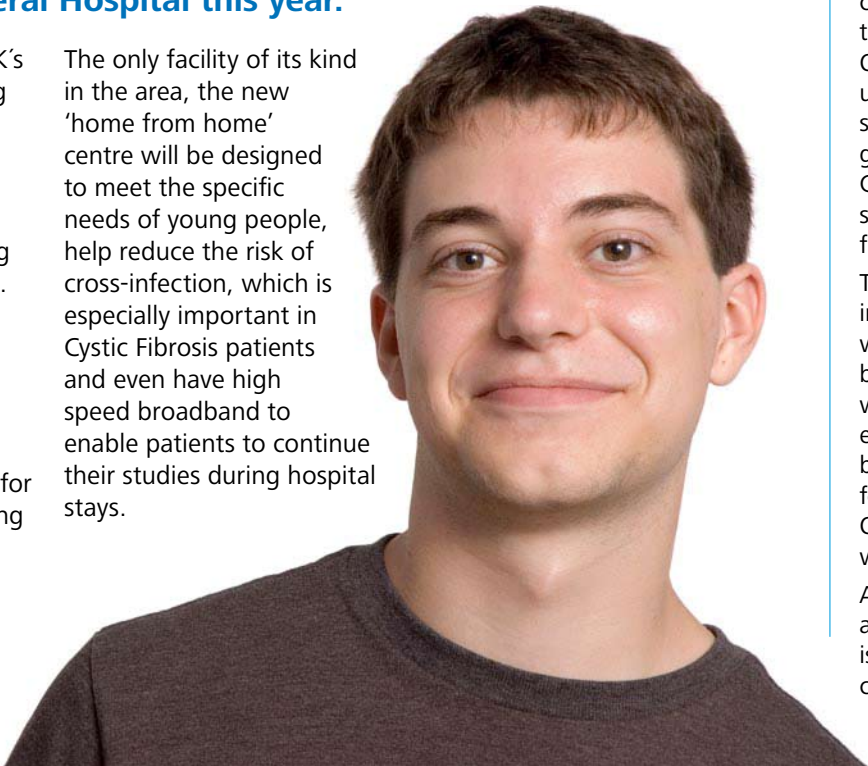


# Patients welcome new Cystic Fibrosis Unit

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.

# Gold standard care for Stroke patients

Snooker star, Dean Reynolds knows all too well why a newly relocated centre of excellence for stroke care at the Royal Hallamshire Hospital will ensure patients suffering from a stroke get gold standard care.



Dean Reynolds with Stroke Nurse Consultant Amanda Jones.

**Dean is once again playing his beloved sport thanks to the rapid treatment he received from staff at Sheffield Teaching Hospitals when he suffered a stroke.**

The stroke caused Dean to lose all feeling in his left side, paralyzing the hand that once made him the seventh best snooker player in the world.

"It all started when my hand began to feel numb that morning," explained Dean. "Later on, the sensation got worse and soon I wasn't able to lift myself up."

Dean was then rushed to Hospital to receive clot busting drugs.

"I made a great deal of progress during my time at Sheffield Teaching Hospitals, the treatment I received was excellent and the exercises that I worked on with the physiotherapist really helped me get some movement back. I was delighted to get back to the snooker table although it was a bit like starting from scratch as my hand was badly affected by the stroke."

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.

“

I made a great deal of progress during my time at Sheffield Teaching Hospitals, the treatment I received was excellent.

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.

### Did you know?

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





# GETTING TO KNOW YOUR GOVERNORS

## Anne Eckford

Public Governor West Sheffield

### What part of being a Trust Governor do you enjoy most?

After almost fifty years nursing, being able to continue to care for and improve patients' health and support the Trust staff to do this.

### What does your role involve?

Meeting and recruiting Trust members. Learning about various aspects of the Trust so I can be better informed when talking to patients, staff and members of the public. Supporting other Governors and networking with Governors from other Trusts. Promoting good health. Being an ambassador for the Trust

### What was the last thing that made you laugh out loud?

Joking with friends at our local pub.

### Who do you admire most and why?

Within the Trust, Hilary Chapman, Chief Nurse / Chief Operating Officer, a very intelligent but caring lady who having recently become a professor still maintains contact with patients.

### What do you feel is your best strength?

Organisational skills. Fair-minded, supportive team player.

### If you could be anywhere in the world right now where would you be?

Sheffield – but would like it to be a bit warmer! I'm born and bred in Sheffield. Did my nursing, midwifery and health visitor training in Sheffield. I have travelled to many places but still prefer Sheffield warts and all.

### Which actress would play you in a film of your life?

A Yorkshire lass!

### What activities are you currently involved in?

- Maternity services liaison Committee
- Judging Staff thank you Awards
- Convenor of Governors' Forum Meetings
- Governors' Communications Group
- Sub-group discussing the Role of the Governor
- Nutrition Group
- Carers Strategy Group
- Joint Chair of Patient Representative Group

Anne Eckford  
Public Governor West Sheffield



## Get sun savvy

*With soaring temperatures predicted for the rest of the summer, STH doctors are urging people to look after their health in the sun.*

### Doctors advice you to:

- \* Stay in the shade - avoid being outdoors during the hottest part of the day, 12noon-3pm
- \* Wear a hat
- \* Use sunscreen if you are going out in the sun
- \* Drink plenty of fluids
  - water is as good as anything else, and better than sugary drinks

The last heat wave's conditions are believed to be behind an increase in numbers of people visiting the Emergency department - A&E at Northern General Hospital and the Minor Injuries Unit at the Royal Hallamshire Hospital. If you do get ill or injured over the summer and your injury or illness isn't critical or life-threatening, there are plenty of places to get advice or treatment in Sheffield, you can:

- \* call your GP practice, they all offer an out-of-hours service 24 hours a day, 7 days a week.
- \* go to one of Sheffield's three walk-in centres: the Sheffield City GP Health Centre on Broad Lane; the Walk-in Centre at the Royal Hallamshire Hospital or the Minor Injuries Unit at the Royal Hallamshire Hospital - all are open 8am to 8pm, seven days a week, every day of the year, including weekends.
- \* get advice by phoning NHS Direct any time, day or night, on 0845 46 47 or visiting [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)



## SHARING GOOD PRACTICE FESTIVAL DAY

The Governor's recently joined staff from the Trust, the wider health community and the universities to celebrate the fourth Sharing Good Practice Festival Day at the Northern General Hospital.

John Laxton, Patient Governor, gave a talk on the role of Governors within the Trust and the community, he said: "The link with the community works both ways.

It's our job to try to obtain, and then provide the Trust with, the views of the people we represent, but also to act as ambassadors for the Trust in the community.

To support this work, we'd be grateful for help in recruiting more members of the Trust – they are our supporters and people whom we can

consult on changes that might lie ahead."

The event, supported by the Sheffield Hospitals Charitable Trust, included 22 presentations, numerous posters and interesting stalls and stands.

The theme for the day was the High Impact Actions with keynote speakers linking national initiatives with the great works on display from the Trust.

The event work was supported by the Royal College of Nursing double decker bus whose staff were on hand to talk to nurse's about their work and to provide a drop in zone for the South Yorkshire Collaboration for Leadership in Applied Health Research and Care. (SY CLAHRC)



Keynote speakers: - Public Governor John Warner, Patient Governor John Laxton, Staff Governor Viv Stevens and Public Governor Anne Eckford.



# SON'S GIFT OF LIFE BRINGS COMFORT TO GRIEVING SHEFFIELD FAMILY



organdonation.nhs.uk

**The family of a young man - whose tragic death led to seven people receiving life changing transplants - are spreading the message of the importance of organ donation.**

Andrew Hulse, a fit and healthy 31-year-old, was at a family gathering at his parent's home when he suffered a severe brain haemorrhage this Easter.

Despite staff at the Neurosciences Critical Care Unit at Sheffield's Royal Hallamshire Hospital, doing all they possibly could, his family were told that sadly Andrew would not recover.

Andrew's parents Pete and Do Hulse, from Chapeltown, were heart-broken by Andrew's sudden death but believed organ donation was something Andrew would have wanted.

Pete Hulse said: "The Hospital's organ donation team showed us that Andrew had signed up to the organ donation register which made our decision easier and confirmed what we thought - that he would have wanted to help others. Andrew touched so many people's lives during his short life - as part of his job as a Games Workshop Manager, he taught children how to play strategy games and helped many of them grow in confidence as well as helping friends through hard times. Now he has given at least seven people a new lease of life and in some cases saved their lives with his donation."

Andrew donated his lungs to a 52 year old man, his liver to a 55 year old man, one kidney to a 59 year old woman and one kidney to a 45 year old man. He has also donated his heart valves, his pancreas - in which cells have been used to help patients with diabetes and his corneas which have given two people sight.

Andrew, who had lived in Manchester since completing his first degree in Physics with Astrophysics and masters degree in Computer Networking and Engineering, was visiting his family for his sister Kristy's 30th birthday.

His mum Do said: "We are glad that Andrew had all his family around him before he died and that we were together to make a decision on organ donation. Sally Snowden, Emma Richardson and Marian Scognamiglio - the Specialist Nurses in Organ Donation, were superb in

explaining exactly what would happen and gave us a lot of support and reassurance. It was a very dignified and well-planned process - we were amazed at how many medical teams came together to make the donations happen and how many people benefited."

Since Andrew gave his gift of life, the family have been raising awareness of the importance of organ donation. At his funeral, the Service Leader Michael Granville, who coincidentally has received two cornea transplants at the Royal Hallamshire, spoke of the people that Andrew has helped and encouraged people to join the organ donation register.

Granddad of three Michael, aged 67, from Ranmoor in Sheffield, said: "In 2005, my Consultant Ophthalmologist, Mr Matthew Edwards at the Royal Hallamshire Hospital, told me that having cornea transplants was the only way I'd be able to see properly again. An overnight stay and two tiny layers of tissue later - and I no longer needed glasses. Thanks to my transplants, I have been able to continue to do my ceremonies work in the Humanist Society and to enjoy life with good vision. The word gratitude

is really not strong enough to describe the feeling I have towards my donors - a feeling I'm sure I share with those people Andrew has helped."

Sally Snowden, Specialist Nurse: Organ Donation at Sheffield Teaching Hospitals NHS Foundation Trust, said: "Currently there are approximately eight thousand people waiting for a transplant and of those waiting three people will die everyday. Andrew's amazing gift to help others after his death has saved the lives of four people. His donation of skin, bone, tendons, eyes and heart valves will continue to give benefit to many others in the years to come. Discussing your thoughts and feelings about organ and tissue donation with your family is important. As it allows them to know of your wishes in the event of your death. Pete and Do knew that it was something that Andrew would have wanted to do but knowing that he was on the Organ Donor Register made their decision easier."

If you would like to know more about organ donation or register as an organ donor then visit [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk) or call 0300 123 23 23.



Andrew Hulse



Do and Peter Hulse and Sally Snowden, Specialist Nurse: Organ Donation







# Jessop Wing Celebrates Breastfeeding

Sheffield's health community and Sheffield City Council celebrated National Breastfeeding Awareness Week, as part of our dedication to becoming a baby friendly city.

The week long event, organised in partnership with Sheffield Teaching Hospitals, Sheffield City Council and NHS Sheffield, included picnics for families and professional advice and information on breastfeeding.

The Lord Mayor also announced the winner of the Jessop Wing's photography competition -

launched to generate positive images of breast feeding and strong family relationships to display around the hospital.

Maxine Spencer, Lead Midwife at Sheffield Teaching Hospitals NHS Foundation Trust, said: "We believe that breastfeeding is the healthiest way for a woman to feed her baby and recognise the important health benefits known to exist for the mother and the baby. The event was a great opportunity to help new mothers make a fully informed

choice as to how they feed and care for their babies."

As part of Change 4 Life, Sheffield is working towards becoming a breastfeeding Friendly city and has recently put in place paid breastfeeding peer supporters in every children's centre in the city and also within the Jessop Wing. The Peer Supporters work in partnership with the midwifery and health visiting services to improve the information and support parents receive.

*Infant Feeding Specialists: Sue Cooper, Bev Ashton with Dotty Watkins Head of Midwifery and Maxine Spencer Lead Midwife.*



Lord Mayor and Lady Mayoress (STH's own Nicola Ashton from patient partnership) present the Naylor family with the winning prize



Seth shows off his mum's winning picture in the family category of him and baby sister Daisy



Alexia Naylor breastfeeding



Competition entry: Rozanna with twins immediately after the girls had been delivered by c-section at Jessops



Breastfeeding entrant Rozanna Niazi with her twin girls Eliza and Dolorez Burke-Niazi and her Mother Dolorez at the breastfeeding awareness day



Luke Stelmach with baby Maya



# Invest in the future

... and help your children reap the rewards.

We specialise in the primary education of girls during the important building block years, between 4 - 11.

Open day:

Saturday 9th October 2010, 10.00 am - 12.00 pm.



**ASHDELL**  
PREPARATORY SCHOOL  
I.A.P.S Est. 1948

266 Fulwood Road, Sheffield S10 3BL  
Tel: 0114 266 3835

[www.ashdellprep.co.uk](http://www.ashdellprep.co.uk)



**PREMIER EYE CARE**  
OPTICIANS

Complete price designer spectacles  
(including single vision lenses)

**MORGAN / Bench. £99.95**

**POLO / VOGUE / DKNY £129.95**  
RALPH LAUREN DONNA KARAN NEW YORK

**EMPORIO ARMANI / D&G / Ray-Ban £149.95**  
DOCK & GABRIELLA EYEWEAR

Complete price budget spectacles

Single vision from **£39** • Bifocals from **£69** • Varifocals from **£89**

Eye Tests – Spectacles – Contact Lenses – Accessories  
Private Tests – NHS Tests – VDU Tests – Diabetic Screening

To book an appointment, call in or ring on  
**0114 285 2696 - home visits available**

#### Premier Eye Care

3 Learoyd Way, Hillsborough Barracks Shopping Mall,  
within the Morrisons Complex, Sheffield S6 2LR.

Ample free car parking, convenient for buses & trams  
Now incorporating AC Smith Opticians (Hillsborough)

[www.premier-eye-care.co.uk](http://www.premier-eye-care.co.uk)

**Dior**  
GIORGIO ARMANI  
**PRADA**  
**GUCCI**  
**VERSACE**  
**MaxMara**

**Premier Eyecare,**  
5 King St, Hoyland,  
Barnsley, S74 9JU  
**01226 742158**

**AC Smith Opticians,**  
27 Towngate, Ossett,  
Wakefield, WF5 9BL  
**01924 263313**

**AC Smith Opticians,**  
34 Market Place,  
Doncaster, DN1 1NE  
**01302 344569**

Squinting is the short-sighted answer to poor sight. Eyesight is a precious gift yet so many of us take it for granted or simply walk around with blurred vision, never knowing any different. Life's too short to settle for mediocrity; see the world around you clearly with Premier Eye Care.

Early and regular testing is essential – it is thought that undetected vision problems are one of the major causes of learning difficulties – Premier Eye Care begin eye tests from the age of four. Free check ups are available to all those under 16 years and up to 19 if in full-time education.

For adults, generally in their forties, reading troubles are the most common and check-ups are recommended every two years.

In addition to standard eye tests, Premier Eye Care also offer VDU (visual display unit) tests for those who work with computers for a prolonged period of time.

They are also only one of two opticians in the area that are registered to screen for diabetes using a digital camera.

Owner Mr Tanveer Hussain has been a qualified optometrist for nearly ten years. Since opening in March 2005, he now has four practices, including A.C Smith Opticians in Doncaster and Ossett, dealing with both NHS and private patients.

He said: "Our main focus is on customer service; we aim to provide a comfortable and friendly environment. We also offer home visits for the elderly and disabled that can't visit us ensuring that they still receive the best possible care. The skilled team are also trained to repair, adjust and clean your glasses."

A far cry from the past, spectacles are no longer a dreary mass of nondescript frames. You can choose from opulent or subtle, classic or fashionable frames from the likes of Dior, Gucci, Prada, Armani, Versace, Ray-Ban, Polo Ralph Lauren, Vogue and others but to name a few.

With the largest selection of children's frames in the area, from NHS frames to designer like Hannah Montana, High School Musical and Bench Kids, there is something to suit the whole family.

Premier Eye Care caters for all budgets, with frames starting from just £10. Complete price spectacles start from just £39, with designer spectacles by Morgan and Bench at just £99.95 and Emporio Armani and Ray-Ban from £149.95. Prescription sunglasses are also available. As an independent business, Premier Eye Care has complete freedom to supply all available frames and lenses specifically tailored to meet the patients' needs.

This autonomy also means they are able to offer flexible payment options. So whether you select long-term, monthly, daily or fashion contact lenses, you can choose a payment plan most suited to you – be it direct debit or spreading the cost with installments. Don't just imagine the difference – see the difference with Premier Eye Care.

[www.premier-eye-care.co.uk](http://www.premier-eye-care.co.uk)

**Premier Eye Care 3 Learoyd Way, Hillsborough Barracks, Sheffield, S6 2LR Tel: 0114 285 2696**

Every possible care has been taken to ensure that the information given in this publication is accurate. Whilst the publisher would be grateful to learn of any errors, they cannot accept any liability over and above the cost of the advertisement for loss there by caused. No reproduction by any method whatsoever of any part of this publication is permitted without written consent of the copyright owners. Octagon Design & Marketing Ltd. ©2010 Britannic Chambers, 8a Carlton Road, Worksop, Notts. S80 1PH Tel: 01909 478822.

Sheffield Teaching Hospitals NHS Foundation Trust has not vetted the advertisers in this publication and accepts no liability for work done or goods supplied by any advertiser. Nor does Sheffield Teaching Hospitals endorse any of the products or services.



**Connect to Work**



Improving people's lives

**Are you on disability or health related benefits and do you want to get back to work?**

**Get £250 back to work bonus and £100 shopping voucher when you start back to work!\***  
\*terms and conditions apply

**Sickness**

**Employment**

**Benefits**

**Contact one of our Employment Coaches on 01709 361612 or call to arrange a meeting.**



Improving people's lives