

The Brief

January 2026



The Brief



January 2026 - spread the word

Please use this sheet to communicate the key messages from *The Brief*. Return your form to Siobhan Harrington, CEO, or email it to uhd.communications@nhs.net

Update	Shared?
<p>Transformation: The Phase 3 moves are happening this summer. Find out how we're preparing for the separation of emergency and planned care on page 5.</p> <p>Wellbeing: Get a free health MOT with our health kiosks located in RBH, Poole, and XCH. For more health and wellbeing advice, head to page 14.</p> <p>Patient First: Virtual Improvement Boards have launched and are making a big difference to team meetings. Read how on page 13.</p> <p>uhd.nhs.uk accounts: Your old uhd.nhs.uk account will not be accessible from 30 January. If you haven't moved to nhs.net already, find out how on page 8.</p> <p>Safety matters: Violence and aggression towards staff is never 'part of the job'. For top tips on accurate reporting of incidents, see page 16.</p> <p>Fundamentals of Care: The programme is now live. Find out more about January's topic, 'Skin integrity', on page 8.</p> <p>Conscious Inclusion workshops: Available to book now. Head to page 22 to see how you can be part of Team UHD's inclusion journey.</p> <p>Moving Forward Together: Connect with researchers, clinicians and students at Bournemouth University's upcoming conference. See page 20.</p> <p>And finally...See <i>The Brief</i> for upcoming events, Green UHD, Charity round ups and much more!</p>	

Staff questions or comments (continue overleaf where necessary):

Department:

Signed:

Date:

Your University Hospitals Dorset

An update from Chief Medical Officer and Deputy Chief Executive, Dr Peter Wilson



I hope you all managed to get some down-time during the holiday season, and I wish you a Happy New Year.

2025 was an incredible year. Socially and economically, it has been tough for a large amount of our staff. I am so aware of the concerns (be it financial, safety, or all the uncertainty within the organisation), and I want to acknowledge that and say that myself and my colleagues want to keep supporting you all in making UHD a good and supportive place to work.

I am also aware that we could start 2026 with concern as well. Finances, performance, and the major moves that are coming across the organisation this year are all unsettling.

However, I do think that the New Year is an opportunity for us to look back with pride at what we have collectively accomplished, and to look forward with renewed hope and optimism (albeit through the lens of realism; no rose-tinted glasses).

I decided to ask Chat GPT (don't just take my word for it!) for what UHD could be proud of from the previous year, and it certainly didn't disappoint. I did this to convey not just what I as an executive think has gone well, but to include what has been reported externally as a success as well. What is

incredible is that every single one of our roughly 10,000 staff members and volunteers will have played a part in making this happen...

- Opening of the BEACH which was an incredible feat, not just of building and planning, but dedication from each and every one of you. I cannot think of a single staff or volunteer group that did not help to make this happen.
- Finalising (following some obvious upset with delays), our Phase 3 move.
- Ongoing and strengthening our research and academic partnerships with Bournemouth University and Health Science University.
- Our annual UHD Staff Awards - for me a standout of the year.
- Workforce improvements - decreasing agency and vacancies.

- Updating our digital transformation plans - a huge move forward that will come to fruition in early 2028.
- Improvement in our performance around waiting lists and cancer waits.
- Strong financial position (for 2025/26) despite all the current financial concerns. What was really important was how most of you supported the improved position.
- Strengthening of our Patient First way of working.

There are so many more things I could have added but I hope you agree that considering our starting position, we should all be collectively proud of what we have achieved this year.

2026 is going to be the same as 2025 - maybe even tougher. Our financial position is a significant concern with the





need to make even bigger savings. Our waiting lists for our patients are still too long. People are working hard and are at times frustrated. In July we are splitting the sites into emergency and elective - a Herculean feat in its own right, but when we need to ensure we keep our patients safe, our performance up, and our finances managed, it makes it even more daunting.

I would point out that many of us felt the same at the beginning of last year though, and look at what we managed

to accomplish. I do not believe that was through luck. I believe it was through the consistent hard work from us all who all believe in the common goal of ensuring our patients get the best service possible, and that as an organisation we strive to be the best place to work.

That does not mean we are not going to disagree. We may even fall out at times over how we achieve these goals. However, if we keep focused on our aims and work together with honesty and respect, I know we can succeed.

So rather than enter 2026 concentrating on our worries, fears and issues (we need to acknowledge these and ensure we are actively talking, debating, and resolving these), I would encourage all of us to think back to what we have accomplished as well as focus on what we can still do for our patients and staff. I look forward to working with all of you over the next year.

Best wishes

Peter

Vital statistics December 2025

- We saw **41,862** patients in our outpatient departments
- ...and an additional **8,640** virtually
- Carried out **1,577** day case procedures
- Supported the birth of more than **313** babies
- Attended to **14,438** patients in our emergency departments
- Cared for **232** patients at the end of their lives
- Started **195** patients on their radiotherapy journey

Thank you **#TeamUHD**

Looking ahead: What to expect in 2026

The next stage of our transformation programme (Phase 3) will take place in summer 2026 and will separate emergency and planned care.

The Royal Bournemouth Hospital will become our emergency care site, and Poole

Hospital will be our planned care site. This is the most complex phase and will involve moving wards, staff, patients, and equipment.

The Children's Unit will also be moving from Poole to RBH. This includes the following: Children's

Inpatient Wards, Children's Assessment Unit, and Children's Day Care Unit.

The Coast Building at RBH is key to this phase and is expected to be ready by June. The moves will take place over two weeks, from 20 July 2026.

You can read more about all these changes and more on our [Transforming Care Together intranet page](#).

A year of transformation:

2025 was a very busy year for transformation across UHD. Thank you to everyone across #TeamUHD for your hard work, teamwork and patience throughout the year. As we begin 2026, let's see what we achieved together and what comes next.

February 2025:

The BEACH Building was handed over

In February we received the keys to the new BEACH Building at the Royal Bournemouth Hospital. This marked the start of a series of moves and improvements across our services.



March 2025:

First teams move into the BEACH

March was a month of activity inside the new building.

- Radiology was the first team to move in. They welcomed the very first patients into the BEACH.
- Our Critical Care Team moved into their new unit on the first floor.
- On 31 March, Maternity, Neonatal, and Emergency Gynaecology services transferred from St Mary's in Poole to their new areas on the second and third floors of the BEACH. Baby Isla was the first baby born in the new facility.



April 2025:

A new entrance and a final farewell

We had two big moments at RBH and Poole in April.

- At RBH, the new main entrance officially opened. This entrance includes a Costa Coffee, a Co-op shop and the Stock Shop. In addition to these are the Chaplaincy Centre, our Charity Team, the Patient Advice and Liaison Service, and the Volunteer Hub.



- In Poole, more than 400 people gathered to say goodbye to St Mary's Maternity Unit after more than 60 years of caring for families in our community.



May 2025:

ED Team moves into the BEACH

In May, our Emergency Department Team at RBH moved into their new area on the ground floor of the BEACH, which also houses our Urgent Treatment Centre.



June 2025:

A major milestone for the Coast Building

In June, we topped out our new Coast Building at RBH. This marked the moment when the final piece of the main structure was placed at the top of the building.

We also had two more important developments in June.

- The Outpatients Assessment Clinic moved from Beales in the Dolphin Centre to the St Mary's building in Poole.
- The first modules arrived for the new Endoscopy Hub in Poole. This hub will open in early summer 2026.



July 2025:

Medical SDEC moves to a new temporary home

In July, the Medical Same Day Emergency Care Team moved into their temporary base in the former Urgent Treatment Centre space at RBH. This has helped ease emergency pressures.



November 2025:

Clearer wayfinding at RBH

In November, RBH was divided into three zones, in addition to the Emergency Department. New signs were installed across the site to make it easier for patients, visitors and staff to find their way around the hospital.



December 2025:

Wessex Fields secured for future use

In December, UHD purchased the remainder of the Wessex Fields site from BCP Council. It will provide extra parking in the short term. This will help patients, visitors, and staff and will reduce parking pressure on the RBH site. Learn more about the plans for Wessex Fields [here](#).

You said, we did

You said: It's challenging for patients and staff to get over the road to the BEACH Building from the bus hub area. We need a pedestrian crossing.

We did: Our Safety Team has been working closely with our UHD project managers and IHP, our building contractors, to get a crossing installed. Special thanks to Rob Lipcar for facilitating the crossing so promptly.



Save lives,
improve
patient safety



Learn at Lunch: Focus on clinical audit and NICE guidance

15 January at 12.15pm

Join Craig Murray and our UHD Safety Crew to find out more...

See the intranet for the Teams link



Removal of uhd.nhs.uk accounts

From 30 January 2026, you will be **unable** to access your old uhd.nhs.uk account. You **must only use your nhs.net account** from this date.

Once this change takes effect, please note:

- All email forwarding/redirecting from your **uhd.nhs.uk** to your **nhs.net** addresses will stop.
- Outlook email: Your uhd.nhs.uk mailbox and archived emails will no longer be available.
- OneDrive: All files stored in your UHD OneDrive account will be inaccessible.
- UHD Microsoft Teams: Chat history, meetings, and collaboration features will no longer be available.
- UHD SharePoint: Access to shared sites and documents will be removed.

- UHD applications that are accessed using **uhd.nhs.uk** accounts may stop working.

Action required:

- Need to move to NHS.net? [Click here for top tips](#) to help with the move.
- Meeting invites sent from external users to your uhd.nhs.uk email address must be updated to your nhs.net account.
- Update your email address with external subscriptions and third-party accounts that use your UHD account. For example, Blue Light Card, Vivup, BMJ or others.
- If you have incorrect email addresses on our UHD website for patients and visitors, log a job with the Web Team on our IT Self Service Portal to update this.
- Please contact the application owner if you have any queries about UHD applications migrating to NHS.net.

Fundamentals of Care

Fundamental care is the essential, core requirements of care that we, as health professionals offer our patients.

It includes checking skin and pain levels, offering support with eating and drinking, providing help with toileting, and encouraging regular movement/activities.

When we have many unwell patients and multiple priorities, we can overlook essential elements of clinical care.

The UHD **Fundamentals Of Care Programme** will support all healthcare professionals and multidisciplinary teams with a renewed emphasis on the core elements of what we do well; to provide a great service for people in our hospitals, in our clinical areas, and in our care. **January's topic is 'Skin integrity, with a focus on pressure ulcer prevention'.** [Click here](#) to view the standards for this element of care.

Please refer to the table below for other themes over the coming months.



The FoC Team will be on hand to support you with this learning, with visits planned for clinical areas to share information and answer any questions you may have.

Fundamental Care area

Skin integrity

Safer activity

Communication

Bladder and bowel care

Mouth care

Personal hygiene

Nutrition and hydration

Management of pain

Focus month and leader

January - Lorna Magill

February - Hanna Wilkinson and Liz Smith

March - Dr Saskia Dorman and Mel Hartley

April - Fran Rose

May - Lisa McManus and Amy Wood

June - Lisa McManus

July - Donna Garcia

August - TBA



Improve patient experience, listen and act

A new chapter for Child Health

Ahead of Child Health services moving from Poole to Bournemouth this summer, the team recently hosted an engagement event for local families to tour the new Children's Inpatient Unit at the BEACH, and speak with staff about the upcoming changes.

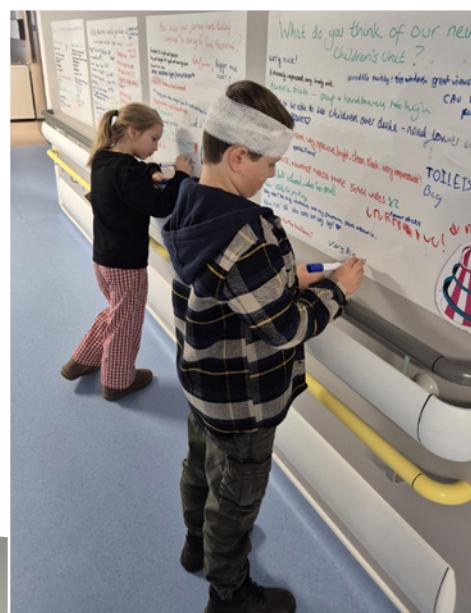
Jo Milton, Clinical Transformation Lead for Child Health, said:

“We had over 20 children and parents attend. There was opportunity for them to look around the new facilities, meet some of the transformation team, and enjoy activities with the hospital play specialists.



Improve patient experience, listen and act

“It was also a great chance to answer questions and receive feedback from parents about the reasons and benefits of the move, which were largely very positive. Thanks to all colleagues involved, and we look forward to holding more events like this in the lead up to our move this July.”



For all the latest transformation news across our hospitals, head [here](#).

NHS Staff Survey - what happens next?

The NHS Staff Survey results will be released nationally in Spring. Your Organisational Development team is planning sessions for managers to help you prepare for your results from February. Watch this space for details.

In the meantime, here are some examples from teams who made changes based on their 2024 results:

NHS Staff Survey team improvements - 2025 round-up



We are
compassionate
and **inclusive**

The Child Health Team

have been trained on unconscious bias, cultural awareness and inclusive language. Listening events

have been held for staff to share their experiences in a safe space without judgement. The team are reviewing recruitment, promotion and leadership practices to make sure they are fair and inclusive.



We are **recognised**
and **rewarded**

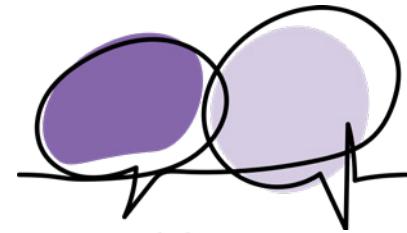
Senior managers in Pathology are continuing to nominate the team for internal and external awards. Celebrations and thank yous

have been added to the One Dorset Pathology newsletter so that staff are regularly recognised for their work.



The Child Health Team

have improved the sharing of recognition from Friends and Family feedback and Favourable Event Recognition Forms so that staff receive the positive feedback from patients.



We each have
a voice that
counts

In Pathology staff suggestion boxes have been placed at each site with all suggestions collated, acted upon where possible and feedback is provided to the team. All team members are given opportunities to have a voice at the new Pathology Improvement Working Group, pathology staff briefings and laboratory meetings. Leaders have made sure that all team members know how to speak up and who they can speak up to. They also organised listening events, hosted by the our execs for all team members to raise concerns.

UHD Therapies staff used the survey as an opportunity to speak up about lack of adequate equipment to do their jobs. Since then, three bariatric chairs have been repaired and are back in working order, £13,579 of funding has been approved for medical equipment, an inpatient therapies gym has been opened at RBH and new equipment has been provided for the MSK outpatient gym at Poole Hospital. New IT equipment has been purchased including laptops, headsets and large screens for training and education.





We are
safe and
healthy

A Pathology Morale Survey has been launched to measure the success of improvements in the department. A seating area has been installed in the Pathology Hub stairwell for staff to take a break or for visitors to wait. More shrubs have been planted

around the Pathology Hub to improve the look and feel of the building. A new Wi-Fi network has been installed at the hub as coverage was poor. A new coffee machine has been provided at the Poole Pathology Department and a water bottle storage station has been provided in the hub. The team are working to improve staffing levels through attendance at weekly care group vacancy review meetings and adding staffing pressures to the Trust risk register. Patient First trained managers are also evaluating and eliminating process waste.

The team has appointed a staff wellbeing lead to champion improvements which will improve staff morale, health, and wellbeing.

The UHD Therapies Team

meetings now include a section for DATIX and LERNS to be discussed and learning shared. Learning is also shared through the therapies bulletin. All safeguarding linked to therapies is reported back to teams. The leadership team have had PSIRF training and incidents are triaged once reported to prioritise response time and shared learning.



We are
always
learning

In Pathology opportunities for progression have been created through funded apprenticeships. A Therapy Lead for career development has been introduced in the **UHD Therapies team** and the Therapies Education and

Training Strategy has been launched. Learning facilitators are now part of the acute, orthopaedic, speech and language therapy and older people's services teams. £26,957 of funds have been awarded to therapies by BEAT for a Learning Needs Analysis for education and training. This includes opportunities for Masters level courses, international conferences and training. £20,000 has been spent through Therapies Education funding on training

and education courses across all therapy departments. Over 300 staff attended 'Whole Therapies in Service' training.

A **Research** roadmap has been developed, outlining the progression from band 6 to band 7 to help staff prepare for future opportunities. This will be extended to other staff groups. The application process for future learning opportunities has been reviewed to make sure that it is a fair process that everyone in the department has equal access to.



We are
a team

The Pathology Team has improved communication by introducing regular Pathology staff briefing webinars for all pathology staff in Dorset. They have also created a One Dorset Pathology newsletter, and

share information from senior One Dorset Pathology meetings with all team members through regular laboratory meetings. The team has engaged with our Estates Department to improve communication and response to pathology issues.

Research staffing structures have been reviewed to make cross-specialty working easier and to better support areas in need. The team has increased teambuilding away day opportunities to boost staff morale and improve team

relationships.

More team-led events have been introduced in **Child Health** such as team days, a summer beach party, retirement lunches, baby showers and wellbeing walks.

The **Neonatal Team** hosted staff and family events at the UHD beach hut, organised a Christmas event and went go-karting together to improve team relationships and staff morale.

The National Quarterly Pulse Survey

Take part in our quarterly
pulse survey in January.
Your voice counts.



Please scan the QR code to participate
in the National Quarterly Pulse Survey

People Promise



Patient First

Provide excellent healthcare. Be a great place to work.

Launch of our New Improved Virtual Board at UHD for the Patient First Improvement System (PFIS)

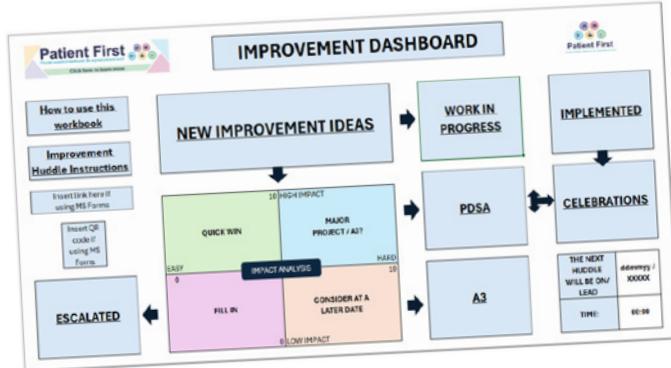
In line with the Patient First mantra of continuous improvement, we have successfully launched a new improved version of our **Virtual Improvement Board**, marking a significant milestone in the rollout of the **Patient First Improvement System**. This digital board works alongside the traditional physical improvement boards and provides a modern, accessible, and real time platform for tracking progress, sharing insights, and supporting continuous improvement across teams.

If you are a team that works across site and struggles to meet face to face to huddle for improvement, then we have the perfect solution. The virtual board has a dashboard that looks and feels the same as a physical board but uses Excel to track where any one or more improvement slips may be. You will be able to tap between areas of the board to see progress.

The virtual board is shared virtually in a Teams meeting by sharing your screen. Roles are assigned including a 'rabbit hole monitor', and a scribe so that the actions can be updated in real time and ensure you stay on track.

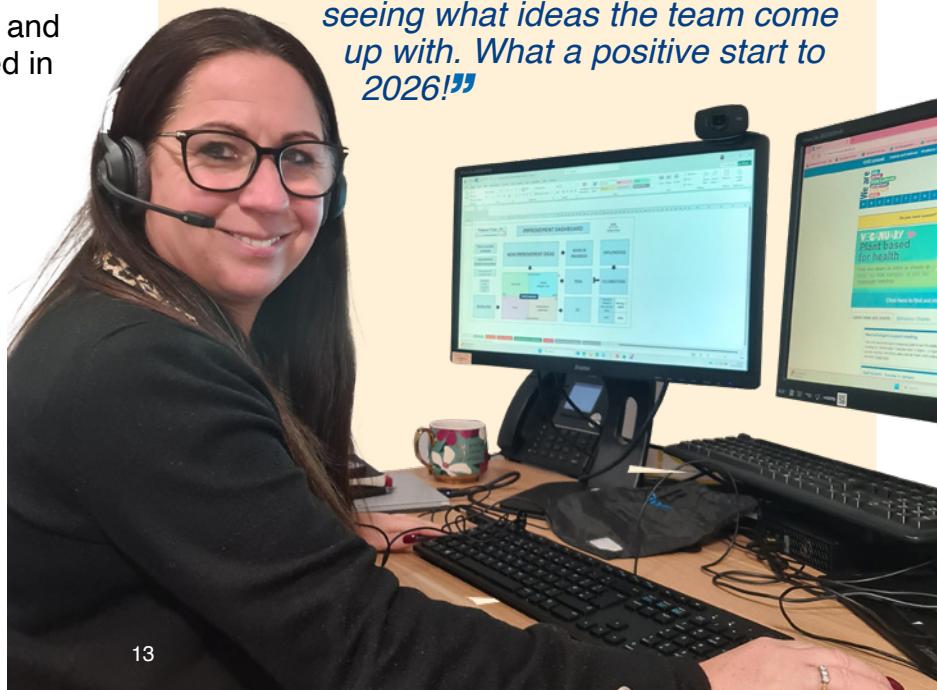
Within the Patient First Improvement System (PFIS), physical improvement boards are the preferred approach wherever possible, as they support visible, team-based improvement and in-person huddles. Where this is not feasible due to space limitations, cross-site working or service configuration, a virtual improvement board can be used to support the same principles and ways of working.

If this is something you would like to implement, please email UHD.patientfirst.admin@nhs.net and you will be sent the relevant file.



Karen Smith, Senior UHD Charity Manager, said: *“The Charity Team work across sites, and so the launch of the virtual improvement board will enable us to hold improvement huddles. The process is user friendly and will have direct benefit in that it will help to facilitate ideas.*

“This could be any of our processes, administration, interaction with donors and patients, our fundraising and marketing functions. I am really looking forward to seeing what ideas the team come up with. What a positive start to 2026!”



Wellbeing check: Focus on physical health

Get vaccinated



UHDefenders

Search '[fu jab](#)' on the intranet to find out how to get yours. The flu vaccine is needed yearly. It lowers your chance of becoming ill or needing hospital care. The vaccine cannot give you the flu. Side effects like mild fever or sore arm do not last long. Watch our [Thrive Live Rewind video about Winter Immunity](#) to find out more.

Wash your hands



Hand hygiene is essential to preventing the spread of viruses. Always wash your hands with soap and water after using the toilet and before eating. Always carry alcohol hand rub with you. Follow the UK Health Security Agency steps for [hand washing](#) and [how to handrub](#).

Wear personal protective equipment

Make sure you are following the correct guidance for PPE. You must be bare below the elbows in any clinical area.

Only wear gloves if you are at risk of exposure to blood or bodily fluids, chemicals, known or suspected infectious patients, or outbreaks.



and RBH. [Self-refer here](#). Watch our Thrive Live Rewind video about [workplace ergonomics and your wellbeing](#) to learn more about protecting your physical health at work.

Occupational Health

Our mission is to prevent work-related illnesses and injuries, promote health and safety, and support employees with health issues so they can stay at or return to work. [Visit the OH intranet pages](#) for more information. If you have a health condition and need support at work to do your job safely and effectively, please talk to your manager and discuss a referral to OH for expert advice.

Staff MSK Therapy Service

At UHD we have a totally confidential, award-winning staff musculoskeletal therapy service. They offer free face-to-face personalised assessment and treatment plans from highly trained MSK therapists. Flexible appointments available during the working day on-site at Poole

Free NHS health checks

Are you aged 40-74? You may be entitled to a free NHS health check at UHD. As we get older, we have a higher risk of developing conditions like high blood pressure, heart disease or type 2 diabetes. Your free NHS health check can spot early signs and help prevent these happening to you. Please read the eligibility criteria before booking your appointment. [Click here](#) to book an appointment at UHD and check dates for LiveWell Dorset's public events.



Get a free health MOT with our health kiosks, now located in:

- The Dolphin Restaurant at Poole Hospital
- The Oasis Cafe at RBH
- The Fairmile Cafe at XCH

The interactive kiosk will measure your blood pressure, body fat content, heart rate, weight, body mass index and wellbeing age. You will get an anonymous and confidential print out of your results.

You can find more information on all of these health and wellbeing offers and more in your 2025/26 Health and Wellbeing Guides.



Dry January 2026 - Are you in?

Alcohol can impact our health, wellbeing and quality of life - from headaches, sleepless nights and feeling 'off' the next day, to high blood pressure, anxiety, and cancer. **The Dry January challenge** equips us with the skills and confidence to take back control of our drinking over the long-term.

This year, taking part couldn't be easier. The Addiction Care and Treatment Service (ACTS) has created a [new anonymous online pledge](#) for staff who want to take on the challenge. If you take the pledge, your department will be entered into a prize draw to win a wellbeing hamper. Departments with more than one pledge will only get one entry into the draw.

The free **Try Dry app from Alcohol Change UK** can help you track your alcohol-free streak.

Visit dryjanuary.org.uk to download it today.



External alcohol support services will be visiting UHD throughout January to offer additional support for staff, come and visit the stands on:

- **23 January**
Poole Hospital Dome
- **19 January**
RBH Atrium



Do you need support?

The ACTS Team has a discreet support service for staff experiencing difficulties with alcohol or other drugs which you can access through Occupational Health. There is also a list of external support services on our Thrive Health and Wellbeing pages.

Please note: If you are dependent on alcohol, stopping drinking suddenly can be very dangerous. We strongly advise that you speak to your GP who will be able to get help for you to reduce your drinking safely.

Myth busting: Violence and aggression reporting

Violence and aggression towards staff is never 'part of the job'. Accurate reporting is essential for protecting each other, improving our response, and ensuring the right support is in place. Here are the truths behind the most common misconceptions:

Myth 1:

“If the patient is unwell, there’s no point reporting violence.”

Fact: While illness can explain behaviour, it does not make reporting any less important. Reports help clinical teams identify triggers, ensure safety plans are in place, flag repeat patterns, and allow us to provide support and risk controls. Understanding context is part of the review, not a reason to stay silent.

Myth 2:

“Nothing will change if I report aggression.”

Fact: Every violence or aggression report is reviewed. These reports influence staffing decisions, training, use of security, care planning, environmental changes, and broader violence reduction strategies across our sites.

Myth 3:

“Security only needs to know about physical assaults, not verbal aggression.”

Fact: Verbal abuse, intimidation, threats, harassment, and escalating behaviour are **all** forms of violence and aggression. They are early warning signs that help our security and clinical teams intervene before harm occurs. Reporting non-physical incidents is essential to preventing physical ones.

Myth 4:

“If I wasn’t injured, there’s no need to report.”

Fact: Harm isn’t only physical. Emotional impact, disruption to care, intimidation, and repeated low-level incidents all affect wellbeing and team safety. Our violence reduction work relies heavily on recognising patterns.

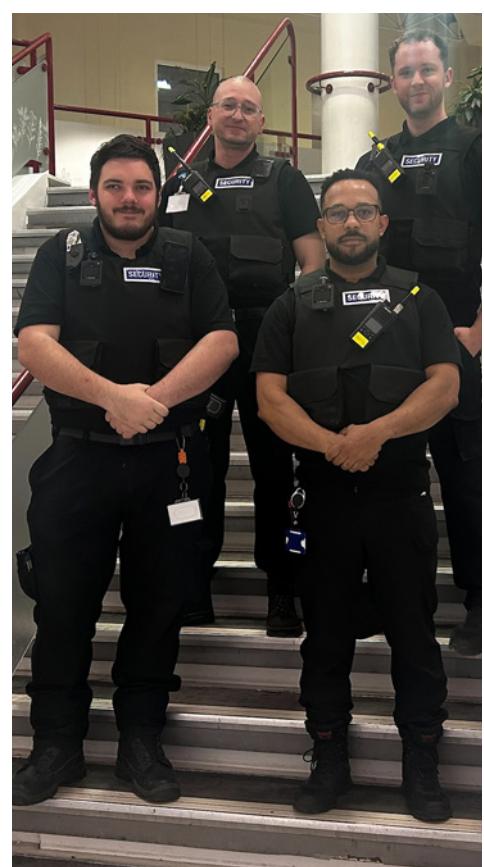
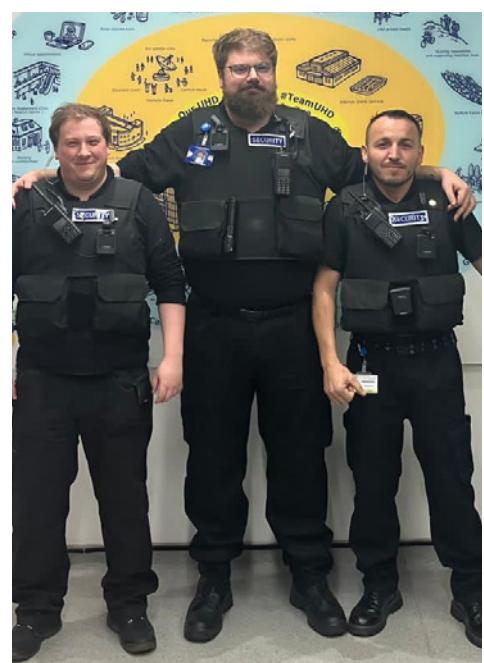
Myth 5:

“Reporting makes me look like I can’t manage my patients.”

Fact: Reporting is a professional responsibility and a sign of good situational awareness. High-reporting areas are the safest because staff communicate early and openly. It reflects good practice.



**Be a great
place to work**



Myth 6: “Security will think I’m overreacting if I call for help.”

Fact: Our Security Team wants to be called when you feel unsafe. Their role includes prevention, de-escalation, and reassurance. If you feel unsafe, it is valid.

Myth 7: “Community and outpatient areas don’t need to report aggression.”

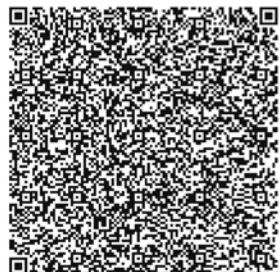
Fact: Violence and aggression can occur anywhere. Non-ward environments are often high-risk due to staffing levels, busy waiting areas, and lone working. Reporting in these areas helps us tailor support and resource planning.

Your report matters. Your safety matters.

Report using a [LERN form here](#). If you need help urgently, call ext. **2222**. Click [here](#) to find more tips to stay safe at work. If you need support after the incident, our [Freedom to Speak Up Guardians](#) are here to support you or find more support [here](#).

Could you support inclusive recruitment at UHD?

We are committed to building a fairer and more inclusive recruitment process at UHD. With support from our Chief People Officer, Melanie Whitfield, and Recruitment Team, a new initiative is launching to improve representation and reduce bias, particularly in the recruitment of senior roles.



To find out more, [click here](#) or scan the QR code.

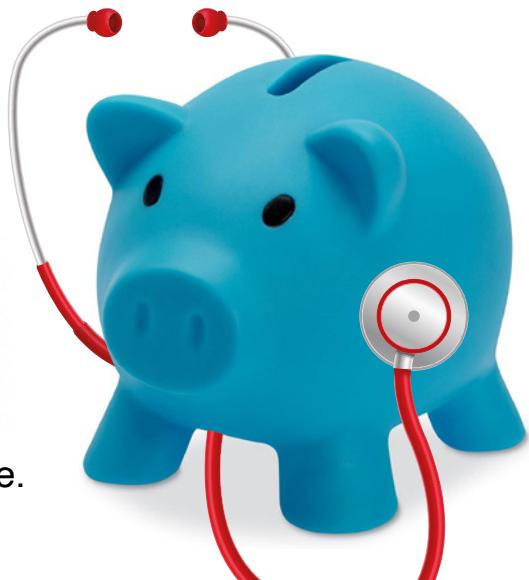
Saving the **#NHSpound** Save

As we start the New Year and consider making resolutions, now is the perfect time to consider how we can tackle waste at UHD.

We all have a part to play in making the NHS Pound stretch that little bit further to improve both patient and staff experience. If you see waste, or know of areas where we can do something different, reach out to the Productivity and Efficiency Team at uhd.nhs-pound@nhs.net, or via the anonymous QR code.



#NHSpound
Invest
#NHSpound
Use wisely
#NHSpound
Protect



A service to celebrate:

From innovation to recognition, how MSK 'super clinics' brought down waiting lists and secured a national award nomination

In a bid to cut down waiting lists, our Musculoskeletal Therapy Department launched a weekend clinic to see patients sooner, a move which has proven not only beneficial for the local community, but for the service itself. We sat down with **Chris Efford**, MSK Therapy Service Lead, and **Matthew Low**, Consultant Physiotherapist, to talk about its success.

Chris:

“If we rewind about two years ago now, our service was in a position whereby the wait times for routine patients to come in was extreme. We were in excess of 80 week waits for a routine appointment, which is massively problematic for physio because of the nature of our service often supporting/preventing patients needing more serious intervention such as surgery. So this piece of work was part of our response to those demands on our wait times.

“We set up some exceptional Saturday clinics at Christchurch and Poole, inspired by several different versions that we had seen elsewhere around the country to form what we now call the ‘Super Clinic Model’. Instead of a standard appointment format, patients were asked what their needs are for the day, and the questions they might want answering.

“They then moved to an assessment zone before heading to a rehab zone, which we mainly staffed with students from Bournemouth University and Health Sciences University as a unique learning opportunity for them, and for us to add greater value to their educational pathway. Teams would also be under



Improve patient experience, listen and act



supervision, and be able to discuss every case with a qualified physio.”

“From there the patients would move to a lifestyle zone that was principally managed by LiveWell Dorset during the course of the clinics, but we had various third-sector parties involved including Dorset Mind for mental advice support, Diabetes UK for screening where necessary, and BH Live on behalf of local leisure centres. We also had a research zone for patients who might be eligible to talk about any live research studies. Following that there would be a check-out conversation for the patient.”



Matthew:

“We were inspired by the personalised care approach that these super clinic models could offer, while embedding the historic ‘community assessment day’ ethos into the framework. It was a different way of working where what really matters to the patient was a huge part of the conversation, assessment and diagnosis. It was also brilliant to link in with colleagues from Dorset County and Dorset HealthCare on

this project, and I think is a great example of a collaborative approach from the Dorset system.”

“We went from those extreme waits at the start of the year down to the longest wait of six weeks in the space of just nine months, which was much, much quicker than we had anticipated. We never set out to do this with an award nomination in mind, but the way that piece of work progressed and seeing those patient benefits, we thought it appropriate to share with the HSJ, and following a shortlisting

process and presentation to the judging panel, we were delighted to be a finalist in the ‘Performance Recovery Award’ category.”

“A huge thank you to our Care Group for their support in seeing this model come to fruition in the first instance, UHD Charity for enabling us to attend the award ceremony, our Patient Partner who played an integral part in our presentation to the panel, and to all our therapy colleagues for helping to make this such a success. Well done, Team UHD Therapies!”

Celebrating women at UHD

International Women’s Day will take place on **Sunday 8 March**. It is a day to celebrate women’s achievements and calls for accelerated gender equality, with 2026’s theme of **‘Give To Gain’**, focusing on collective giving for empowerment and advancement in various areas like leadership, education, and economic independence.

Plans are already underway by our Women’s Network to celebrate across UHD on 5 March, with a special event and guest speakers planned as well as a focus on women’s health. More details to follow soon, and if you would like to get involved or show your appreciation to an inspirational female colleague, please [complete this form](#).



Nominate your colleagues for a Staff Excellence Award

Do you know someone who has gone above and beyond, or is a shining example when it comes to living our trust values? If so, why not nominate them for this month’s staff excellence award?

Every day our colleagues and volunteers are living our values to help care for our patients and for each other and we want to celebrate where you have gone above and beyond.

The winners will be chosen by Siobhan Harrington, our Chief Executive. Find out more and nominate someone [here](#).



Moving Forward Together: A Celebration of Research, Clinical Audit and Quality Improvement in Dorset

About the Conference

Connect with researchers, clinicians, and students, and share your work with more than 160 staff members and patient representatives from across Dorset. Explore new ideas and opportunities for study and career development.

**Thursday 16
April 2026**

Fusion Building, Talbot Campus, Bournemouth University

Call for Abstracts

Submit your research, clinical audit or quality improvement project by **2 February 2026** for consideration.

Request an application form by emailing uhd.bupartnership@nhs.net

Delivered in partnership by:

Dorset County Hospital • Dorset HealthCare NHS FT • University Hospitals Dorset
• Bournemouth University

BU's Lunch and Learn sessions

Bournemouth University has put together a Lunch and Learn series, supporting staff to showcase their work at the university's upcoming 'Moving Forwards Together Conference' in association with Dorset County Hospital and Dorset HealthCare.

The next session, '*Conference poster writing made simple*' with Kate Lippiett, Knowledge Exchange Fellow at NIHR

/ ARC, will take place on Tuesday 24 February, 12.30-1.30pm.

Katie's previous session, '*Abstract writing made simple*' is now also available to watch online.

For previous slides/recordings, along with new meeting invites, email uhd.bupartnership@nhs.net

You said, we did: Trialing Bigbelly smart bins

Thank you for your feedback regarding waste outside our new BEACH Building at RBH. We know it does not give our visitors a good first impression when they arrive on site, and after ongoing issues, we've decided to try something new.

In December, we took delivery of **four Bigbelly smart bins**, and we placed them near the bus hub and by our Urgent Treatment Centre, outside the BEACH Building. These bins use **internal compaction technology**, meaning they squash the waste inside them

down. This means they can hold more waste and manage the volume more effectively. This should help reduce litter blowing out of the bins and lead to fewer collections for our Estates and Gardening teams.

So far, we have noticed brilliant benefits, three weeks into using the bins our teams had not needed to empty them, whereas our teams were emptying the previous bins in this location three times a week!

Please take a look when you're passing and share any feedback during this **six-month trial** by emailing dan.thomas10@nhs.net. Your input will help us decide whether this is the right solution.



Small steps make big difference

Anaesthetics are powerful greenhouse gases. Reducing avoidable anaesthetic gas consumption and switching to less climate damaging anaesthetics is an important part of the [UHD Green Plan](#).

In 2023, we stopped using Desflurane in favour of Sevoflurane which is a less powerful greenhouse gas. We've also worked to reduce nitrous oxide wastage in anaesthetics.

Our most recent accomplishment has been delivered by a collaboration between the Anaesthetics Team, Operating Department Practitioners, and our Estates colleagues. Having identified that it is far more efficient to deliver nitrous



Stuart Lane,
Sustainability and
Carbon Manager

oxide via small cylinders close to the patient, the group made a successful grant application to fund works to decommission all nitrous oxide manifolds across UHD.

These works are now complete, and we have seen the very first results.

Data shows significantly reduced nitrous oxide consumption and related CO₂e emissions. This work puts UHD in among the leading trusts in the UK for anaesthetic related emissions.

Special thanks to Consultant Anaesthetist, **Richard Bolton**, for all his work in this project.



NHS
Wessex
Cancer Alliance

lring career development through the Aspirant
Education Development programme (ACCEND)

Programme Manager: Support: Eimad Parry, ACCEND Implementation Lead;
Nursing & AHPs: Louise Hooker, Andrea Mosham, Yvonne Webb

Qualitative feedback from mentees highlight the value of the mentor to guide ACCEND understanding:

I have really valued ... guidance with the ACCEND programme as none of my colleagues were really sure if it was for them or not. I think it is great to have someone to guide you through it and help you understand how to approach the programme without being overwhelmed.

I am learning how to use the ACCEND framework to support my development and support others with their development.

I feel it will be beneficial in helping to provide structure and guidance to my role.

There is still work to support CNS, showing their specific capabilities with one another.

I don't feel the framework is very useful in pulling me within my role. I think it is useful in supporting others to understand their role but I really feel though that being pulled in so many different directions within my role would be more beneficial.

When asked if the Legacy Mentor Project has helped them to develop, one CNS replied: 'Yes, I think it has helped to deliver the same message to different people and I think we can use that with their more senior managers.'

I think that has helped to deliver the same message to different people and I think we can use that with their more senior managers.'

Conclusion

Contact Kelly.mccormick@uhs.nhs.uk for further information

Supporting our cancer care colleagues

Introducing **Yvonne Webb**,
our Legacy Mentor for Cancer Care.



Yvonne's role is to strengthen and sustain the cancer nursing workforce. This initiative responds to national and regional challenges, including the early retirement of experienced cancer nurses, the evolving profile of newly appointed Cancer Clinical Nurse Specialists (CNS), and recommendations from previous Wessex Cancer Alliance reports.

Yvonne recently presented a poster at the National UK Oncology Nursing Society Conference in Birmingham. She also holds drop-in sessions at both Poole and RBH for cancer teams, providing advice, information and guidance for individual and team development. Yvonne's post is funded by Wessex Cancer Alliance until March 2026. For more information about how she can support your team, contact yvonne.webb17@nhs.net.

Be part of conscious inclusion

Following excellent feedback to our DEN Network after sessions throughout 2025, we strongly encourage managers and colleagues to join us in advancing our Team UHD inclusion journey for 2026.

The workshop will cover essential concepts including cultural competence, bias, discrimination, racism, micro aggressions, and white privilege. Participants will gain insights into the experiences of our colleagues from underrepresented backgrounds, along with strategies to foster self-awareness and culturally sensitive communication.

All following dates are now available to book via ESR under '153 UHD Conscious Inclusion Workshop', with Teams link and room information provided nearer the time.



Be a great
place to work

- **24 February: 9am-12.30pm - MS Teams**
- **9 March: 12.30-4pm - RBH**
- **2 April: 12.30-4pm - Poole**
- **14 May: 9am-12.30pm - RBH**
- **2 June: 9am-12.30pm - Poole**
- **14 July: 9am-12.30pm - MS Teams**
- **10 August: 9am-12.30pm - RBH**
- **10 September: 9am-12.30pm - Poole**
- **6 October: 9am-2.30pm - RBH**
- **2 November: 9am -12.30pm - MS Teams**

If you are struggling to book on or do not have access to ESR, email uhd.training.enquiries@nhs.net for support.

March for Men: Walk, run and change patients' lives

For Prostate Cancer Awareness Month, you are invited to step into action along Bournemouth's seafront on **Saturday 28 March 2026** and show your support for everyone affected by prostate cancer in our community.

Every year, over 52,000 people in the UK are diagnosed with prostate cancer. March for Men is the perfect opportunity to come together and raise funds to create a brighter future for patients and their families, supported by University Hospitals Dorset.

Register for **March for Men** today and enjoy £2 off your tickets: www.UHDcharity.org/M4M



Wrapping up happiness for our patients

Being in hospital on Christmas can be tough, but thanks to generous supporters from across Dorset, patients received special gifts on Christmas Day that lifted their spirit and created moments of joy when they needed it most.

These reusable tote bags, thoughtfully created based on feedback from staff, were filled with gifts to bring patients some cheer while away from home and their loved ones. Each bag was packed with care and included activity books full of puzzles and mindful colouring, pens and sleep masks. Plus, members of our community wrote special get-well messages in Christmas cards to brighten a patient's day.



IHP quiz champs raise over £1,200 for dementia music therapy

In October, our main construction contractor Integrated Health Projects (IHP), held a fabulous evening quiz which raised over £1,213 to fund special music therapy sessions for patients supported by our Dementia and Delirium Team.

A quizzical crowd of IHP and UHD workers put on their thinking caps

to support these music therapy services. UHD's Surgical Care Team even crushed the evening's build-the-tallest-Jenga-tower round.

Thank you to everyone who came and supported this very special event for patients living with dementia.



New year, new impact for you to discover!

University Hospitals Dorset NHS Charity is full of heart, and we would love for you to discover how you can be part of something amazing by learning more about your hospitals' charity. As an NHS charity, we are here to help you and your teams go the extra mile for the patients and families you support, above and beyond what the NHS can fund. Our work is only possible thanks to the kindness and generosity of local people, patients and our community. Curious about what we do and how you can help? Stop by our Charity Offices at RBH or Poole Hospital, or visit www.UHDcharity.org to learn more!



AFC Bournemouth shares Christmas magic

The children's wards at Poole Hospital buzzed with excitement when AFC Bournemouth's football stars dropped by for their annual visit.

The players met young patients from our Children's Unit, delivered presents, signed autographs, and truly brightened the day for our patients and staff.

The Cherries' visit created unforgettable memories for everyone, and we're so thankful to these incredible athletes for making this festive season magical for our patients and their families.



NEW DATE!

Light up the Prom

A life well remembered lives on

Friday 27 February 2026, 7pm
Bournemouth Pier Approach

Join us for an evening of candlelight and fireworks to celebrate the memory of your special loved ones.



University Hospitals Dorset
NHS Charity



Sponsored by
Coles Miller
Solicitors LLP

**Donate and receive a candle
at UHDcharity.org/LUTP**

If you are interested in finding out more about how you can support the charity:

Follow @UHDCharity on Facebook Instagram and X (Twitter) Visit UHDcharity.org, or contact the office on 0300 019 4060/8449



Let's talk about IT

UHD'S AI Policy

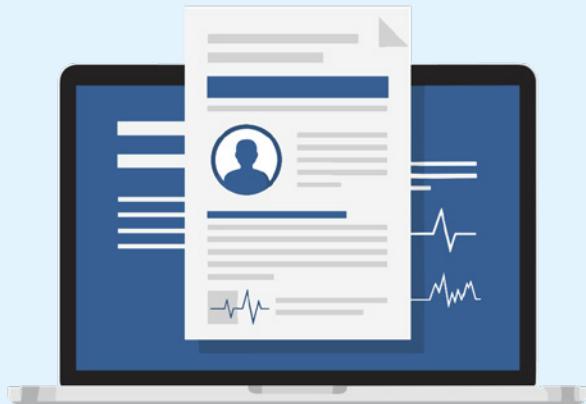
The Digital Governance Group has recently approved the **Artificial Intelligence (AI) Governance Policy** for UHD. This policy sets out permitted uses of AI-based solutions and includes circumstances where AI tools may not be relied upon, such as the sole source for making clinical decisions about patients' diagnosis, care and treatment. All staff who may use AI solutions, including Microsoft Copilot, are encouraged to familiarise themselves with this document. [Click here](#) to read it.

OPAT goes live

The new referral form for the **Outpatient Parenteral Antimicrobial Therapy (OPAT)** Service is now live. Launched on Tuesday 6 January, the form can be accessed via the eForms Portal.

Referrals taken are for patients aged 16 and over, and need to be sent 24-48 hours in advance of discharge.

We know how busy teams are and this process has been designed to be as quick and streamlined as possible, with doctors now able to refer without having to ring OPAT. The form will prompt for information needed, supporting staff in making a robust referral and treatment plan. For more information or support, call OPAT on ext. 8267 or email uhd.opatnurses@nhs.net.



IT Training:

We're excited to announce that the very first edition of the IT Training newsletter is now live!

You can read it [here](#). Have an idea for future content? We'd love to hear from you at uhd.it.trainers@nhs.net

View pathology and radiology results from other hospitals

You can now view ICE patient results from the South 6 group (Dorset County Hospital, Isle of Wight NHS Trust, Hampshire Hospital NHS Foundation Trust, University Southampton NHS Trust and Portsmouth NHS Trust) via ICE OpenNet. To access in EPR, open ICE and then click on Services menu (top right corner). Open the below user guides for more detailed guidance:

- [ICE View Results from other Hospitals via EPR QRG](#)
- [ICE View Results from other Hospitals in ICE QRG](#)

Did you know?

With many moves happening across the Trust it is really important that IT and Telecommunications teams are notified when any IT kit or telephones are required to be moved. Although it may seem a simple thing to move this yourself, you must not. If a device or telephone is moved without IT reconfiguration it can lead to clinical safety risks. It can also result in missing equipment that then needs to be replaced.

If you are unsure if this has been requested and are aware that your area is moving to a new location, please complete the **IT Equipment Move Request (inc Telecoms)** form.



The form is located on the IT portal. Look for the symbol, click on the form and complete.

IG top tips

Pause before you send:
Mistakes happen - but a quick check of your recipients before sending email can prevent a data breach.

