

The Brief

June 2025



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Counting the
milestones



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2025



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The Brief



June - 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 communications@uhd.nhs.uk

Update	Shared?
<p>Update from Siobhan: The full business case to develop an NHS-owned subsidiary company covering a number of our services across Dorset goes to our Board for approval on 18 June. More information, as well as updates around the future of our ICBs and our £69m cost saving programme, are on page 3.</p> <p>CQC: The CQC report of our surgical services is out and highlights positive care for patients throughout. The overall rating for Poole was Good, with Requires Improvement for some areas in Bournemouth. Improvement plans are already in place.</p> <p>UEC funding: We have been awarded £3m capital from NHS England thanks to your tireless efforts to improve our 4-hour urgent and emergency care performance.</p> <p>Transformation: We have now 'topped out' our Coast Building, our new ward and catering block at RBH. The timing of getting this facility ready is integral to our future service moves, including moving our Poole ED over to Bournemouth. Our Outpatient Assessment Clinic has also now moved to St Mary's. See page 10.</p> <p>Awards: See photos and winners from the night on page 5 and read all the nominations on the intranet.</p> <p>Safety tool: The Health and Safety Audit Tool is live now. This addresses safety concerns that could impact our colleagues and patients so please complete it.</p> <p>Estates and Facilities Day 18 June: Thank you to all who enable us to deliver excellent care. See page 13 for a focus on some of our estates colleagues.</p> <p>Pride month: Look out for The Pride Network with their trolley and tune in later today (11 June) for a special Pride Network staff listening event. See page 16.</p> <p>Armed Forces Week: Keep an eye out for our Armed Forces Support Group as they host stands at the end of the month.</p> <p>And much more: Including an update from our UHD Charity, Patient First and IT teams, our Sustainability Fair, leadership opportunities and Sarah Herbert's blog.</p>	

Staff questions or comments (continue overleaf where necessary):

Department:

Signed:

Date:

Your University Hospitals Dorset

An update from Chief Executive, Siobhan Harrington



“Making today work and making our future better...”

Welcome to your June edition of *The Brief*. I want to start with a heartfelt thank you for all you are doing to support our patients in what feels like an incredibly busy, and at times, challenging few months.

Last week we had our busiest ever night in Maternity with 12 babies born in just one night and all hands to the pump. It's a perfect reflection of our Trust at the moment - flat out, with incredible things happening, in a climate of continued pressure and ongoing change.

All these changes affect both **what** we do and **how** we do it. The key is ensuring the improvements we need to make are led by you and your teams and are supported by a one team culture. That is ultimately how we can make the challenges of today work, and how we make our future better.

Nationally things are moving rapidly and this is true for Dorset too. Our Dorset Integrated Care Board (ICB) will be clustering with Somerset ICB and Bath, Swindon and Wiltshire ICB, enabling teams to work together differently in this financially challenging environment.

This style of joined up working is the ethos behind our proposal to develop shared estates, facilities management and procurement services for UHD, Dorset County Hospital and Dorset HealthCare through a

wholly NHS-owned subsidiary company (SubCo) model. In May we held a number of listening events and I'd like to thank our Medical Physics colleagues who invited me to their department after one of my briefings. I was so impressed by all the work you do to keep us safe, and I want to assure all colleagues impacted by this proposal that we will keep you up to date with any developments as soon as we can. It's a really challenging time and we won't be able to do everything everyone wants, but we must act to steer us to a stronger, more sustainable future. The full business case for the proposal is included in our Board papers for June and if approved, the programme will progress to the next phase, with a proposed transfer date in the autumn.

All trusts are being asked to reduce headcount and we have been tasked with a £69m cost saving programme. We have already identified £50m of the savings and have asked our care groups and corporate teams to identify the best way to manage this further challenge in their areas. We have to look seriously at all the options, but there is an opportunity to work differently here across our services.

Amid all these challenges, we need to keep our focus on supporting each other and getting things right for our patients.

Earlier in the year the CQC carried out an inspection of our surgical services across Poole and RBH and we have now received the full report. I am

very proud that your care shone through throughout; we received 'Good' for caring on both sites. The overall rating for Poole was 'Good', and we know we have work to do in Bournemouth, which received 'Requires improvement'. The CQC shared with us where improvements were needed, and we have immediately addressed a number of concerns with action plans in place to make further progress.



Our Urgent and Emergency Care teams are working tirelessly to ensure our patients have swift access to care. We have gone live with the Timely Handover Process (THP) in collaboration with SWAST, helping ambulance crews get back into the community more quickly. This is a shared responsibility and a real opportunity to work together across the Trust and community to improve outcomes for patients.

Thanks to your tireless efforts to improve our 4-hour performance - which we at UHD rebranded as the 4-hour safety standard to reflect how important it is for our patients to be seen sooner - we have been awarded £3m capital from NHS England as part of its

improvement incentive scheme, recognising improvement overall throughout the year in 4 hours and 12 hours. Our service is settling into the BEACH Building at Bournemouth and we are aiming for more improvement in this year.

Yesterday we 'topped out' our Coast Building, our new ward and catering block at RBH. The timing of getting this facility ready is integral to our future service moves, including moving our Poole ED over to Bournemouth. Thank you to everyone focused on progressing at pace.



These examples of inspiring care, innovation, teamwork and leadership were at the heart of our UHD Awards in May and it was a real privilege to hear some of the 950 nominations

and celebrate with those shortlisted. Thank you to our UHD Charity for funding the event. You can read more on page 5.



June is a busy month for all our hospital communities, and kicked off with Volunteers' Week, an opportunity to thank those who play a priceless role in our hospitals.

Next week is National Healthcare Estates and Facilities Day, and we celebrate and thank the thousands of staff working in these service professions who enable us to deliver excellent care to our patients. We shine a spotlight on some of our Estates Team on page 13. A number

of our Green UHD colleagues have also put together a two-day Sustainability Fair on 18 and 19 June - see page 20.

June is also Pride month and our Pride Network has been out about with their trolley in Poole and Yeomans to raise awareness and speak to colleagues. You can catch them in Christchurch on the 18th and RBH on the 25th, or tune in later today (11 June) for a special Pride Network staff listening event. Find out more on page 16.



Later in the month our attention turns to our Armed Forces Support Group, so look out for events in the atrium and dome as they mark Armed Forces Week.

Thank you again for everything. Please take some time to enjoy our rather changeable weather and keep looking out for each other as we navigate both our today, and our future #TeamUHD.

Siobhan

Vital statistics

May 2025

- 
- We saw **45,105** patients in our outpatient departments
 - ...and an additional **9,736** virtually
 - Carried out **1,688** day case procedures
 - Supported the birth of more than **307** babies
 - Attended to **14,445** patients in our emergency departments
 - Cared for **212** patients at the end of their lives
 - Started **160** patients on their radiotherapy journey
- 

Thank you **#TeamUHD**

Shining stars and spectacular successes



Our third annual awards in May were bigger and better than ever. Uplifting examples of inspirational care, teamwork and leadership were all celebrated.

More than 360 members of staff and hospital volunteers attended the event and were joined by patients and relatives.

Congratulations to our winners and highly commended colleagues - you are stars.

Chief Executive, Siobhan Harrington, said:

“During this period of transformation, it’s great to be able to come together and celebrate all that is great about UHD. Special events like this give us an opportunity to recognise the impact we have.”

Chair’s Award

Winners: **Kerry Taylor** and **Lorraine Tonge**

“This dynamic duo ensure families are at the forefront of all they do. They turned the Maternity Unit around and led their team through significant changes, improving outcomes for mothers and their babies.”



One Team Award

Winner: **Ward 7 left Trauma and Orthopaedic**

“In 2024, the ward was tasked with reducing length of stay for our patients having a total hip or knee replacement. This included new ways of working post operatively and the length of stays has now halved.”



Highly commended:

Mat Neo, Bowel Cancer Screening Team, Clinical Biochemistry

Caring Award

Winner: **Megan Austin**

“All our patients, relatives and staff have the same merit and importance in Megan’s eyes. She works hard because at the end of the day she knows it makes a difference.”

Highly commended:

Emma Welham, Suja Joseph, Helen Gardener



Always Improving Award

Winner: **Chris Senior**

“His commitment to refining processes and enhancing efficiencies has led to significant, tangible benefits for both patients and staff.”



Highly commended:

Emma Andre, Orthoptic Team, Scott Lippett and Laura-Tuesday Brickwood

Clinician of the Year Award

Winner: **Dr Emma King**

“What makes Emma extra special is her communication. Emma will always advocate for our patients. She speaks from a place of true compassion and empathy and drives for excellence.”



Highly commended:

Bea Chubb, Lawa Bellfield, Kerry Hunt

Volunteer of the Year Award

Winner: **Ab Attal**

“It is volunteers like Ab who help ensure that the NHS continues to provide the excellent care that it is known for, making a real difference in the lives of those who rely on the services provided.”



Highly commended:

Rosie Martin, Stephen Allen, Ernie Dobson

Leadership Award

Winner:

Ruth Dodgson

“Compassion, honesty, work ethic, self-sacrifice, understanding, caring - these are all the words that come to mind when I think of how Ruth leads our team.”



Highly commended:

Maris Lakis, Kathy Worth, Dr James Kersey

Patient Choice Award

Winner:

Sarah Burrows

“Both of our parents were under the care of the Palliative Care Team. Sarah was the dedicated nurse to support my father and then my mother. Her care and sensitivity with them both were simply outstanding.”



Highly commended:

ComPASSION Team, Deborah Broadbent, Dorset Prosthetics Team

Above and Beyond Award

Winner:

Sharon Moran

“Sharon always goes that extra mile. Her compassion and attentiveness make a real difference in the lives of those she cares for.”



Highly commended:

Lucy Fairbrass, Julie James, Diane Khan

Support Staff Member of the Year Award

Winner:

Elizabeth Moss

“Elizabeth consistently puts children at the forefront of everything she does. She will always strive to do her very best for the child with empathy, integrity, and compassion and always smiles at everyone she sees.”



Highly commended:

John (Jack) Gourley, Kate Rowe, Lukasz Barwinski

Open and Honest Award

Winner:

Meris Miller

“She has worked tirelessly to champion and improve the experience of our internationally educated nurses. She goes above and beyond to make sure they feel welcomed and a part of team UHD.”



Highly commended:

Tara Vachell, Jo Sims, Jay Davidson

Inclusive Award

Winner:

Library and Knowledge Services

“Their services and resources are available and accessible to all at UHD - everyone is welcome irrespective of role or responsibility.”



Highly commended:

Meadow Team, TB Team, Jess Newport

Digital Improvement Award

Winner:

My Care Needs

“It's the first time we will have a central database of discharges and our hope is that other hospitals in the region - and possibly even nationwide - will take this on.”



Highly commended:

Digital Midwives, ACTS, Dermatology

Listening to Understand Award

Winner:

Dr Ian Pearson

“Ian communicates in a way that all staff can feel involved and engaged. He genuinely cares about his entire team, his patients, and the Dermatology service, having worked at our Trust for almost 25 years.”



Highly commended:

Emma Phillips, Carolina Dandrade, Stuart Utting



Our new Chief People Officer



Melanie Whitfield has been appointed Chief People Officer. She joins UHD in August from her role as Chief People Officer at Salisbury NHS Foundation Trust. After working with retail working brands

including the John Lewis Partnership, Sainsbury's, and Boots, she then joined the national team at NHS England and Improvement. She was one of the authors of the NHS People Plan and the People Promise.

Thank you to all our volunteers



In June, we celebrated Volunteers' Week and recognised and celebrated the contributions of volunteers.

Here at UHD, volunteers play a priceless role in our hospitals as they go about their tasks and improving peoples' days, whether that's patients, visitors, or staff, and we'd like to say a huge thank you to them all, for everything they do!

Here are three of our fab volunteers who explain what it means to them:



Sue:

“I've been volunteering for six years, it's something I really enjoy and is an amazing opportunity to help people and to feel part of a team. It keeps me motivated and I feel I can get so much from it. I really recommend it, you get so much joy from being able to help.”



Ryan:

“I enjoy volunteering because it gets me out of the house for a few hours and you get to meet lots of different people. It gives me a sense of knowing the hospital but it also puts me in good stead for finding full-time employment hopefully.”



Sally-Ann:

“I've been volunteering for about five years now. I absolutely love it, I love helping people, and unfortunately, I really like chatting!”

In partnership with SWAST: Our timely handover process

We have gone live with the Timely Handover Process (THP) in collaboration with SWAST, as part of the national Release to Respond initiative. This is a key step in helping ambulance crews get back into the community more quickly enabling faster responses to emergency calls and improving care across our region.

What does this mean for us at UHD?

When SWAST notifies us that the Timely Handover Process has been enacted, we will have 45 minutes to complete the handover. As outlined in national guidelines, our ongoing aim should be to complete all ambulance handovers within 15

minutes wherever possible, this includes other clinical areas that take direct ambulance admits.

Making it work for Team UHD

To deliver this successfully and safely, we all have a part to play. This can include:

- applying the Timely Admission and Discharge Policy effectively, we have agreed a shift in the timings of this
- bringing discharges forward where clinically safe
- making the most of our Discharge Lounge
- supporting smooth, safe, and high-quality patient flow

This is a shared responsibility - and a real opportunity to work together to improve outcomes



for patients, ease pressure on ambulance services, and help balance risk across the organisation and wider system.

If you'd like to learn more or have questions, please speak to the Clinical Site Team or colleagues in the Emergency Department.

Thank you for your continued support and commitment to providing outstanding care.

A milestone for the Meadow Team

Our Maternity Unit's Meadow Team recently celebrated their first anniversary of service, commemorating one year of supporting new parents and families.

The small group of midwives work together to provide consistent care for women from the global majority throughout their pregnancy, birth, and the postnatal period.

Their main aim is to ensure that an expectant family sees the same midwife, or a small group of familiar midwives, across all stages of her pregnancy. This is key to continuity of care, and for allowing the midwife to understand an individual's needs and preferences. Their care and support are extended into the postnatal period with home visits for up to a month.



One mother who used the service praised 'the warmth, care, and respect' during her care.

The team support women who choose to give birth at home, in birth centres, or in hospital settings, depending on what is safest and appropriate for everyone. They also provide face-to-face education classes monthly, which is also a great opportunity for expectant parents

to meet other midwives in the team.

Elena Gray, Continuity Midwife and Deputy Lead of Meadow Team, said:

"We absolutely love what we do, being able to build genuine, meaningful relationships. It creates an opportunity to truly understand women's values and preferences, enabling us to advocate more effectively and tailor care to their needs."

Countdown to our new Surgical Hub

A game-changer for planned care

We're now on the countdown to the next phase of our plans to create an emergency hospital at RBH and a planned care hospital at Poole. This marks a major milestone in our ambitious transformation programme - setting the stage for a new era in patient care and cutting-edge surgical facilities.

At the heart of this transformation is the development of a **new Elective Surgical Hub at Poole Hospital**. This hub will bring a step change in the way we deliver planned care, helping us reduce cancellations, improve patient flow, and support innovative ways of working.

What's ahead - smarter surgery, better flow

Poole Hospital is set to become a hub for planned care, with 18 new operating theatres designed to keep elective surgery running smoothly, even during busy periods.

A streamlined patient pathway and modern working practices will help cut delays and improve the experience for both patients and staff. Over 6,000 people a year are expected to benefit, supported by upgraded theatres, wards, and recovery areas.

New technology, including robotic surgery, an Enhanced Post-Operative Care Unit, and a Urology Investigation Unit, will take surgical care to the next level.

RBH will continue to play a key role in the wider surgical strategy, with ophthalmology and other specialist services remaining on site.

Stay in the loop

Over the coming months, we'll be sharing regular updates to help you stay informed.

- Project news and timelines via the Transforming Care Together portal and weekly operational updates
- Clear info on the core principles guiding these changes
- Details on what this means for your role and workplace
- Staff webinars, videos, and myth-busting FAQs - including our 'If you don't know, you need to ask' series

Got questions or ideas? Want to help shape elective care? Contact Ted Lewis, Project Manager for Strategy and Transformation, to get involved: edward.lewis@uhd.nhs.uk.



Counting the milestones

Our Barn Theatres celebrated their two-year anniversary in May with an impressive 6,000 trauma operations in that time. Congratulations team!



RBH ED has moved into the BEACH Building

In May, the Emergency Department at RBH successfully moved to its new home in the BEACH Building. The transition went smoothly, and the new facility is now fully operational, with separate entrances for patients arriving by foot, car, or ambulance.

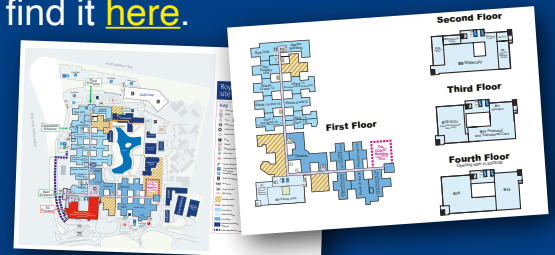
It's business as usual at Poole Hospital - Poole's ED and UTC continue to run as normal.

A huge congratulations and thank you to everyone involved in making this complex move such a success. Read more [here](#).

To support the recent ED move, Radiology has expanded its service within the BEACH and they are now operating 24/7. Two additional X-ray rooms and one additional CT scanner have been added, supporting ED and inpatients.



Our hospital site map has been updated to reflect the recent changes across RBH, you can find it [here](#).



'Topping out' the Coast Building

The official ceremony to mark the 'topping out' of the Coast Building, the new ward and catering block at RBH, took place on Tuesday 10 June.

As part of the New Hospitals Programme, the £91m, 10,800-square-metre facility will feature 110 beds, and enhanced staff support spaces.

Extensive catering facilities on the ground floor will complement the improved food quality and choices.



New Outpatients Assessment Clinic now open at St Mary's

Our new Outpatients Assessment Clinic at St Mary's opened last week (5 June). While we were sad to say goodbye to the Beales site, which has served us so well, we're excited about this next chapter. Thanks to our fantastic staff and volunteers, we're continuing to deliver high-quality care, with clear signage and plenty of friendly faces on hand to guide and support patients during the transition. More information [here](#).



A look inside our hospitals...

...Meet the helping hand on our front door

If you find yourself in need of emergency care, one of the first clinicians you may meet are our Emergency Care Advanced Clinical Practitioners (ECACP). The team comprises of Helen, Julia, Shawn, with trainees Charis, Alex, Lorenzo, Shannon, Robyn and Jordan, and Liz as our Consultant Nurse Practitioner.



The role of ECACP is to get heavily involved with the front door process of the Emergency Department.

They are senior decision makers for the initial assessment, management and streaming or referring patients who either self-present or via an ambulance.

As part of the ECACP role it is important to work within the four pillars of advanced practice. Julia and Helen facilitate monthly study days which include education, sim training, journal club and review of the audits and quality improvement projects the team are undertaking. These promote the Patient First ethos including management of sepsis, neck of femur fractures, mental health triage, and major haemorrhage management to improve patient pathways and management.

Helen is currently doing a level 5 apprenticeship in coaching

and using nature as a tool to enable the team to reflect on what can be traumatic and challenging events. Activities include 'facing fear and managing uncertainty' through new skills with BMX bikes, and 'focused reflection without judgement' sharing in woodland walks. This out of the box thinking enables the team to challenge assumptions and face complex issues in a safe space.

Once the team has completed the Royal College of Emergency Medicine curriculum, they are then responsible for leading an aspect of emergency care within the team. For example,

Julia leads on audit for practitioners as well as medical management governance, Shawn is lead for patient group directives to assist practitioners who do not prescribe to deliver medicalised treatment plans, while Helen leads on practitioner wellbeing and in-house education. As a RCEM Advanced Care Practitioner, Liz is working on making the patient journey easier for hard of hearing patients.

If you have any questions about this exciting and dynamic team, please contact Julia, Helen, or Shawn.

A big well done to Shawn, one of our Emergency Care Advanced Clinical Practitioner team, for achieving the Royal College of Emergency Medicine credentialing as senior decision maker in all areas of the Emergency Department including minors, UTC, Resus, Majors, ACA and RATS.



Celebrating our Estates Team

National Healthcare Estates and Facilities Day takes place on 18 June, and is a great opportunity to recognise the incredible work of our Capital Estates team; the driving force behind the transformation of our hospital environments.

From the BEACH Building and Endoscopy to the Coast Building and the newly completed Thoracic Ward refurbishment, our team manages a diverse range of impactful projects across all UHD sites, and their expertise continue to help shape

safe, efficient, and inspiring spaces for our patients, staff, and visitors.

Here's a little look at one of their most recent projects, as well profiles on three key people within the team...

Respiratory refurbishment project

We're delighted to share the successful completion of the £1.5m refurbishment of the Respiratory Department at the Royal Bournemouth Hospital, funded by the Bournemouth Chest Diseases Charity Trust.

Led by Project Manager, Fred Allott, and Associate, Claudia Allen, the transformation was delivered three months ahead of schedule and 8% under budget.

Key improvements include:

- +45% increase in office space
- +8% increase in clinical space
- Over 100 changes managed with just a 1-week delay on the original 18-week programme



Claudia Allen
Associate
Project
Manager

“Working as a Project Manager

in Capital Estates requires problem-solving, collaboration and decision making to oversee projects from planning to completion.

“It involves balancing budgets and managing timelines and stakeholder expectations whilst ensuring the outputs align with long-term estates strategies and compliance standards.

“As a woman in this industry, it can be both challenging and rewarding, as it requires determination and resilience to break through stereotypes, but it provides an opportunity to pave the way for greater gender diversity in a traditionally male-dominated industry.”



Fred Allott
Project
Manager

“UHD capital estates is a great place to

work, the team are goal driven but there's a good level of fun and banter. I'd feel confident asking any of my colleagues for help or support; they are all professionals with a variety of skills and experiences. Construction is a challenging environment where the landscape is ever changing, innovation and improvements are the only constant.

“Historically the construction industry has been viewed in a negative way, being able to improve standards and professionalism is a rewarding part of the job, not as rewarding as hearing staff and patients say how much they love one of our projects.”



Oladipupo Sadare
Associate
Project
Manager

“Having worked in both private

construction and NHS Capital Estates, I've found both roles demand strong communication, technical knowledge, and solid project management.

“What sets the NHS apart is the focus on patient care and long-term value - every project has a real impact. I enjoy the variety here, from MEP and landscaping to infrastructure improvements.

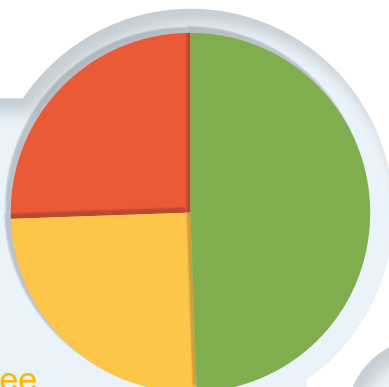
“Navigating public sector regulations like HTMs and procurement standards adds complexity, but also a great sense of purpose. It's incredibly rewarding to see how our work supports staff and benefits patients every day.”

To stay updated on the ongoing changes, visit <https://intranet.uhd.nhs.uk/index.php/estates/capital>

You said...

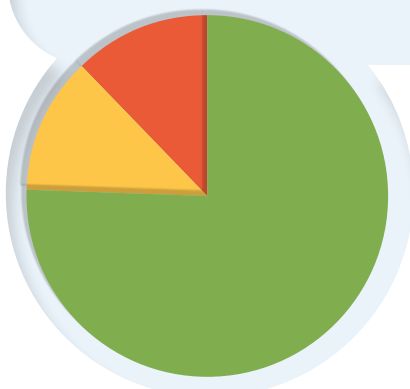
“ My organisation is proactively supporting my health and wellbeing ”

53.4% Strongly agree / agree
23.2% Neither agree nor disagree
23.3% Strongly disagree / disagree



“ In my team we support each other ”

77.8% Strongly agree / agree
10% Neither agree nor disagree
12.2% Strongly disagree / disagree



How are you feeling?

16.7% of colleagues said they were **content**. Others said they were **stressed** (15.9%), **demotivated** (13.9%), **calm** (10%), **happy** (9.8%) and **motivated** (7.1%).

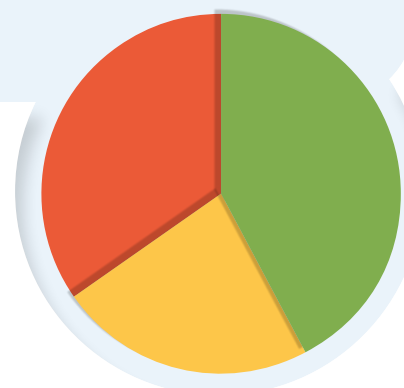
In April 2025

1106

of you responded

“ I feel well informed about important changes taking place in my organisation ”

51.6% Strongly agree / agree
16.9% Neither agree nor disagree
31.5% Strongly disagree / disagree



What are we doing?

Taking action based on your feedback: Our care group and directorate leads are creating a summary of their NHS Staff Survey results and working with teams and departments to create action plans. These will help you focus on the top three areas that matter the most to you. They will be shared in meetings and displayed in staff areas so that everyone can read them and get involved.

Staff wellbeing: We are planning our next Thrive Live health and wellbeing fair which will take place from 22-26 September 2025. Stay tuned for lineup announcements coming soon!



Improving team culture: We will soon be launching the Team Engagement and Development (TED) toolkit to help teams take control of their own engagement and support you to have conversations about the challenges and issues that are important to you. Check our [Thrive Building Effective Teams](#) intranet pages for updates.





Patient First

Provide excellent healthcare. Be a great place to work.

Patient First in practice: A3 problem solving

An A3 is a really helpful tool which guides you through solving complex problems. It takes you through the stages of your improvement project from identifying the problem to identifying solutions and trialling them.

The Stroke and Neuro Early Support Discharge team used an A3 to focus on education and training needs. Here is Speech and Language Therapist, Hannah Rust to tell you more:

“The problem we faced was that a large percentage of the team required supervision when working with patients who have dysphagia (difficulty swallowing). As this was my first experience with project and service improvement work, the A3 helped me to include all of the relevant information I needed to understand the exact causes of the problem.

It came down to not having enough dysphagia competent staff to work independently to ensure that our patients are seen quicker, and reduce the time spent nil by mouth. Solving this would reduce length of stay, malnutrition, and mortality whilst increasing quality of life for our patients. Once these factors became clear, the problem statement was refined and we got to work on it.

The A3 helped me to present a clear action plan for supporting staff to feel confident caring for patients with dysphagia without supervision. This involved taking on the role of Dysphagia Learning Facilitator. All therapists that received training as per the plan were successful in achieving their dysphagia competence within six months. They are now contributing to working on the weekend rota and have achieved band six positions within the Trust. Time spent supervising band fives with dysphagia case-

loads decreased from three to four hours per day before the project to one to two hours per day afterwards.

The A3 also gave us the data and outcome measures required to advocate for further services, such as a Specialist Dysphagia Learning Facilitator for higher level skills in instrumental assessment and tracheostomy care. I have also spent some time working on the creation of resources to ensure the sustainability of the project.

I am happy to take questions about my A3. Please email Hannah.Rust@uhd.nhs.uk.”

Watch [Hannah's video](#) to find out more.



Book on to A3 training

This half a day of face to face training is open to all staff. Please bring an example of a problem you would like to solve so we can work it through with you.

Upcoming dates:

Wednesday 18 June at 9am

Thursday 10 July at 9am

[Click here to book.](#)



Pride Month 2025



June is the month of [Pride](#), and we'll be celebrating across our sites with a variety of events, so be sure to get involved if you can and show your support!

- **11 June, 1-2pm**, Pride Network staff listening event chaired by Mel Armstrong and Deepa Pappu
- **18 June, 11am-2pm**
Christchurch Hospital trolley walk
- **25 June, 11am-2pm**
RBH trolley walk

The following events are also taking place across the BCP area:

● **11 and 12 July** - [Bourne Free Parade](#)

Our UHD Pride Network represents all our wonderful members and allies, and provides a safe space where Team UHD colleagues who belong to the LGBTQI+ community can feel a sense of belonging, respect, and representation in their day-to-day working lives.

The network is a friendly, helpful bunch of people striving to make change happen while promoting diversity and equality throughout our hospitals, and we're continuously grateful to people like Maggie, Mel, and Kirsty, for all that they do.

Head to our [intranet to find out more](#).

Armed Forces Week

22-28 June

Armed Forces Week is a chance to show your support for the people who make up the Armed Forces community including serving troops, service families, veterans and cadets.

Our UHD Armed Forces Community Advocate, Rob Hornby, will be joined by members of the NHS Armed Forces Community Health and Wellbeing Team along with Sgt. Hugill from the local Medical Reserve Unit 243 Multi-Role Medical Regiment (MMR) in the atrium at RBH on **26 June**, and in the Dome at Poole on **27 June**.

They will be sharing information on the support and comradeship they provide to our staff that are armed forces veterans, members of the reserve forces, immediate family members of the armed forces community or have an interest in supporting our armed forces.



**Armed Forces
Support Group**

ArmedForcesSupport@uhd.nhs.uk

Save the date... UHD's Cultural Celebration is coming!

"From every nation, one celebration"

Our Cultural Celebration is back this summer, bigger and better than ever, with two dates planned cross-site.

It's a way to connect with one another through story sharing, food, and entertainment, reducing communication barriers and helping support integration across the Trust, as well as fostering healthier relationships between staff and patients.

We hope you'll be able to join us for this very special event to celebrate the rich history and culture of our Team UHD community.



- **RBH and Christchurch Hospital:**
15 July
- **Poole Hospital:**
18 July

More info and the full agenda coming soon!



Are you a team leader who wants to work on developing your team?

We will soon be launching the Team Engagement and Development (TED) toolkit. TED will be a key part of our staff engagement and team development plan. The TED system provides a measurable way of assessing team engagement.



to help teams take control of their own engagement and supports teams to have conversations about the challenges and issues that are important to them. To support this, TED provides a toolkit of resources to help teams plan and work to improve the areas which



matter the most to them. This will support our wider UHD Patient First programme.

TED is a continuous improvement approach designed

For your team

- ✓ Empowers staff
- ✓ Place team members at the centre of decision making
- ✓ Support the exploration of team dynamics

For the team leader

- ✓ Provides a structured framework
- ✓ Provides a toolkit for managing high performance
- ✓ Helps you to engage your team
- ✓ Supports the influence of change

For the organisation

- ✓ Standardised approach to measure engagement
- ✓ Improved patient outcomes
- ✓ Improved staff engagement
- ✓ Supports organisational culture

So, if this sounds like something you would like to undertake as a team leader at UHD, then watch this space. We will be communicating this opportunity over the coming weeks and will be opening training sessions for team leaders to get you started.

Have you thought about your leadership pathway?



At UHD, we are invested in supporting and developing our leaders throughout their career.

Our UHD Leadership Pathway details our evolving offers, including a range of resources, workshops, coaching and programmes. Closely aligning with our [Patient First Improvement Programme](#), there

is support available regardless of where you are on your leadership development journey.

We have recently added 'Conscious Inclusion' to the core modules of our Management Induction Programme, providing our leaders with the confidence, skills and learning strategies to promote self-awareness and culturally sensitive communication. We are also

continuing to grow our in-house coaching capacity.

View the full pathway [here](#).

Appraisals are a great opportunity to identify your leadership and management development needs. If you would like to explore how you can develop as a leader at UHD, further information is available on our intranet pages [here](#).



Sarah's Blog

with **Chief Nursing Officer,**
Sarah Herbert

I have now marked my first year at UHD, and what better way to celebrate this than with the UHD Staff Awards.

I don't think there could be a better time to reflect on what has been a year characterised by remarkable change and transformation. While the video at the beginning of the UHD Awards showed many pictures of teams smiling and celebrating different milestones, what it didn't capture were the challenges and anxieties faced that tested many, as well as my own resilience at times.

I have witnessed your remarkable ability of our teams to adapt, highlighting a culture of innovation, supported by our adoption of Patient First.

When there is still so much to do, I struggle to stop and take time to acknowledge the achievements and successes that have occurred. However, as this is my first anniversary, I have taken the time to truly reflect and celebrate. If you ask my husband, my ability to remember dates isn't always great! You all know the bigger changes, such as the opening of services in our BEACH Building. **However, there are some less obvious milestones**, such as implementing new ways of assessment in the care of our patients.

As I look forward to the coming year, taking a deep breath, I carry with me several key lessons learnt as a new exec, staff member and nurse at UHD.

Each member of our team plays a vital role in the care we provide and recognising their efforts is essential to building a sense of belonging and

purpose. I have been made to feel so welcome and supported since joining UHD. I want to thank all those I have worked with the last 12 months for their amazing efforts, I have valued your help and support enormously. **Even you - Pete Papworth - for the ice bucket challenge nomination!** It's testament to our strong team ethos that many of my exec colleagues have



agreed to join me in this if we can raise enough money for charity.

While the challenges ahead this year are no less daunting, I have learned that working together we can transform them into opportunities. I wish for Team UHD to remain curious and open to ideas outside the box. Let's continue to create an environment where everyone feels comfortable sharing their insights, to enable us to collectively address challenges through innovation.

All of us have family and friends at home who make the difficult jobs we do possible. I know that mine have been amazing this last year providing love, support, and chocolate, but most importantly quality time away from work. Note to self and others, don't lose sight of that!

Finally, don't wait a year to reflect on what you achieve, like I have. In times when so much is changing it's important to value each other and what we do. Here's to the year ahead, let's embrace it together.

Sarah



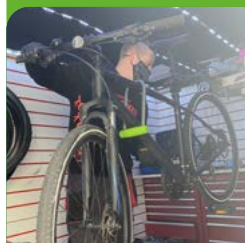
Join our UHD Sustainability Fair!

18 June: RBH lake, 11am-2.30pm

19 June: Stay tuned for location details

Lots to see and learn over our two-day UHD Sustainability Fair.

The Travel Team will be on hand to talk to you about all your travel needs so come and pick their brains on personalised travel plans, Liftshare, our cycle to work scheme and more.



Dave from Bike Fixed will be doing live demos of how to maintain a bicycle. Book yours in and get it fixed while you learn!

Morebus will be on site to mark the launch of the new UHD commuter club - come and find out how you can access new discounts as UHD staff members.



Tandem is joining us to support you with all queries about the new inter-site bus service between Poole and RBH and their booking app.

Learn while you play our waste segregation game and find out more about what happens to our waste from UHD Waste Manager, Dan Thomas.



Enhancing your commute: our UHD travel survey is here

Big changes are happening across our sites, and this will affect how many of us commute to work. We know that travel and parking are two major concerns, so we need to understand how we can support you better. Our travel survey will help us learn how you get to work, allowing us to meet current needs and understand future demands.

The insights gained from this information will play a vital role in decisions for staff travel, including additional car parking, active travel facilities, and our shuttle bus.

Click the below links to take part:

[RBH](#) | [Poole](#) | [All other sites](#)

Upcoming changes to parking at UHD: Introduction of ANPR

We have been working with car park operator Saba to develop plans to move to Automatic Number Plate Recognition (ANPR) technology over the next few months. This will see the phasing out of paper visitor tickets and physical staff permits in favour of virtual ePermits.

[Click here to view all upcoming changes to the sites across our hospitals and how they may impact you.](#)



Let's talk about IT

ICE OpenNet

You can now view ICE patient results from Dorset County Hospital, Isle of Wight Hospital, Hampshire Hospital, Southampton Hospital and Portsmouth Hospital via ICE OpenNet. To access, click on the ICE Services menu, then click OpenNet Patient Report.

Click below for our two user guides:

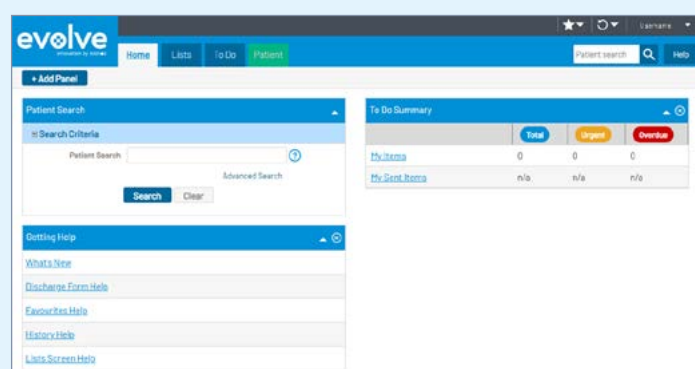
- [Accessing ICE through EPR](#)
- [Accessing through ICE Standalone](#)

Moving away from Graphnet

Due to our Graphnet EPR being unsustainable, we are hoping to move to the EDM solution, Evolve, as the platform for the viewing of data in the patient record and launching of eForms and other systems.

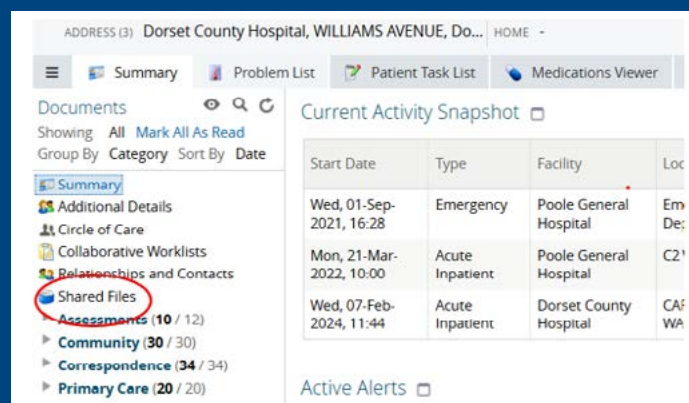
The data migration of the EDM option with Kainos will resolve the data migration of the EPR data into the EDM archive. The current plan is to achieve this move by the end of March 2026 so that the system is fully in use prior to the commencement of the EHR programme in January 2028.

[Click here to read more about how we will make this change.](#)



Dorset Care Record update

The shared files functionality, previously available in the myDCR tab, has been moved. You can now access all shared files through the CDV tree.



ACTS assessment form

The new Addiction Care and Treatment Services Alcohol Assessment document is now live. The document will be completed by the specialist Addiction Nursing Team only and will be available as a read only document for all EPR users.

Success for Endoscopy

We are excited to announce that we have finally taken HICSS/ICE Live for Endoscopy. This project has been very challenging at times but a big thank you for the dedication of Suranga Dharmasiri, Apps Support, Integration and Projects. A paper free option for requesting procedures is finally here!

IG Top Tips

During the current spell of hot weather please remain aware and vigilant of any paperwork or documentation stored near open doors and windows. Let's keep cool and keep Trust data safe.



Children's Development Centre play area levels up

Youngsters supported by our Children's Development Centre in Poole are enjoying a brand-new play and assessment centre thanks to the legacies of businessmen Ken Thorp, local charitable trust the Valentine Charitable Trust and generous donations from the community.

The refurbished play space is now brighter, bolder, and better equipped to support little ones undergoing care. Learn more about the play area [here](#).



Scrub up in style

Scalpel? Check. Scrubs? Check. Personalised theatre hat? Thanks to charity funding, that's now on the list too.

We're proud to support the rollout of embroidered reusable theatre hats across UHD.

These hats not only reduce waste but also clearly display your name and role - helping to improve communication, strengthen teamwork, and support safer care in our hospitals.

More than 300 colleagues across



theatres and clinical teams have already received theirs, and funding remains available for more staff who currently use disposable hats.

If you think you may be eligible, please speak with your line manager to find out more.



Volunteer pens gripping crime novel to support hospitals

Stephen Allen, one of our wonderful volunteers, has written a novel that's not only a thrilling read but also supports care at our hospitals.

Stephen's captivating story, **CopyCat**, follows a promising author whose life takes a turn when his fiction starts to intertwine with chilling real-life events, as mysterious deaths begin to surface around him.

Proceeds from Stephen's book will be donated to UHD Charity. [Get your copy here.](#)



Dorset Breast Screening Unit bakes up £987 for patients

Last month the brilliant DBSU team held a mouthwatering bake sale of all the sweet treats, and it was a recipe for success. A heartfelt thank you to the team for turning the scrumptious treats into meaningful support. Thank you to Mogan and Mogan for donating £100 towards ingredients as a sweet way to turn support into change.

Passing the fundraising torch to UHD Charity

After over 50 years of dedicated fundraising and support, Poole Hospital Cancer Treatment Trust (PHCTT) has closed and passed its fundraising baton to us. We honoured PHCTT's phenomenal history of care and commitment to cancer patients at Poole Hospital with a lovely party in April.

[Read more here.](#)



Record-breaking crowd for March for Men

With the seafront at our side and a shared mission in our hearts, we saw over 317 people from across our community come together for March for Men 2025 - walking and running along the Bournemouth coastline to raise an incredible £29,273 in support of prostate cancer care at UHD.

Also, a special thank you to March for Men 2025's sponsors, Spetisbury Construction Limited and Oak Business Services Limited, who went the extra mile for us.

Our wonderful local Food Warehouse in Poole also gifted boxes full of fun crafts to brighten up the day for patients and visitors, young and old, at our hospitals.



Taking the leap for our hospitals

This spring, four dedicated members of Team UHD - Amber Toft, Lisa Saban, Rebecca Hack and Leti Carter-Lopez - showed their love for our hospitals with some breathtaking altitude antics by completing a skydive for UHD Charity.

These sky-high heroes landed some serious support for our therapies, endoscopy, palliative care and our general UHD Charity fund. Well done team! Could you take part in our next thrill-seeking adventure? [Click here to find out more.](#)



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](https://www.UHDcharity.org), or contact the office on 0300 019 4060/8449

New nursing apprentices to start in September

15 UHD staff will start the Registered Nurse Degree Apprenticeship (RNDA) in September. The RNDA is one of the most successful apprenticeships at UHD, offering a funded, supportive, and flexible pathway into nursing for our staff.

There are currently 66 UHD staff members on the programme, all working towards their NMC registration while continuing to earn and gain vital experience in the Trust. The next cohort of staff shows the continued investment in growing the UHD nursing workforce.

The RNDA is a fantastic opportunity for support workers,

those already working in clinical roles or those with an aspiration to be a nurse; to develop professionally without stepping away from employment. It combines academic learning through our partnership with BU, with practical, on-the-job experience supported by our education teams and line managers.

Apprenticeships working for you and the Trust

Apprenticeships offer a clear, supported route into a range of clinical and non-clinical careers across the NHS. They're not just for school-leavers either - they're open to people of all ages and backgrounds, making them a key tool in widening participation and supporting career progression.

For individuals, apprenticeships provide a unique chance to "earn while you learn", build confidence, and gain a nationally recognised qualification. For the Trust, they help us to develop a skilled, committed, and diverse workforce that truly reflects the communities we serve.

If you're interested in finding out more about the RNDA or any of the other apprenticeship opportunities available, please contact Amanda Docksey or Clair Meldrum, Careers and Apprenticeships Leads, at apprenticeships@uhd.nhs.uk.

Good luck to our UHD cohort for the senior leadership course

Toni Bailey, Sister for Day of Surgery at Poole, and **Claire Conlan**, from Ward 4 at RBH, are two of those excited about making a start with BU...



Toni said: *"The UHD Admissions and Day Surgery Unit at Poole will be one of the biggest in the UK. As a clinical leader of this service, I want to enhance and further develop my leadership skills to enable me to deliver and achieve the Trust's strategic objectives."*

"The programme will provide me with an opportunity to work collaboratively with a diverse range of leaders and broaden my leadership network across the Dorset healthcare system."

"I am excited by the prospect of being able to take the knowledge, skills and behaviours from this programme and implement them within the Trust to the benefit of other leaders, staff and patients."



Claire said: *"I signed up for the senior leadership course because I feel ready to take the next step in my career."*

"I am hoping to consolidate my experience and knowledge, while broadening my skills in senior leadership and business."

Snapshot of Private Health

Private Health UHD supports the hospital by offering a wide range of services both in our patient ward but also with the help from the wider hospital. Our ward also hosts dedicated clinics, where patients have chosen to see one of our consultants privately, most waiting for an NHS appointment, therefore benefitting all.

A typical day could range from hosting several busy clinics,

providing in patient care for a range of specialities, and aiding patient flow by offering patients an amenity option. Our office team is the heart of our communication co-ordinating the hospital with both inpatient and outpatient private activity and we enjoy reaching out to our colleagues in the hospital to support our patients.

As private services mirror the NHS services that the hospital provides,

our days are always varied, linking with a range of people and specialists. Both our clinical and administrative team members are here to help to ensure that private activity is reinvested back into our hospitals.

By capturing our hospitals expertise, we can generate a positive direct income for our hospitals which benefits all.

A snapshot of one day in May...

Admin team	Outpatients 8am-7pm	Private inpatients
<ul style="list-style-type: none">Follow up of enquiries for private consultations/ proceduresFollow up of enquiries for private consultations/ proceduresLiaising with pre-assessment teamsOrganising theatre space and anaesthetist availabilityLiaising with consultants to organise patient reviews and availability of surgeryTaking payments and raising invoices	<div>AM orthopaedic clinic 8am-1pm</div> <div>Quick turnaround to prep for PM gastroenterology clinic 1-7pm</div> <div>Oncology patient in clinic</div> <div>Evening ortho clinic 5-6.30pm</div> <div>Vascular outpatient in specialist treatment room</div> <div>Reception team prep rooms, check patients in, take payment for additional treatments and organise blood and pathology tests with nursing team.</div>	<div>Handover night team to day team. Handover to admin team regarding hospital stay, insurance and bed.</div> <div>Upper GI patient - complex patient requiring eight day stay</div> <div>Urology patient following robotic surgery</div> <div>Two patients in for interventional radiology procedures</div> <div>Two amenity patients - NHS patients paying for a private bed</div> <div>One NHS patient to supporting RBH patient flow</div>



UHD noticeboard

British Heart Week 7 - 15 June

To celebrate British Heart Week, Bournemouth Heart Club (BHC) is opening its doors to anyone interested in finding out more about their Keep Well programme, along with various health assessments and circuit classes on offer.

Open days will take place in the main gym within BHC, located at RBH, on 12 June, 10am-1pm, and 13 June, 2-5pm.

Members of BHC will also be hosting **stands in the RBH atrium from 11-13 June** where you can find out more about their rehab programmes as well as other useful information about cardiovascular diseases and other chronic health conditions.



Bournemouth Heart Club

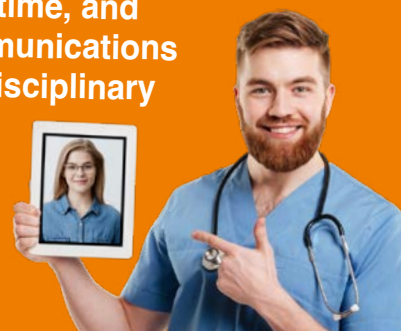
Reaching More Hearts

Ward based photography is coming - Get your ward ready

UHD will soon be introducing a new procedure that will empower ward-based staff to take patient photographs directly in EPR using ward iPads.

This procedure will help speed up referral and triage processes, improve how we monitor patients over time, and improve communications across multidisciplinary teams.

[Read the full update here.](#)



Patient safety - Duty of Candour toolkit

Research and experience show us the values of engaging fully with patients, families and carers when things don't go to plan. Duty of Candour is an obligation for us as healthcare providers, and centres on the following cornerstones of engagement:

- Apologies will be meaningful
- Approach will be individualised
- Timing will be sensitive
- Those affected will be treated with respect and compassion
- Guidance and clarity are provided
- Those affected are heard
- The approach is collaborative and open

- Subjectivity is accepted
- Strive for equity

You said:

How do we find out more about Duty of Candour?

We did:

Our UHD Safety Crew has updated the Duty of Candour toolkit and also revamped the whole of the Duty of Candour intranet page: [Duty of Candour](#) with additional resources including a simple flow chart, PowerPoint presentation and guidance on recording Duty of Candour on Datix.



**Save lives,
improve
patient safety**



Years of service

A big thank you to our Breast Care Nurse, Alison Gent, for her 45 years of nursing practice in the NHS. We are so thankful for your skills and knowledge, we couldn't do it without you!



Reaching new heights

A big well done to **Abigail** and **Treesa** for taking part in Southwest Developing Aspirant Ethnic Minority Nursing and Midwifery Leaders (DAL) Programme, aimed at supporting ethnic minority nurses and midwives aspiring towards a senior leadership role.



Abigail Corbett, Sister in our Endoscopy Department, said: *"This programme has been a powerful and timely initiative aimed at addressing the long-standing inequalities in career progression for ethnic minority nurses and midwives."*

Treesa Thomas, Ward Sister in our Urology Unit, said: *"This training has helped me enhance and gain new knowledge and leadership skills."*



Celebrating Success: Dorset Apprentice of the Year 2025

Congratulations to **Sarah Matthias**, Advanced Clinical Practitioner (ACP) in the Bariatric Surgical Service, who has been awarded the prestigious Dorset Apprentice of the Year 2025 - Degree Category, following the successful completion of her Master's in Advanced Clinical Practice at Bournemouth University earlier this year.

Sarah, a dietitian by background, embraced the transition into advanced practice within the surgical directorate, navigating the complexities of stepping into a role traditionally underrepresented by Allied Health Professionals (AHPs).



Reflecting on her award, Sarah said:

"The journey into advanced practice has been both challenging and transformative."

"It's a privilege to represent dietetics and demonstrate the value of AHPs in surgical care."

"I hope my experience encourages others to explore advanced roles and drive positive change forward."