

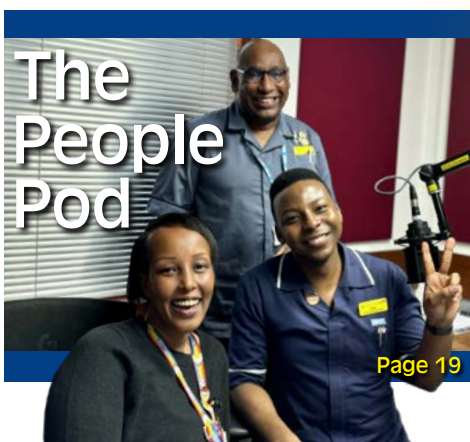
The Brief

November 2024



**Working together
to improve patient care**

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Page 8

TheBrief



Tuesday 12 November - 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>My Care Needs: We are launching a universal tool that will transform early supported discharge planning. Join the online training sessions to find out more - see page 5.</p> <p>Appearance policy: Updates have been made to our appearance and IPC policies, please see page 6 and share with your teams.</p> <p>Alertive going live: From 19 November, Alertive will replace our paging systems. This will not change the 2222 or 701 process. Find out more on page 6.</p> <p>Martha's Rule: Head to page 7 to see our UHD approach to Martha's Rule, our pilot sites and how you can get involved in this vital safety initiative.</p> <p>Preparing for winter: Our Winter Wellbeing Guides are now available for Team UHD. See page 8 for details and for information on how to get your winter vaccines.</p> <p>NHS Staff Survey 2024: The survey closes in a few weeks. Please check your inbox for your link to take part and receive a £4 Costa Coffee voucher. Your feedback sparks change - see what we did with last year's results on page 13.</p> <p>Anti Bullying Week this week: We need to recognise bullying and feel supported when we speak up. You can also support our Behaviour Charter – see page 10.</p> <p>Network Ask Me specials: Join us on 14 November with Rosie Martin, and the Pride Network, and on 3 December with our ProAbility Network. See page 16.</p> <p>The People Pod: Continuing the conversation from Black History Month, our next podcast discusses 'Leadership and Legacy' with colleagues from Team UHD. Page 19.</p> <p>UHD Charity: Have you signed up to Elf Dash yet? Sign up details on page 22.</p> <p>Transformation: Find out the latest in our Ask Me special on 28 November. See p.18.</p> <p>And finally... find out more about our next Learn at Lunch, how to thank people at UHD, Peter's ponderings, Research Matters, Good News Feed and much more...</p>	

Staff questions or comments (continue overleaf where necessary):

Department:

Signed:

Date:

Your University Hospitals Dorset

An update from Chief Executive, Siobhan Harrington



“November is a month of transformation and preparation...” a quote that feels especially poignant for our hospitals. We are now firmly in winter mode with our minds focused on ensuring the safety of our patients and supporting you through the challenging months ahead.

What strikes me about this month's edition of *The Brief*, is the power of working together and what we can achieve when we do. Our Winter Plan has our patients and all our teams at its heart - we've moved from thinking about beds to the services patients need and the people who are best skilled to provide them. Alongside the plan are our Winter Wellbeing guides, highlighting wellbeing support for yourself or your team this winter. Your wellbeing will always be key to what we can achieve.

The success of our Winter Plan also relies on close working with all our health and social care partners, and crucially listening to everyone. Indeed this systemwide approach is at the core of the Government's 10 year health plan.

When I think of winter, I think vaccinations! Have you had your jabs yet? Our team of UHDefenders are offering drop-in sessions across our Trust, another great example of teamwork so my thanks to all you jabbers. Being vaccinated enables us to provide safe care, and safety is quite rightly the buzzword to guide us through winter.

With that in mind, I'm really pleased to see a focus on Martha's Rule on page 7 and what it means for us here at UHD. Patient safety will always be improved when we listen to the concerns of the people who know the patient best. Safety is also about you too - and our UHD Safety Crew's next Learn at Lunch will focus on Staff Safety, so please tune in (page 17).

Our Staff Survey is a key way for you to raise any safety concerns. We are nearing the end of this year's survey and so far just over half of you have taken part. Please do take the time to complete this - change really can happen when you have your say.

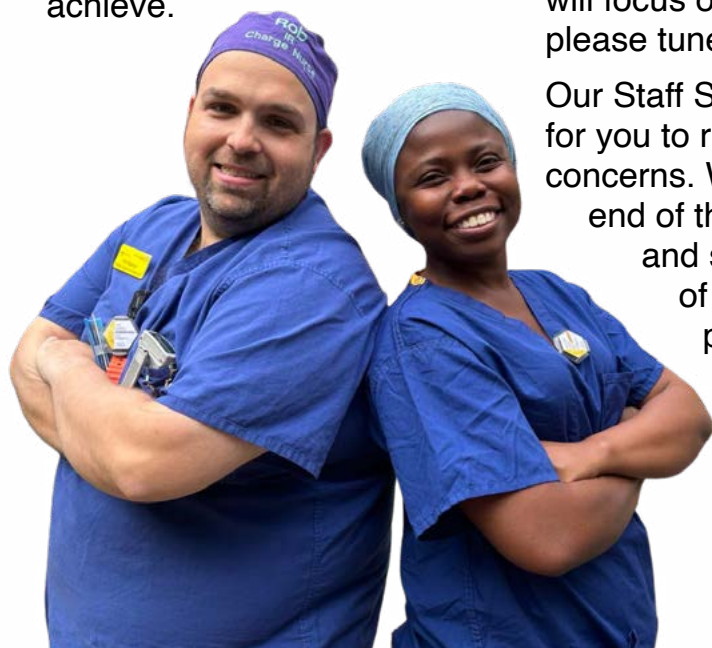
This week is Anti-Bullying Week and we have heard too many incidents of bullying via our Staff Survey, as well as through our Freedom to Speak Up Team. That is why we are creating a 'Behaviour Charter'. Working in respectful environments where everyone feels valued and safe improves our working lives and ensures we can give the best care to our patients.

Our Networks are a wonderful example of how we can work together, educate and support Team UHD, and promote respectful environments. This week we have a special edition of Ask Me with Rosie Martin and our Pride Network,



pride.network@uhd.nhs.uk

focusing on the journey she has been on to become her authentic self. This will be followed by our Transgender Day of Remembrance services on 20 November. Looking ahead to December, our ProAbility Network will once again be marking 'Purple Light Up', with a brilliant talk from one of our patients, a young army veteran who opted to have his leg amputated following years of pain after he broke his leg in army training. His story about what he has gone on to achieve is truly inspirational.



Working with our DEN Network, we celebrated Black History Month throughout October. The spirit of these celebrations will live on in the months ahead and I'm delighted to see the second episode of our People Pod podcast is out now - an opportunity to listen to senior matron, Clarence Moore, specialist nurse practitioner, Fardowsa Ahmed-Timms, and cardiovascular research nurse, Pabalelo Pule as they discuss the significance of being Black in the UK. See page 19. I'd also like to thank our Armed Forces Support Group and our chaplains for all their

work to put on our cross site remembrance services.

Turning to transformation, we 'broke ground' on our newly named Coast Building this month, our state-of-the-art ward and catering block that will add 110 beds, expanded kitchen facilities, and adaptable spaces at RBH. I'm thrilled to say the building was named by three colleagues at UHD, after all this development not only supports patient care, but will help improve the working environment for you.

Please do stay informed about the changes across our

hospitals and chat through them as a team. We have a transformation Ask Me special at the end of the month and our public engagement events will be hitting the road, visiting Castlepoint, Wareham and the Dolphin Centre. What a wonderful opportunity to share the incredible teamwork that has brought us to this stage, and that will continue to transform care for our patients for many years to come.

Thank you for all you do.

Siobhan

Vital statistics

October 2024

- We saw **49,061** patients in our outpatient departments
- ...and an additional **10,355** virtually
- Carried out **1,984** day case procedures
- Supported the birth of more than **322** babies
- Attended to **13,526** patients in our emergency departments
- Cared for **238** patients at the end of their lives
- Started **253** patients on their radiotherapy journey

Thank you

#TeamUHD

My Care Needs

Supporting a culture of patient centred practice...



Improve patient
experience,
listen and act



Our medical, nursing, therapy, discharge, and IT teams have come together to develop 'My Care Needs' - a universal tool that will transform early supported discharge planning, putting our patients at the heart of their journey through our hospitals and to the next stage in their care.

The tool brings together 16 different forms currently used at UHD into one electronic document which follows the patient from their admission, right through to discharge, and importantly readmission too, meaning less time-consuming 'detective work'.

The eForm has 12 clearly defined sections containing a series of questions to be completed by members of the MDT. It will be accessed via EPR and can be completed on iPads with the patients and their families or carers, ensuring their care needs are clearly identified from the outset.

Questions include a patient's demographics, their clinical frailty scale, any cognitive or communications needs, accommodation details and whether their home needs any work before they can return, next of kin, power of attorney and family dynamics, future care plans, equipment and therapy needs, and whether they have a signed 'allow a natural death form'. Guidance is given as to who is the most appropriate person to complete each section.

Elderly care consultant, **Dr Claire Spake**, was one of those behind the new initiative. She said: *"We looked at reasons for delayed discharges and at the systems we currently use, which is lengthy, complicated and feels like it's designed to fail."*

"We all agreed we needed more quality information about our patients and to put their needs back at the heart of

what we do. It's about their care afterall."

Antonia Gabrielli, our GM for discharge services, added: *"Our teams are all incredibly busy - this will save them time by putting all the information we need to enable us to safely care for and discharge our patients in one place."*

"Our hospital will benefit in terms of freeing up beds, but ultimately those benefits are patient benefits - making sure those we care for are looked after in the most appropriate setting and ensuring we have capacity to look after those who may need hospital care in the future."

"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"

Find out more: Dr Claire Spake, is hosting online information sessions about the tool everyday at 1pm from 25 November. Please come along to find out more and ask any questions. [You can join the daily sessions here](#) or see the intranet for the Teams link.



Updated appearance policy

The appearance and IPC policies have been updated and can be found [here](#) and [here](#) respectively. All colleagues at UHD are ambassadors for the trust, and there is recognition

that appearance can provide a visual measure of how the public views levels of professionalism in the organisation. This has an impact on public confidence and our reputation.

The appearance policy is intended to provide guidance and ensure that staff and

managers understand the standard of appearance, rather than to deny the rights of colleagues to reflect their individuality. It is important that everyone complies with the policy.

Key changes include:

- Clarity around expectations for staff travelling into work by different mode of transport and confirmation of changing facilities
- Updated information to align with the trust's new SmokeFree policy, support for people living with the menopause, and individual requirements related to health, diversity, and

religious expression/cultural requirements

- Enhanced section on infection prevention control (new IPC policy coming soon), and theatre guidance.

If you have any questions, speak to your line manager in the first instance.



Alertive goes live

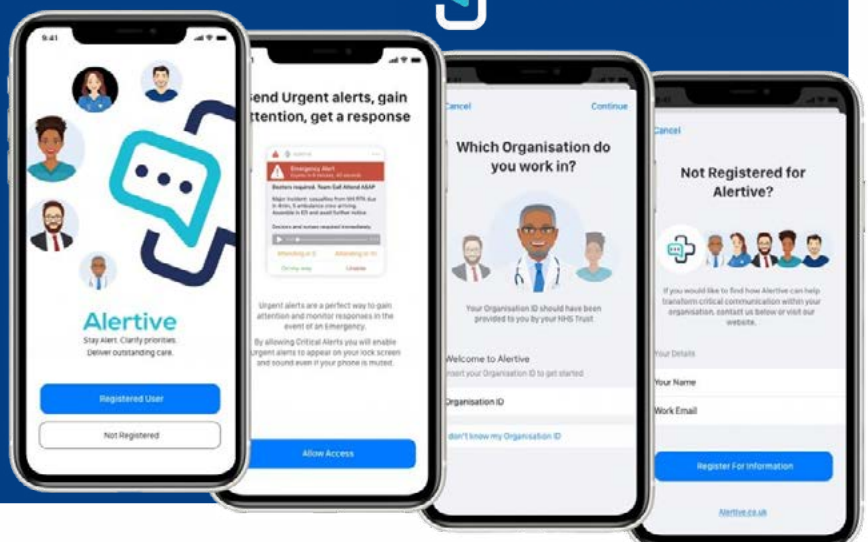
Alertive, a new clinical messaging application that will replace UHD's paging systems, will go live on Tuesday 19 November. This will not change the **2222** or **701** process.

Key features include:

- **Directory:** Reach the right person first time.
- **Task assignment:** Create non patient tasks and patient tasks that require a prompt response and monitor progress.
- **Messaging:** Share updates through 1:1 chats and group conversations.
- **Attachments:** Send multimedia attachments in conversations.
- **Role centre:** All active roles are organised in one place, no need to manage multiple devices.

- **Accessible anywhere:** Access through managed bookmarks when we go live, or it can be accessed via the Alertive mobile application where all multitone pagers will be replaced with Trust provided iPhones.

For further information email alertive.rollout@uhd.nhs.uk



Martha's Rule (Call-4-Concern)

In April 2024 NHSE introduced Martha's Rule. Martha Mills died in 2021 after developing sepsis in hospital, where she had been admitted with a pancreatic injury after falling off her bike. Martha's family's concerns about her deteriorating condition were not responded to, and in 2023 a coroner ruled that Martha would probably have survived had she been moved to intensive care earlier.

The Secretary of State for Health and Social Care and NHS England have committed to implement 'Martha's Rule' to ensure the vitally important concerns of the patient and those who know the patient best are listened to and acted upon.

There are three elements to Martha's Rule:

- 1** All **staff** in NHS trusts must have 24/7 access to a rapid review from a critical care outreach team, who they can contact should they have concerns about a patient.
- 2** All **patients, their families, carers, and advocates** must also have access to the same 24/7 rapid review from a critical care outreach team, which they can contact via mechanisms advertised around the hospital, and more widely if they are worried about the patient's condition.
- 3** The NHS must implement a structured approach to obtain information relating to a patient's condition directly from patients and their families at least daily. In the first instance, this will cover all inpatients in acute and specialist trusts.

Our UHD approach

We have been selected to be a pilot site for the implementation of Martha's Rule. We are building upon our Call-4-Concern service which covers aspect 1 and 2 of Martha's Rule. From the current service, the majority of calls we receive are due to communication issues between staff and patients.

What is new?

We are piloting a new patient wellness score on wards 3 and 16 at RBH and B2, E3 and C4E at Poole from 11 November to 13 December. This score is being adopted across the UK to answer part 3 of Martha's Rule. These soft signs have an escalation pathway to ensure a timely review of any concerns highlighted. This can be used with the routine observations to determine if the patient is deteriorating. We will also be asking the patient's visitors, if present at the bedside, their interpretation of the score (if appropriate).

We hope this will improve communication with both patients and the people who know them best.

PATIENT WELLNESS QUESTIONS

How are you feeling?

Very Good 1 Good 2 Fair 3 Poor 4 Very Poor 5

How are you feeling compared to the last time we asked you (or compared with yesterday)?

Much Better 1 Better 2 No Change 3 Worse 4 Much Worse 5

PATIENT WELLNESS SCORE DECISION MATRIX

2	3	4	5	6
3	4	5	6	7
4	5	6	7	8
5	6	7	8	9
6	7	8	9	10

ACTION BASED ON PW SCORE

- 2-5 Continue to monitor
- 6-7 Talk to the nurse in charge
- 8-10 Call Critical Care Outreach

DOES YOUR PATIENT SHOW ANY OF THESE SIGNS OF DETERIORATION?

Use this for patients unable to respond to the Patient Wellness Questions (PWQ) and use your judgement to allocate a score.

- New or increased confusion / agitation / anxiety / pain
- Changes to usual level of alertness / consciousness / sleeping more or less
- Increasing breathlessness or chestiness
- Change in usual drinking / diet habits
- 'Can't pee' or 'no pee', change in pee appearance
- Diarrhoea, vomiting, dehydration
- A shivery fever - feel hot or cold to touch
- Reduced mobility - 'off legs' / less co-ordinated
- Any concerns from family, friends or carers that the person is not as well as normal?

IF YES to one or more of these triggers, take action!

- Document on EPR
- Take a full set of observations
- Speak to nurse in charge

CONSIDER CRITICAL CARE OUTREACH SERVICES

Any questions?

If you have any queries regarding the patient wellness score, contact the outreach team, bleep **2727** at RBH and **0170** at Poole. Members of Martha's Rule Working Group will be working on the pilot wards throughout November. You can also email michelle.scott@uhd.nhs.uk

Winter Wellbeing

Our winter wellbeing guides for staff and managers are now available. The guides feature everything you need to know about accessing wellbeing support for yourself or your team this winter, including:

- Free and confidential financial, physical and mental wellbeing support
- Advice to help you connect with your colleagues
- Support for raising concerns or issues
- The power of saying thank you
- ...and much more!

Visit our Thrive Wellbeing intranet and app pages or [click here](#) to view the guides.



Keeping each other safe this winter

Have you had your vaccinations elsewhere?

Please let us know if you have had either the Covid-19 or flu vaccination away from UHD to help us understand how protected we are as an organisation. Telling us is simple and takes two minutes using this online [form](#).



Still waiting to get your vaccination?

Now is the time to protect yourself and those around you from the illnesses that impact our community and put pressure on our hospitals. There is still plenty of opportunity to get vaccinated by our **UHD Defenders** in our Occupational Health clinics or departments across UHD. **All staff are welcome to attend all clinics.**

[Click here](#) to see the full list and find the most convenient clinic for you.

Please remember to bring your NHS number.



Supporting you
to raise concerns


**Freedom
to speak up**

137 staff

came to speak to FTSU*

*This is an increase of 48% compared to
same period in 2023/4

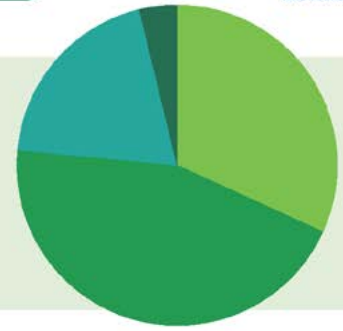
Themes

42 referrals for 'attitudes and behaviours'

59 referrals for 'policies and procedures'

26 referrals for 'worker safety and wellbeing'

5 referrals for 'patient safety'



Behaviours

43% of concerns related to incivility

28% of concerns related to toxic workspace / teams

17% of concerns related to complex and longstanding behaviours

17% of referrals came from
global majority staff

16

anonymous referrals
via @UHD app*20% of referrals came from staff
who have a disability

What have we learnt?

The need for compassionate and inclusive leadership and better management skills (53 cases). The need to have respectful and civil workplaces (33 cases). The importance of health and wellbeing and looking after each other (17 cases). The difficulties of team integration and merger (16 cases). The need to get the basics right (12 cases).



You said, we did

The power of working together

With **Tara Vachell**, Deputy FTSU Guardian

“Around this time last year, we had a flurry of anonymous referrals from ED at RBH raising concerns about a lack of cultural sensitivity and appreciation of the cultural differences of overseas nurses in the department.

“We reached out to Senior Matron for ED, Stuart Bendermacher, who worked with us to make some changes to improve this. Stuart created a QR code so that staff could provide feedback anonymously, installed a wellbeing and FTSU board in the staff break room, and supported some members of the team to become See Me First ambassadors. Stuart also introduced a two hour open door offload session every Tuesday for anyone to share concerns or issues with him.

“Since these changes were made there have been no referrals about the experience of internationally educated nurses in ED. This October, they celebrated Black History Month together as a team, cooking and sharing food from different cultures.

“This is a great example of how working together can positively impact a team. Stuart is the exemplar for openness to learning from FTSU

referrals and a willingness to make changes based on feedback from his team whether it's anonymously or otherwise.”



Stuart said “As a leader, making yourself accessible, listening and providing support is the key to building a strong team. I take any feedback as an opportunity to change, learn how the team feel, and understand how I can support and develop them.”

Beyond Speak Up month

- find out how you can continue to help us make speaking up business as usual [here](#).

CHOOSE RESPECT



#ANTIBULLYINGWEEK

This week (11-15 November) is Anti-Bullying Week. Bullying is not just something that happens in schools. It's important that we all learn to recognise bullying behaviour and call it out either directly or by speaking up.

Our 2023 NHS Staff Survey results show that:

25.88% of all staff had been bullied, harassed, or abused by patients, services users or visitors



10.2% of all staff had been bullied harassed or abused by their managers



18.1% of all staff had been bullied harassed or abused by other colleagues



28.6% of staff from the global majority had been bullied harassed or abused by patients, service users or visitors, compared to 21% of white colleagues.



25.5% of staff from the global majority had been bullied harassed or abused by colleagues, compared to 21% of white colleagues



14.9% of staff with a disability had been bullied harassed or abused by their managers. **8.5%** of staff with a disability had been bullied harassed or abused by colleagues without a disability. **30.6%** of staff with a disability had been bullied harassed or abused by patients, service users or visitors.



In every situation we have a choice how to react. Please choose respect.

What are we doing to make UHD a great place to work for everyone?

At UHD we want all staff, patients, visitors, volunteers, students, or contractors to know we will not tolerate behaviours that are not in line with our Trust values. That is why we have started work on creating a '**Behaviour Charter**' as part of Patient First. Working in respectful environments where everyone feels valued and safe improves our working lives and ensures we can give the best care to our patients.

Can you help us?

We need your feedback on the statement which will form the foundation of our Behaviour Charter. Please use this form to tell us which one you prefer.



We are **caring**

one team

listening to understand

open and honest

always improving

inclusive



Be a great place to work

From 12 March 2025 - National No Smoking Day - UHD will be joining the hundreds of other hospitals across England to offer a smoke free environment for our staff, patients and visitors.

Our new smoking policy is live on the [intranet](#) and clearly states the smoking of cigarettes or other tobacco products will not be allowed anywhere in the Trust grounds on any of our sites from March 2025. This applies to our colleagues, patients, visitors, and contractors.

Over the next few months, you will see our smoking shelters coming down and more signage going up. Please also look at our [frequently asked questions](#).



Supporting you to quit

You can find free stop smoking support from our fantastic Tobacco Addiction Care and Treatment Service and Smoking in Pregnancy Team. They support patients and staff and can be reached at smokefree@uhd.nhs.uk.

You can also access free services from Live Well Dorset on **0800 840 1628** or www.livewelldorset.co.uk or from www.smokefreehampshire.co.uk.



Smokefree Ask Me

Our October Ask Me was a Smokefree UHD special led by our Chief Exec, Siobhan Harrington, and our Smokefree UHD colleagues. Topics ranged from vaping and the stop smoking support on offer to tackling aggression and litter.

You can catch up on our [Ask Me intranet pages](#).



Celebrating Team UHD

Recognising colleagues for the difference they make at work makes them feel valued, appreciated, and respected. Our Trust has four different ways you can say thank you and celebrate each other...

Coming soon:



Our new Thank You app is a quick and easy way to share your appreciation and recognise the positive work of colleagues. Who will you say thank you to? Look out for the Thank You badge in our communications and be one of the first people to send a message to a colleague!

If you receive a thank you, both you and your manager will receive an email notification. [Watch this demonstration](#) to find out more. Managers can access an analytics dashboard to view all the thanks their team has received. Find out more about the power of saying thank you on page 23.

Your data protection

The only information we will share with our app provider is your work email address and this can only be accessed by UHD staff. You have the right to opt out of us sharing this information by emailing organisational.development@uhd.nhs.uk or calling 0300 019 4438.



Thank You postcards

Our postcards are the perfect way to send a personal message to a colleague and show them your appreciation. You can order postcards for your ward/department from

organisational.development@uhd.nhs.uk



UHD Staff Excellence Awards

The monthly excellence awards are open to all staff and volunteers and have been set up to recognise the amazing people and teams around our trust who go the extra mile.

The winners are chosen by CEO Siobhan Harrington and shared at the all staff briefing. They will receive a certificate and a badge to recognise their achievement. [Click here](#) to nominate.



UHD Staff Awards



Our staff awards recognise and celebrate the amazing things you do. Nominations for our annual staff awards will open again in spring 2025 and winners will be celebrated at our ceremony in summer 2025. Anyone can nominate and anyone can be nominated.

Don't forget you can also thank your team in your own way! Please share your celebrations with communications@uhd.nhs.uk

NHS Staff Survey 2024

everything you need to know

Do you **really** listen to my feedback?

Yes. Since 2023 we have made changes to improve your [personal safety](#) and [wellbeing](#), [development resources](#) and the [way we communicate change](#). Read our library of 'You said, we did' stories [here](#).



Have you **seen** changes in your area?

Ask your manager about your team's staff survey action plan.

Do you **know** what I say?

No. No one at UHD can see your completed survey or identify individual responses. We receive anonymised summary reports which you can view [here](#). To find out more, read our [FAQs](#) and [confidentiality and data handling](#) information sheets.

Do you offer **support** for staff without IT access?

Yes. We can come to your department with iPads for your team to use. Request support by emailing organisational.development@uhd.nhs.uk. Our **libraries** also have computers available to you **24 hours a day**.

How will I receive **my invitation**?



Email. Check your inbox for an email from NHSStaffSurvey@iqvia.com. The subject line will be 'NHS Staff Survey 2024 Invitation: University Hospitals Dorset'. It will have been sent to your **preferred email address on ESR**.

When can I fill out my survey?



All staff should complete the survey **during their working hours** by **29 November**. Your manager should support you to do so. Please email Organisational Development if you have any questions.

Don't forget...

everyone who fills out the survey will get a £4 Costa Coffee voucher!





Men's Health Awareness Month



Stay connected

Connecting with others makes you feel a sense of **belonging** and **self-worth**, and provides **emotional support**. Here are some ways you can connect with your colleagues.

[Check-in with others](#)



[Find a champion](#)

[The People Pod](#)



Talk more

Talking about feelings can be scary. **There are lots of ways to offer support or ask for help you just have to find the right one for you.** Here are guides to help you.

[Prepare for conversations](#)



[Get support](#)

[Practice tough conversations](#)



Know your body

Testicular cancer is the number one cancer among young men. **But do you know how to check yourself?** Prostate cancer is the most common cancer in men over 45. **Learning the facts helps you understand what to look out for.**

You can access **free health checks** for conditions such as high blood pressure and type 2 diabetes.

[How to check yourself](#)



[Book a health check](#)

[Learn the facts](#)



Move more

Adding moments for movement into your daily routine can help **manage stress, improve sleep and reduce your risk of developing a range of long-term health conditions.** **Every minute of activity counts**, so why not start today?

[Find a local group](#)



[Walk Four Wellbeing](#)

[Get inspired by colleagues](#)





Patient First

Provide excellent healthcare. Be a great place to work.

Patient First in practice:

Helping patients understand who's who

The RBH Stroke Unit team were one of the first to attend Patient First training. They have used the tools and techniques from the training to structure their new weekly improvement huddles. Staff set aside a small amount of time each week to focus on improvement ideas generated by the whole multi-disciplinary team that make a difference for staff and patients.

One of these ideas was to design and display a poster which explains the different uniforms worn by staff on the unit. Patients and their families can sometimes be unsure who's who on the ward which can be confusing and isolating. It can also lead to time being wasted trying to identify the right people. The new poster will help put patients and their families at ease during their stay on the unit.



Training update

Representatives from the Emergency Department, Ophthalmology Outpatients, Derwent, Ward 7, Clinical site and Sandbanks graduated from their Patient First Improvement System training earlier this month. We have now equipped 22 teams with our Patient First tools and techniques to help them make improvements in their areas.

Patient First helps us deliver our improvement priorities



See our patients sooner



Be a great place to work



Improve patient experience, listen and act



Save lives, improve patient safety



Use every NHS pound wisely

Join our community

Click [here](#) to join our MS Teams channel.



Ask Me... "about becoming my true self, in a world that told me I was somebody else"



Join us at 12.15pm on Thursday 14 November for a special edition of Ask Me with Rosie Martin, patient partner volunteer, focusing on the journey she has been on to become her authentic self.

You can ask any questions, raise any issues, or share your experiences with Rosie and members of our PRIDE



pride.network@uhd.nhs.uk

Network. Join the meeting [here](#) and pop questions in advance to emma.welham@uhd.nhs.uk if you would like anything asked on your behalf.

Save the date: Purple Light Up on 3 December

The International Day of Persons with Disabilities (IDPD) is celebrated on 3 December to promote the rights and wellbeing

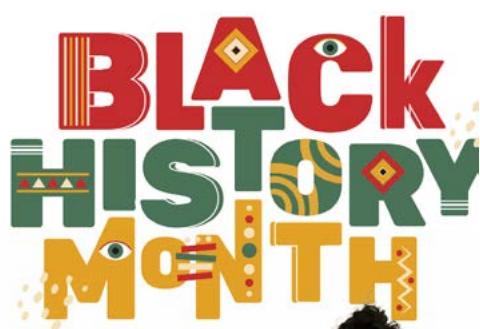
of people with disabilities.

This year's theme is 'self-reliance and strength' and our ProAbility Staff Network is already busy making



pro-ability.network@uhd.nhs.uk

plans. Check the Staff Bulletin and intranet for more information coming soon.



We celebrated Black History Month throughout October. Events were held within departments and we came together for events in RBH and Poole. We were joined by Patricia Miller, CEO of NHS Dorset, Lucy Muchina, the RCN's Deputy Chief Nurse and SW Regional Director, and DS Ricky Dhanda from Dorset Police at Poole. We were also joined by Louise Boston-Mammah from DEED who explored key figures in Dorset's Black history. It was important after the summer of race-related riots that we had this opportunity to reflect.



DENnetwork@uhd.nhs.uk



Meet the team focused on your health, safety, and wellbeing

Our Health and Safety Team is part of the Corporate Quality and Safety Team. Our health and safety advisors are Sherri Paul (for Poole sites), Tony Bodycombe (for Bournemouth sites) and Karl Nyathie who supports with transformation works. The team are supported by Natalie Matear who is the Health and Safety Administrator and Kelly Ambrose, Quality Assurance Lead.

The team support the health, safety and wellbeing of our staff and you can find out more about what they do on the [health and safety intranet page](#). You can also find out how they can support you at our next Learn at Lunch on 22 November. Get the link on the [Learn at Lunch intranet pages](#) - we hope to see you there.



**Save lives,
improve
patient safety**

A focus on staff safety

with the UHD Safety Crew



**Join our Health and
Safety Team on
22 November
12.15pm**



Welcome, Beverley Bryant, our new Chief Digital Officer

Beverley Bryant leads our digital strategy. She joined UHD from Guy's and St Thomas's NHS Trust and Kings College Hospitals NHS Trust where she was joint Chief Digital Information Officer. Beverley led the major transformation of all clinical applications and workflows to bring IT systems together across the trusts. As part of her role at UHD, she takes our executive lead for the creation of the new electronic health record (EHR) in partnership with trusts and both Integrated Care Boards across Dorset and Somerset. Beverley's previous roles have included Director of Digital Technology for NHS England and Chief Information Officer for the Department of Health. We look forward to working with you, Beverley.



Artwork for the Beach Building

After a public vote and selection process, south coast studio Orakel Workshop - led by graphic artist and designer Jac Seifert - will create a public art display on the outside of the Beach Building. Jac will be working with stakeholders, local community members and NHS colleagues across several workshops to create a concept for the artwork.

Can't wait to find out more? Join Jac on 13 November from 5-6pm in the Lecture Theatre at RBH to learn about her previous projects and share your ideas for the future artwork. [Click here](#) to let us know you're attending or join virtually [here](#).



Ask Me... Transformation special

Thursday 28 November, 12noon

Join us for a virtual drop-in session hosted by Dr Isabel Smith, our medical director for strategy and transformation, and colleagues.

Ask any questions, raise any issues, and share your experiences.
Search 'Ask Me' on the intranet for the Teams link.

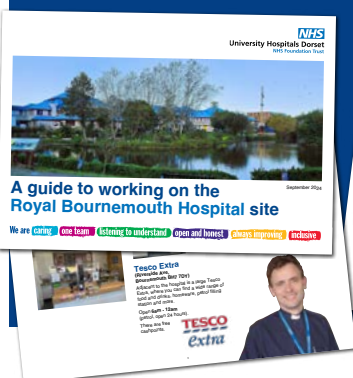


All staff
welcome

Navigate like a pro

With all the activity across our hospitals, we've updated the guides for working at RBH and Poole. The refreshed guides include new maps, travel, and transport information, and more.

You can download the [RBH site guide here](#) and the [Poole site guide here](#).



Join our engagement events

After hosting engagement events for our local community to keep them informed about the significant upcoming changes at UHD, we are now going on the road. Join us to meet our clinicians, discuss the future of UHD services, and learn how these changes will benefit you:

18 November: 10am-4pm
at ASDA Superstore, Castlepoint

21 November: 10am-12pm
at The Corn Exchange, Wareham Town Council

5 December: 10am-4pm
at 'Gather,' Poole Dolphin Centre

You can find full details of all events [here](#).
Look out for more updates on future events.

Transformation update

A ground breaking day for the new £91m Coast Building

The newly named Coast Building has entered its main construction phase, with a ground breaking event. This £91m, state-of-the-art facility at RBH will add 110 beds, an expanded kitchen, and versatile, adaptable spaces. As part of the national New Hospital Programme, the 10,800sq metre building will increase patient capacity and incorporate sustainable energy through photovoltaic panels.

Named to reflect our 'hospitals by the sea' identity, the Coast Building was independently proposed by three staff members, Lisa Stooks, Aimee Forward, and Sarah Davidson. At the event, our CEO Siobhan Harrington thanked key partners, including the Darwin Group, MP Tom Hayes, and Darren Crook CBE from the New Hospital Programme. [Read more here.](#)



The People Pod Your UHD podcast

Our new UHD podcast, '[The People Pod](#)', delves into the untold and inspiring stories of the people at the heart of our hospitals - you.

In each episode, we'll meet a variety of guests from across our hospitals as they share their story about their work or home life, challenges they have overcome or their moving experiences. From patients and visitors to staff and volunteers, join us as we discover and celebrate the people that bring #TeamUHD to life.

Leadership and Legacy

In our second episode, we are introduced to Senior Workforce Matron, Clarence Moore, Specialist

Nurse Practitioner, Fardowsa Ahmed-Timms, and Cardiovascular Research Nurse, Pabalelo Pule. We join them as they compare their journeys to UHD and the significance of being Black in the UK. They also discuss topics such as the importance of representation, allyship, communication barriers, and the legacy they aspire to leave behind.

[Click here](#) to listen or find the podcast on Spotify.

Would you like to get involved?

Email communications@uhd.nhs.uk if you would like to be a part of a future episode of The People Pod.





Peter's ponderings...

with Dr Peter Wilson, Chief Medical Officer

I cannot believe it is November already...

The days have closed in rapidly and our hospitals feel as though we are already back in the grip of winter. For many, this is the beginning of a tough few months, especially those working at and supporting the front door. Some may feel as though they never got a break. To all of you, I say a huge thank on behalf of the executives for all you have and are about to do.

As we go back into what will be my second winter at UHD, I am so proud of what we have accomplished as an organisation. We have made huge strides across all our Patient First metrics, which ensures that our patients and our people are kept safe. We are now only months away from our phase two move into the Beach Building. This comes with a degree of nervousness, but also real excitement. Having watched the building go up, I can't believe we are so close to starting to use it.

It can feel a little bit like Groundhog Day-and like Daisy in the picture, we probably want to hunker down and avoid winter. I do feel better going into this winter, but I know that we



will have bad days. I am confident that our teams have worked to ensure we have contingency plans, and we are all concentrating on the things that matter to each other and our patients. I urge everyone to look through our Winter Plan if they get the chance.

November is one of those odd months where I tend to look back and forwards, hence my slightly scatter gun approach.

In October I loved the days that Judith, Funke, Deepa, Pabalelo and the team put on for Black History Month. They were both challenging and life affirming. It was amazing to hear from everyone about their lived experiences. A huge congratulations to all involved. I would also recognise all the incredible work our networks are doing to ensure that staff are supported and that we truly learn from each other and become part of the UHD family. To that end I hope

many of you will join and support the Transgender Day of Remembrance on 20 November.

I also ask that we recognise and support November as Men's Mental Health Awareness Month. It is important we look out for each other, reach out and offer a supporting hand or listening ear.

The next few months are going to be tough. The next year or two is going to feel hard as we move our organisation, manage the pressures, and try and deliver. It is so important that we continue to talk and listen with purpose and that we act. Most importantly, we need to continue to grow the UHD family, as we will get us through. Family means we can have the real tough conversations. We can challenge and disagree, but at the end of each day we know we are all working to a common purpose, and all have each other's backs.

Peter

Data and Digital Leader course enhances staff experience

Our first members from Team UHD have completed the Data and Digital Leadership CPD course at Bournemouth University (BU). The course was codesigned with us and enables learners to work on data projects relevant to their role.

Sally Osbourne, Cardiology Service Manager, was on the course. She said:

“I was excited to learn how to bring data to life, and a tool for driving real change in practices. I discovered techniques I wish I had known years ago!

“In Cardiology, we manage vast amounts of audit data that can be extracted and analysed to uncover key insights. I am now able to

assist our research teams in identifying specific patient characteristics, and presented audit data at directorate meetings, adding valuable insights to drive improvement projects. For example, I’ve created an infographic that simplifies complex data, illustrating the various pathways heart attack patients take to reach the hospital and pinpointing potential causes of delays.”

The course is not just for clinicians. **James Rowden**, our Patient Engagement Clinical Liaison Officer, said:

“I started my role back in 2012 and it was very different. Much of the data quality and analysis was done elsewhere and slowly it has been handed to me to do this job.



“Not being academic by nature and having left formal education at 16, the thought of university was quite daunting, but the tutors were so relaxed and encouraging. My confidence was built up and I was made to feel like I had the knowledge and skill to achieve the targets of the course.

“The course was designed with NHS staff in mind. The coursework we were encouraged to submit had this in mind so my focus was how I could update our current processes to best align with the Patient First approach.”

Good luck to everyone starting the course this autumn!

We are always improving

Con-grad-ulations!

It was an honour to attend Bournemouth University’s Faculty of Health and Social Sciences graduation ceremony. Graduates from fields such as paramedic science, nursing, midwifery and many more talented individuals, celebrated the years of hard work and efforts to complete their studies. We look forward to welcoming even more as they launch their careers and become part of the #TeamUHD family.



Climbing for a cause

Three Team UHD members - Deben Harris, Fiona Sowerby and Judith May - have returned home after climbing to the top of Mount Kilimanjaro, the tallest peak in Africa. The trio took on the adventure to raise funds for fantastic services across UHD. If you're feeling inspired, you can take on a Kilimanjaro climb in 2025 [here](#).



Runners go the distance at the Bournemouth Half Marathon

A big well done to our pathology superstars Esther Bailey, Sarah Newell and Kai Lowe who crossed the half marathon finish line to fundraise for a wellbeing space for their colleagues. Senior nurses Pippa Ayling and Chloe Blake ran alongside them raising funds for Ward B4. We also had community members Matt Burgum, Chris Rowley and Amy Gordon make big strides supporting our hospitals.



It's race night with Poole Town FC

The Gee Gees are coming to Poole Centenary Club on Friday 15 November 2024, hosted by Poole Town FC. Tickets are just £5 and can be picked up at the charity offices in Poole or RBH.



Join our Christmas lights switch on

Our UHD Charity has been chosen as the bright and shining charity partner for [Christchurch's Christmas Lights Switch On 2024](#). All funds raised at the event, taking place on Saturday 23 November 2024 at 5pm, will support The Beach Appeal's fundraising efforts for the future Emergency Department and Children's Health Department.



Elf Dash 2024

Pop on your trainers and join us for a 2km fun run on 8 December to fundraise for equipment - above and beyond NHS funding - for the future children's classroom in the Beach Building. After the run, you'll have a chance to meet Santa in his magical grotto. [Sign up here](#).



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

Enhance your clinical decision making

[BMJ Best Practice](#) is a tool that supports decision-making at the point of care. It provides concise, evidence-based summaries of clinical guidelines and best practice. This resource can help you find the information you need quickly, improving patient care decision making. Unlike general search engines, it is specifically **designed for healthcare professionals**.

[BMJ Best Practice](#) can be accessed from all Trust computers, and it is a managed bookmark (informational). [Download the app](#) for decision support information, whether you are on the ward, at home or studying. If you would like more information, or [training](#) on how to use BMJ Best Practice, contact library@uhd.nhs.uk. You can also create an [OpenAthens account](#) to access all [the electronic resources](#) available to you.



Knowledge and Library Services

BMJ Best Practice



Building an effective team: The power of a thank you

With the new UHD Thank You app launching soon, it gives us an opportunity to think about who we want to say thank you to. Whether this is someone in your team, or the wider Team UHD, saying 'thank you' will help us to build a supportive and thriving team atmosphere. It is a simple yet powerful way to build a positive and productive work environment where team members can build trust, confidence, and a way of giving one another feedback and positive recognition. Read this month's [team development resource](#) to learn more about the [power of a thank you](#).



Do you know how you can develop as a leader at UHD?

When it comes to leadership development offers, there is something for everyone at UHD. We have extensive in-house and external opportunities for you to access.

Look at our new Leadership Pathway on our [Leadership and Management intranet pages](#). You can also find further information on all our offers on these pages.

We still have spaces on some upcoming leadership and management skills workshops.



Click to book:

[Leading Teams Through Change](#), 20 November 9-11am

[Coaching Conversations](#), 27 November 9-11am

[Feedback Skills](#), 3 December 9am-12noon

[Compassionate and Inclusive Management](#), 14 January 9am-12noon



Human Resources will be running further sessions on Good People Management, Supporting Staff Wellbeing and Managing Attendance, and Managing Organisational Change. More information can be found [here](#).



Keeping UHD moving

At the start and end of our working day, the mode of transport we choose for travel can have a big impact on our day, mood, and purse. Meet Lauren Cannings, our new Travel and Transport Manager, who has the exciting and challenging task of keeping UHD moving.

What does a Travel and Transport Manager do?

My role is to deliver a travel and transport eco-system which supports and encourages staff and visitors to choose the most sustainable form of travel possible. This involves working with local authorities, organisations, and transport operators to improve

access to sustainable transport options - as well as improving our own facilities within UHD.

What does a normal day look like for you?

It's an exciting time to have joined UHD with all the transformational works being delivered across the sites. Sustainable transport has a key role to play over the next few years in helping ensure our busy hospitals can function effectively.

I don't think I have settled into a 'normal' routine yet, but I am focusing on getting up to speed with where we are now and where we want to be in the future. I am working on two main projects which include the upcoming change to car park management and the introduction of an inter-site bus shuttle service.

What do you enjoy about your job?

A key part of my role is maintaining a balance between our sustainability agenda and the operational demands of running a hospital. This can be a challenge at times, but I enjoy working with others to try and bring about change and innovation which can support both people and planet.

And finally...

It may feel like it, but we do not expect everyone to stop driving completely and start walking or cycling to work five days a week. This is unlikely to be achievable for many people. However, I would encourage you to make small changes when and where you can and try something new. Small changes can have a big impact on our environment and may even improve your health.

Dorset Green Practice Guide launched

Earlier this year our Sustainability Lead, Stuart Lane, helped Dorset ICB to write a successful bid for funding a sustainability **guide for primary care in Dorset**.

The Dorset Green Practice Guide was created in collaboration with Dorset GP Alliance and were shared at the launch event in October.

Stuart said: ***"This event is a watershed moment for Dorset primary care on their sustainability journey. Dorset practices have heard the severity of the health impacts from climate change, inspirational accounts of sustainability work by UHD,***

learnt about sustainable medicines programmes across Dorset, and more."





Leading the way with clinical trials

We need **you** to take part in an innovative norovirus vaccine trial. [Wessex Research Hubs](#) is running the trial at three sites in the region: Bournemouth, Portsmouth, and Weymouth. There are currently no approved vaccines for norovirus, and **this is the first such trial in the UK.**

The Moderna's NOVA Trial will evaluate the safety and immune response of an investigational vaccine aimed at preventing norovirus and its serious symptoms. The vaccine uses mRNA technology to tell the immune system to recognise a foreign protein on viruses and mount an attack, in this case targeting three major strains of norovirus.



Sarah Herbert, Chief Nursing Officer, said:

“From my experience, norovirus outbreaks can cause significant disruption in our hospitals. As an example, between October 2023 and October 2024, 231 beds across UHD were occupied by patients with norovirus. I am proud that our Bournemouth Research Hub is playing a key role in this vital initiative, and I encourage everyone to consider participating in this important trial to help us make a real difference.”

How to take part

Trial participants must be

- Aged 60 - 80 years
- In good health

The trial lasts approximately one year and includes at least six in-person visits to the clinical trial site.

[Click here](#) to take part.

What is norovirus?

Norovirus, also called the ‘winter vomiting bug’, is a highly transmissible stomach bug that causes vomiting and diarrhoea. It’s usually caused by a viral or bacterial infection and can affect people of all ages, and peaks in the winter months. In the UK, it has been estimated that norovirus costs the NHS more than £100m annually.





Let's talk about IT

Using the Dorset Care Record

We would like to encourage all consultants/nurses/AHP's and their teams to use the [Dorset Care Record](#) - this is available via a link within EPR (Graphnet).

To get access, you need to complete eLearning. It takes 20 minutes and there are Teams sessions available. For access and password/login enquiries please email dcrsystemadmin@dorsetcouncil.gov.uk Monday-Friday. If you forget your password, you can also head [here](#).

If EPR is unavailable the Dorset Care Record system is going to be the business continuity option offered to the trust. A draft action plan card is available [here](#) but it is critical that all clinical staff ensure they have access to the Dorset Care Record.



Windows 11 upgrade

Windows 10 will stop from October 2025, and we will no longer receive support or security patches from Microsoft. To reduce the risk to our computer systems and data from vulnerabilities and viruses all laptops and desktops will be upgraded to Windows 11 shortly.

If you would like to trial Windows 11 in your area, please get in touch windows11upgrade@uhd.nhs.uk. Informatics created a series of short videos to help navigate the changes [here](#). To learn about the features included in this upgrade please visit the [IT knowledge centre](#).



If you have any questions, email the upgrade team windows11upgrade@uhd.nhs.uk

Viewpoint 6 going live

Upgrading to Viewpoint 6 is a significant achievement which has involved outstanding teamwork between IT teams and clinicians - well done!

Launching 18 November at 8 AM, current users can download from the Software Centre. Supplier will be on-site from Monday to Wednesday for troubleshooting, with the project team available all week. On 15 November at 5pm there will be downtime to prepare for the launch.

Please contact Laura.Hankin@uhd.nhs.uk for further information.

IG top tips

Remember to transfer or upload any information relating to patient care from additional systems to their EPR record to ensure the integrity of the record, and consistency in the patient's care pathway.





Good news feed

National recognition

Congratulations to Kerry Horley for scooping a highly coveted accolade at the Royal College of Midwives Awards 2024.

Described as a “quiet and compassionate leader” by colleagues, Kerry recently took on the role of assistant practitioner, leading on maternity support worker development. She was also recognised for developing this role significantly, taking the lead for training maternity support workers.

Kerry said: *“When you feel all of the pressures of work, this award has really highlighted how worthwhile it is to be recognised for your efforts, and it’s been so lovely to know how much of a difference my role has made to the maternity support worker team.”*



Morning TV showcases body positivity

It was wonderful to see four staff from our NICU and Postnatal team make their TV debut live on the Lorraine show on ITV. As part of the Poole and Bournemouth Bluetits, a cold-water swimming group featuring many other members of #TeamUHD, they promoted body positivity and spoke about the health benefits of cold water swimming.

[Will you join them?](#)



Working together as one team

It was brilliant to see physician associates from Dorchester and Salisbury come together with our UHD team to celebrate their profession and learn more about the important role they each play in supporting patient care. Thank you for all you do!



Going for gold

Consultant Physiotherapist, Matthew Low, has been awarded the ‘Chief Allied Health Professions Gold Award for Excellence’. Our AHPs play a crucial role in helping patients live their lives as fully as possible, and Matthew is no exception.

Matthew said: *“Receiving this accolade would not have been possible without my colleagues and friends at UHD, and this award is as much for them as it is for me.”*





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