

# The Brief

December 2024



A very UHD  
Christmas



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Merry  
Quitmas



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Knowledge and Library Services  
2024 highlights



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# TheBrief



Wednesday 11 December - 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](mailto:communications@uhd.nhs.uk)

| Update  | Shared? |
|---|---------|
| <p><b>Patient First:</b> Do you have questions about Patient First and the difference it could make to your team? Our CEO Siobhan is hosting an online session for all. See page 4.</p> <p><b>Christmas at UHD:</b> Head to page 6 to view all our festive information, including events, Christmas gifts, decoration guidance, Christmas Day taxis, and more.</p> <p><b>Merry Quitmas:</b> There has never been a better time to give up smoking, especially with our sites going smoke free in March. View the support available for you on page 8.</p> <p><b>Sustainability:</b> Catch up on our sustainable food talk on page 9 and get informed about sustainable food choices.</p> <p><b>You said, a transformation special:</b> Catch up on the latest news including updates on the shuttle bus, the new Wessex Way Road at RBH and the new Endoscopy Unit in Poole on page 10.</p> <p><b>Health Hub:</b> The festive season can be difficult; we have handy tips available on how to look after yourself. Share with your teams on page 17.</p> <p><b>Cavell:</b> All nursing and midwifery colleagues can now receive support from Cavell. The charity offers one off financial grants, emotional support and more. See page 19.</p> <p><b>UHD Charity:</b> Could you challenge your team to get their 10,000 steps in and support our UHD Charity? Sign up details on page 22.</p> <p><b>Let's talk about IT:</b> It is important that all consultants and your teams use the Dorset Care Record as it will be our business continuity option. Get your log in on page 24.</p> <p><b>And finally...</b> celebrate with our Good News Feed, become a volunteer, join our library, Becky's Blog 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



Welcome to your festive edition of *The Brief*. It's easy to get swept along with the busyness of this season and to feel like you've been catapulted into Christmas. However, I'm really trying to take a moment amid the madness - to pause and reflect on the year we've had - and I hope you can do the same.

So how do you sum up 2024 in a few minutes? For me, I would say it's been a year of progress through challenging times.

Our metrics regarding waiting times for patients, patient experience, staff experience, mortality and delivering sustainable services continue to move in the right direction - with lots more to do.

Our physical building work is a visual representation of progress - and this year alone we celebrated the opening of our fantastic new Pathology Hub, started work on our Endoscopy Unit at Poole, and have seen the Coast Building at RBH shoot up from the ground to six storeys in a matter of weeks!



While the buildings are impressive, the crucial part of all our transformation work is you. We've learned a lot this year from moving our services and the impact this has had on those who deliver them. I know change can be unsettling and is a huge challenge when you're still trying to deliver the very best care, at a time when the demand on our services is so high, and while adapting to something new. So thank you for your patience, your resilience and your understanding. We are still learning and trying to get this right for everyone.

2025 will be the year of big moves and there are just 16 weeks to go until our maternity teams start caring for families in the Beach Building. Our Beach fundraising appeal - which has hit a brilliant £500k already - reminds us that these buildings exist for us to serve our community, and our community will continue to play a vital role in nourishing them over the years ahead.

As we look forward to this bright future, it is also an opportunity to honour the past. So many of us have extremely fond memories of St Mary's, and we will be celebrating

those in the months ahead. In the spirit of marking the past, in March we took a moment to honour all those who supported our hospitals during the pandemic, and to remember those we lost, when we buried our three Covid time capsules. I know these memorial areas remain a source of comfort today.



Our political landscape shifted this year, bringing with it a renewed focus on the future of our NHS. Quite rightly, there is a stark message around our finances, and they remain extremely challenging in Dorset. However from a quality improvement point of view, our work on Patient First puts us in really good stead for the challenge that has been set.

We launched our UHD Safety Crew in 2024 with a renewed focus on continuous improvement and a culture where everyone feels safe to talk. This culture is crucial to both patient safety and your wellbeing, and should be a driver for all we do as Team UHD. Our first Thrive Live staff wellbeing fair in the spring shone a spotlight on the importance of looking after each other, and also challenged us to ensure our initiatives and events are accessible to everyone.



In the summer, our second UHD Awards were a wonderful opportunity to celebrate the brilliant work of our Team UHD family, and it was this family that united again during a difficult summer of unrest. Our staff networks have been key to uniting us and I believe will be central to how we truly become an organisation that listens and understands.

The strength of our partnerships has also been fundamental this year. It was a real pleasure to see the first BU-UHD Leadership Conference in September and to hear about the number of joint initiatives that are already benefiting our patients and colleagues. After a year of tech issues, we are working on stabilising our system now while also working with Somerset to deliver a bright future for our electronic health record and the thousands of us who will use it.



We know the year ahead will be challenging, but it will be momentous too. So here's to an exciting 2025. No doubt we'll be swept straight from winter into the spring, but let's journey together, and move forward as one UHD team.

My very best wishes to you all, Happy Christmas, and as always, an enormous thank you for all you do.

*Siobhan*

## Patient First - let's have a conversation!

Please join our Chief Executive, Siobhan Harrington, on Teams to hear more about Patient First or to share your thoughts and experiences so far. We would love to be joined by colleagues who have undertaken PFIS or Patient First for Leaders. [Click here](#) to join on Wednesday 18 December, 12-1pm.

## Vital statistics

### November 2024

- We saw **45,857** patients in our outpatient departments
- ...and an additional **9,649** virtually
- Carried out **1,720** day case procedures
- Supported the birth of more than **296** babies
- Attended to **13,107** patients in our emergency departments
- Cared for **215** patients at the end of their lives
- Started **245** patients on their radiotherapy journey

Thank you **#TeamUHD**



# Appearance policy

The appearance policy has been updated and can be found [here](#). We are all ambassadors for the Trust, and our appearance can reassure the public.

The appearance policy is intended to provide guidance and ensure that staff and managers understand the standard of appearance required at UHD, rather than to deny the rights of staff to reflect their individuality, yet it is important that everyone complies with the policy.

If you are work in a clinical area please ensure you adhere to the following:

- 1 Long hair is tied back and off the collar.
- 2 No necklaces to be worn.
- 3 Bare below the elbow with one ring permitted but no bracelets or watches.

**“It’s important that we look professional to our patients and visitors to the hospital. This has an impact on public confidence as well as the reputation of our organisation. If you have any questions, please speak to your line manager in the first instance.”**

**Marie Miller**, Head of Nursing and Professions for Women’s, Children’s, Cancer and Support Services Care Group.



## IPC at UHD

There has been a significant spike in RSV (Respiratory Syncytial Virus) cases recently, and it remains one of the leading causes of infant hospitalisation.

From patient placement to the right PPE, make sure you’re familiar with the correct IPC procedure when caring for patients with RSV or other winter illnesses such as flu or norovirus, which are also on the rise.

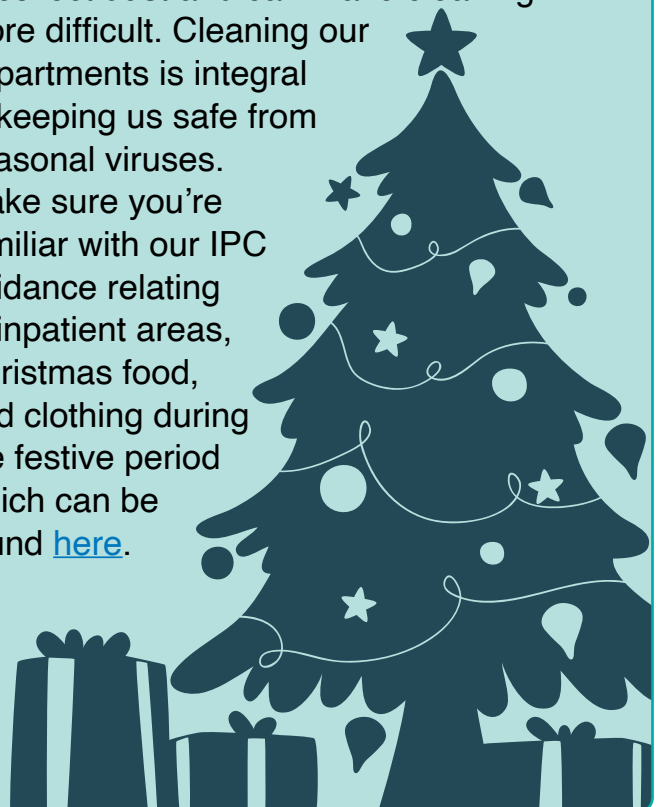
For more information, refer to the [seasonal guidance](#) page of the intranet, as well as [our updated IPC policy](#). Remember, whether you work in a clinical environment or otherwise, we all have a role in infection prevention and control.



## A note about Christmas decorations...

Christmas decorations have the potential to collect dust and can make cleaning more difficult. Cleaning our departments is integral to keeping us safe from seasonal viruses.

Make sure you’re familiar with our IPC guidance relating to inpatient areas, Christmas food, and clothing during the festive period which can be found [here](#).





# A very UHD Christmas

Here is your round up of all things festive and how you can join the celebrations here at UHD...

## Festive guidance - keeping us safe

We all have a part to play in keeping our hospitals as clean and safe. We advise that decorations are up for a short period only, to minimise the disruption to cleaning and decontamination processes. Decorations in clinical areas should be placed no earlier than 17-18 December and removed by 1-2 January. [Click here](#) for the full guidance around decorations, shared food, and uniform.



## Celebrating across our hospitals

Help us spread Christmas cheer by sharing your festive team photos with us so we can share across our social media channels. Send your photos to [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk) alongside your names and department.



## Christmas pay dates

The final 2024 pay date is 20 December.



## Claim your festive gift

From 9-23 December, claim your free festive gift from the Dolphin restaurant, Atrium, and Oasis restaurant. In each gift is a hot turkey roll, cold drink, seasonal crisps, mince pie, satsuma, and seasonal chocolate. Vegan and gluten-free free options are available. If you do not want this gift, you can claim £5 to spend in our UHD restaurants on items of your choice. For those based at Christchurch, you can claim your free festive gift or spend your £5 gift from the Fairmile between 16-20 December.



**Remember to bring your UHD badge to scan and claim your gift. The offer is available from 12-1.45pm each day.**

Please note that we will be making a certain number of hot baguettes each day. If we run out, please come back another day. If you are at RBH, you can use our Click and Collect app to pre-order your food overnight. Please bring your UHD badge to scan when you collect your meal bag. [Click here](#) to download the app.

Alderney, Yeomans House, Canford House and Outpatient Assessment Clinic: [Click here](#) to choose a date to receive your Christmas meal bag. Funded by:



## Christmas Day food

Come to the Oasis or Dolphin restaurant from 7.30-11.30am to claim your hot breakfast bap on 25 December. A Christmas lunch will also be available to purchase.





## Christmas travel plans

If you travel to work by bus, check the Morebus Christmas [timetable](#) to help you plan ahead. If there will be a problem getting to work for your shift because there is no bus, speak to your line manager to help with your personalised travel plan. If there are no transport alternatives for you, and you do not live within walking distance of the hospital, seek the support of your line manager to complete our [staff Christmas taxi booking request form](#). Any applications made after 12noon; Friday 20 December will be declined.



## Joy to UHD

Are you counting down the days until the big day? We have pulled together a list of all our festive celebrations over December, including visits from a local school choir, music from Salvation Army Bands, fundraising bake sales and much more. We hope we have something for everyone. [Click here to view all our events](#).



## Free TV for patients

A big thank you to our UHD Charity for supplying free Hospedia for our wards on 24,25,26, 31 December, and 1 January.



## A reflective season

We know the festive season can be hard. On 16 December from 12.30pm, our Schwartz Round 'Holiday Spirit: Finding Joy in Tough Times' offers a safe space to share and discuss stories. In this round, we will reflect on the glimmers of hope that shine even in the darkest moments.



## Christmas Day Dip

A refreshing way to start your Christmas Day! Register at [www.whitechristmasdip.co.uk](http://www.whitechristmasdip.co.uk). Fancy dress is optional (but encouraged), and all money raised from the dip goes to Macmillan Caring Locally at Christchurch Hospital.



## Sharing the love this Christmas

A big well done to our Theatres Team at Poole Hospital for coming together to donate children's presents to our local Salvation Army to share the Christmas spirit. The toys will be distributed to local families in need. Christmas is also great time to get creative, and using bedding rolls, our Cardiology Team has given us some great examples on how to bring safe, festive fun into work.





# Merry Quitmas

There's just four months to go until we go smoke free here at UHD. Whether you've already started your smoke free journey, or are looking to quit for the festive season, our 12 tips of Quitmas are here to lend a hand...



## A stocking full of quit aids ►

Cold turkey is ok to eat but isn't always the best way to quit smoking. Get in touch with us now so we can get you the tools you need to help you stay smoke free over Christmas.

**Set up a smoke free zone ►** Let your festive guests know from the outset that you are quitting smoking and that indoors is a smoke free zone.

**Identify triggers ►** Certain situations, places or people can trigger your urge to smoke so be mindful of those in advance.

**Buddy up ►** Make sure your friends and family know you're trying to quit so they can support you when it gets tough.



**Count the pennies ►** Quitting smoking for a fortnight could save enough for Christmas jumpers for the whole fam!

**One puff is too much ►** Evidence shows you're more likely to quit if you stop smoking completely, while the likelihood of you returning to smoking increases greatly after a temporary lapse.

**Walk it through ►** If you're feeling overwhelmed, take a minute for yourself and get outside. Walking can help reduce any cravings you might have.



**Beware of the booze ►** Christmas is a time to be merry, but drinking alcohol lowers your inhibitions. Maybe try one of the many alcohol-free drinks options this year, and enjoy a clear head too.

**Wrap it up ►** Keeping your hands busy helps tackle your cravings, so get wrapping those presents!

**Board game distractions ►** Dig out your edition of Monopoly or Scrabble and help tackle those cravings. They usually only last for 15 minutes, so distraction is key.

**Three good things ►** Could you write down the good things that have happened since you quit smoking and stick them on the fridge?

**Be a social non-smoker ►** You don't have to go it alone. We're here for you, and you could join smoke free NHS Facebook group for tips and hints from other quitters.



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](mailto:smokefree@uhd.nhs.uk). You can also access free services from Live Well Dorset on **0800 840 1628** or [www.livewelldorset.co.uk](http://www.livewelldorset.co.uk) or from [www.smokefreehampshire.co.uk](http://www.smokefreehampshire.co.uk)

## Tobacco addiction champions wanted!

Join us this festive season in creating a smoke free environment for all.

We're seeking champions from all clinical areas to link with our Tobacco Addiction Care and Treatment Service. We offer training, resources, and support to help you optimise smoke free workspaces across UHD, making a difference for patients and staff.

Be the gift of health this Christmas and contact us at [smokefree@uhd.nhs.uk](mailto:smokefree@uhd.nhs.uk)



# #DryJanuary 2025

## Are you in?

Thinking of setting a new year's resolution this year? If so, Dry January could be for you - and our TeamUHD Addiction Care and Treatment Service (ACTS) colleagues are on hand to guide you along the way.

Dry January is for anyone who feels like they're drinking a bit too much, or too often... or just feels like they could do with some time off from alcohol. It's particularly effective for increasing risk and higher risk drinkers.

Run by Alcohol Change UK, there are free tools and resources, including the Try Dry® app, daily coaching emails, and an active online community to support you. Find out more [here](#).

A month without alcohol brings lots of benefits:

- **Feel healthier.** In one month without alcohol you could lose weight, increase your energy, improve your sleep, have clearer skin and improve your sports or gym performance.
- **Clear your head.** Improve head space, reduce anxiety, improve your mood and enjoy being hangover free.
- **Save money.** Especially helpful after Christmas.
- **Reset your relationship with alcohol.** Is it time for you to take back control?



Our ACTS team will be in the dome and atrium this month to tell you more about Dry January and support you to sign up.

- **30 December:** Poole dome, 10am-12noon
- **31 December:** RBH atrium, 10am-12noon

Head to page four of our Thrive Wellbeing support for you document to see what other addiction services are available to you.

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

## Order up! Eating sustainable food Sustainability

What do our Dietetics, Sustainability and Facilities teams all have in common? They all have an interest in sustainable food!

The teams came together to host an online workshop 'What has food got to do with Net Zero?'

Presentations were given by sustainable diets expert, Tanya Haffner, and our Facilities Directorate Manager, Philip Watson.

We set out the various ways that our food systems impact upon the environment and the pressing need for system reform. We considered the importance of shifting the

balance away from current levels of meat and dairy consumption, towards an increase of plant-based diets.

Philip showed us how our UHD catering function has been overhauled to deliver a smarter, more efficient model that avoids food waste through electronic patient ordering. He also gave us an update on other initiatives such as coloured crockery that encourages patients to eat more, avoiding weight loss and improving patient recovery times.

For some a new year provides an opportunity for reflection and recalibration. With that in mind, you may find some valuable inspiration here for improved personal and planetary health. [Click here to watch.](#)

Stay tuned for more info on Veganuary activities coming to UHD in January 2025.

# You said... a transformation special

Our strategy and transformation team answers some of your questions.



**Be a great  
place to work**

**Steve Killen**  
Director of  
transformation



**Dr Isabel Smith**  
Medical director  
for strategy and  
transformation



## What is happening currently?

We are planning phase two of moves, focusing on transitioning maternity and neonatal services from Poole to our new Beach Building. Teams are in a consultation process to ask questions and make plans.

## When do we get the keys to the Beach Building?

From January, teams will have full access to the building for simulation training. The keys to the main building will be handed over in February, the main entrance keys in March, with moves planned for late March and early April.

## What's the latest on the shuttle bus?

The shuttle bus will start with the phase two moves, beginning with maternity services. The route will go through Ashley Cross, and a provisional timetable has been prepared for a March launch. Weekend coverage is being added, and final details are being worked out.

## Why is traffic so bad at RBH, and when will the new road open?

The traffic is partly due to the construction of the Coast Building, with 120 modules



being moved to the site, temporarily blocking traffic. This disruption will be short-term, as the building will be seven storeys tall by Christmas.

## When can I use the new Wessex Way road at RBH?

The road is expected to open in January 2025, ready for when staff and patients start to use the Beach Building. The new access road connecting RBH to the Wessex Way is for staff, contractors, deliveries, and ambulances only - it will not be open to the public.

The road will operate on a 'left in, left out' basis. Vehicles from Ringwood can turn left into the site, and exiting vehicles can use the road but must turn left onto the A338. To head north, drivers will need to use the Cooper Dean Roundabout to turn around.

Access will initially be controlled via PACS, allowing staff with ID to enter and exit. Later, Automatic Number Plate Recognition will manage access, requiring all staff to register their number plates, even those parking at Littledown.

If you forget your ID, a turning circle near the future multistorey car park will be available, and a help button will connect drivers to portering staff for assistance.





### Is there progress on the Endoscopy Unit in Poole?

The final contractor price was presented to the Finance Committee and is due for board approval. If approved, construction will likely start in January. The roof has already been removed in preparation for demolition, and the unit is expected to take around 12 months to complete.

### Is there any other news or updates about Poole Hospital?

We're developing the new Elective Hub at Poole, set to be the largest surgical hub in the country. Behind the scenes, we're making sure surgical services run smoothly. The upgrades to the site represent a significant advancement for planned surgeries at UHD.

### Are we planning to increase staffing support in areas like portering and housekeeping?

Yes, we plan to increase staff in portering and housekeeping to ensure smooth operations across the larger RBH site. For housekeeping, we are focusing on building our in-house team and will begin recruiting in January. The team is already planning cleaning schedules and standards. For portering, we are waiting for full clarity on clinical service needs.

### Where can we find an update on all the ward moves and their provisional dates?

We have an [overall roadmap](#) with confirmed dates for the phase 2 moves next spring. However, phase 3 moves, which involve the emergency split, are a little more complex and are still in high-level planning.

### What if I need to visit ED in Poole soon?

Poole ED will remain open, and emergency services will continue as usual for now. The phase 2 move in April will transfer maternity and neonatal services to the Beach Building, and RBH ED and Critical Care estate will also relocate. However, the planned changes, including the split between planned and emergency care, will take place in phase 3, which is still being worked through.

### Will elective and emergency admissions staff move with their specialties?

Some admissions teams will move with their services. For other teams that aren't required to be onsite, we may relocate them to different spaces. As the RBH sites will be very busy with limited additional space, we are exploring all options to accommodate them.

### Will there be a grand opening for all our new services?

Yes, there will be an official opening, but it may not happen immediately. We'll run the services for a while before holding a formal ceremony. The timing will align with the full reconfiguration, highlighting the new UHD structure, with RBH as the major emergency hospital and Poole for planned care.

**Read the full summary of the session on our [Transforming Care Together intranet page](#). [Click here](#) to watch the full video.**

# Celebrating outpatient improvements

Our outpatient and operational teams have been working with external partners to create a 'digital twin' of operations, offering a clear view of how processes run and identifying areas for improvement. Thanks to this pioneering work, the team emerged as a national leader in process improvement and earned recognition in several prestigious awards.



Director of Operational Performance and Oversight, Dr Judith May, said:

*"We transformed patient communication, with better-timed reminders, two-way messaging*

*for short-notice appointments, and reassurance SMS for suspected cancer referrals. An AI-driven tool predicted DNAs and we introduced a streamlined policy for hospital-*

*initiated cancellations. These advancements reflect our unwavering commitment to delivering smarter, more patient-centred services."*

## BU and you

**BU** Bournemouth University

# Teamwork and collaboration masterclass at BU



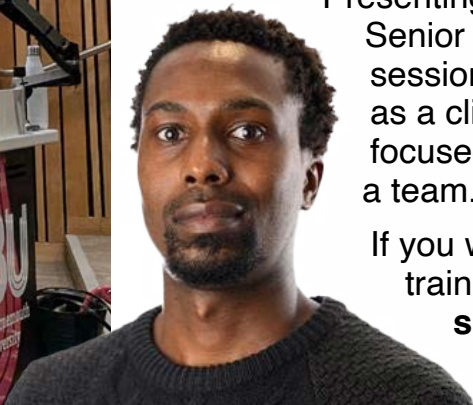
▲ Dr Deborah Lane

Director for Allied Health Professionals and Healthcare Scientists, Dr Deborah Lane, gave a masterclass to students at BU last month as part of their Graduate Skills Programme.

Presenting jointly with BU Business School

Senior Lecturer, Dr Searchmore Muridzo, her session drew on her rich and varied career as a clinician, researcher and manager and focused on how to work with others as part of a team.

If you would like to be involved in delivering training to students at BU, email [susan.varley@uhd.nhs.uk](mailto:susan.varley@uhd.nhs.uk).



◀ Dr Searchmore Muridzo

## Save the date

The next BU-UHD Research/QI/Clinical Audit Conference will be held in the Fusion Building at BU, Talbot Campus on 23 April 2025. This annual event is for many a highlight of the BU-UHD calendar. Set within the Fusion Building and working with colleagues at Dorset Healthcare and Dorset County Hospitals NHS Trust, this event will be a truly memorable. We will share how to book shortly.



# Stroke Hospital@Home service launched



Our pilot Stroke Hospital@Home service is provided by 'Stroke START' - our Stroke Transition and Rehabilitation Team. They have been able to send more severe stroke patients home earlier than they used to, helping patients to recover more quickly in their own familiar surroundings and freeing up capacity in our Stroke Unit.

Patients used to stay on our wards until they needed the support of only one therapist for their continuing care in the community. Now we can visit patients with two therapists at home, in conjunction with their usual personal care visits. Therapy can be supplied by physiotherapists, occupational therapists, and speech and language therapists just like being on our Stroke Unit in hospital.

Data from the first six months of the pilot shows that patients are leaving hospital on average 10 days earlier than prior to the service being in place.

The team has been receiving positive feedback from patients, including accounts of sleeping and eating improving and less pressure being placed on families. One patient wrote: *"The service was particularly good in that it carried on the therapy and relearning started while in hospital and helped with regaining a routine once home. Visits from therapists made it easier to integrate exercises into my domestic domain."*

Since the service started in March, we have supported and cared for 50 patients at home. The one-year pilot funding comes from NHS England, through Stroke Quality Improvement for Rehabilitation (Squire).

## 'My Care Needs' roll out - meet the team and find out more

'My Care Needs' brings together 16 different forms into one electronic document on EPR to support patient discharge.

It has been developed by our medical, nursing, therapy, discharge, and IT teams, and questions include a patient's demographics, their clinical frailty scale, any cognitive or communications needs, power of attorney and family dynamics, equipment and therapy needs, and more.

The team are running daily online information sessions as we roll out this new tool, as have hosted stands in the atrium and dome.

**4-18 December:** 1-1.30pm, [online Teams information sessions](#)

You can keep up to date with My Care Needs on this [dedicated intranet page](#).







# Becky's blog

with Dr Becky Jupp, Deputy Chief Medical Officer

**Well, it's been an eventful couple of weeks in the Jupp household...**

I even put the decorations up at home early, this led to the arguments in my house. It's an activity I think should be done as a family, but my two sons seem to have other ideas. They are far too busy trying to leave the house to see their friends than concentrate on decorating the house. It is funny though that despite being 16 and 13 years old, they still insist on having the same old decorations up that we used when they were little. I think even the arguing is tradition in the Jupp household. My eldest son even turned down Bournemouth football tickets on Boxing Day as he thought he would rather hang around with his boring parents. Wonders will never cease!

I cannot help but feel how lucky I am this year though. Readers of my blog will know there has been a lot of family illness this year. I am very grateful that both my parents are still around. We need to make the most of the time we have got left with them. I am acutely aware however, that others are not so fortunate. Christmas this year will be painful for some. I will be thinking of those who have lost someone close and send my best wishes to those whose Christmas this year is not what they had hoped for.

I think the end of the year is a time for reflection. I will be thinking about what has gone well and what didn't go well, and how I would like to improve things for next year. I will consider this from a personal perspective and a UHD perspective. I believe that some people will be celebrating huge

achievements this year, but for others, they will be glad they survived. We are all different. It's important to recognise that people will be facing all sorts of challenges that may be hidden from many. It's a reminder to treat everyone with kindness as we often do not know what troubles people are facing.

It is certainly going to be a big year for UHD next year. We are finally going to be moving into the magnificent Beach Building. I'm sure this will be stressful, but I am confident it will be worth it. It is amazing to think even our first babies will be born in the Beach Building next year. However, before all that excitement, we have Christmas. I really hope you all get a little downtime at Christmas and hopefully have some fun. I look forward to working with Team UHD in 2025.

*Becky*





# Good news feed

## Healthy outlook for Bournemouth Heart Club

Our Bournemouth Heart Club continues to go from strength to strength, with new rehabilitation classes added for Type 2 Diabetes and COPD. More people have joined the 'Keep Well' programme, which encourages people with qualifying medical conditions to self-refer for a health assessment and bespoke exercise schedule. Working with the Diabetes Team, their 'refocus-cise' and education classes mean that Dorset is the only primary health care provider in the UK to have both cardiac and Type 2 Diabetes rehabilitation programmes in the same county. With NHS Dorset, our Upper GI Cancer Team launched a pilot scheme aimed at the prehabilitation of 20 cancer patients undergoing treatment or prior to their surgery, with Macmillan Cancer Support funding specialist training for two club instructors to assess patients and manage their exercise programmes.



## Celebrating our future

A big thank you to Team UHD for representing us all at the recent BU graduation events, celebrating the professionals that are the future of healthcare in our community.



Associate Director of Education, Lisa McManus, said: ***"It was an exciting and emotional event, and it made me feel incredibly proud of the impact the UHD Practice Education team have had supporting all our amazing student nurses who are the future of the NHS."***



## Celebrating a decade of care

The Young People's Diabetes Service recently celebrated 10 years of providing high quality multidisciplinary diabetes care for young people. Starting in Poole, the team won the British Medical Journal Diabetes Team of the Year in 2019. Now working cross-site, the team consists of consultants from both the adult and paediatric diabetes services, diabetes specialist nurses, diabetes specialist dietitians, clinical psychologists, youth workers and admin.

Consultant Physician and YPDS lead, Dr Mike Masding, said: ***"Our team has always worked amazingly well together. Everyone in the team works hard to ensure that our patients are supported as much as possible as they make the transition from adolescence to adulthood, which can be a particularly challenging time for young people with diabetes."***



# Building an effective team at UHD: Celebrating success



The end of a year gives us a great opportunity to celebrate our successes and achievements, both on a team and individual level. **Has your team completed a project, found a solution to a tough issue, or made improvements to your service?**

Are there individuals who have gone above and beyond, lived by the UHD values or had significant personal or professional growth? It's time to make sure we celebrate these achievements before the year ends!

There are so many benefits to celebrating as a team that go way beyond staff retention. The simple act of celebrating success and achievements supports feelings of inclusion, innovation, appreciation, and collaboration. These feelings pave the way for creative thinking, calmer work environments, increased focus, and better resilience in teams.

Take a [look at this resource](#) to read more about the importance of celebrating as a team. Visit our [team development intranet page](#) to view all of our resources.



## UHD Leadership Fundamentals Programme - further dates announced

Join our programme for new and developing leaders who are looking to grow their confidence, expand your knowledge and skills, and raise your self-awareness to become an even more effective leader.

The UHD Leadership Fundamentals Programme is an introduction to the principles of compassionate and inclusive leadership, and how these fit with

the expectations of being a leader at UHD. The programme will focus on developing your own personal leadership skills and style using self-awareness tools, understanding your own values, and learning style and how these may have an impact on those around you. Topics also include managing relationships and building trust with others, team roles, decision making, communication and motivation.

As a multidisciplinary programme, you will be given the opportunity to network and work with other like-minded UHD leaders, to help you build relationships across the Trust. Participants will be expected to complete the relevant pre-work and attend both workshop days. You will also need support from your line manager to attend.

Please complete the expression of interest form [here](#) before 13 January 2025.







## Winter Wellbeing

Find your winter wellbeing guides on our Thrive [intranet pages](#) or by scanning the QR code.



## Looking after yourself at Christmas

Whether Christmas is part of your life, or if it's happening around you, it can affect your mental health. It's a time of year that often puts extra pressure on us. If Christmas is a hard time for you, it's important to remember that you are not alone. Try some of these tips from [mind.org.uk](https://www.mind.org.uk) to help you...



### Be gentle and patient with yourself.

Think about what's best for your wellbeing during Christmas, and prioritise what you need.



**Remind yourself that it won't last forever.** You could set a 'start' and 'finish' time for what you count as Christmas.



**Set your boundaries.** Try to say no to things that aren't helpful for you.



**Take time out.** Do something to forget that it's Christmas. Take a break instead of doing an activity, or need a little bit of quiet time.



**Let yourself experience your own feelings.** Even if they don't match what's going on around you, they're still valid.

View the [full list](#) here.



## Financial health

Find confidential financial wellbeing support and details of discounts and offers for NHS staff on our Thrive [intranet](#), app and [web](#) pages.



## Spotlight

How to access free 24/7 support over the festive period:

Call [Samaritans](#) on 116 123.

Text [SHOUT](#) to 85258.

Call [Dorset Connection](#) on 0800 652 0190 for mental health advice and support for you or a friend or family member.

Use the [clic-uk.org](https://www.clic-uk.org) online community to talk to others who may know how you feel.

Call [Refuge](#)'s National Domestic Abuse Helpline on 0808 2000 247.

Call [Respect](#) for support for male victims of domestic abuse. 0808 8010 327.

Call [The Silverline by Age UK](#) for support for those aged over 55 who may feel lonely or isolated. 0800 470 80 90.

# Our new PSIRF policy...

...is now live [here](#)! It supports our Patient Safety Incident Response Plan which focuses on learning and improvement and is built on a culture in which people feel safe to talk.

The policy highlights:

- There are different forms to report different types of incidents.
- Proportionate responses are required for all patient safety and staff safety incidents.
- Compassionate engagement with patients and staff involved in patient safety incidents is key to our incident process.
- Systems based responses are essential for patient and staff safety incidents where current improvement work is not currently underway.
- Learning and improvement are central to success.



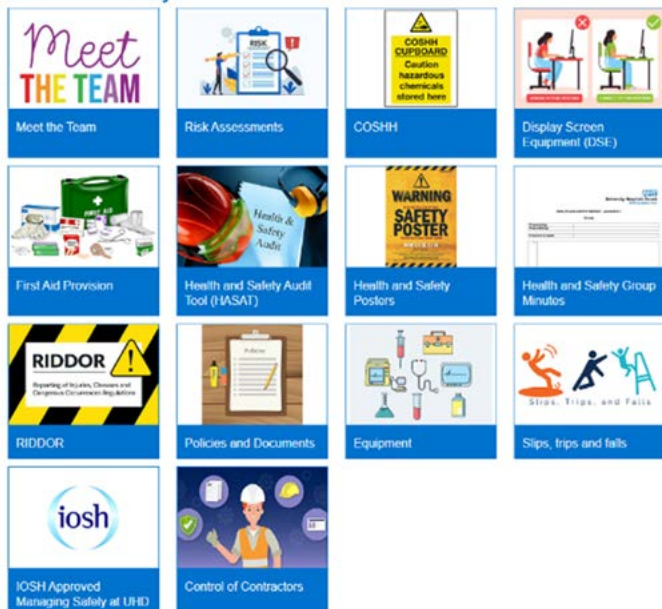
**Save lives,  
improve  
patient safety**

## You said, we did...

**You told us** that our PSIRF, Risk Management and Health and Safety intranet pages were outdated and difficult to navigate.

**We** in the Safety Crew have been working really hard to update the content and make all our intranet pages more modern and user friendly to better support you, our colleagues. Take a look and let us know what you think!

### Health and Safety



## Thank you to Sean, champion of patients

Dr Sean Weaver, a founding member of our UHD Safety Crew, is stepping down as Medical Director for Quality and Safety.



Sean has been involved in quality and safety both within the Trust and externally for many years and has been a fierce campaigner locally, regionally and nationally for quality and safety. He has championed the voice of the patient and their families in patient safety, supported a systems approach to learning from safety incidents and encouraged open and honest discussion about safety culture and our safety issues.

As part of the crew, Sean has ensured that UHD puts quality and safety at the heart of what we do. Thank you for everything.

## Are you sitting comfortably?

Are the paths around your department safe? Have our contractors safely stored their equipment? Can hazardous liquids be accessed by patients on our wards?

These were just some of the areas covered by our UHD Health and Safety Team in their Learn at Lunch special. Catch up [here](#).





# Speaking up over the festive period

The holiday season is traditionally seen as being joyous and festive but we recognise that this is not always the case for everyone. If an issue at work is troubling you and you need to speak up over the festive period, we want to reassure you that we are still here to listen.

If you find something is getting in the way of you doing your job or just doesn't sit comfortably with you, we can be contacted by calling **0300 019 4220** or emailing [freedomtospeakup@uhd.nhs.uk](mailto:freedomtospeakup@uhd.nhs.uk).

You can also raise an anonymous concern by using the UHD App. If you do raise an anonymous concern, please leave some information about what the concern is and where you work without identifying yourself. If you're not sure and want more information you can visit our [intranet pages](#) or watch our [video](#).



We are **caring** **one team** **listening to understand** **open and honest** **always improving** **inclusive**

## UHD partners with Cavell

We have joined up with the charity, Cavell, to support our nursing and midwifery family through tough times.

In 2023, Cavell surveyed nursing and midwifery professionals and found that 80% were unlikely to speak to their employer if they were facing a financial crisis.

When life throws unexpected challenges, like ill-health or sudden financial burdens, it can be hard to know what help is available. Cavell offers a tailored package of support to nurses, registered nursing associates, midwives, and maternity support workers, from advice, signposting, and referrals to specialist



services, one-off grants and rapid emergency funding for those at great risk.

Grant applications can be made online on [Cavell's Support Hub](#), where you can also find a host of resources, including a benefits

calculator, support with debt and money management, links to emotional support, and more. You can also phone to speak to a member of the Cavell Support Team about your circumstances and the help available on **01527 595 999**.



# Patient First

*Provide excellent healthcare. Be a great place to work.*



## What do staff think?

We've been thrilled to meet so many of you this year and see improvements across the Trust, which we have shared with you each month in *The Brief*.

### Let's celebrate

We've seen significant improvement in waiting times both for planned care and emergency/urgent care.



See our  
patients sooner

“ Patient First has given me the tools to bring about positive changes in my department and helped me to interact with different members of the healthcare team. ”

“ Patient First has helped us make time to communicate and given me the confidence to suggest new ideas. ”

# 2025

Patient First training will continue and we will soon be in our new training rooms at Christchurch Hospital.

We are currently designing our new intranet pages and developing a library of useful resources for you. This includes our Patient First Playbook, a quick guide to getting started in your area.

You told us you feel overwhelmed by too many emails and meetings. We are working on ways to help reduce this pressure. More information about how you can get involved coming soon.

## The year in numbers

**296 staff** trained to help us deliver our Trust improvement priorities, support our teams and ensure our values are at the heart of everything we do.

**137 staff** representing 22 teams trained to hold team improvement huddles to address issues and improve patient and staff experience.

**140 staff** trained to use Patient First improvement tools and techniques.

## Do you want to know more?

Email the team at  
[patientfirst.admin@uhd.nhs.uk](mailto:patientfirst.admin@uhd.nhs.uk)





# 2024 highlights with our Knowledge and Library Services

Our team has enjoyed a busy and productive 2024. We have continued to support #TeamUHD with a range of services and resources:

- **Literature searches:** We have completed nearly 150 literature searches to support evidence-based decision making.
- **Training sessions:** We have delivered over 100 separate training sessions on a variety of topics, including literature searching, [Health Literacy](#), Writing in Plain English and [critical appraisal](#).
- **Health literacy live simulation:** We successfully hosted a health literacy live simulation with the Simulation Team, demonstrating the importance of clear communication with our patients.
- **Patient reading volunteer role:** This is a new role to support patients' information needs. Look out for more information in the future.
- **National recognition:** Our team has presented on Artificial Intelligence, our innovative [Living Library](#) and more at national conferences.

We have more planned for 2025, so make sure you become a [library member](#) to access our services and resources for when you need them.



NHS Knowledge  
and Library  
Services



## Meet our carer companion volunteer

Volunteering is a great way of helping the local community and gives a sense of wellbeing. Meet Linda, a carer companion at UHD:

“When a patient is in our hospitals, I support their carer by spending time and giving companionship to their cared-for person when needed. This gives the carer respite from daily visits. Often the patient's carer is their partner or close family member. While their cared-for person is in hospital, they may face increased pressure and time demands.

“I have found this to be a very rewarding role because as a retired nurse I know that support and companionship is an important aspect of the recovery process. You are very well supported by the Carer Support Lead and through your feedback, feel engaged and part of the team.

“I believe that by volunteering I add value by helping patients, their carer and staff as well as giving me a sense of enjoyment, wellbeing and belonging.

“By providing a carer companion volunteer for a patient, who has time to listen and talk, gives the carer a sense of security that their cared-for person is not isolated while they are away.”



Could you be a volunteer?  
[Click here](#) to find out more.

## £500,000 raised for the Beach Appeal

We are thrilled to have reached this fantastic milestone just seven months after launching our Beach Appeal, our fundraising initiative dedicated to enhancing the Beach Building.

A heartfelt thank you to all the NHS colleagues, local businesses, community groups and individuals who have backed us thus far.

We still have a long way to go to our £1.5m fundraising target, and with your continued support we can reach our goal together. Learn more about how you can make a splash for our Beach Appeal [here](#).



## Dorset Breast Screening Unit raises £1,484

The outstanding team delighted everyone with delicious treats while inspiring them to 'think pink', to support the patients who rely on the Dorset Breast Screening Unit. This initiative also served as a powerful opportunity to raise awareness of breast cancer.



## Get your 10,000 steps in

Are you ready to step up for Team UHD? Join the [10k Steps Challenge](#) and keep a score on your daily step count goal for a month and [help raise funds for the new Beach Building](#). Whether you're braving the chill on your lunch break or pacing the wards while doing the rounds, why not make it even more fun? Challenge your colleagues, form a team, or go solo.



## Fundraising success at Walk for Wards

Some 300 walkers filled Upton Country Park with community spirit, raising an incredible £21,479.

Because of your support this year, our charity will be able to enhance the wards and departments close to the hearts of our Walk for Wards participants. This funding will help purchase state-of-the-art equipment, bring exciting projects to life and more.

A huge shout out also to Hot Radio for raising a show-stopping £7,377 for the Beach Appeal, and Care South for supporting this fabulous event in honour of the care their residents and staff have received from UHD.



## Swimming the extra mile

A big thank you to Jacqui for making a dazzling splash for our Stroke Unit, raising £514 from her 3km sponsored swim.



## Hits it for Six with the Broadstone Cricket Club

After an amazing cricket charity event earlier this year, the Broadstone Cricket Club raised £2,068 to enhance our Jigsaw Unit. It's safe to say, they've hit a century for a cause!



## Get tickets to a rocking night with On The NASH

Looking for an electrifying night out filled with Christmas music while supporting a good cause? Look no further - hospital band On The NASH is taking the stage on **14 December** for our hospitals.

Plus, tickets are just **£10!**  
[Click here](#) to purchase.



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

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



# Let's talk about IT

## Freeze for IT changes

IT will be completing no new updates from 12 December - 5 January 2025. Any pre-committed work will still proceed in this time frame.



## Email data retention

As part of ongoing efforts to align with best practices regarding data management, informatics is initiating a process to reduce the email data retention period.

The new process would see accounts of staff who have left the Trust deleted after 90 days and the deleted items of existing staff becoming deleted after two years.

Please ensure relevant emails are saved appropriately and not just kept in an inbox. Clinically relevant emails relating to patients must be copied into that patient's electronic patient record and staff records are to be forwarded to the staff personnel file via [hr.filing@uhd.nhs.uk](mailto:hr.filing@uhd.nhs.uk).

## Mandatory ICE filling tips to help users

There are still significant numbers of reports where the responsible consultant/requester is entered as unknown due to illegible/incomplete paper requests being submitted.

To find these, use the latest reports tab and search by yourself as responsible consultant or by the unknown user codes [here](#). A reminder, your secretarial support staff can have access to ICE standalone to help with hard-to-find reports. They can contact [it.trainers@uhd.nhs.uk](mailto:it.trainers@uhd.nhs.uk) for access. [Click here](#) for the FAQ. All the ICE guides and videos are [here](#).

## Dorset Care Record and Business Continuity Plan

We would like to encourage all consultants and their teams to use the Dorset Care Record. You will need to complete eLearning to get the access. It takes 20 minutes and there are some Teams sessions available [here](#).



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

For enquiries, email [dcrsystemadmin@dorsetcouncil.gov.uk](mailto:dcrsystemadmin@dorsetcouncil.gov.uk). If you forget your password, you can also head [here](#).

## EPR issues

Further to the recent EPR upgrade, we have had some issues. Please check [this document](#) for any current issues and their progress to being resolved. If you have any questions, please contact [sarah.hill@uhd.nhs.uk](mailto:sarah.hill@uhd.nhs.uk).

## IG top tips

Did you know patients and staff can request to see copies of the letters, emails, and Teams messages you send about them? Think before you write - keep all correspondence objective and relevant.

