

# The Brief

April 2024

## Who will you nominate?



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# The Brief



## Spread the word – action for managers

**All managers should use this sheet at your huddles, team meetings and handovers to communicate the key messages from *The Brief*.**

Update	Shared?
<p><b>UHD Awards 2024 nominations open:</b> Our awards celebrate the amazing things #TeamUHD does, and anyone can be nominated, including our brilliant volunteers. Nominations close at midnight on Friday 3 May. Head to page 5 for more information.</p> <p><b>Anti racism guides:</b> We have created four guides to help you navigate incidents of racism or discrimination, feel confident about raising concerns and identify and address inappropriate behaviour. Please share with your teams on page 6.</p> <p><b>People Pulse:</b> This April we are asking everyone to take part in our People Pulse survey. The survey includes questions about wellbeing support and travel. Encourage your team to take part, more information can be found on page 7.</p> <p><b>Patient First:</b> Go to page 7 to view our next Patient First drop in sessions. Trauma and orthopaedics, same day emergency care, AMU, and paediatrics and maternity are starting their PFIS training later this month.</p> <p><b>The People Pod:</b> Our new UHD podcast, 'The People Pod', delves into the untold and inspiring stories of the people at the heart of our hospitals - you. Our first episode explores neurodiversity. Go to page 10 to get the link.</p> <p><b>Appraisal season:</b> April is the start of appraisal season. Please encourage your staff to think of their development aspirations and prepare for appraisal conversations.</p> <p><b>Surveys:</b> If your team is involved in end-of-life care, encourage them to take part in our survey on page 14. We are also launching our new travel survey today to help shape the future of travel to our sites - find out more on page 24.</p> <p><b>Patient safety:</b> There are two new mandatory topics on all of our BEAT brains - Oliver McGowan training and patient safety, please encourage your teams to complete. Head to page 17 to also get the link for our next PSIRF Learn at Lunch session.</p> <p><b>Thrive Live:</b> It is important that we continue to look after our health and wellbeing. On page 20 we have created a bank of resources from our Thrive Live event to support you and your teams.</p> <p><b>IT update:</b> Please ensure you select the correct requesting consultant and location for each ICE request. Find out more on page 29.</p>	

# Your University Hospitals Dorset

## An update from chief executive, Siobhan Harrington



As we start the new operational and financial year in the NHS, I want to thank all of you for not only bringing us through a challenging year safely but also for the improvements across the trust; in waiting times for patients; in our staff experience and across many of the indicators we are held to account for.

There is still much to do to be the organisation we can and will be, but to make progress in a very volatile year is down to the spirit within TeamUHD. It will continue to be a challenging year ahead as we transition to our future emergency and planned care sites and continue our improvement through Patient First. A key element of Patient First is celebrating what we do well and to that end we are at the beginning of this year launching our 2024 UHD Awards.

After last year's successful event, we're back and bigger than ever! There are more categories to nominate your colleagues in, as well as a category for our 'unsung hero'. Patients can have their say too, with two awards year nominated by the public. I'm fortunate to hear so many examples of incredible individuals and teams as I go around the trust, and I hope these awards will give us all a timely reminder of the pride

we should have in what we do. Read more about how to make a nomination on page 5.

I'm a big believer in the power of positivity and the energy it can bring to our teams. That doesn't mean ignoring the challenges, but looking for the possibilities. This is true for our first teams to go through their Patient First training. It was a privilege to join representatives from stroke, critical care and the Day Hospital at the end of their training journey, and to hear how the improvements they have made their working lives better. Moving forward, each service will have an exec buddy - after all, this is about learning and improvement for us all.



One big improvement we've seen is the number of patients receiving care within 4-hours. The 4-hour target is about flow across the whole organisation and doing what is right for our patients. By making this a key focus during March, we've managed to improve the timely care we give to hundreds of people. It obviously doesn't stop now we're in April, but I hope we can sustain these changes, and that the benefits can be felt by all.

When thinking about our improvement journey, it feels apt that April is the start of appraisal season. Our appraisals should never be a tick box exercise. I am passionate these are an opportunity to reflect on what has gone well and what could be different in the future - every single member of Team UHD should have an appraisal and protected time to talk about them. See page 14 for more info.

Our values are central to UHD, and to the appraisal conversations we will all have. 'We are inclusive' is especially important to me as I know our UHD family will only prosper if everyone feels valued. We all need to work together to be anti-racist and to reduce discrimination in the workplace, and make real change to the culture of our organisation. That's why we've launched our anti-racism guides to support you and our teams - see page 6 for more information, alongside continuing our SeeMeFirst initiative.

Humanising our hospitals and focusing on us all as individuals is crucial to our wellbeing and all we do. I'm thrilled to see our new UHD Podcast - The People Pod - launch this month. This podcast is about your voices, talking about issues and topics that are important to you. We kickstart the Podcast with a conversation on 'navigating neurodiversity',

hearing from Hannah Street, Rachael Relf and Gemma Short. See page 10 for more.

Wellbeing must always be a focus at UHD, and we can only shape what we do by using your feedback. You have two opportunities this month to have your say on travel - both in our

'Mobilityways travel survey' which will help us shape our future travel initiatives, and in this quarter's People Pulse survey which specifically focuses on how travel impacts our wellbeing. Over 1,000 of you completed the People Pulse in January - I know it might feel like 'another

survey', but let me assure you, it is informing how we change.

So thank you for your time, your effort and your commitment to our trust. Don't forget to nominate!

*Siobhan*



Team UHD says goodbye...



# ...to our chief nurse, Paula

We said a very fond farewell to our chief nursing officer, Paula Shobbrook, in March. Paula has been a central part of #TeamUHD for many years, a leader with compassion for patients and care for all her colleagues. All the best for the future and your retirement, Paula. We will miss you!



## Vital statistics

March 2024

- We saw **39,272** patients in our outpatient departments
- ...and an additional **8,134** virtually
- Supported the birth of more than **312** babies
- Attended to **13,999** patients in our EDs
- Cared for **213** people at the end of their lives
- Started **223** patients on their radiotherapy journey

Thank you **#TeamUHD**

# UHD Awards 2024

## Who will you nominate?

Our UHD Awards recognise and celebrate the amazing things you do and are now open for nominations!

Help us to make the awards as representative and inclusive as possible by nominating today. You can make as many separate nominations as you wish - anyone can nominate, and anyone can be nominated. The award categories reflect our values, and new to this year is the Staff Survey Improvement Award, and the Unsung Hero Award - so even more opportunities to recognise the wonderful people in Team UHD.

We also have two Patient Choice Awards which are just for our patients and the public to nominate in. They look to recognise not just those providing clinical care, but a great experience in our hospitals. We'll be promoting this opportunity far and wide over the coming weeks.

Nominations close at midnight on **Friday 3 May 2024**, after which they will be judged by a panel comprising a wide range of roles and responsibilities within TeamUHD. [Click here](#) to view the criteria.



The winners will be announced at a special awards ceremony at the Pavilion in Bournemouth on Thursday 20 June.

Nominations can be made [online here](#).



- ★ Caring
- ★ #OneTeam
- ★ Listening to Understand
- ★ Open and Honest
- ★ Always Improving
- ★ Inclusive
- ★ Leadership Award
- ★ Volunteer of the Year
- ★ Team of the Year
- ★ Clinician of the Year
- ★ Staff Survey Improvement Award
- ★ Unsung Hero Award

## Summer of celebration

# Anti-racism guide

Here at UHD, we are committed to creating a work environment where everyone can flourish and no one is subjected to racism or discrimination. As part of our commitment we have created four guides to help you navigate incidents of racism or discrimination, feel confident about raising concerns and identify and address inappropriate behaviour. Read them [here](#).

“As the trust board of University Hospital Dorset, we affirm that the trust is an open, non-judgemental, and inclusive organisation that will not tolerate racism or discrimination. We celebrate the diversity of our staff and community. We will treat all our staff with dignity and respect, irrespective of their race, gender, religion, age, disability, or sexual orientation.”

Statement from the UHD board of directors

negative impact on the wellbeing of both the person it is directed at and that of witnesses/bystanders. The content of these guides is based on our NHS Staff Survey results, discussions with our internationally educated nurses and doctors forums, feedback from various listening events and surveys of our ethnically diverse staff.”

Siobhan Harrington, chief executive, added: “We all need to work together towards ending racism and discrimination in the workplace. I really believe this is unacceptable. We must make real change to the culture of our organisation by creating a more inclusive, open and non-judgmental work environment in which all staff are treated with dignity and respect. We are asking you to challenge racism when you see it and support any of our staff who have a bad experience by listening and encouraging them to speak up through the appropriate channels.”

## Who are these guides for?

Everyone has a responsibility to create and uphold an anti-racist culture at UHD. These guides have guidance on handling and reporting incidents for staff and for managers. We encourage you to review the guidance, educate yourself by watching the videos and support UHD in developing an anti-racist culture.

The sentiments, principles and suggestions in this anti-racism guide apply equally to all our staff including those with other protected characteristics including disability, gender, religion, age or sexual orientation.

## Why now?

We have recently observed an increase in colleagues from an ethnically diverse background being subjected to abuse, bullying and harassment from both patients and staff. Public sector duty reporting, repeated internal surveys and personal accounts from those affected confirms that taking action is morally, ethically and legally the right thing to do.

Deepa Pappu, equality, diversity and inclusion lead said: “We have designed these guides to raise awareness of race and racism and support all of Team UHD. Racism has a



Thank you to the following people who helped us to create these guides...

The Diverse Ethnicity Network -  
Judith Dube and Monica Chigborogu  
(networks leads)

Internationally Educated Nurses  
Forum

Benedicta Ogana, staff nurse

Dr Muhammad Asad

Malcolm Keith, mandatory trainer

Helen Martin, Freedom To Speak Up Guardian

Human Resources - Lisa White and Nick Childs

Patient Engagement - Laura Northeast

Imperial College NHS Healthcare Trust

North Bristol NHS Trust

# People PULSE Help us support you

Throughout April we will again be asking you to use the People Pulse survey to tell us about your experience of working at UHD. We know it feels like we have been asking you to share your feedback an awful lot recently, but the People Pulse survey provides us with up-to-date insight

into your experiences and tells us if you are feeling informed and supported in your role.

Please use this survey to tell us how we can support you in your role and your wellbeing and give us your opinion on travel. [Click here](#) to take part.

## Patient First update

**Congratulations** to the first three teams who have successfully completed their Patient First Improvement System (PFIS) training. Staff from Christchurch Day Hospital, our stroke unit and critical care met to celebrate all that they have achieved implementing Patient First and discussed what a difference it will make to their way of working. Each team presented on what they have been most challenged by, what they have been most inspired by and what is starting to change for the better since starting the training. Siobhan Harrington, chief executive, joined the group to congratulate the teams and hand out certificates for completing.

Trauma and orthopaedics, same day emergency care, AMU, and paediatrics and maternity are starting their PFIS training later this month.

In the meantime, we know that other teams will be keen to learn more about Patient First and what it will mean to them. We have created the Patient First Forum to help you find out more and to ask questions you may have. You can access the forum through Teams [here](#), or email [patientfirst.admin@uhd.nhs.uk](mailto:patientfirst.admin@uhd.nhs.uk) for access.

There is a chat space to ask any questions you may have and a link to training news, such as dates to join our A3 training over the months ahead. On the second Tuesday of every month there is an online meeting, and you add this to your diary through the link under the Open Forum Chat Space. Tomorrow's meeting (Tuesday 9 April) will be an introduction to Patient First at 1pm.

**Dr Peter Wilson**, chief medical officer, is our new executive lead for Patient First following the retirement of Paula Shobbrook. Please join him online to hear more about Patient First or to share your thoughts and experience of Patient First. We would love to be joined by colleagues who have undertaken PFIS or Patient First for Leaders.

**Wednesday 24 April**  
10-11am - join [here](#).

**Wednesday 22 May**  
11am-12noon - join [here](#).

**Monday 17 June**  
2-3pm - join [here](#).



# UHD Covid capsules

## A time to pause, reflect and mark this moment in history

At RBH, Christchurch and Poole hospitals, we have buried time capsules to provide a lasting memorial for those who worked in the NHS during the pandemic and all the patients we cared for.


The capsules were buried as part of special services across the three hospitals, held in the weeks following the anniversary of the global pandemic being declared and leading up to the anniversary of the first full UK lockdown.

Children from local schools - Park School in Bournemouth, St Peter's in Southbourne, and St Joseph's in Poole - performed songs at the three services, which were also attended by Dame Ruth May, chief nursing officer for England, Dr Michele Board, Bournemouth University's deputy head of department for nursing science, and by the chair of BCP Council, Councillor Lesley Dedman.

The capsules will be opened again on the 100th anniversary of the NHS - 5 July 2048 - and the capsule sites have been marked by a special memorial stone to create a lasting space for colleagues to spend time reflecting on the pandemic, the way it changed NHS life as we know it, and the very personal impact it had on them and their loved ones.







[Click here](#) to listen our report on BBC Radio Solent with Steve Harris as he reflects with #TeamUHD and looks forward to the future.



# 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.

## Navigating Neurodiversity

It is estimated that 1 in 7 people has a neurodiverse condition. In our first episode we meet learning environment lead,

**Hannah Street**, recruitment and retention midwife, **Gemma Short**, and healthcare assistant, **Rachael Relf**

as they tell us how neurodiversity has impacted their lives.

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



## Improving patient experience with our 'hand hub'

Our innovative 'hand hub' at Poole is now offering same day minor surgical procedures for patients with hand and finger injuries, eliminating the need for a trip to theatre and cutting waiting times for treatment.

Consultant surgeon, Miss Joanna Higgins, said:

*"We carried out around 100 hands theatre cases every year in our main hospital theatres under a general anaesthetic. Now we can carry out these procedures in a more accessible space, using local anaesthetic, which means patients don't need to be starved, there is no need to stay in hospital and it reduces the risks of general anaesthetic. It is better for the environment too, as we limit waste, are not using anaesthetic gases and have reduced our carbon footprint."*

*"We're really proud of the hub and the whole team and have had great feedback from our patients already. By treating our patients in this way, not only does it have many benefits for them, but frees up our theatres for other trauma surgery, improving the quality of care we provide to all."*



## Could you lead our International Doctors Support Network?

We have an exciting opportunity for International Medical Graduates (IMGs) to lead the UHD International Doctors Support Network.

The network aims to improve the experience of all our international doctors. This is a voluntary role, and you are welcome to co-chair the position. You will be acting as a bridge between new IMGs, the education team and the OD

team. You will be supported by our chief medical officer and deputy chief medical officer directly and will have unique opportunity to develop your leadership and organisational skills. You will also be able to take part and support the design of the IMGs induction programme alongside the education team. This role is an amazing opportunity to influence and create a positive work culture for IMGs in UHD.

Please express your interest by emailing our equality, diversity and inclusion lead, Deepa Pappu [deepa.pappu@uhd.nhs.uk](mailto:deepa.pappu@uhd.nhs.uk) or current International Doctors Support Network lead, [Muhammad.Asad@uhd.nhs.uk](mailto:Muhammad.Asad@uhd.nhs.uk)



**International Doctors Support Network**

## Catch up with International Women's Day

On Friday 8 March, Hospital Radio Bedside's Jo Olsen hosted a show celebrating International Women's Day with music and special guests including Women's Network lead, Sam Murray, who talked about what inspired her to set up the network and the support it offers Team UHD. You can listen online [here](#).



## ProAbility and Women's Network meeting

This month our Women's Network and ProAbility Network will be joined by guest speaker Donna Anna Pace, CEO and founder of [One Voice My Choice CIC](#).

Donna will be sharing how and why she set up her small business, which empowers and supports victims and survivors of domestic abuse in Dorset and globally. Donna will also be sharing how she found the courage and resources to flee an abusive relationship.

Please note this talk will include discussion of trigger topics such as domestic abuse, coercive control, mental health issues and fibromyalgia.

Join the talk via Teams at 1pm on Tuesday 16 April. Click [here](#) to join.





# Peter's ponderings...

with Dr Peter Wilson, chief medical officer

**As I sit writing this, on annual leave, I have been in the trust exactly one year.**

I cannot believe time has flown by so quickly. I also cannot believe how I am filled with a sense of both how much has been achieved by all within the hospital over the last year, and how much we can do over the next year.

I wanted to take this opportunity to thank every single one of you for all the hard work over the last year - it has not been easy, but I think we can all be proud of what we have accomplished. **The next year is full of excitement as the BEACH Building will be completed.** We may have a degree of concern as to what we need to accomplish. We must keep our high standards, balance our budget and move all our services as part of the reconfiguration. We will also deliver Patient First. I look forward to working with all of you as we embrace the challenges of next year.

I often wonder what to put in this blog. A new year brings reflection and quiet determination of what comes

next. On holiday you are reminded by all that makes you smile, keeps you going and the things you hold dear. My family are a huge part of that. They keep me sane (ish), support me and make me laugh. Then there is our dog - Daisy. We got her in the January just before lockdown and so she became an inadvertent lockdown puppy. She was with me as we set up the adult critical care response for the South West region. She was my relief, taking her for walks in the woods to escape and running around the house and garden like a madcap. My wife and I are both South African, and our children think we are strict. They were never allowed to sleep in our room at any age, treats were for special occasions, and praise for when you were good or accomplished something.



**Daisy on the other hand, slept in our bed from the moment she was allowed out of her crate. I am still blamed for this four years later.** She gets treats for huge accomplishments like existing and continually praised for just being a good dog. She enjoys car rides, comes shopping with us and picking the children up from school.

She is fearless. Regularly when we take her for walks, she charges around, playing with dogs twice her size. She never gives an inch or backs down, and stays gentle with smaller dogs. She is a huge addition to our family. I didn't really want a dog, (awful secret but I am really a cat person), my daughter pestered us until I gave in. My poor wife is the one who does the majority of the looking after, for which I always feel guilty and am eternally grateful. However, none of us could ever imagine our family without her.

So, as the year changes, and we start the next challenge head on I hope that you all find the tenacity, joy, and invigoration that our Daisy gives to our family. For those of you far from home, I especially hope that you find people to bond with, and that our #TeamUHD family supports you in becoming stronger.

# Being part of an effective team - communicating through change

In a team, effective communication is a shared responsibility among all team members.

We each play a crucial role in ensuring that communication flows smoothly and contributes to our team's success. It is important that we actively listen to others in our team, as well as express ourselves clearly and concisely when communicating. This includes being proactive in sharing updates and information and providing timely feedback to help the continuous improvement of our services.

By actively showing these behaviours, we can co-create an environment where ideas are freely exchanged, collaboration thrives, and the team can achieve its goals effectively.

Communication through times of change is even more important for teams to help maintain stability, foster adaptation and to promote collaboration, allowing individual members to navigate uncertainty with confidence, while empowering the team to emerge stronger from any challenges they may face.

As we navigate ongoing changes within our hospital, consider exploring these tips for [communicating effectively amid change](#). They could serve as valuable resources to initiate and facilitate important conversations during this transitional period.

## Could you be a Schwartz Round storyteller?

Schwartz Rounds are an opportunity for clinical and support staff to come together to talk about the stresses of our unique working environment and discuss the social and emotional issues we may face. Meet **Charlie Martin**, principal physicist, and treatment planner.

“I volunteered as a storyteller after seeing that an upcoming theme reflected my recent experience at work. I was nervous before as I've not done much public speaking but talking to an audience of people I hadn't met before was easier than I thought.

“The session moderators warned us beforehand that Schwartz Rounds can be emotional, but it still

caught me by surprise how poignant it was to share something so personal with colleagues. After the round I felt like a weight had been lifted off my chest that I had been carrying around since my experience. Some of my teams were in the audience who didn't know what I had been through before listening to me share my story that day. It felt like a good way to tell them as it meant I didn't have to repeatedly talk about it with individuals.”

There are many ways in which to get involved in Schwartz Rounds at UHD. If you are interested in joining our steering committee, becoming a facilitator or holding a mini round in your department

that is tailored to your team, please email [schwartz.rounds@uhd.nhs.uk](mailto:schwartz.rounds@uhd.nhs.uk).

The next full round will take place on 18 June in the conference room at RBH. The topic is to be confirmed. [Click here to find out more.](#)



▲ Charlie Martin

# Do you play a role in end-of-life care?

Many of us play a role in providing end-of-life care, whether we work on the wards, in the catering department, or as volunteers. The welcome we offer, a smile, small acts of kindness can make a huge difference.

We want the views of all staff who encounter patients approaching end of life - your opinion matters.

Please take a minute to complete our National Audit of Care at the End of Life so we can listen to you, celebrate the outstanding care you already provide, and learn how to improve this important part of our service.



National Audit of Care at the End of Life

Scan your QR code here:



[RBH and XCH](#)



[Poole](#)

## Appraisal season 2024 has begun

While appraisal season has only just started, it is never too early to think about your development aspirations for the next year (and beyond!). In the lead up to your own appraisal conversation, be sure to have a look at the trust prospectus to see what development opportunities are available through UHD.

All updated paperwork is available on our appraisal intranet pages, including further information on our trust objectives, FAQs, and guidance on setting SMART objectives. Online training is also available for new appraisers and anyone who would like a refresher.

Over the next few months, we will be holding drop-in Q and A sessions for appraisees, and appraisers so keep an eye out for further information on these.



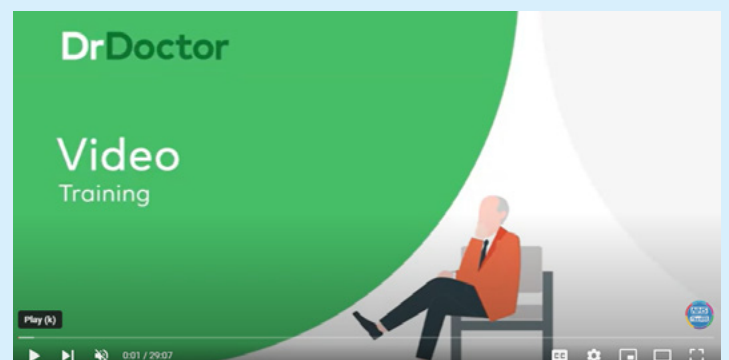
## Move to DrDoctor

All virtual consultations are now being held on the DrDoctor platform.

### Training

You can find more information regarding video consultations using the DrDoctor platform [here](#). You can also access the video tutorial [here](#).

There is still opportunity to arrange for a training session for yourself or your team - email [anna.szyfner@uhd.nhs.uk](mailto:anna.szyfner@uhd.nhs.uk)



### DrDoctor log-ins and permissions

If you would like to have access to DrDoctor portal, contact [anna.szyfner@uhd.nhs.uk](mailto:anna.szyfner@uhd.nhs.uk) to request it and specify if you additionally require 'administrative' permissions.

# Newly qualified nurses' recruitment day

We're looking forward to our next newly qualified nurses' recruitment day taking place in the education centre at RBH on Saturday 11 May. We're excited to meet our next cohort of nurses and welcome them to #TeamUHD in the summer months when they graduate.

If you're a newly qualified (or soon -to-be newly qualified) or know someone who may be interested, an application can be made [here](#).



## New starter survey

Have you recently joined UHD? If so, you will shortly receive an invitation to complete a new starter

survey telling us about your recruitment journey with us. Please help us ensure that our recruitment process is as user-friendly as possible, and that we are providing you with the help and information needed to support your application, interview and employment

checks. With your help, our aim is to make the process as positive as possible.

If you're a manager, please encourage your new starters to complete the survey. All new joiners to the trust over the last three months should receive a request to complete a survey.

## Promote your vacancies on social media

Need some help reaching a wider audience? Get in touch with [sian.wright@uhd.nhs.uk](mailto:sian.wright@uhd.nhs.uk) to advertise your vacancies on social media. We can post across Facebook, Instagram, Twitter and LinkedIn.

## Ask Me...



With our chief medical officer, Dr Peter Wilson and deputy chief medical officer, Dr Becky Jupp

**Tuesday 16 April, 3pm**

Ask any questions, raise any issues, and share your experiences.

All staff welcome

See the intranet and Staff Bulletin for the Teams link

# LERNNS

## Learning from LERNNS

### You reported:

A patient developed peritonitis due to the triangular flange on an external PEG tube being faulty. This allowed gastric content to leak from their stomach into their abdomen. Unfortunately, it took two days to identify.

### What we learnt:

At one of our hospital sites, a post-PEG checklist was in place for staff, assisting with post insertion PEG care and observations. However, this wasn't in use on the other site.

### What we have done:

The post-PEG checklist has been reviewed and is now available to support staff and patients at both RBH and Poole, unifying our practice and supporting safer care.

## To do! Patient safety training

There are two new mandatory topics on all of our BEAT brains - Oliver McGowan training and patient safety. Oliver McGowan mandatory training is around learning disability and autism, while the patient safety training forms part of our Patient First journey. Please take time to complete.



Save lives,  
improve  
patient safety

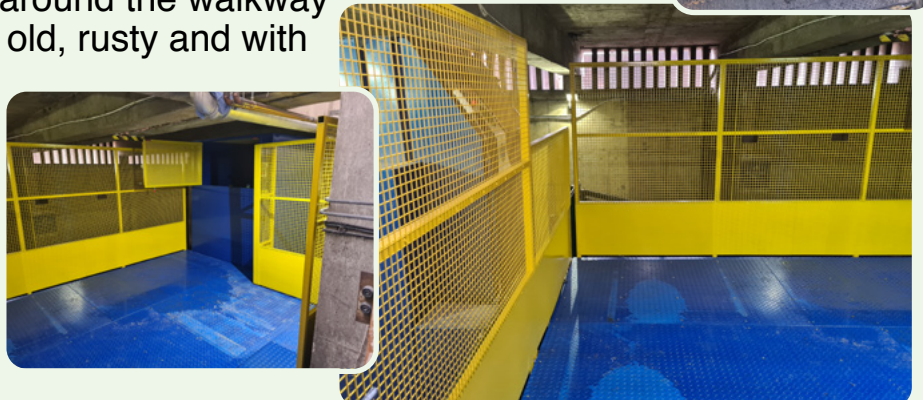
## "You said, we did..."

Our safety team has been working closely with our UHD waste manager, Dan Thomas, and our portering teams at RBH and Poole to improve safety around waste.

At Poole, concerns were raised around the walkway within the underpass which was old, rusty and with poor edge protection in place.

Thanks to Dan and the team, funding was secured to replace the walkway and create a much bigger area with suitable edge protection.

Great team effort, all!





# Catch up on our PSIRF Learn at Lunch

If you missed the latest Learn at Lunch with our UHD Safety Crew, you can catch up [here](#).

The session was led by Natasha Sage, our head of patient safety and risk, and talked us through the new Patient Safety Incident Response Framework and how it will change the way we report and respond to patient safety incidents.

Our staff work incredibly hard in UHD and the vast majority of the care we deliver is very good. However, it is very important for us to review our interventions and where harm has, or might have, occurred.

PSIRF is a fundamental cultural safety change in the way we think, report and investigate incidents, and focuses on learning and improvement. You can read more on our patient safety pages. The team is also offering training for those who will be involved in investigations.



**WATCH:** This short NHS video gives a great overview of PSIRF and how it will benefit our staff and patients. Watch it [here](#).



## Safety language - old and new

With the UHD Safety Crew

**Jo Sims, associate director for quality and risk**

**23 April - 12.30pm**

See the intranet for the Teams link



# Research matters

UHD is a research-active organisation with approximately 400 studies taking place within the trust at any one time. These are a mixture of projects from external sources (e.g. commercial companies, universities, other NHS trusts) or projects which are developed in house by our staff.

There are currently 101 staff directly employed by the research and development department working across clinical specialties in a variety of clinical and non-clinical roles. View our five year strategy [here](#).



## Get involved in research

There are several ways for Team UHD staff to get involved in the research taking place at UHD:

### Take part in research as a department

Search the [Be Part Of Research](#) website for local research opportunities

### Host a research project

Contact [researchoffice@uhd.nhs.uk](mailto:researchoffice@uhd.nhs.uk) to be put in contact with the lead research professional for your clinical speciality

### Develop your own idea for a research project

Contact [researchsponsorship@uhd.nhs.uk](mailto:researchsponsorship@uhd.nhs.uk) to discuss your project idea and seek UHD sponsorship

## Hosted research projects

If you are approached by an external party about UHD taking part in a study, get in touch with [researchoffice@uhd.nhs.uk](mailto:researchoffice@uhd.nhs.uk) we can support you through the process of setting up the study and getting confirmation of capacity and capability to run a study locally. You may also be eligible to receive support from the research department's dedicated staff to help you run the project at UHD.



## Homegrown projects

Do you have an idea and want to explore whether it could be developed into a research project? If so, you will need to work closely with the research sponsorship team and Dorset Clinical Trials Unit (DCTU) to develop your project ideas. We will help you with the design, set up, delivery, analyses, and publication of research. We can help find sources of funding, cost the study including your own time to oversee the study and make sure that the study is designed in a way that it will satisfy ethics and all other legal requirements. More information is available [here](#).



## Where can I learn more?

Our research and development team would like to invite you to sign up to register your interest in research. We aim to bring together people who are keen to pursue research and provide the research community with notification of funding calls for original research, training, and development opportunities.

You can sign up to the registry by following this link and completing [the eform](#).

## Training opportunities

Training opportunities available to staff involved in research projects are listed [here](#). There are also several NIHR training courses available for booking and completion via [their website](#). If you are either a new principal investigator, or interested in being a principal investigator are encouraged to attend our principal investigator workshop. As we prepare for an inspection by the Medicines and Healthcare products Regulatory Agency (MHRA), of particular interest may also be the 'inspection readiness' training session.

## 'Transforming Care Together' brochure launched

We've just published the latest brochure highlighting how our hospital sites are being transformed as part of the £500m investment in our services.

The publication focuses on the progress to date as UHD transforms to become the major emergency and planned care facilities for Dorset. It contains details of the many patient and staff benefits the developments are bringing, as well as an updated timeline of progress and plans for the future.

Introducing the brochure, Siobhan Harrington, chief executive, said:

*"Thanks to our public and partners support, we're certain our ambitious plans for our hospitals will make a real difference to the population we serve."*

*"The changes are already underway. Taken together, they will improve healthcare for patients and the wider community and creating a*



*great place to work for our staff for years to come."*

You can read it [here](#) and look out for copies soon to be available across our sites.

## All moved into the Dorset Pathology Hub

After years of planning, we have successfully transitioned into their new state-of-the-art facility. The molecular pathology team led the way in November 2023, with the biochemistry team joining them in March.

Paul Massey, head of pathology, said: *"We're delighted to*

*announce the completion of the pathology move to our new Hub. A huge thank you to everyone for their invaluable support and cooperation throughout this intricate project."*

This cutting-edge facility stands as one of the most advanced pathology hubs in the UK. It plays a crucial role in supporting hospitals across the region,



enhancing diagnostic capabilities for patients, and meeting the increasing demand for specialised treatment and care.

## 'Now we're cooking'

We said a fond farewell to the kitchen space at RBH this month. Having supported provision of over 10 million patient meals, this space will now make way for our new build wards and new staff, and visitor catering facilities.

The team's new home in the Central Production Kitchen based in the Stour Building allows more flexibility to serve patient meals via the new model, seeing improved menu range and choices for patients, while retaining quality and enabling us

to better control over production and wastage.

The catering team is also co-located with the dietetics team, helping to develop closer working relationships.

The main contractor, Amiri Construction, has shared this great video of build process which you can [view here](#).



## Cardiology and stroke services are thriving

Recent data reveals a significant improvement in treatment times since the consolidation of these services. Patients are now receiving time critical, lifesaving treatment sooner, with patients from Poole and Purbeck areas being treated in approximately one third of the time compared to before the changes, meeting national targets.

# Thrive Live

## ◀◀ Rewind

In March we held **Thrive Live**, our first **UHD Wellbeing Fair** featuring a rich variety of seminars, webinars, health assessments, and guidance sessions designed to empower you to **prioritise self-care and support one another**.

Many of these sessions are now available online for you to catch up on and share with your colleagues.

▶ [Click to play](#)

### Physical health by occupational health

Exercises and advice from UHD physiotherapists.

#### Looking after your back

🕒 4 mins



#### Desk based exercises

🕒 8 mins

### Understanding Burnout

by Dr Lorin Taranis

What is burnout and what is it not? Who gets burnt out and who doesn't? What can you do to prevent it?

This talk discusses burnout in the context of **working in the NHS**. It will give you the chance to think about different approaches to **managing stress and preventing burnout**.



🕒 1 hour 12 mins

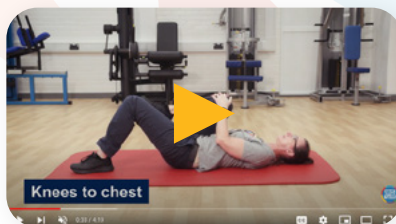
### Tips for setting up your workstation

by Tony Bodycombe

**Are you sitting comfortably?** Poor chair posture can lead to lower back problems. Join UHD's health and safety risk advisor and ergonomist for hints and tips on how to make your space safe.



🕒 33 mins



#### Healthy legs

🕒 7 mins



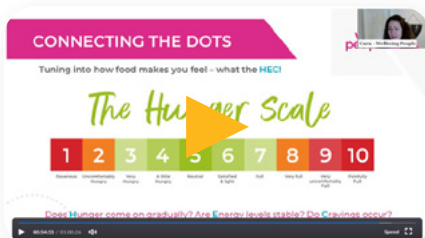
# Search 'Thrive Live Rewind' on the intranet to view the full video library

## Maintaining energy and managing cravings

by Wellbeing People

Do you struggle with low energy, the 3pm slumps, food cravings or h-anger? This workshop will explain how different types of hunger affect our cravings and **how to eat for sustainable energy** and manage your blood sugar.

Password: SOA02258-6.



 **1 hour**

## Financial wellbeing advice

by Money Helper

**Exploring everyday money:** the power of budgeting, mid-life money MOT, financial resilience and credit and purchases.



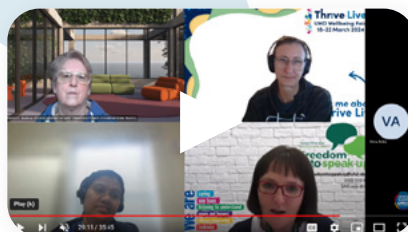
 **48 mins**

**Discussing money troubles:** dealing with debt, fraud and scam awareness.

## Staff supporting staff

by Helen Martin

Learn about **colleague support services** available at UHD including Trauma Risk Management (TRiM) and Team Immediate Meet (TIM). Find out what they are and how to access them.



**35 mins**

## Understanding Menopause

by Dr Tim Hillard

**An overview of the menopause;** what it is, what the symptoms are and what the treatments are.



 **1 hour 10 mins**

# BU-UHD Partnership Conference 2024: Delivering Outstanding Care Together

Click [here](#) to join us on 8 May from 4-7pm at BU's Kimmeridge Building with our keynote speaker Professor Jane Coad, professor in children and family nursing at the University of Nottingham.

After achieving a Royal College of Nursing Fellowship in 2013 for lifetime research, she leads on a few local, national and international groups. Jane has been instrumental regionally and nationally in developing clinical academic research for

nursing, midwifery and allied health and is currently the lead for the clinical academic researcher development programme in University Hospital Coventry and Warwickshire.

Jane is particularly interested in research to better understand and support complex and seriously ill health needs in children, young people and their families. Jane undertakes several arts-based participatory qualitative methods, surveys

and complex large studies and her research portfolio being £8.5m since 2011 as professor in children and family nursing.

Underpinning all the studies, she has a strong desire to understand how all stakeholders work together across systems to improve patient-centred services and health outcomes.

**[Click here to join us on 8 May from 4-7pm.](#)**



A very warm welcome to our new ODPs!

Ryan, Ellie, Kerenza and Jasmine are all currently final year three student operating department practitioners and will be joining UHD as ODPs when they qualify at the end of this academic term.

They have been studying towards a three - year BSc in Operating Department Practice at Bournemouth University, and they will graduate in November 2024. All their placements have

been within our theatres, and each year these have been in surgery, anaesthetics and recovery (post-anaesthesia care unit).

Jasmine said: *"I've had an amazing experience and three years' training. I feel like I fit right in with the friendly team. I am looking forward to getting stuck right in with my new role. The multi-disciplinary team has a wide range of specialities and I have loved learning from them and gaining as much experience as possible."*

Suzanne Gorman, deputy practice educator, said: *"It has been profoundly rewarding to watch their journey and see their confidence grow. Going from scared year one students to registered professionals - we are so proud of them."*

*"We look forward to supporting them as newly qualified practitioners and we can't wait to see what they do next and how their careers fly."*

# Understanding Health: Raising awareness of the menopause



Expert speakers from UHD and BU recently delivered their first Understanding Health talk for 2024 on menopause, to raise public awareness and change public perception around the subject.

Over 100 people listened to presenters Rosie Harper, clinical specialist physiotherapist in pelvic health at UHD, and Dr Emma Thurston, senior lecturer in physician associate studies at BU and GP with a special interest in women's sexual and reproductive health. They discussed lifestyle advice, tips, information and support to improve the experience of the menopause journey.



Two further Understanding Health talks have been scheduled for later this year with **Understanding Concussion in Sports and Practice** taking place on 2 May and **Understanding Pathology - Health under a Microscope** on 4 June.



## Moving to UBook

All meeting and seminar room bookings are moving onto the **UBook platform** alongside all hot desking resources. We will start with our meeting and seminar rooms, with our education and training rooms following shortly.

### What does this mean for you?

Our strategy and transformation team will be in contact with teams who manage rooms, to gather essential details about meeting rooms and provide support for the change. If you have any questions, email [strategyandtransformation@uhd.nhs.uk](mailto:strategyandtransformation@uhd.nhs.uk). Once completed, all bookings will be exclusively managed through UBook.

## Join our randomised coffee trials

Join our library for our next round of our randomised coffee trials. They are a great way to meet colleagues from around the trust and make new friends, share ideas or network.



To find out more or to sign up, please email [library@uhd.nhs.uk](mailto:library@uhd.nhs.uk) by 19 April.

# Have your say on travel



As we prepare for the transformation of services across sites, we want to ensure that your travel needs are supported.

As part of our travel strategy, we have been working with the team at Mobilityways and on Monday 8 April, **you will receive an important travel survey via email from [noreply@mobilityways.com](mailto:noreply@mobilityways.com).**

The survey is designed to gather valuable insights into our commuting habits and preferences, helping us better understand how we travel to and from work and what further support is needed. These surveys are important to help shape future travel policies and initiatives.

**Please look out for the email and complete the survey. There are 50 £20 Love to Shop vouchers being raffled as prizes for those that participate!**

In May, you will also receive an email inviting you to generate a 'personalised travel plan'. The plan is quick and easy to generate and will provide you with a list of recommended travel options. It will also give you expected travel times and an estimated carbon footprint for the journey. You will have [Liftshare](#) included in your recommended options. The more of us that register with the Dorset NHS Liftshare scheme, the easier it will be for users to find a suitable match. This is a superb scheme for regular and ad-hoc journeys and comes with some great perks. Check out the [Liftshare](#) pages for more information.

These surveys allow us to make real change, take a look at some of the actions from our survey last year:

**170 staff asked for improved showers and changing facilities.** We have refurbished facilities across sites, added new facilities and provided a free laundry service

**154 of you asked for better incentives for cyclists.** We have added close to entrance storage for ease and speed of access. We have also expanded the free bike maintenance service so that it now services from Poole, RBH, Christchurch and Yeomans.



**164 colleagues asked for more cycle paths.** We continue to liaise with BCP Council to ensure your needs are considered in their development plans. RBH is now serviced with a cycle link through Kings Park connecting to the Bournemouth train station/travel hub.

**342 staff asked for reduced fares on public transport.** We have introduced a 50% discount on Morebus 90 day tickets.

**277 of you asked for more frequent bus services.** We are actively working with Morebus to better inform them of your needs and help them to help you. We are also exploring faster connections between sites.

**194 colleagues asked for more help finding car share partners.** We have launched [Dorset NHS Liftshare](#) to support this growing demand.



# Tiger waste

Big news in waste - very soon you will see new bins appearing in your waste holds across RBH. These are our new red offensive waste (tiger waste) bins. **Only tiger stripe bags can be disposed of into these bins.** No orange, black or sharps bins can be placed into this bin.

We will be sending this waste away to a domestic waste facility that is not compliant to take orange or sharps waste - therefore it is important we sort our waste correctly.

Any questions or concerns contact the waste manager [dan.thomas@uhd.nhs.uk](mailto:dan.thomas@uhd.nhs.uk)



# Forest Holme goes green

Always looking for ways to improve, Forest Holme Hospice hosted a sustainability workshop with Brooks Livermore and Justin Etheridge from Sustainability for Business, Gavin Miller from [wearesustainably.co](http://wearesustainably.co), Stuart Lane, sustainability and carbon manager at UHD.

The aim was to engage, encourage and help staff to share ideas, practices, and policies to minimise the environmental



impact at the hospice, as well as promoting social responsibility and securing long-term economic benefits.

The initial workshop has already led to some fantastic quick wins - nurses on the ward have made some simple changes which have reduced the amount of single-



use plastic used, and staff now meet monthly for a sustainability check-in to look at progress.

**Saskie Dorman**, palliative care consultant, said:

“We know that healthcare has a significant part to play in reducing carbon emissions and environmental impact. If we understand what people want to have happen towards the end of their lives, we can help to make sure people have the right care and support in place. Often that doesn't involve going into hospital for investigations and treatments with limited benefit. What's good for people is often good for the planet too.”

# Seeing Double

Have you ever wondered why certain processes are in place, but just go along with it because 'that's how it's done'?

When going through the leavers process for someone in her team, cardiology service manager, Jodie Brown, asked herself why two almost identical forms were required. She sent an email to

[nhspond@uhd.nhs.uk](mailto:nhspond@uhd.nhs.uk) to highlight the problem in duplicating work, wasting time and carries the risk that the wrong form is filled or one is omitted. The NHSPound team put Jodie in touch with the head of workforce systems, Lisa Cain, who promptly liaised with our Image Now team who create our e-forms. The Image Now team is now

# #NHSpound

Save

working to amalgamate the forms - watch this space!

Do you have any ideas which would save time, money, resources? Email [nhspond@uhd.nhs.uk](mailto:nhspond@uhd.nhs.uk) with your ideas.



## Bringing art into our hospitals

Meet Laura Joy, our arts manager who is ensuring our hospital spaces look beautiful. Having worked in the arts for over 25 years, Laura is making it her mission to develop the art presence and help take our hospitals into the future.

Laura said: *“It is well documented that art in hospitals contributes to the wellbeing of patients and staff. Being around art releases the feelgood chemical dopamine and reduces the stress hormone, cortisol. More art on site will undoubtedly support our wellbeing, as well as giving patients and visitors some light distraction.”*

Our hospitals host some incredible artwork already but it’s often unknown to people how famous some of it really is. For example, the print by artist Richard Long called ‘Waterlines’, created in 1989 held in the Tate Gallery, can be found in the stairwell in the east wing that leads up towards the Chapel at RBH.

Our current changes give us an ideal opportunity to place art at the heart of our

environment.

Plans are already in progress to develop creative community projects and commission professional artwork at the new emergency department at RBH, from spring 2025.

Laura said: *“I look forward to working alongside all staff to offer a holistic healing environment, providing life-changing encounters with art in the most unexpected of places.”*



## Shine **bright** at our Twilight Walk

On 17 May, our Twilight Walk will be taking place from 7.30pm at Bournemouth Pier.

Fundraising to support women’s health, this year your donations will support

our breast cancer team at RBH. The funds raised will provide additional pieces of equipment to help the team with diagnosis and surgical procedures and to treat their patients with breast cancer.

Walk with your families or with your department to support anyone who has been impacted by breast cancer. [Click here](#) to sign up.





## Let's talk about men's wellbeing

CEO of the Dorset Chamber of Commerce, Ian Girling, has teamed up with our charity to co-host an event on 30 April at the Village Hotel in Bournemouth from 8-11.30am.

Along with local businesses and members of the DCCI, we are invited to get our tickets [here](#). The topics of discussion will range from managing stress and the breaking of taboos around men's mental health with consultant urological surgeon and visiting professor, Kevin Turner, and consultant colorectal surgeon, Robert Howell. Email [karen.smith2@uhd.nhs.uk](mailto:karen.smith2@uhd.nhs.uk) with any questions.

# Reggae Weekender

Our UHD Charity has been chosen as one of three charities supported by the Bournemouth Reggae Weekender this year. Join the celebrations from 26-28 July, with funds raised supporting our Neonatal Intensive Care Unit at Poole. Get your tickets [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](http://UHDcharity.org), or contact the office on 0300 019 4060/8449



# Good news feed

## Hola!

A warm #TeamUHD welcome to Agnes, Ama, Lydia and Lydia, our new internationally educated midwives, joining us from Ghana this month. Thank you for choosing us.



## Prestigious award for our CNO

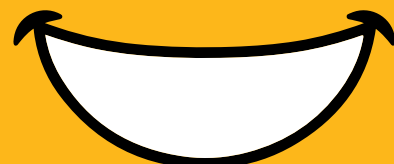
Chief nursing officer for England, Dame Ruth May, has visited RBH to present a prestigious CNO Silver Award to our now retired chief nurse, Paula Shobbrook. The Chief Nursing Officer Silver Award recognises the significant

and outstanding contribution made by nurses and midwives in England and their exceptional contribution to nursing and midwifery practice.

Paula said: *“I am honoured to be nominated and to receive this award. It truly is a privilege to serve as chief nurse at UHD, to be part of the CNO nursing leadership team, and to work alongside such dedicated colleagues across the NHS.”*

## Fundraising success with our staff revue

Star Wards, The Revue Strikes Back raised an incredible **£7978.50** for our charities! In celebration of Forest Holme’s 30th anniversary, the proceeds from the ticket sales totalling £6256.20 will go towards supporting the incredible end of life, palliative and bereavement support. The raffle over the three nights raised a fantastic £1722.30 for our UHD Charity. Well done to everyone involved.

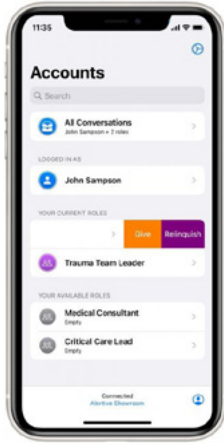




# Let's talk about IT

## Alertive is coming soon

Alertive is set to empower healthcare communication with a secure, reliable, and fully auditable system compatible with iOS, Android, and desktop. With tools such as critical alerts and clinical messaging, you can use it to communicate with those on duty and complete digital handovers. You can also look up patients with clinical systems and transcribe back to the patient record. Keep an eye out for more information in our comms.



## ICE requests

### General Details:

User:

Bleep / Contact No:

Requesting Consultant / GP:

Location:

Please ensure you **select the correct requesting consultant and location** for each ICE request. This will determine where results are returned to and could affect turnaround time. The free text boxes can be used to search. [Click here](#) to find more information.

## Dorset Care Record - what is it and how can you register?

Each Dorset resident has a Dorset Care Record unless they've opted out. The Dorset partner organisations share in information via the electronic shared care record, and health and social care professionals in Dorset can access patients Dorset Care Record when providing care.

- To request a login please email **dcrsystemadmin@dorsetcouncil.gov.uk**
- DCR system admin will refer to a pre-authorised job role list and allocate you an account if relevant. If your job role is not on the list, you will receive an email to let you know that you will not be allocated an account.
- In line with the COPI notice you will not be required to pass the mandatory 'information sharing' training module before getting temporary access to DCR however to retain access, we strongly encourage users to take the training module which takes less than 10 minutes.

If you would prefer to be guided through the available e-Learning module for the DCR there are some 30-minute mandatory training webinars available which include the test questions at the end. Please note these are NOT refreshers or Q and A sessions.

## Are you using the Dragon Medical One dictation and new eForm Clinic Letter?

**Ray McCrudden, consultant gastroenterologist** is our trust's top user of DMO and absolutely loves it. He has been using it since it was offered and does all his dictation using this software and it save him so much time.

**Wessam Alutayem, consultant pathologist**, our second top user of DMO in the trust said: "It is easy to use, designed for all specialties including mine (pathology) and this means it picks easily almost all the specific terminology. "DMO allows me to save reporting templates for cancer excisions and, so-called canned reports for small biopsies. This saves a significant amount of time, minimises spelling errors, improves the reporting efficiency and the turn round time."

**Please encourage your teams to use this valuable system and save reporting time and improves on accuracy and efficiency.**

For more information about training click [here](#), or view our latest updates [here](#). Contact **sarah.hill@uhd.nhs.uk** if you have any questions.

## IG top tips

### Do you know what a Data Protection Impact Assessment (DPIA) is?

It's a risk assessment that we are legally obliged to carry out for the handling of personal data. A DPIA should be completed as part of a new project or if significant changes are being made to existing processes. For further information [click here](#).

