

The Brief

August 2023

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Your University Hospitals Dorset

An update from chief executive, Siobhan Harrington



Welcome to your August edition of *The Brief*. It's been quite the summer of sunshine and showers so far, which in many ways reflects how things are in our hospitals.

So let's start with the sunshine, and a very big thank you to all of you for what you are doing every single day to support our patients and each other.

Summer time also means we have people working doubly hard to cover those who are taking their well-earned annual leave - and for many, also trying to juggle school holidays in the not so great weather!

Our new barn theatres at Poole are now open, a fantastic achievement by all involved and central to our plans to create the major planned care hospital for our region. You can read more on page 10.

We have many new people joining Team UHD, including our new cohort of final year medical students and, I hope, a fantastic 56 healthcare support workers who have been made an offer to join our trust in our recent HCSW recruitment day. A very warm welcome to you all.



▲ Our new medical students

Feeling stretched within your teams can have a really negative impact on your wellbeing. That's why I'm pleased to see the first comprehensive workforce plan for the NHS, which focuses on retaining existing talent, making the best use of new technology, and the biggest recruitment drive in health service history. We will be reviewing this with our Integrated Care Board on how this will be met locally.

Despite all the many pressures and challenges, UHD is actually doing pretty well. When you look across the NHS nationally, we should be proud of where we're at.

As you'll see on page 7, the Care Quality Commission has stood down our well led inspection and will now only be focusing on the highest risk organisations. We should take this decision as a positive and the work that had gone in to planning for the visit will absolutely continue. You can read more from our chief nursing officer, Paula Shobbrook on page 7.

Our aim as a trust is to continually get better. This is not just about the CQC, this is

about our patients, our teams and our colleagues.

In September, we will start phase three of our Patient First programme, including a full cascade of our strategic priorities. We are also starting our first Patient First for Leaders programme to ensure we have the right improvement tools and coaching skills to support all our teams. And we're recruiting a new team of culture champions to support all of this work and help embed it across UHD - read more on page 4.

Our patients should always be at the heart of what we do - that's why we have a patient at the centre of our trust objectives. There are so many examples of this throughout our hospitals, and a lovely example on page xxx of a video produced by one of our clinical scientist trainees, Hugh Gorton, to help ease anxiety for those attending our nuclear medicine department at Poole. See more on page 4.

Also central to our work is inclusivity, and everyone feeling respected and valued. Following the launch of See Me First, we have now made the following commitment:

"As the trust Board of University Hospitals 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 equitably, with dignity and

respect, whatever their race, gender, religion, age, disability or sexual orientation.”

While people are key to how we will make positive progress, technology can make our working lives easier and improve patient experience. We are working hard to establish a Dorset-wide EPR system, but one we can implement sooner at UHD. We hope to update you at the end of the month.

Needless to say, Team UHD has made a lot of progress on our improvement journey.

So, the showers?

This week we see more industrial action from our junior doctors, with consultants involved in strike action later in the month. These are turbulent times and we can by no means take for granted the impact this has on colleagues and our patients. The priority remains

patient safety and looking out for each other.

Our four-hour performance remains challenging and we all have a role to play in patient safety. Financially, we also have much to do to protect our NHS Pound. Please do continue to send your suggestions for how we could work more smartly to **nhspond@uhd.nhs.uk**. You will really make a difference.

So over to you.

A big thank you to the 1603 of you who completed the People Pulse survey - your feedback brings about real change. This is also a plea to keep your eye our for the NHS Staff Survey next month, which this year will only be sent electronically. To do this, we need your emails - find out more on page 9

Indeed, your responses to our travel survey in spring have

formed part of a wider travel plan for colleagues, which includes bigger staff discounts for bus travel, the opening of the RBH bus bike hub, and incentives for car shares. If you'd like to become a travel champion, email **travelwise@uhd.nhs.uk**.

Speaking of travel, please do take your leave and enjoy the rest of the summer. I for one tried paddleboarding in Poole Harbour the other week, which certainly wasn't easy! But it's fair to say we're all rather used to challenges in the NHS, and it does make life easier if you have a strong team to support you - in my case, a husband trying not to laugh.

Look after yourselves, and thank you.

Siobhan

Vital statistics

July 2023

- We saw **38,415** patients in our outpatient departments
- ...and an additional **7,865** virtually
- Carried out **1,326** day case procedures
- Supported the birth of more than **321** babies
- Attended to **13,691** patients in our EDs
- Cared for 196 people at the end of their lives

Thank you **#TeamUHD**

Join our Team UHD Culture Champions

Are you excited by change?

Do you want to learn and develop?

Can you help us make a positive difference?

You could be a Team UHD Culture Champion.

We are looking for 30 champions to play a central role in our new culture development project, 'The Big UHD Conversation'.

The Big UHD Conversation will support the Patient First programme and include monthly conversations with staff from a cross section of teams. We will listen to understand their points of view on a range of key topics, identify areas for improvement and share the great work that

#TeamUHD do every day. These conversations will help us test whether the support we currently provide for a range of things is good, or if it could be improved.

Anyone is welcome to apply for this role which will not only widen your network of contacts but provide you the opportunity to share what you have heard with our senior leaders and make a positive impact on the teams that you work with.

Find out more about what it takes to become a culture champion by visiting our [intranet pages](#). If you have any questions about the role, you can also join our virtual drop-in session from 12-1pm on Monday 21 August. To request a Teams meeting invitation, email nikki.greenall@uhd.nhs.uk

The closing date for applications is Friday 25 August.

Putting patients at ease

Our nuclear medicine team based at Poole Hospital has created a short film for patients, showing them what to expect when they come to their department and who they might meet.

The two minute film highlights how a patient might journey through the department, from the front doors to reception, the preparation area and finally where they will have their scan. It will accompany other patient information leaflets about the services the team provides. You can watch it [here](#).

Hugh Gorton, healthcare science practitioner, said:

“We wanted to create something to help patients who are feeling uneasy and anxious about visiting the nuclear medicine department here at Poole Hospital.

“The team in the department decided a brief and easy-going walkthrough video showing the department with some friendly faces would help settle any nerves.”

Congratulations, team!



Going for **gold** for our armed forces community



We are so pleased to announce the Defence Employer Recognition Scheme has awarded us gold for our commitment to honouring and supporting the armed forces community.

“It is great news that UHD has been awarded gold for their efforts

towards the Employer Recognition Scheme,” said Rob Hornby, Armed Forces Community Advocate.

“We received the silver award in 2022 and to receive gold a year later shows a true commitment to supporting reservists and veterans.”

Read more [here](#).



Paws for wellbeing

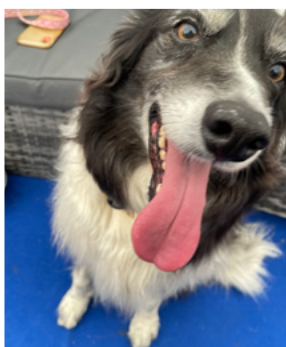
Organising a wellbeing day helps to build relationships and acknowledges the importance of maintaining your team’s mental and physical health. We caught up with Joanne Starkes, practice educator, from RBH theatres education team to hear all about a visit they had from some four-legged friends...

“Theatres has 10 half day clinical governance sessions a year; two of these are wellbeing sessions focused on rest, relaxation and fun. I came up with the idea of having therapy dogs after seeing some photos from a different hospital.

“We have had positive feedback from our team and colleagues have really enjoyed it. I think the smiles in the pictures are proof that everyone had a good time.

“We also had staff from different departments popping into the marquee for a few minutes of therapy.

“If you can organise some mindfulness, therapeutic activities that allow staff off the ward or the area they work in, it is so worth doing; sometimes just a quiet walk around the lake, a member of the team bringing in pastries for breakfast or afternoon tea delights can raise morale.”



Thanks to Caring Canines, a voluntary, not-for-profit group offering dog assisted therapy in Dorset. Email sulie2060@gmail.com to find out more.

Tackling unacceptable behaviour

New posters and signage are going up around the trust as part of our commitment to protecting staff and patients. 'Violence and aggression are not ok' is the simple message behind them. The signage emphasises that our workplaces - our hospitals - are safe spaces in which to work, visit and provide and receive care.

Stuart Willes, head of operations said:

“ It's important that people who use our hospitals are completely aware that these kinds of behaviours are unacceptable.

“ We can and do act against those who threaten, abuse or cause staff or patients to feel unsafe, but our aim is always to defuse situations before they reach that point. We hope these signs remind everyone that these behaviours have no place in hospitals and encourage people to think twice.”

If you would like to request a sign for your work area, email malcolm.keith@uhd.nhs.uk. We are also conducting security workshops for all clinical areas which includes a security self-assessment.



Helping patients to be seen sooner

We're embarking on a major patient communication exercise to ensure our waiting lists for those waiting for a follow-up outpatient appointment with a consultant are accurate.

We are contacting patients via text and post who we believe no longer require a follow-up appointment with a consultant. They will be given dedicated routes to respond if they believe our assessment is wrong.

This work will directly benefit those patients who need to be seen sooner, enabling us to see patients in the correct order of clinical need.

For more information contact Jasmine Mather, patient access delivery manager, via jasmine.mather@uhd.nhs.uk

Scope for growth

UHD is one of a handful of pilot sites in the Southwest for [Scope for Growth](#) - a national framework for supporting and developing talent across NHS organisations in England.

If you are a manager who would like to pilot this framework within your own team, please email organisational.development@uhd.nhs.uk. We offer 1:1 training on the Scope for Growth framework and support in how to hold these conversations.



CQC well led inspection stood down

Message from Professor Paula Shobbrook, chief nursing officer



We have been advised that the Care Quality Commission, our regulators, have stood down our well led inspection that was planned for 8 and 9 August. This had previously been delayed from July.

The CQC has reviewed their inspection programme and will now only be focusing on the highest risk services across the NHS hospitals and private providers.

We will therefore not have a well led inspection until after **December 2023** that will be in line with the with the new [CQC assessment framework](#). This is being rolled out regionally, starting in the south of England.

I would like to thank all colleagues who were involved with the preparation for this inspection. This work will continue and will also be very helpful for the forthcoming CQC inspection of the Dorset Integrated Care System from **19 to 21 September**.



Recruitment ROUND UP

Healthcare support worker open day at Poole Hospital

On Saturday 29 July we hosted an open day for healthcare support workers in the education centre at Poole Hospital. We are extremely pleased that we were able to offer 56 candidates a role at UHD! A huge thank you to the organisers and the staff who came along on the day to interview and talk to candidates.

Patient administrator open day at Canford House

Last week we hosted our very first administrator open day at Canford House. The day included interviews as well as information to candidates about the important role patient administrators play in the trust. We are looking forward to welcoming new #TeamUHD staff soon.



Exit interviews

Once a leaving date is recorded on ESR, you will receive an email which prompts you to login and complete an exit questionnaire via your workflow notifications. This is crucial to gathering information about what people working in the organisation have valued about their time at UHD and scope for improvement.

#MeetTheTeamMonday - would you like to get involved

We're always on the lookout for volunteers for our social media campaign #MeetTheTeamMonday which raises the profile of our staff and different departments. If you're interested in taking part, please email sian.wright@uhd.nhs.uk.

NHS Staff Survey - you said, we did

With the 2023 NHS Staff Survey launching soon, we reflect on our feedback from last year and the positive changes you've helped to make...

“ I want to feel valued and good about coming to work ”

We are inclusive

Survey results told us that BAME staff faced more inappropriate behaviours and had a less positive experience working for the trust compared to white staff. This has led to the creation of a UHD anti-racism plan. We have launched our [See ME First campaign](#) and our board has approved an anti-racism statement. We will also be introducing education and training for managers and staff.



We are one team

Being part of a team means working together to overcome challenges and create change, but it is also important to celebrate together. This year we hosted our first UHD staff awards with 850 nominations. We also recently held our first [UHD Cultural Celebration](#), celebrating all of the wonderful cultures that make up #TeamUHD.



We are caring

Your survey responses told us the way we communicate support available to you needed improving. As a result, we have revitalised the [wellbeing intranet pages](#) (see page 14), and introduced the [UHD Health Hub](#).

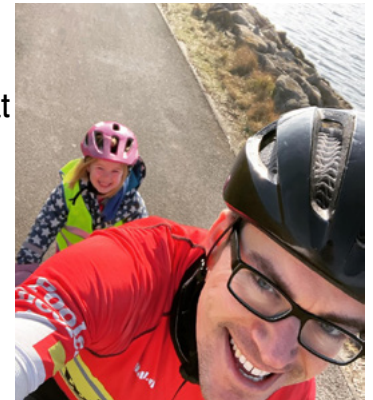
We also secured UHD Charity funding to enhance staff rest areas, and we received 80 applications.

This month we are launching [‘Wellbeing check-ins’](#) to help managers make the wellbeing of their team a priority. Find more information on page 14.



We are listening to understand

Some of you used the staff survey to tell us that travel was an issue, and a further 1,200 people completed our travel survey. As a result, we have opened a new cycle hub at RBH and we are working with the [Bicycle User Group](#) to create plans for Poole. We also offer discounted bus tickets and rewards for car sharing.



“ I want to feel safe raising concerns, and for them to be acted on ”

We are open and honest

Over the last year, almost 300 of you raised a concern to our [Freedom to Speak Up](#) team and felt the process was positive. Our [2023-2026 FTSU strategy](#) sets out how we will ensure speaking up is valued as an opportunity to learn and improve.



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

“ I want to feel satisfied at work ”

We are one team



Feeling comfortable and confident within your team is a vital part of job satisfaction, improves patient care and helps people want to stay at UHD.

We have worked with teams on their survey results to ensure leaders are responding to their team members.

We've successfully relaunched our Leadership in Action programme and are reaching more staff in our [leadership development workshops](#). The Staff Survey managers' module has also been crucial in influencing improvement.

We are always improving

We encourage everyone to use their appraisal to discuss experiences at work, and to reflect and set objectives for development. Take a look at our [FAQs](#) to find out more. We have appraisal training and resources package, and drop-in sessions for support. We also offer [coaching](#) to support you in your personal and professional development.

“ I want a manageable and realistic workload ”

We are listening to understand

Fully staffed teams make a huge difference to colleagues and patients. We're holding recruitment events and promoting roles that are difficult to fill by running paid ads on social media. If you have a



vacancy you would like support with, email sian.wright@uhd.nhs.uk. If you are leaving, please complete an exit questionnaire.

A full list of wellbeing support available can also be found [here](#).

“ I want to be proud of the care we provide and about UHD as a place to work ”

We are always improving

We will use our objectives and [Patient First](#) initiative to generate long-term culture change, empowering you to make continuous improvements and focus on providing excellent patient care. We're offering advice, coaching and training that will support you to generate ideas within your teams. If you already have an idea, [click here](#) today!



[The Big UHD Conversation](#) will pair [Culture Champions](#) with senior leaders who will hold conversations with teams to identify areas for improvement and share the great work Team UHD does every day. Find out more on page 4.

From September we will be using the [People Pulse](#) survey to regularly check in with you every month. Both this and our [2023 NHS Staff Survey](#) are vital to help us make improvements based on your feedback.

NHS Staff Survey - do we have your email address?

This year we will be collecting all your responses for the Staff Survey digitally. In line with our [UHD Green Plan](#), this more sustainable option will stop thousands of paper surveys and reminders being delivered. You will also be able to access your survey invite on your phone.

To send you the survey, you need a personal or trust email address saved in your personal information section on [ESR](#). Simply [follow the steps in this guide](#) (page 6) to check or amend any personal details by 31 August.

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

Transformation update

First patient helps celebrate theatres opening

#TeamUHD came together with stakeholders and partners last month (18 July) to see patient Julie Hills cut the ribbon on our new Poole theatres.

The new building is at the centre of our plans to create the major planned care hospital for our region. This will help to shorten waiting times, provide easier access to planned care and deliver better outcomes for patients. The ceremony was attended by UHD colleagues with special guests Jacqueline Swift, Deputy Lord Lieutenant of Dorset, Deputy Mayor of Poole, Cllr Tony Trent and Deputy Mayoress, Anne Trent.

As part of the event, our CEO Siobhan Harrington handed out several staff excellence awards to colleagues who had been central to the project, including:

- Steve Harris - theatre stores manager
- Jacqueline Bardner - trauma theatre
- Sean Bartlett - trauma theatre
- Stuart Mondon - estates
- John Heppell, James Meachin, Kirsty Duncan, Jacqui Hayfield - theatre education team
- Louise Campbell - theatres matron
- Andrew Ward - theatre directorate manager

You can find see the full story [here](#) and media coverage [here](#).



Your feedback matters



The integration assessment for 2023 is now open. Your participation is greatly appreciated as we evaluate our progress in integrating services post-merger.

We have seen:



increase in cross-site meetings



improvement in clear vision for services

In support of this assessment and to ensure readiness for the upcoming reconfiguration of services in 2024/25, we've introduced service reviews, offering a comprehensive evaluation of each service's progress and evidence.

The assessment takes less than 10 minutes to complete and the deadline for completion is 18 August. Take part [here](#).

You can find out more about our Team UHD objectives [here](#) - your feedback is crucial in identifying areas for improvement.

For any questions or additional information, please contact your transformation manager or a member of the strategy and transformation team [here](#) or organisational.development@uhd.nhs.uk

Looking forward with Forest Holme Hospice

Forest Holme Hospice's refurbishment project has started, with the installation of two patient hoists, adding private bathrooms to the multi-bedded bays, and an internal redecoration.

Paul Tucker, communications manager for Forest Holme Hospice Charity, said, "This

project has been funded by generous donations and grants to our charity, so we would like to express our heartfelt thanks to all those who have donated and made this work possible. The completed work will maintain and enhance the already exceptional services we provide, offering a safe,

comfortable, and supportive environment for patients, their families and hospice staff."



Save money with our cycle to work scheme

Are you thinking about purchasing a bike? Our cycle to work scheme is a great way to save money, reduce vehicle pollution and get fit. Last year, 148 new members of staff took advantage of the scheme, and you can too! [Click here](#) to find out more.

Protecting your bike

Bike theft is very common in the UK. Between July 2021 and June 2022, 74,421 bike thefts were reported to the police in England and Wales. That's equivalent to one bike being stolen every seven minutes!

There are no completely fool-proof ways to prevent bike theft; however, there are plenty of steps you can take to make stealing your bike more effort than it's worth to the would-be thief.

1

Double lock - using two locks slows thieves down and makes your bike less of a target. Use two quality locks, at least one of which is a D-lock.



2

Lock the lot - and both wheels to a secure cycle stand as close as possible. Take any removable parts with you. If you would like to use bike sheds across the trust email travel.team@uhd.nhs.uk for a key.

3

Register - your frame number on a national bike registration database. You can also get your bike security marked. It's a highly effective, visible deterrent to bike thieves. If your bike is ever stolen and recovered by the police, it can be traced back to you.

4

Act fast - If your bike has been stolen, contact the police as soon as possible by calling 101 or by reporting online.

EcoEarn winners for Bike Week

Last month we asked EcoEarn users to submit their cycling photos to be in with a chance for winning a selection of Muc-Off goodies. Well done to Claire, Kevin, John, Nicki and Catherine!

If you would like to be the first to know about future competitions and win vouchers throughout your sustainability journey, sign up to **EcoEarn** [here](#).



Keeping busy with our dementia and delirium team

Our dementia and delirium team supports individuals living with dementia, delirium or both across RBH and Poole. We use comprehensive holistic assessment and reviews, multidisciplinary team working and personalised support plans to provide patients and their loved ones through their hospital journey. We also have a role in education and awareness.

Here is what the team has been up to...

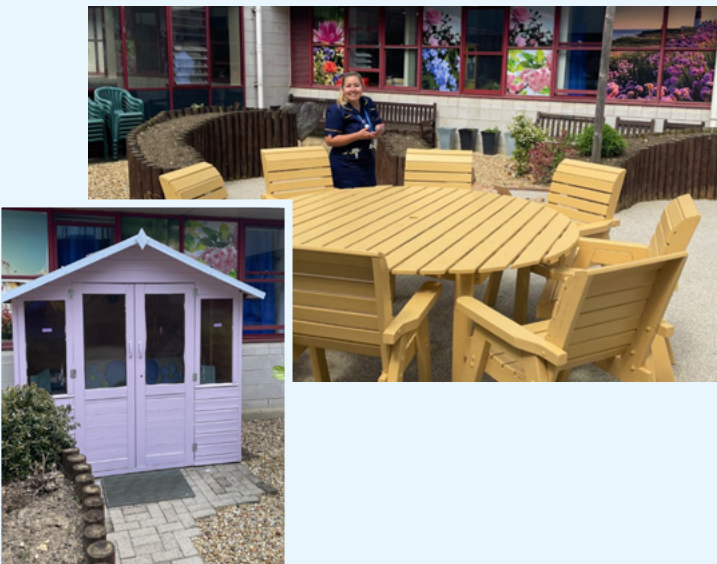
Celebrating awareness months

In March we celebrated Delirium Awareness Day and in May we celebrated Dementia Action Week. We hosted information stalls at our hospitals to educate colleagues on our services. We also held competitions to test our colleagues' knowledge.



Improving our services

We have enhanced our garden at RBH for the benefit of our patients, thanks to kind donations. Our team and volunteers have come in on their days off to help. Please ask us for access if you'd like to take your patient living with dementia or experiencing delirium.



We have written the new delirium guidelines which is in the final stage of approval and a delirium screening tool and pathway is coming soon.

Out and about

Members of the team attended the Alzheimer's Society conference and presented to Oakley Friends (a local group of carers who care for loved ones with dementia). We've been busy promoting the new activity boxes-DEM boxes. As well as hosting activities, such as Paws therapy dog, garden fun and 1:1 therapeutic engagement sessions.



Network news

Safe to be me at UHD

UHD Pride Network

Throughout July our UHD Pride Network was busy meeting colleagues and collecting pledges of support for the LGBTQIA+ community. So far, 400 of #TeamUHD have pledged to play their part in creating a safe workplace culture which values diversity, champions inclusion and celebrates all identities.

Email pride.network@uhd.nhs.uk to make your pledge and receive a new pride lanyard and pronouns badge.



UHD Pride Network

Safe to be me at UHD
I pledge to...

- Advocate and speak up for the human rights of the LGBTQIA+ community
- Challenge hate speech, oppressive behaviour and discriminatory language
- Use gender inclusive language and place value on a person's pronouns
- Create a safe workplace culture which values diversity, champions inclusion and celebrates all identities
- Create a safe healthcare environment for our patients and service users that values individual identity and reduces health inequalities

Name: _____
Date: _____

Join our network

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



July also saw the annual Bourne Free pride event featuring a parade of over 100 vehicles including our very own UHD open top pride bus.

“We would like to thank everyone who celebrated with us; the positive energy on the day was unbelievable. The parade was a fantastic opportunity to share the message that UHD is a safe place for our community.” -

The UHD Pride Network



Could you be a See ME First ambassador?

Listen **Speak up** **Support** **Challenge**



[See ME First](#) ambassadors play an important role in championing the See ME First campaign. You will work alongside our equality, diversity and inclusion lead and [BAME staff network](#) leads to promote the campaign throughout the trust.

This may include manning a stand, carrying out trolley walks and joining meetings to give a brief overview of See ME First.

If you could commit one hour per week to the campaign, please email organisational.development@uhd.nhs.uk to register your interest.

Find out more about becoming an ambassador [here](#).

Scan the QR code or click [here](#) to make your See ME First pledge.



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

August's UHD Health Hub



This month we're focusing on fitness with great offers from The Village gym in Bournemouth and Anytime Fitness in Poole.

There's a guide to your new [Thrive Wellbeing intranet pages](#) which now include mental, physical and financial health support and services as well as new features such as your [Team UHD community noticeboard](#) and every edition of [UHD Health Hub](#) too.



Check-in with your team

This month we're launching '[health and wellbeing check-ins](#)' to encourage leaders to have open conversations with individuals in their teams and ensure they feel supported and empowered. The aim of this new initiative is to create a culture where you feel heard and valued and diversity is respected.

Health and wellbeing check-in

Ask Assess Assist

A health and wellbeing check-in has three key steps:

Ask

Ask open questions and actively listen to your team in order to provide staff the opportunity to have a confidential discussion about their wellbeing and what impacts on it.

Assess

Think about the responses of your team and reflect on how to best support the individual and protect their wellbeing.

Assist

Identify areas for support and signpost effectively.

Take a look at our [Thrive wellbeing intranet pages](#) for the full guide to health and wellbeing check-ins and conversations and download the resources.

Start spreading the news...

Sharing a regular newsletter with your team is a great way to make sure everyone is up to date with what's happening in your department. We've created a publisher template for you to use, full of tips to help you make the most of your newsletter. Remember you can still send any updates to the communications team if you would like your news to be shared across the trust.

Email communications@uhd.nhs.uk to get your template.



Top tips to transform your team meetings

Good communication is the key to a successful team



Communicating well can be challenging. As individuals, we may feel less secure or valued when things around us are changing, so it is vital that we create a supportive and safe environment within our teams in order to communicate well with one another.

Both team leaders and team members have a role to play in improving communication. Whether face-to-face or virtually, creating time to be together as a team is important to make sure you are able to share updates, messages, learning and news.

Here are some tips to transform your team meetings, so everyone gets the best from them:



Make sure everyone has the opportunity to contribute to the meeting

If you know you are going to be discussing something in particular, you may want to share an agenda beforehand to allow people some time to gather their thoughts.



Everyone listens and communicates in different ways

Make sure you are adapting your communication style to appeal to everyone in your team.



Focus on the people as well as the task at hand

To make your meetings as inclusive as possible you can use 'check-ins' to get everyone's voice in the room. An example; 'What are you proud of this week?'



Make sure your team understands your messages

Allow others to ask questions and clarify, and check-in with the room to make sure they understand your message so you are all on the same page.



Role model what you expect from your team

How you decide to behave, share your feelings and your body language will have an impact on your messaging.



Respect everyone's contribution

Make sure you create a safe space so that everyone feels happy to share their ideas and feelings. If you don't, you might miss some of the best ideas! This is also a great way to role model collective and inclusive leadership.

**We are
#TeamUHD**



Peter's ponderings...

with Dr Peter Wilson, chief medical officer

July and August have traditionally been months where we take holiday, breathe and prepare ourselves for winter.

Over the last few years it feels this has disappeared completely. We are recovering from Covid-19, industrial action, managing elective recovery, moving forward with departmental moves, and preparing for a CQC inspection all with full EDs and wards.

As I sit writing, we have just heard that the CQC will not be visiting us as planned, but we will be part of a new inspection regime as part of the ICB in September/October. The cancellation has been met with mixed emotions. The predominant emotion is relief - not because we should ever be fearful of being inspected - but because of the huge amount of work that visits generates for all of us. For others, it was met with disappointment as huge amount of preparation had already been undertaken and were quite rightly keen for recognition from the visit.

An increasing voice being heard from many organisations questions the usefulness of these visits. Being inspected when everyone is already working in difficult times seems counter-productive. **So, why should we put our heart and souls into these visits?**

The first, for me, is about celebrating what we are accomplishing everyday as an organisation. The incredible effort and care being delivered is something worth talking about.

From the changes on the orthopaedic wards to improve care for patients with fractured neck of femur injuries, to maternity triage pathways (the real disappointment shown on the day CQC cancelled visiting them epitomises how hard everyone has worked), to changes in ED around the introduction Agyle. I am struck daily by how much is being done to improve patient care.

The next for me is to remember the original purpose of the CQC, to ensure our organisation provides safe, effective, high quality and compassionate care. Therefore, it should be less about the visit and more about how we embed this in our daily lives.

This is harder, when everything around us gets more difficult. **So why?** Well, the obvious reason is the sheer magnitude of the task. This is one of the reasons we end up concentrating on the CQC just before they arrive, the rest of the time we are concentrating on keeping all the balls in the air. However, the harder we struggle to just keep the balls in the air, the less able we are to look

beyond just being able to keep going. I am feeling a bit like this now, all I can see is my own stress and the issues I must deal with. I start to lose sight of those around me and the population we serve.

So how do I, and all of us feeling the same way, try to stop this happening and get back to what we all want - to deliver the excellent care every day?

The first is time away from the workplace. This allows us to re-charge, reconnect with those around us without all the pressures at work. The second (and I think this is so important), is the recognition as and when we feel "the walls closing in". Being able to talk about it, telling others when we're struggling is important. Remember to ask for and accept support when you need it. I believe this will allow us to build the relationships, ways of working and support required for us to sustain ourselves and each other through what is inevitably going to be a difficult winter.

So, I really hope you all get time off over the next month or two, and that you come back refreshed. We need you, and your motivation and drive to create the working environment I know every one of us strives for and a workplace we are all proud of.

Peter

SPOTLIGHT ON: **Beating Together** with cardiology

“A fantastic opportunity to improve the service offered to our cardiology patients...”

Beating Together is an electronic platform that came about when the team in cardiology identified two key gaps:

1. Lack of easily available and accurate information for UHD cardiology patients
2. Lack of peer-to-peer support for patients/relatives who have recently had a cardiology diagnosis or undergoing cardiology procedures

Developed from patient focus groups, the platform allows patients, family members and carers, to be invited into a private space relevant to their condition, where there is a raft of resources written by our clinical teams and signposts to external resources.

There are also several peer-to-peer support areas that allow patients, family and carers to share their lived experiences, with the platform being moderated by our team of internal hosts and volunteer patient hosts, ensuring it remains patient driven.

And it's not just patients who are benefiting.

Cheryl Richardson, nurse and cardiology service manager, said:

“Most ward-based staff have limited access to work emails and can often miss key communications. The ability for mass communication and instant access to resources that aren't dependent on location, also felt like an ideal solution to supporting staff better.

“A private staff area was created on the platform accessible from phones and laptops, containing a news feed along with relevant information on topics such as lunchtime presentations, appraisals, transformation updates and UHD wellbeing links - which often staff don't feel comfortable or have time to review within work.”

Cheryl added:

“Beating Together is a fantastic opportunity to improve the service offered to our cardiology patients and offers an innovative digital solution regardless of age, condition or technical ability. We hope that by expanding this platform to offer an environment for staff will improve communication and cohesion in cross site working.”



If you would like to find out more about Beating Together - or about how such a platform could work in your speciality, email cheryl.richardson@uhd.nhs.uk

Level 5 coaching apprenticeships are now open!



Starting in November 2023, this 15 month apprenticeship will see you become a qualified, accredited coach.

What does it mean to be a qualified coach at UHD?

You will become part of our UHD network of coaches and support our staff in their continued personal and professional development, as well as join the Dorset ICS coaching register to coach colleagues across the local health and care system.

Who can apply?

Applicants must be employed in a relevant role, such as experienced managers, managers of multiple teams, roles that input into strategic plans, or roles engaged in operational leadership.

Where can I find out more?

You can find more information and apply [here](#). You can also look at the [course brochure](#) which provides details of the content and structure of the course. If you have any further questions, email organisational.development@uhd.nhs.uk

All applications require line manager support and must be completed by 30 August.

Remembering with Macmillan

Our Macmillan Unit bi-monthly memorial services have started again at Christchurch Hospital Chapel after covid-19 halted them, led by our chaplain Nick Williams. Families and friends of someone who has died under Macmillan care, anywhere in country, can attend.

Invitations to attend are also included in the bereavement packs, which are sent to next of kins after their loss. Although mainly a Christian service, all faiths and needs are addressed in the service, and everyone is welcome.



The marquee becomes...



The Mallard

We ran a competition asking for your help to rename the marquee at RBH to go with the new furniture inside. We had fantastic shortlisted entries and asked our exec team to vote for their favourite. The winner was **The Mallard** as suggested by Nathalie Booth, palliative care nurse, Lisa Moore, PA and Julie Larard, ward clerk.



Remember:

The marquee is a fantastic space to spend breaks with a view of the lake and of course the ducks, especially during our typical British summer! It is full with comfy new furniture too and the space can also be [booked](#) for meetings and events. Please take care to return any furniture you take outside of the marquee to help us keep the space as nice as possible for everyone.

Coming together for the new medical leadership programme

A group of doctors gathered at BU last month for the first medical leadership programme for medics.

They spent the day exploring how leaders can inspire others, facilitate effective change and update their skills in clinical,

education, governance, people and finance resource management.

Peter Wilson, chief medical officer, said: **“The new medical leadership programme is an exciting new edition to our education programme. We are**

really pleased to be working with BU to deliver this two-day course and look forward to developing it further.”

Although currently aimed at doctors, much of the content could be adapted for other professions in the future - something our professional leads are looking into.

Students awarded for exceptional work



Students have been recognised for their achievements at the annual BU Faculty of Health and Social Sciences awards ceremony on in June.

Zoe Godber-Ford won the UHD Outstanding Student Nurse Award.

She said: *“I’m incredibly honoured and proud to receive this award. I am grateful for the university and my mentors, supporting and guiding me through the start of my nursing journey. This award has motivated and inspired me to continue pursuing my passion for nursing, and I hope to make a positive impact in the future of nursing.”*

For a full list of the winners, please click [here](#).

BU-UHD data and digital leadership taster sessions success

Some 54 staff from across UHD attended one of the recent data and digital leadership taster sessions.



The sessions gave an insight into the three new CPD units including understanding, working with and communicating data. Co-designed for UHD colleagues, the programme is designed to be as inclusive as possible and as relevant to clinical and non-clinical areas.

Sue Varley, BU-UHD partnership programme manager, said: “We were really delighted to see colleagues from a wide range of departments attend our taster sessions, helping us ensure that the programme is tailored to staff needs.”

The three units can be taken with assessment as 20 credit CPDs at either level 6 (degree) or level 7 (masters).

Sign up now - our new BU-UHD data and digital leadership course

The application process for the three modules for the data and digital leadership CPD is now open! You can find the application form [here](#).

There is a [CPD quick guide](#) to help you answer any questions you or your manager may have.

Successful applicants will be contacted by email and asked to complete a further academic registration form so that BU can check your qualifications and get your details into the BU system. If you need further details/support in the application process, please contact BU-UHD partnership programme manager at susan.varley@uhd.nhs.uk

Walk for Wards 2023

Sign up for Walk for Wards taking place at Upton Country House on Saturday 14 October and raise money for a ward close to your hearts.

Tickets are £5, and you can choose to walk a 3km, 5km or 10km route around the historic grounds before enjoying a selection of stalls, refreshments and live entertainment. Hot Radio will also be live at the event and bringing all the fun throughout the day.

Why not challenge yourself to raise £75 to



mark 75 years of the NHS? Every pound raised through sponsorship will be helping us to support your chosen ward.

We look forward to seeing you there!

Sign up today at UHDcharity.org/walkforwards

Roll up, roll up!

Take part in our charity lottery to support our hospitals and be in with a chance of being our next winner.

Just £1 can turn into thousands with amazing prizes worth up to £25,000. With 60p from every £1 going towards supporting our hospitals, your donation can help us continue do even more for our patients and fund the extra items that are beyond what the NHS can fund.

If you enter before 31 August, you may be in with the chance of winning an extra prize such as a new Samsung TV, a summer getaway and more.

What are you waiting for? Go to uhdcharitylottery.co.uk to sign up.



On the Nash for Gully's Place



A big thanks to our talented hospital band, *On the Nash*, for performing all their pop and rock classics live at Canvas in Bournemouth in July. Hitting every note with their fundraising, Brian, Claire, Dean, Josh and Matt raised £2,290 for Gully's Place! Well done.

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

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



Wayne's Selfie Day

Pop to the Dolphin Centre at Poole on Saturday 19 August, 9.45am - 4.30pm, to meet Wayne Mandeville, theatre support technician.

Come along with the family for free and enjoy some selfies in front of a choice of 3D backgrounds and characters like Starlord, the Mandalorian (pictured) and more. After snapping some pictures, you can also donate to support our hospitals.



A bloomin' good garden makeover

Thanks to generous supporters, we're giving a special garden which is used by patients receiving treatment for cancer a marvellous makeover.

Billy Stewart, operational manager for cancer care, said: *"Thank you to everyone who donated and for the UHD charity for making this happen. It is fantastic that this space will be peaceful and comforting for anyone coming through our doors."*

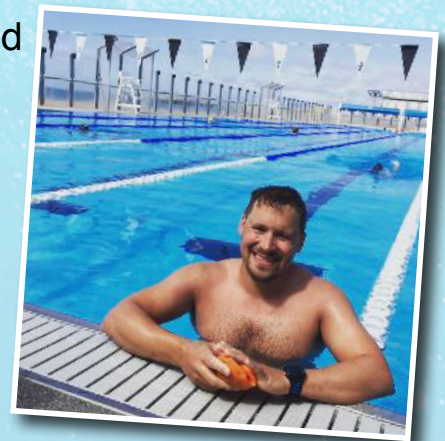
There will also be a special memory wall for colleagues, families and friends to remember their loved ones.

Swimming 25km for 25 years of SPRING

This September, Dan Lovett will be swimming 25km from Studland to the Needles Lighthouse on the Isle of Wight. He will be battling waves, jellyfish and more to support SPRING and the work they do to support those who are facing bereavement from baby loss.

This year, Dan and his wife were over the moon to be expecting their first baby. However, a devastating scan revealed no heartbeat. Receiving support from SPRING helped them to navigate this new chapter in their lives.

Dan said: **"Talking openly and honestly in the safe environment provided by SPRING has allowed my wife and me to grow and heal together. I will never be able to thank them enough for all that they have done, but I can swim the distance to make a difference."**





Let's talk about IT

Improving discharge summaries

Our IT Projects/eForms teams have been busy developing a new day case discharge summary with a view to go live next month.

They have been engaging with colleagues across our hospitals, as well as the digital clinical lead for our NHS Dorset ICB to ensure it works well for GPs too.

The way it is transmitted to GPs, the Dorset Care Record and CHIE (Hampshire care record) is now being tested

This form will replace the existing Poole day case discharge summary and enable colleagues across RBH and XCH to move away from paper discharge summaries.

The project team are currently visiting wards to demo the new summary. If you have any queries or would like us to visit your ward, email kerry.fleet@uhd.nhs.uk and john.hutchence@uhd.nhs.uk.

New EPR clinical letter

A new clinical letter function is now available in EPR which, when submitted, electronically sends the letter to the GP and Dorset Care Record.

Consultants have permission to use this already and if you dictate/create letters and would like to use this function, just [click here](#) for how to get access. You can also find FAQs and training sessions on this page.

This new function is optional and can be used as an alternative to eCaMIS letters or in addition to.

Dr Rupert Page, consultant neurologist, said: “The IT team has been very quick and helpful in responding to issues and adding improvements. There has also been a real sense of community that has developed in the Teams channel associated with it. The next challenge is how we can improve it further.”

Dr Carl Heffernan added: “The clinical letter is much easier to use for the whole team. The work around this has certainly embodied our trust value of one team!”

Lose the loose paperwork

Health records is receiving large amounts of loose clinical paperwork which should have been filed into the case note folder before being returned to the scanning bureau. There should be no loose paper within the casenote folder, using both plastic clips on the two filing spines to plumb the document behind the correct section separator. This poses a serious clinical and governance risk relating to loss of patient information.

Documents that are sent to the bureau because the case note has already left the ward/area, must have a correct eCamis patient ID label attached on each individual sheet. Multi-page booklets need just one label on the front page. Blood labels and ED labels are not compatible with scanning.



On board with the Dorset Care Record?

This is the shared care record for Dorset and can provide you with a comprehensive single view of an individual's health and social care information.



Information is available through the system 24/7 at touch of a button and now includes demographics, encounters, allergies and adverse reactions, referrals, alerts, medications, correspondence, radiology, pathology and care plans.

Using this information can reduce unnecessary correspondence with GP surgeries.

To request your own access to the DCR, go to [Account Requests - Dorset Care Record - Staff area \(dorsetcouncil.gov.uk\)](#). Once you've completed the [DCR mandatory e-learning module](#) and passed the associated assessment, you will be sent log-in credentials. The training should only take about 15 minutes.



Infection control measures also apply to your PC!

By only installing trusted software via the IT Software Centre, you can prevent our trust being exposed to viruses.

Downloading and installing unapproved software such as PDF editor, presents a severe risk, and has resulted in some trusts shutting down completely due to 'Ransomware' spreading throughout their machines. This cost the NHS £90m in 2017.

If you can't find the software that you need, call **4222** or log a job on the IT portal.

Access to the Spine has changed

The Summary Care Record (SCR) has been replaced by National Care Record Service NCRS. To access the Spine now you will need to go to Edge - Managed Bookmarks - Clinical Systems and select: National Care Records Service (NCRS). This will

not affect your smartcard and it will continue working as before.

For any issues or concerns, email support.digitalservices@nhs.net, or richard.jordan@uhd.nhs.uk for questions about the roll out of NCRS at UHD.

Ask me...

Join us at 12.30pm on Friday 25 August for the next 'Ask Me', hosted this month by our deputy chief medical officer, Dr Ruth Williamson.

It's a great opportunity to ask questions, raise concerns or share your views about all things UHD with leaders from across our trust in an informal setting. You can join the meeting [here](#) and pop any questions in advance to communications@uhd.nhs.uk



Do you have questions about appraisals?

Whether you are preparing for your appraisal or are a manager who will be holding appraisals with your team, come along to a drop-in session with the organisational development team and ask any questions you may have about the appraisal process.

The next session is **Tuesday 15 August 12-12.30pm.**

Join the session [here](#).

Save the date

Save the date for our next 'Understanding health' talk with **Parkash Ramchandani**, consultant in oral and maxillofacial surgery. Parkash will be presenting on the subject of face and neck cancer. This event will be taking place on **17 October at Bournemouth University.**

More details to follow shortly!



Join us for our Annual Members' Meeting

Our next Annual Members' meeting (AMM) will be held in the education centre at Poole at **9.30am on Saturday 9 September**. The event, also be live streamed on Teams, will include presentations from chief executive, Siobhan Harrington, chief finance officer, Pete Papworth on our 2022/23 Annual Report and Accounts and forward planning for 2023/24. There will also be a presentation from our Council of Governors.

Booking is encouraged due to limited capacity. Please email FTMembers@uhd.nhs.uk with names and contact details of who would like to attend and ask questions or call **0300 019 8723** or find out more [here](#).

NHS
University Hospitals Dorset
NHS Foundation Trust

Annual Members' Meeting (AMM)

10am Saturday 9 September 2023

Lecture Theatre, Education Centre, Poole Hospital

FREE PARKING

Live streamed through Microsoft Teams

Information stands and refreshments will be available from 9.30am

Presentations from:

- Siobhan Harrington**, chief executive officer
2022/23 Annual Report and 2023/24 Forward Plan
- Pete Papworth**, chief finance officer
2022/23 Annual Accounts
- Sharon Collett**, lead governor
work of the Council of Governors during 2022/23

If you would like to submit a question at the AMM and/or book your space, please email FTMembers@uhd.nhs.uk or call **0300 019 8723** by Saturday 2 September 2023. Questions submitted in advance will be prioritised at the meeting and booking is encouraged due to limited capacity.

An Understanding Health Talk on Safeguarding Adults will immediately follow the AMM



Making memories together

A special well done to the team on ward 11 at RBH for organising two weddings at very short notice. Coming together to make these special moments for our patients and their loved ones is a wonderful way to live our UHD values.



The team decorated their outside space and put on a spread with food from our catering team and donations from Waitrose.

A big thank you to haematology and oncology day unit (HODU) for supporting the ward by providing cover for one of the weddings so the staff could attend the service with the patients.

Leading the way with cardiology

Our cardiology team recently celebrated treating over 100 patients in under six months with revolutionary new technology for atrial fibrillation procedures.

Dr Richard Bala, consultant in cardiac electrophysiology said: "We are delighted to be one of the first sites in the UK to offer this revolutionary technology in the management of atrial fibrillation. It is very safe, effective and quick and we feel should be the go-to approach for any patients undergoing AF ablation for the first time."

Read more about the trial [here](#).



Anaesthetists rewarded for high quality patient care

Our anaesthetists have been accredited under the prestigious Royal College of Anaesthetists (RCoA) [Anaesthesia Clinical Services Accreditation \(ACSA\)](#), demonstrating our commitment to patient safety and care excellence.

ACSA is the RCoA's peer-reviewed scheme that promotes quality improvement and the highest standards of anaesthetic service. To receive accreditation, departments are expected to demonstrate high standards in areas such as patient experience, patient safety and clinical leadership.

Dr Deepa Kallayiram, consultant anaesthetist, said:

"A lot of perseverance, resilience, team effort, engagement and cooperation from colleagues across all three sites was key to achieving the accreditation.

"Increased morale and team spirit was one of the positive outcomes from this process and we are very proud of maintaining our ACSA accreditation and achieving re-accreditation."



Well done all!

The Brief



Wednesday 9 August - spread the word

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

Update	Shared?
<p>CQC: The CQC stood down our well led inspection planned for this month as it focuses on the highest risk services across the NHS. Read more on page 7.</p> <p>Industrial action: Our junior doctors are taking part in BMA strike action from 7am this Friday 11 August until 15 August, and our consultants on 24 and 25 August. Keep up to date via the Staff Bulletin and intranet.</p> <p>Culture Champions: We need Culture Champions to play a central role in our new culture development project 'The Big UHD Conversation' which will support the Patient First programme. See page 4 for details of how to put your name forward.</p> <p>Tackling violence and aggression: Violence in the workplace from patients is never ok. See page 6 to learn how we are working towards protecting you and our patients.</p> <p>NHS Staff Survey - you said, we did: Do we have your email address on ESR? This year's survey will only be sent electronically. We also reflect on our feedback from last year and the positive changes you have helped to make on page 8.</p> <p>Transformation: The integration assessment for 2023 is now open, helping us evaluate our progress in integrating services post-merger. See page 10 for more info.</p> <p>Wellbeing: Read the latest edition of our UHD Health Hub and learn about our new health and wellbeing check-ins on page 14. You can also find top tips to transform your team meetings on page 15.</p> <p>Let's talk IT: We are looking at a Dorset-wide option for a new EPR which enables UHD to go live sooner. You can read other IT updates on page 22.</p> <p>And finally... Learn how to keep your bike safe, latest events with our UHD Charity, recruitment round ups, team spotlights, Network News and more!</p>	

Staff questions or comments (continue overleaf where necessary):

Department:

Signed:

Date: