

The Brief

August 2025



A day in the life of a porter

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The Brief



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>Thank you: Thank you for your flexibility with covering colleagues over the summer and during strike action. Your 'one team' attitude is felt across UHD.</p> <p>Behaviour Charter: This sets out the standards we expect from every member of Team UHD and has guidance on how to recognise, respond and report poor behaviour. Find out more on page 5.</p> <p>NHS.net migration on 1 September: Please ensure you are ready and see the intranet and Staff Bulletin for regular updates.</p> <p>Workforce controls: We still have a financial gap of £25m and have extended our workforce controls, including the pause on admin and clerical roles, into August.</p> <p>Transformation: Our Coast Building is delayed which has a knock-on effect on our overall timeline. See page 6 and join our next Ask Me to find out more.</p> <p>Printing patient notes: If printing medical notes, please only print what is necessary from EPR. In a year, we are having to shred around 167,000 pages!</p> <p>Network news: Our Menopause Policy is now live, read more on page 12 with resources and useful advice. You can also join our next ProAbility meeting.</p> <p>Patient Safety Conference: This takes place on 24 September at the Village Hotel. Find out more on page 14. You can also join our next Learn at Lunch on page 14.</p> <p>Art Space: We have launched our arts programme with thanks to our UHD Charity. Find out what the team has been getting up to on page 15.</p> <p>Staff Survey: Our next Staff Survey launches in September. On page 16 find top tips to help your team prepare.</p> <p>Thrive Live: Have you seen the lineup for our staff wellbeing fair, Thrive Live? See page 22 for how to book on to events now and plan early to enable colleagues to attend.</p> <p>And much more: Including Charity updates, getting published in BMJ, IG Top Tips, catch up on Cultural Celebrations, sustainability, IT updates and much more...</p>	

Staff questions or comments (continue overleaf where necessary):

Your University Hospitals Dorset

An update from Chief Medical Officer, Dr Peter Wilson



Welcome to your August edition of *The Brief*. I'm at the helm for this edition, and I know there are many of us across the Trust working different during the summer to ensure we all get some much-needed rest. So I'd like to start with a big thank you for your flexibility and 'one team' attitude, something I've seen reflected across UHD a lot these past few weeks.

I'm not sure there's ever a quiet period when you work for the NHS, and we've certainly had our fair share of challenges this summer. A lot of hard work went in to planning for last week's strike action by some of our resident doctors, and as ever our priority was on patient safety. Thank you to all those who pulled together to make sure this was a UHD effort.

This Team UHD approach is at the heart of our new **Behaviour Charter**.

How we act directly impacts the experience of everyone around us. The Charter delves deeper into our values and sets out the standards we expect from every member of Team UHD. It also has guidance on how to recognise poor behaviour, respond to it, and report it. I encourage you all to read the charter and to share it within your teams. You can also read more on page 5.

Our **Cultural Celebrations** in July were a timely reminder of the importance of kindness, respect and inclusivity. I'm immensely proud to work for an organisation as multi-cultural as ours and believe we are richer for it. At our Poole celebration, we were fortunate to hear from Peter Roxburgh from the Florence Nightingale Foundation. His words really stood out to me: *"Cross cultural work isn't about changing who we are, it's about*

understanding and adapting to who we are with".

We have to adapt to a lot here in the NHS and it is clear to me we are better when we work together. Thanks to your team working, we have seen some real improvement in diagnostics and our elective performance in recent weeks. Our four-hour ED performance remains a challenge, however, and we need to maintain our focus on this over the summer months.

Our sites remain incredibly busy, with our **transformation programme** running alongside our day to day work. There has been a delay with our Coast Building at RBH, which has a knock on effect on our overall timeline, including moving services like our Poole ED and Paediatrics to RBH, and officially making Poole our planned care site. While this is frustrating and beyond our control, please keep up the pace on ensuring we are 'move ready', and learning from others to ensure a smooth transition when the time comes. We will look to give an updated timeline at our transformation 'Ask Me' special on 19 August.

We also all need to play our part in **protecting our NHS pound**. We still have a financial gap of £25m and have made the difficult decision to extend our workforce controls into this month, including a further



#TeamUHD

Behaviour Charter

Being a member of Team UHD means living by our values. Our values and behaviours were created in partnership with our staff and patients. They make sure we provide our patients with excellent care, and our staff with a great place to work.

This charter sets out the behaviours we expect from every member of Team UHD and what to do when they are not met.

We also promote our Trust behaviours with our patients and visitors. [Read them here.](#)

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

pause on recruitment for admin and clerical roles. These are really difficult decisions and I know many of you have your concerns. The reality is we're trying to reduce our headcount without making any redundancies which isn't easy. We are doing all we can to avoid front line impacts from this significant financial challenge, for example, the NHS.net migration delivers £850k of savings every year without any impact on workforce numbers or patient care. We will continue to work with you on reviewing our programmes of work to support the financial health of our Trust while ensuring safe patient care remains at the heart of all we do.



On the topic of **NHS.net**, this migration is happening on 1 September. Please can you ensure your teams are fully prepared to avoid disruption, especially around ensuring multi-factor authentication has been enabled.

Later next month we'll be hosting our **2025 UHD Patient Safety Conference** on 24 September at the Village Hotel, Bournemouth. This event is an important focus on safety culture, system thinking and compassionate engagement. Lots of you have signed up already, and we are really keen to get representatives from all across UHD. Could you nominate a colleague from your ward or area to come?

Providing safe care wouldn't be possible without focusing on our own wellbeing. **Our**

Thrive Live Week returns at the end of the September, with the [full lineup available now](#) so you can plan ahead and make sure your teams can access their chosen events. Good health and wellbeing is not an optional extra - preparing for the difficult winter months is essential to ensuring our staff Thrive all year round.

On that note, please look after yourselves and I hope you get some time away from UHD this summer. And for those of you around on 26 August, do head to RBH and see some of my colleagues take part in '**Soak the Execs**', a cold water dunking in aid of our UHD Charity. I promise I booked my own leave before this date was set!

Peter

Meet our Ward Clerks...

If you've ever spent time on a hospital ward, chances are you've seen a Ward Clerk. Often the first face you see when you arrive. But beyond that reception desk, how much

do we really know about their role?

Next month marks the start of a new series shining a spotlight on the often unsung heroes of the NHS.

We'll be hearing directly from those working in the role, the colleagues they support, and staff who began their careers as Ward Clerks. Through honest interviews and personal reflections, we'll explore what it's really like at the heart of our hospitals.

Patient First in ED

Our ED teams at both sites regularly meet to discuss their ideas for improvements. The teams look at information to see how they are doing in areas where they want to see improvement. To be a great place to work the team is looking at how often everyone can take breaks to look after each other's wellbeing. Looking at the metrics each week helps them to identify improvement ideas to try, and they also review how long patients are waiting to be seen to identify any delays.

A huge thank you to the teams in our emergency departments for their hard work and commitment to improvement.



Patient First

Provide excellent healthcare. Be a great place to work.



Team UHD Behaviour Charter

How we act directly impacts the experience of everyone around us. You have told us that poor behaviour from staff, patients and visitors has affected your wellbeing, health, and safety. These behaviours range from incivility to bullying, harassment and violence.

We identified that we share a lot of messages about our values, but there is still a lack of clarity about the standards we expect. This has resulted in inconsistent reporting and addressing of poor behaviours. Due to this, we have created our new **Team UHD Behaviour Charter**.

The charter brings all our messages together in one place and sets out the behaviours we expect from every member of Team UHD. It also has guidance on how to recognise poor behaviour, respond to it, and report it. The aim is to enable and empower everyone to safely challenge poor behaviour and reflect on their own behaviour.



Be a great place to work

[Click here to read the charter](#). You can also find more information about our values and behaviours and useful resources on our [intranet pages](#).

The Organisational Development Team used the Patient First A3 problem solving tool to define, explore and take action to improve messaging around values and behaviours at UHD. Find out more about [Patient First here](#).



Patient First

Provide excellent healthcare. Be a great place to work.

“Our Trust values kindness, respect, and inclusivity. The safety and wellbeing of our patients, staff and visitors is our top priority. We do not tolerate bullying, harassment, discrimination, violence or aggression. Poor behaviour that does not meet our Trust values will not be ignored or overlooked. It is everyone’s responsibility to report or safely challenge poor behaviour.”

**UHD Board of Directors
2025**

Our values are at the heart of our organisation. They define who we are and how we behave. They underpin everything we do now and will do in the future.

Our values set out what is expected from you in the way you treat staff, students, volunteers, patients and visitors. They are embedded into every part of our organisation, including recruitment, appraisals and development.

Our values should be applied to all communication with staff, students, volunteers, patients and visitors. This includes chats, meetings, or events that happen within the Trust, social events linked to the Trust and online or phone communication.

We are
#TeamUHD

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

Powering resilience at RBH

In July, a new emergency back-up generator was installed at RBH at the rear of the boiler house, next to the Stour Building.

Weighing around 50 tonnes and capable of generating 2.2MVA of power (enough to supply around 1,100 homes), this impressive piece of kit will provide essential support to our new Coast Building and enhance the resilience of our existing systems.

A huge thank you to all the teams involved in making this happen safely and efficiently.



Coast Building delay

There has been a delay with our Coast Building at RBH, which has had an impact on our overall timeline, including moving services like our Poole ED and Paediatrics to RBH, and officially making Poole our planned care site.

While this is frustrating and beyond our control, please keep up the pace on ensuring we are 'move ready', and learning from others to ensure a smooth transition when the time comes.

We will look to give an updated timeline at our transformation "Ask Me" special on **19 August**.

Ask Me...

Transformation special

Tuesday 19 August, 12.30pm



Join us for a virtual drop-in session hosted by Steve Killen, our Transformation Director, and colleagues.

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

See the intranet and Staff Bulletin for the Teams link.



Introducing EPOC

We are introducing a brand-new service set to launch in 2026, the **Enhanced Post-Operative Care Unit** or **EPOC**.

With Poole becoming our planned care site, this new unit will be a vital part of ensuring patient safety and improving their experience and outcomes.

What is EPOC?

Based at the Poole site, EPOC will be a purpose-built, six-bed unit designed to provide enhanced recovery support for patients undergoing complex surgery or those with complex medical needs after surgery.

EPOC, also referred to as a 'Level 1.5 unit', elective surgical HDU, or 'post-op high care', will be among just a few units in the country providing standalone enhanced care for complex postoperative patients outside a typical ICU environment.

This unit ensures that high levels of care are available for patients on the Poole site.

Who is it for?

- Medically complex patients undergoing a range of surgeries.
- Patients having major gynaecological, urological (e.g. cystectomy), or colorectal procedures.
- Those requiring specialist monitoring, such as epidural analgesia or strict fluid balance.



What makes it different?

Unlike general critical care units, EPOC is designed for planned admissions and will be less affected by emergency pressures.

With 24/7 anaesthetic middle-grade cover and a maximum stay of 72 hours, the unit will ensure a smooth and focused recovery journey, from theatre to enhanced care, then to the ward.

The unit will be supported by a dedicated retrieval service, which will allow rapid and safe transfer to RBH for further support and intervention as required.

For more information, contact **Anne-Marie.Bougeard@uhd.nhs.uk** or **David.Gooby@uhd.nhs.uk**.



Save lives,
improve
patient safety

Using our shared workspaces considerately

As we continue to embrace more flexible ways of working across the Trust, it's important we all play our part in maintaining a respectful, tidy, and professional shared environment.

If you're using a shared space, please take a moment to familiarise yourself with our etiquette for using hot desk areas.



'Team Talk' through times of change

Talking openly as a team is more than just sharing information, it's about connection. Whether you are trying to maintain a strong team culture, problem-solving, bringing teams together, or you are adapting processes and pathways, intentional team conversations are essential.

So, what does this really mean? And why does it matter?

An open dialogue can ensure team members feel heard and gives everyone the space to contribute. It supports a shared understanding, helping to clarify goals and responsibilities, and encourages you to tackle problems together. Most importantly, it creates an emotional connection, checking in on **how** people are doing, not just **what** they are doing.

Why not take a look at our [team development resource](#) that outlines some models for structured conversations around change that can be put into practice as part of your daily routine as a team. Give them a go and see what impact this has on your team communication.



Be a great place to work



If you want to develop your team even further, then take a look at our [Team Engagement and Development \(TED\)](#) tool. If you are a team leader and want to support your team to be as effective as possible, then this is a great place to start. We have spaces available on our September team leader training!

As individuals, we all play a role within our teams. Not only do we need to be open and honest with our team members about how change is making us feel, we also need to understand our own reactions to change and how this may impact on others. Our [Navigating Change eLearning module](#) has been designed to help you reflect on how you approach change, so why not take a look for yourself and build your skills and understanding in this area. We have had lots of positive feedback so far, which you can [read here](#).



Do you see waste and inefficiencies around UHD?

Share your savings idea and help our NHS.

#NHSpound
Use wisely

#NHSpound
Invest

#NHSpound
Protect

- Pop an email to NHSpound@uhd.nhs.uk
- Visit the productivity and efficiency team's intranet page



Click on the QR code to submit your idea

#NHSpound
Save



Working together on our financial health



Let's talk about IT

View pathology and radiology results from other hospitals

You can now view ICE patient results from the South 6 group (UHD, Dorset County Hospital, Isle of Wight NHS Trust, Hampshire Hospital NHS Trust, University Southampton NHS Trust and Portsmouth NHS Trust) via ICE OpenNet. To access in EPR, open ICE and then click on

Services menu (top right corner). Open the user guides for more detailed guidance:

[View results from other hospitals via EPR](#)

[View results from other hospitals in ICE](#)

Soaring ahead with Digital Demand

The first meeting of the Digital Demand Group in May was a huge success with the digital requests having tripled since then. The meetings were monthly but now are fortnightly to match this need.

All meetings for the rest of this year and next and [further information can be found on our intranet page](#). Need a new system or IT change? [Download your A3 and get started here](#). Our team is ready and waiting to support you.

Uploading documents to a patient record

It is **vital** that every document uploaded to a patient record is physically checked before and after uploading, to ensure the document is legible and in the correct patient record.

This is particularly important when uploading multiple documents. Always check the patient identifier on the documents match the record you are uploading to. If any documents are illegible or for a different patient, they must be reported to IT or Health Records urgently so they can be removed.

Are you printing notes unnecessarily?

Our Medical Records Team frustratingly spend their time putting piles of paper, printed from EPR and put into medical notes by wards, into a shredding bag as they are not needed. When next printing medical notes, please think about if they need to be printed. You will be reducing waste and saving time.



Use every NHS pound wisely

Poole inpatients admissions in one week	Number of files prepped	Number of unnecessary pages found	Average number of pages per file	Annual projection of how many unnecessary pages we have to shred
Monday	310	827	2.7	167076 pages
Tuesday	287	609	2.1	
Wednesday	185	583	3.2	
Thursday	186	729	3.9	
Friday	217	465	2.1	
Totals	1185	3213	2.7	

A day in the life of a porter

Approximately 78 porters undertake early, late, day, and night shifts at UHD, keeping our hospitals moving. With six supervisors providing oversight of operations and managed by Stacey Fuszard and his deputy Dave Bennett, find out what the invaluable team gets up to here...

Start of shift: We sign on to the radio which provides task management systems. Once this audible alarm sounds, we recognise the call to duty! Take a look at the breakdown of tasks below:

	May	June
RBH completed tasks	11188	10750
Poole completed tasks	6971	6423
Cancelled tasks	1306	1402
Paused/completed tasks	728	705
• Fire response	6	6
• Helicopters	16	8
• Major incident	-	1
• Major haemorrhage	6	5
• Medical emergency	92	70
• Mortuary duties	117	127
Security - calls	295	310
Specimen collections	179	159
Bloods	293	232

Porters complete roughly 18,000 tasks per month!

During the shift: The team respond to ever-increasing requests and demonstrate flexibility to new challenges. Each day is a variety of tasks, undertaken individually or as a team.



They include:

- Supervise operations, responses and coordinate safety with staff/wards
- Patient, equipment, furniture movements
- Specimen collections and transfers
- Scheduled tasks
- Responding to incidents such as fire alarms
- Hospital/personal alarms and baby tag lockdown
- Security restraints/absconding patients
- Helicopter landings
- Medical emergencies
- Mortuary moves
- CCTV management
- Air tube systems

Keeping UHD tidy:

Managing waste is a vital responsibility undertaken by the Portering Team at Poole. It plays a crucial role in supporting patient flow by ensuring departments remain free from clinical and non-clinical waste.



Waste type	June (Tonnes)
DMR recycling	4.48
Confidential	8.12
Cardboard	12.95
General	13.22
Offensive	22.78
Clinical	19.64
Total	81.19

We can undertake some 10km or 7.5 miles of walking during our shifts - almost 20,000+ steps!

Reflections on the shift: We try to conduct our responsibilities with humour and compassion. We have even been known to sing, dance and even shed a tear undertaking the variety of transfers for patients.

- **Matt Allen** acknowledges that in the last 15 years the job role has changed dramatically, and no two days are ever the same.
- Our new team member **Debbie Waterman** loves the variety but finds the equipment needed for the task not always available.
- After working in a different health service, after two years at UHD **Ian Gallanders** has noticed how meeting a variety of staff adds to your understanding of the role.

We have responded to all transformation changes with enthusiasm, but there are times when the service is highly pressured, and we don't feel valued. However, as a team we will support each other during the many emotional times of our porter journey.

We are privileged and proud to have this role, and we hope you can see this from the snapshot of these figures.

Our UHD Porters

Picture this: Enhancing patient outcomes with ward-based photography

In the demanding environment of our wards, recording skin changes, wound progression or documenting a patient incident can be time-consuming. However, there is a simple, visual way to capture and track these things: photography.

Did you know you can use your ward iPad, to take photographs and upload them directly in a patient's health record?

The impact:

- **Enhanced communication:** They can help maintain continuity of care across shift changes, department discussions, and multidisciplinary team meetings. Photographs can also reduce ambiguity in patient notes.
- **Faster, more targeted care:** Photographs offer critical insight into how a patient's condition is evolving, potentially



leading to quicker diagnosis, more precise interventions, and shorter hospital stays.

- **Evidence:** Photographs provide visual evidence of a patient's condition at specific times, which is crucial for supporting legal cases. They help corroborate clinical notes, verify the standard of care provided, and can demonstrate due diligence.

[Click here for more information about the photography process, consent requirements, how to borrow an iPad or if you need advice from our Medical Photography department.](#)

Menopause Policy now live

Our Trust Menopause Policy is now live and can be found [on the intranet here](#).

Menopause needs to be normalised, acknowledged, and accepted across all levels of UHD. By having conversations regarding the menopause, it's hoped that progress can be made towards furthering an inclusive organisational culture.

World Menopause Day will take place on 18 October this year (more info coming soon about the network's plans for the day), and October's network meeting will be focused on the Menopause Policy, where we'll be joined by colleagues from HR and Occupational Health.

[Our Women's Network](#) is here to provide support and guidance to all women and those who identify as women working across UHD, and for advice around your physical and mental wellbeing, [Thrive](#) is full of useful advice and resources.



ProAbility

It has been a busy couple of months for the ProAbility leads working on the current process for reasonable adjustments, and attending a national disability network forum.

Our next meeting is on **Tuesday 19 August** and we are delighted to welcome Katie Ronaldson talking about speech and language therapy support available, Laura Johns (Therapy Lead) who is talking about her progress and support to staff in therapies for reasonable adjustments and Tara Vachell will also update us about the Behaviour Charter.

Once recording stops, we'll have our usual safe space where you can talk about anything on your mind.

Join us at 1pm on 19 August via Teams. [Click here to join the meeting](#)

July's meeting invited Rebecca Tyler speaking to us about migraines. If you join the network, you can access the recording of this session at pro-ability.network@uhd.nhs.uk



Vital statistics July 2025

- We saw **49,624** patients in our outpatient departments
- ...and an additional **9,996** virtually
- Carried out **1,836** day case procedures
- Supported the birth of more than **352** babies
- Attended to **15,124** patients in our emergency departments
- Cared for **200** patients at the end of their lives
- Started **198** patients on their radiotherapy journey

Thank you [#TeamUHD](#)

Cultural Celebrations



Our Cultural Celebrations in July were a timely reminder of how important it is to make time for one another and celebrate the wonderful diversity of UHD.

Here are some reflections from EDI Lead, Deepa Pappu, and Practice Educator in the Student Support Team, Funke Adewoye, who both led the Cultural Celebrations committee.

Deepa: “Our third UHD Cultural Celebrations were an inspiring and unforgettable event, and some 2,000 colleagues across all sites enjoyed the days offerings.

“This achievement would not have been possible without our Board and Executive sponsors, UHD Charity, the Cultural Celebration Committee, the Communications and Organisational Development teams, our Staff Networks, Culture Champions, and all the volunteers who contributed their time and energy.”

Funke: “As we look beyond our differences, colours, shapes and individualities, Team UHD truly is ‘one team’, and our coming together for a shared story, laughter or dance is very special. (The Scottish dance always gets me, I simply love it!) The cherry on top this year was the Great Cultural Bake Off.

“We hope people will not forget how this year’s Cultural Celebrations made them feel, and more importantly, how they can continue to ensure that every day is an opportunity to make a difference.”



A focus on patient safety



Save lives,
improve
patient safety

Our 2025 UHD Patient Safety Conference takes place on **Wednesday 24 September**, 9.30am-4pm at the Village Hotel, Bournemouth

This event is an opportunity to listen to some fantastic external speakers and join collective discussions on safety culture, system thinking and compassionate engagement.

The event will consider topical challenges for safety culture including:

- How can we move away from blame to focus on system learning and investigation?
- What are the practical steps needed to support patients, relatives and our staff during a patient safety investigation?
- How can the new Patient Safety Incident Response Framework (PSIRF) support proportionate but effective learning?

- How do we challenge ourselves to ensure that safety culture is the top priority in UHD?

Bring a buddy:

Lots of you have signed up already, and we are keen to get representatives from all across UHD. If you are a matron or department lead, could you nominate a colleague from your ward or area to come?

Full details of the event can be found [here](#).

HASAT time!

HASAT provides assurance that we are following health and safety regulations. It is important that we identify environmental hazards and address any safety concerns to safeguard patients, staff, and visitors at UHD. This also supports our focus on learning, underpinned by our values 'listening to understand' and 'always improving'.

You can access the link to the HASAT form via our [Health and Safety intranet page](#). If you have any queries, please contact the team at healthandsafetyteam@uhd.nhs.uk

You said, we did

You said: What is stopping people entering the lake at UHD, especially when we move paediatrics to the RBH site?

We did: A small picket fence is being installed around the perimeter of the lake. This is to help prevent access and keep the area safe and aesthetically pleasing.



Learn at Lunch

Did you know our clinical engineering team manage almost 29,000 devices? Or that adverse drug reactions result in 16.5% of hospital admissions?

Our July Learn at Lunch was a focus on **Medical Device Safety and the Yellow Card Scheme** and covered all these topics and more, including information on our equipment library and top tips for how the team can help you.

The session was led by Alex Hendon, our Medical Devices Governance Manager, and Alicia Minns from the MHRA, and you can catch up now on our [Learn at Lunch intranet pages](#).

Save the date: Our next session is a focus on Mental Health Workstreams at UHD and takes place on 20 August at 12.15pm. [Join us here](#).



Introducing...

Our arts programme at UHD is making waves with thanks to support from **UHD Charity's arts fund**.

Here is what we have been up to...

Our Dementia and Delirium Team recently had another lovely music session with CODA. Everyone enjoyed playing musical instruments and using their own connection to music to write songs.

CODA visits twice a month, offering music and art therapy sessions that bring joy, creativity, and connection to our patients.



"We also had a fantastic clay activity with local artist Mahtab, where we all gathered around and explored our creativity through hands-on sculpting".



Thank you to our Dementia and Delirium Team for always going above and beyond to create these lovely experiences for our patients.

Art Space

Create. Inspire. Heal.

Artwork inspired by our Critical Care Unit



This piece, called **'Ecliptic - Paper flowers for wellbeing'** was created by Dr Wren Holdom. It was created over one year, and each flower represents

a patient who received care in the RBH Critical Care Unit during that time. The type of the flower represents the length of their stay. The unit looks after around 950 patients each year. Floriography (the language of flowers) celebrates the meanings that types and colours of flowers can hold.

The materials were funded by the Staff Lottery, and it will provide opportunities for connection between staff, patients, families and visitors for many years to come.

- | | | | |
|--|--|--|---|
| <p>Daisy
Purity and loyal love.
1 to 2 day stay.</p>  | <p>Buttercup
Joy, happiness, youthfulness.
3 to 4 day stay.</p>  | <p>Gerbera
Cheerfulness, happiness, loyal love.
5 to 6 day stay.</p>  | <p>Zinnia
Absent friends, endurance, and remembrance.
7 to 8 day stay.</p>  |
| <p>Pink rose
Grace and sympathy.
9 to 10 day stay.</p>  | <p>Yellow rose
Joy and caring.
9 to 10 day stay.</p>  | <p>Dianthus
Love, harmony, and family unity.
11 to 12 day stay.</p>  | <p>Peony
Compassion, happiness, health, and prosperity.
13 to 14 day stay.</p>  |
| <p>Lotus
Purity, rebirth, eternity and enlightenment.
14+ day stay.</p>  | <p>Ivy leaves
Devotion, fidelity and loyalty.
Represents staff.</p>  | <p>On this unit, we look after a number of patients at the end of their lives. They are represented with a blue butterfly.</p>  | |
| | | <p>The patients that donated their organs are represented by a pink and silver butterfly. The crystals reflect the number of recipients.</p>  | |

Please note: This artwork is on display in our Critical Care Unit which is not open to teams who do not work in this department. However, we hope you can enjoy the image online.

The NHS Staff Survey will be back this September

NHS Staff Survey

Here is what you can do to make sure your team is ready:

Share key messages

Make sure your team know what the survey is for, and why, how and when they should fill it out. Read our [‘everything you need to know’](#) leaflet and share it with your colleagues.

Prepare to answer questions

We often hear that staff have concerns around the confidentiality and anonymity of the survey. It is important to equip yourself with the information needed to be able to answer these questions and reassure colleagues that nobody at UHD will know who said what. Click to read our [FAQs](#) and [confidentiality and data handling](#) information sheets.

#SpeakUpSparkChange

Make sure your team have access to a computer

If your team do not regularly use a computer in their role then make sure that they know how they can access one to fill out the survey. Our libraries have computers available for all staff 24 hours a day. You could also borrow a laptop from them for a day and set up a space for your team to complete their surveys. All staff can also access their emails via the [@UHD app](#) on a phone or iPad.



Do you really listen to my feedback?
Yes. We use your feedback to help us make UHD a great place to work and receive care. We will get the results in Spring 2026. Your manager will then create an action plan using your feedback to make improvements in your area. Scan the QR code to read more.

Do you know who says what?
No. No one at UHD can see your completed survey or identify individual responses. We receive **anonymous** summary reports which you can view at [www.nhsstaffsurveys.com](#). Scan to read our FAQs and confidentiality and data handling information sheets.

Does my feedback really make a difference?
We need you to tell us what's working and where we can do things differently. We are committed to listening to your views and making changes to make UHD a great place to work and receive care. To do this, we need to hear from staff in every department. Read our [‘How to get us started’](#) to find out how we turn feedback into action.

How long will the staff survey take to complete?
10-15 minutes. All managers are asked to provide 20 minutes during the working day for staff to complete their survey.

How will I receive my survey invitation?
Staff will receive their personal survey invitation by email. Please look out for the email from [NHSStaffSurvey@iqvia.com](#) the subject line will be 'NHS Staff Survey Invitation: University Hospitals Dorset'.

Are the results useful for me and my team?
Our survey provider IQVIA provides us with lots of reports which help us to understand staff feedback at a Trust wide, Care Group, department and team level. Managers and their teams are encouraged to make the most of their team reports and use them to make meaningful local change.

Is there any other reason why I should complete the staff survey?
You will receive a voucher for our on-site staff restaurants.

We use surveys to listen to your feedback and use it to improve staff experience at UHD. The surveys work alongside other initiatives to deliver the NHS People Promise and measure our success in making UHD a great place to work and receive care. [Find out more here.](#)



Spark change

#ShapeTheFuture



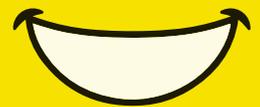
Take action

#EmpowerPeople

Have your say

#SpeakUpSparkChange





Stars shine at graduation

We are incredibly proud to celebrate the graduation of our RNDAs from Solent University. This talented group of individuals began their journey with us as Nursing Associates and through immense dedication, have now qualified as Registered Nurses.

Their progression is a testament not only to their personal commitment to professional growth, but also to the strength of our apprenticeship pathways in the Trust.



Knitted kindness

Gillian Clarke, from St Mary's Church, West Moors visited RBH to hand over matching pairs of Comfort Hearts which had been knitted by the Chatty Crafters group. Used by our Chaplains, the hearts can bring comfort and a point of contact between a patient and their loved one.



Going for gold

Well done to Helen, winner of a Cavell Star Award for going above and beyond for her colleagues.

She said: *"I love being at the forefront of innovation in patient care. I'm passionate about using technology to improve access, safety, and outcomes for patients, especially through supporting colleagues with digital tools that make their work more efficient."*

You can read Helen's full nomination [here](#).



A big UHD welcome...

...to our next cohort of F1 doctors. We look forward to getting to know you and we can't wait to see what you achieve next!





Celebrating our Snowdon stars

From cycling through the Welsh countryside, climbing Mount Snowdon and kayaking across Llyn Padarn, this amazing crew showed unstoppable spirit as they conquered our Snowdon Sea to Summit challenge.

The crew, made from UHD staff and supporters, raised funds for services close to their hearts. The final total raised is still being counted so keep an eye on our [Facebook page](#).



WALK FOR WARDS  **SATURDAY 13 SEPTEMBER 2025**
UPTON HOUSE

SIGN UP · SHOW UP · CHANGE LIVES

Family-friendly activities  Complimentary burger from Rapid Relief  Live entertainment

www.UHDcharity.org/WalkForWards



 SCAN FOR MORE INFO

TEAM UP GEAR UP ABSPELL FOR THE BEACH

LIMITED SPACES AVAILABLE!
Email UHD.Charity@uhd.nhs.uk to express interest
ST PETER'S CHURCH, BOURNEMOUTH
SATURDAY 6 SEPTEMBER, 10AM - 3.30PM

 **University Hospitals Dorset NHS Charity**
Registered Charity No. 1057366

WHETHER YOU'RE IN IT FOR THE ADRENALINE, A CHALLENGE OR THE CAUSE

TAKE THE LEAP TO RAISE MONEY FOR THE BEACH APPEAL

Megan's mission

A big thank you to Megan, the 11-year-old daughter of Team UHD staff members, for walking 26.2 miles (the distance of a marathon) in

one day, fundraising for our Stroke Unit.

She's doing it to say thank you for the care she received as a baby and as part of her family's passion for our hospitals. There is still time to help her reach her fundraising target [here](#).



Tranquil garden takes root



In July, work began on a beautiful new garden space for critically ill patients, their families and Critical Care Unit (CCU) staff at our BEACH Building.

Funded through [The BEACH Appeal](#), this tranquil garden will transform a 200m² balcony next to the CCU into a peaceful space where patients can feel fresh air and sunshine while remaining in their beds, connected to vital medical equipment.

Rachael Hopkins, CCU deputy sister and follow-up/rehab nurse, said: *“Having such a beautiful, calming space away from the clinical environment will mean so much to patients and their loved ones. It will give them the chance to feel the fresh air on their face, relax and reconnect with nature.”*

To support more transformative projects like this in the BEACH Building, [click here](#).

Educational resources for new parents

Learning to feed a newborn can be a challenge, but thanks to support from our charity, there are new resources to help parents feel more confident and supported.



These include a lifelike baby doll for hands-on practice and other practical items, which make a big difference to new mums, dads and anyone navigating those early days with their baby. It's a small but mighty example of how funding is changing lives every day at UHD.

Soak the Execs

UHD's Cold Water Bucket Challenge

Featuring...

Watch our Board get a bucket of ice-cold water tipped over their heads - all in support of UHD Charity!



26 August 12:30-1pm @ RBH Lake



University Hospitals Dorset
NHS Charity
Registered Charity No. 1027368



Got an idea to help your patients and teams feel more supported?

Check out the charity [intranet page](#) to find out how to apply for funding.

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

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

Coastal Energy Partnership launch

We have partnered with a group of local organisations to support each other on our net zero energy journeys, working together on funding bids and supporting investment into the local green economy.

Launched in July, each organisation signed up to the Coastal Energy Charter. The partnership includes senior leads and sustainability experts from Bournemouth University, BCP Council, Bournemouth and Poole College, Health Sciences University, Canford Renewable Energy and AFC Bournemouth,



and is supported by MP for Bournemouth East, Tom Hayes.

Already this year, we have secured £1.3m in grant funding from GB Energy for the purchase and installation of solar canopies above the multi-story car parks

in Poole and Bournemouth. As well as further solar projects planned, we are exploring geothermal energy for our sites with the potential to form the anchor site for a wider district heating network.

Funding for new electric vehicle charge points

We have been awarded £50,000 to install electrical vehicle charge points at Christchurch, RBH and Poole Hospitals.

This is part of a wider £8m package from the Department for Transport and the Department for Health and Social Care to support the electrification of NHS vehicles.

Our Sustainability and Carbon Manager, Stuart Lane, said: *“While our Trust fleet is relatively small, the combined impact from fleet, logistics and staff travel does have an adverse impact on the natural environment and air quality. We are working to address*



all these factors and charging infrastructure is a key contribution to the wider effort. This funding will also allow us to redirect important savings into front line care.”



Parking update

We continue to develop a new online ePermit application system to improve parking and staff experience. We will update you when this will be ready for use.

Get published in BMJ Case Reports

Did you know you can **get your clinical case reports published in BMJ Case Reports** without submission fees?

Publishing your case report is a fantastic way to **enhance your professional portfolio** and share valuable clinical lessons from your own practice. It's

an opportunity to contribute to global medical knowledge by highlighting unusual presentations, diagnostic challenges, or effective management strategies you've encountered.

Beyond publishing, you can also use BMJ Case Reports to

inform your practice, learn from real cases to hone your decision-making skills, and use education modules to test your knowledge.

Our institutional fellowship covers your publication costs (excluding Open Access costs). To get your Fellowship code and further support, contact [UHD Knowledge and Library Services](#) or email library@uhd.nhs.uk

BMJ Case Reports

IG Top Tips

Always be careful when sending letters in the post to ensure that no confidential medical information is visible in the address window. A quick check prior to popping the envelope in the post is a wise idea and will help to avoid potential breaches.

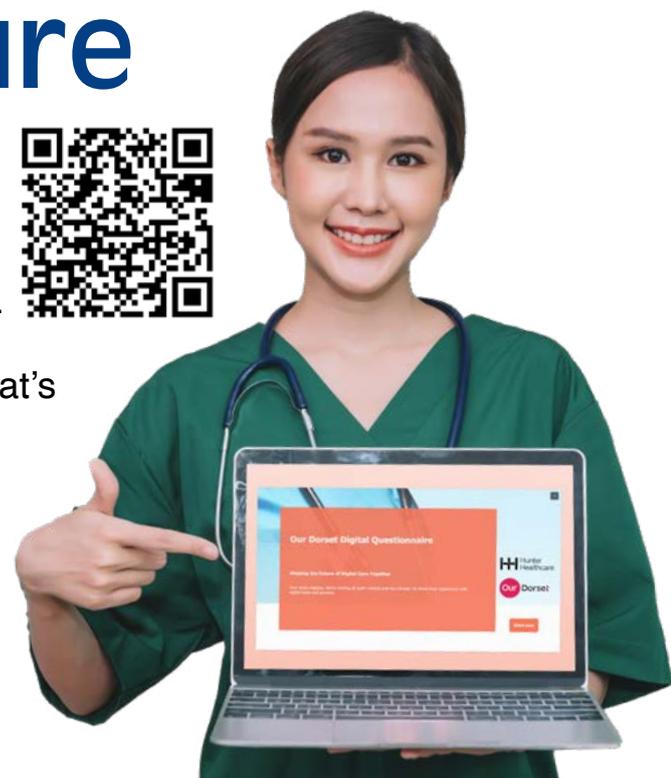


Shape the future of digital care

Your strategy needs you! We're forming the future of digital care in Dorset - and we need your insight. Please take five minutes to complete **Our Dorset Digital Questionnaire** and help us understand what's working, what's not and **how we can make digital tools better for everyone.**

The survey is open to all staff and completely anonymous, have your say and shape the digital future.

[Click here](#) to complete.





University Hospitals Dorset
NHS Foundation Trust

Thrive Live

UHD Health and Wellbeing Fair

Headliners

Monday 22 September

What is neurodiversity and why does it matter?

Neurobox

Tuesday 23 September

Resilience and Mental Fitness

Wellbeing People

Wednesday 24 September

Move Well, Feel Better (Exercise for Menopause)

Anne-Marie Shepherd

Thursday 25 September

Bereavement and Loss

Pete's Dragons

Friday 26 September

The Power of Your Plate

Didem Varol

Click [here](#) or scan
to book your place
on any of these events.



Supported by



University Hospitals Dorset
NHS Charity