

The Brief

February 2026



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Unlocking
team potential

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The Brief



February - 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 uhd.communications@nhs.net

Update	Shared?
<p>Thank you: We've seen continuous pressure on our services as well as teams supporting Southampton colleagues following the fire. Thank you for all you are doing.</p> <p>UHD Awards: They're back and bigger than ever! Nominate your team on page 5.</p> <p>Transformation: There's just 22 weeks to go until the major changes this summer, with many moves in between. Read more from page 6.</p> <ul style="list-style-type: none">• Our new Medical Patient Continuing Care (MPCC) ward in Poole is open• Later this week teams move into our newly refurbished SDEC and Surgical Admissions Unit at RBH• On 23 February our oncology inpatient services and the Oncology Assessment Unit moves from Poole to RBH• Our new Endoscopy Unit at Poole is taking shape and we have sessions this week to showcase the designs for a new scanning facility opposite Poole Hospital at Shaftesbury House – see page 8. <p>RBH ward names: From Tuesday 3 March, ward names at our RBH site will change to their new location identifier. Read more on page 7.</p> <p>Transformation Ask Me: Join Dr Isabel Smith and colleagues on 12 February at 12noon to find out more about the changes at our hospitals. See page 6.</p> <p>Sexual safety: Sexual misconduct in any form is unacceptable and will not be tolerated in the NHS and at UHD. Find support on page 14.</p> <p>Frailty Education Day: Help us build a more coordinated, compassionate, and effective approach to frailty care. See page 10 for how to join the event.</p> <p>Quality and Safety Strategy: View our strategic goals for 2026 on page 11.</p> <p>International Women's Day: Join our Women's Network to celebrate IWD on 5 March. Find out more on page 15.</p> <p>And much more... including Thrive wellbeing, Becky's blog, Patient Frist, Charity updates and Let's Talk IT.</p>	

Staff questions or comments (continue overleaf where necessary):

Department:

Signed:

Date:

Your University Hospitals Dorset

An update from our Chief Executive, Siobhan Harrington



Welcome to your February edition of *The Brief*. After a long January, February often feels like the beginning of change, with spring around the corner. The challenge for us all is how we adapt to change - and with the year we have ahead of us at UHD, **being adaptable is key**.

Your ability to adapt and maintain safe care whenever needed is at the heart of our NHS. Our Southampton colleagues had to do just that with the recent fire in their Endoscopy Unit, and their neighbouring trusts - including us - had to step up to support. Thanks to all of Team UHD who were quick to accommodate Southampton's needs while also tackling what has been immense pressures on our own services - again, adapting to change.

Working closely with our partners continues to be crucial. The 10 Year Health Plan is all about collaboration - just this month we've seen the National Cancer Plan point to system-wide support for patients, and our cancer teams are already providing multidisciplinary, holistic care.

I'm really pleased then to see **'Partnership Working'** as a new category as we launch our **2026 UHD Awards!**



We received 1,000 nominations last year, and I hope you use our awards as an opportunity to celebrate all that is special at UHD, including your own team. Read more on page 5.

So this year is a big and busy one. We're just 22 weeks away from the split of our planned and emergency services across Poole and RBH, with many more moves in between. We'll be asked to adapt to the new, and to bring our teams and patients along with us. It isn't easy, and we will continue to learn; and it will be worth it as it will be better for our patients and all of us once we have completed the changes.

Our Coast Building at RBH is on target and we've kickstarted the year with a number of changes already. My thanks to all colleagues working on our new Medical Patient Continuing Care (MPCC) ward, based in Lulworth Ward at Poole.

And good luck to all those moving into the newly refurbished SDEC and Surgical Admissions Unit at RBH over the next week. Hot on their heels will be our oncology inpatient services and the Oncology Assessment Unit, moving from Poole to RBH on 23 February.

All this work has been running in parallel with our 'business as usual' for years, needing us to **continually adapt and change**. On top of this, we're working through an incredibly busy period, with very high demand for our emergency care, and ongoing challenges to ensure patients can be safely discharged into the right setting.

I was also reminded recently that it's not very easy talking about money. I agree. Yes we need to spend our NHS Pound wisely, but it's important to remember that 'sustainable services' is only one of the five strategic themes that guide us in UHD. The others are:

- Our people - be a great place to work
- Patient experience - improve patient experience, listen and act
- Population and system - seeing our patients sooner
- Quality outcomes and safety - save lives, improve safety

All of these themes are for all of us, working together as one team. We are all partners in Team UHD, and only by what we achieve together, can we provide the excellent healthcare for the communities we serve.



Last week, the board of NHS England visited Poole and RBH, and it was a privilege to showcase some of our brilliant people and services - giving them a valuable insight into how our five strategic themes look in practice.

We also had good news with the approval of the business case for our electronic health record last week, supporting all of our strategic themes.

So how do we then talk about our people and money? We've been really fortunate to have spent time with



Yvonne Coghill, OBE, recently. Yvonne has worked in the NHS for 43 years and is an advocate for race equality and inclusion.

While we need our teams to use their expertise to look at potential cost savings, her point about how we treat each other and the

consequences of not doing that well, is really pertinent. Yvonne says:

“...the financial case has been well made. If people are going off sick, if there are formal disciplinary processes, if organisations have to rely on agencies, it costs money. For every one standard deviation point of increased engagement in an organisation, you actually save £1.7m..”

Or simply - **“if you are cared for, you will care”**. It's not a nice to have - it's a must for all of us. Nothing else can fall into place without it. With all the changes we are going through let's keep focused on each other and treating all our colleagues well, striving to make UHD the best place to work. And yes we have lots to do.

Thank you for everything,

Siobhan

Vital statistics January

- We saw **45,596** patients in our outpatient departments
- ...and an additional **9,098** virtually
- Carried out **1,838** day case procedures
- Supported the birth of more than **321** babies
- Attended to **14,299** patients in our emergency departments
- Cared for **284** patients at the end of their lives
- Started **199** patients on their radiotherapy journey

Thank you **#TeamUHD**

UHD Awards

2026

Who will you nominate?

Our UHD Awards are back and open for nominations. This is a chance to recognise and celebrate the incredible work you all do every day.

Back for our fourth year, and bigger and better than ever, the awards rely on your nominations to ensure they reflect the diversity and talent across Team UHD.

Anyone can nominate and anyone can be nominated. You can submit as many separate nominations as you wish.

We are launching our new Partnership Award to celebrate the innovative ways you are working with private or public partners across the health and social care system.

We also have a Patient Choice Award for our patients and the public to nominate in. They look to recognise not just those providing clinical care, but a great experience at every point of their patient journey. We'll be promoting this opportunity far and wide over the coming weeks.

Nominations close at midnight on **Friday 3 April** after which they will be judged by a panel comprising a wide range of roles and responsibilities within Team UHD.



Be a great place to work



We are **recognised** and **rewarded**



Please remember, you can nominate your own team! You know better than anyone the challenges you've faced and the successes you've achieved. The UHD Awards are your opportunity to celebrate them. Please don't feel restricted by your job role, you can nominate in any category you wish.

[Click here](#) to view the criteria and nomination guidance.

You can also nominate via our UHD app.

The winners will be announced at a special awards ceremony at the Pavilion in Bournemouth on Thursday 11 June, funded by our UHD Charity.



University Hospitals Dorset
NHS Charity

Registered Charity No: 1057366

Click here to make your nomination.

1. Caring
2. One Team
3. Listening to Understand
4. Open and Honest
5. Always Improving
6. Inclusive
7. Leadership Award
8. Volunteer of the Year
9. Clinician of the Year
10. Support Staff Member of the Year (non-clinical)
11. Above and Beyond Award
12. Digital Improvement Award
13. Chairs Award
14. Patient Choice Award
15. Partnership Award

Transforming care for our patients

2026 is a key year for change at UHD. This summer, we will separate our emergency and planned services. This will be our most complex move, with several teams moving across our sites.

Before this happens, a lot of other important changes are taking place across our sites. Below is a look at what we've already achieved this year and what to expect in the next few months.

A big thank you to all the staff who are working hard to make our transformation possible.

What's changed so far

New MPCC Ward in Poole

On 22 January, we opened a new Medical Patient Continuing Care (MPCC) Ward at Poole Hospital. Lulworth Ward became a dedicated ward for patients who are medically fit but have complex needs.

These patients were previously cared for across A4, A5 and Durlston. Bringing them together in one place will help improve patient flow and support timely discharge.

As part of this change, Durlston is now an



acute gastroenterology ward. A4 is now a respiratory ward with nine endocrinology beds, and A5 has been vacated for refurbishment.

We got the keys!

On 30 January, our new oncology build was officially handed over to UHD by our contractor, IHP. The new ward is now fully accessible to the Oncology Team as they prepare to move in later this month.



Yet to come

Oncology inpatient services moving to RBH

From **23 February 2026**, oncology inpatient services and the Oncology Assessment Unit (Oncology SDEC) will move to the Royal Bournemouth Hospital from Poole Hospital. From this date, all Oncology and Haematology ward admissions will take place at RBH.

Radiotherapy services will remain at Poole Hospital. Outpatient and chemotherapy



appointments will continue at both sites. Read more about this change on the 'latest news' page on our website [here](#).

RBH Surgical SDEC and SAU relocation This month, our Surgical Same Day Emergency Care (SDEC), Surgical Admissions Unit (SAU) and Emergency Gynaecology Assessment teams at RBH will move into the newly refurbished areas on the first floor of the BEACH. This will provide improved facilities for patients and staff.

Surgical SDEC and the Emergency Gynaecology Assessment Unit will move on **Sunday 15 February**, with Surgical SDEC reopening on **Monday 16 February**. The SAU will move on **Wednesday 18 February**.



RBH ward names are changing

From Tuesday 3 March, ward names at our RBH site will change to their new location identifier. For example, 'Ward 1' will be known as 'Ward A13L'.

What happens to the IT systems?

New system codes have been created that now identify the ward by its function, or speciality, and will then replace the existing code on all impacted IT systems, like eCamis, HOTW, ICE/ Graphnet, EPR etc on the date of change over. For example, the code for Ward 1 is currently 'RB01', meaning 'RBH - Ward 1' however a new code for this ward has been generated which is 'RBGAS1' which stands for 'RBH - Medical Gastroenterology 1'.

Why is this happening?

This change aligns ward identities and system codes to ward function, meaning wards can move location within the site without needing a code change.

Who will this impact?

This change will impact 19 wards at RBH. Support will be available on 3 March to ensure all devices move over to the new ward codes. All wards will also receive new Emergency Action Cards, advising what to state when raising emergency calls following the name change.

Further detailed communications and direct support will be provided ahead of the change and contact uhd.strategyandtransformation@nhs.net if you have any queries.

Ask Me Transformation Special

Join us at 12 noon on Thursday 12 February for 'Ask Me', hosted this month by Dr Isabel Smith, our Medical Director for Strategy and Transformation. It's a great opportunity to ask questions, raise concerns, or share your views.

Isabel will be joined by some of her transformation colleagues, so if you want to know more about what's happening at our hospitals and how it might impact you and your teams, now is a great time to ask. You can join the meeting [here](#) and if you'd like to send any questions in advance, pop them through to uhd.communications@nhs.net and we can ask on your behalf.

Ask Me...

Transformation special
Thursday 12 February, 12noon

Join us for a virtual drop-in session
hosted by Dr Isabel Smith, our Medical Director
for Strategy and Transformation, and colleagues.

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

See the intranet and Staff Bulletin for the Teams link.



All staff
welcome

Proposals for new MRI and CT scanning facility close to Poole Hospital

Come and see the plans, as well as give your feedback, on the appearance of the proposed new MRI and CT scanning facility that would replace the Shaftesbury House building on Shaftesbury Road, opposite Poole Hospital.

The modern, fit-for-purpose, scanning facility would be an additional resource and will enable more patients to be seen sooner, helping reduce waiting times for scans.

Two events have been planned to showcase the design options for the facility:

- **Wednesday 11 February, 5-7pm - Poole Hospital Education Centre**
- **Thursday 12 February, 11.30am-1.30pm - Poole Hospital Dome - opposite Boots**

Those unable to attend and wanting to find out about the plans can email uhd.consultation.poole scanners@nhs.net.



Matthew Benbow, CT and MRI Service Manager, said:

“We’re incredibly excited about the plans for this new facility and this potential further investment going into the Poole Hospital site.

“The additional capacity that this would create would have a really positive impact on patients by helping staff see them quicker. The close proximity to the hospital also makes it really convenient for patients and staff, while ensuring minimal disruption to the wider hospital during the building phase.”

Feedback will be considered when making some of the final decisions about what the building will look like. The consultation will run until Sunday 15 February. Subject to planning, it’s hoped that the building will be open to patients by the end of the year. You can read our frequently asked questions [here](#).

SPOTLIGHT ON: Stroke

The opening of our newly enhanced Stroke Unit at RBH in 2024 has provided significant advancements to the way we care for our patients thanks to state-of-the-art facilities, improved amenities, and expanded office space.

Consultant stroke physician and UHD's Clinical Lead for Stroke, Dr Suzanne Ragab, said:

“Having our stroke service on one site is already enhancing patient care, particularly in reducing the average length of stay for our patients. We have already observed notable improvements, with recent data showing a significant reduction in treatment times since the consolidation.

“For instance, patients from the Poole and Purbeck areas are now receiving life-saving treatment in about one-third of the time it took before these changes were put in place.”

Anne, 75, from Upton, is one patient who has benefitted enormously from this reconfiguration. She had a stroke in June 2025 and spoke to Antony Smith, Stroke Nurse Consultant, about her journey; from the onset of symptoms, to admission and recovery.

Tell me about your stroke. Can you remember what happened at the time?

“I was sorting my washing and went to pick up a peg when I noticed my left hand couldn't grab it. After falling to the floor I called for my husband and said I thought I was having a heart attack or stroke.

“He called 111 at first (on my orders, I didn't think 999 was necessary), but an ambulance was immediately dispatched by the call-handler which arrived very quickly, and I was told by the paramedics we would be going straight to the Royal Bournemouth Hospital. (We got there in 22 minutes which thinking back was very impressive, bearing in mind this was at 3pm on a weekday when almost every school in Dorset had just opened their gates! I don't recall much during the journey or when we first got to Bournemouth; all I knew is that I was ill, and I was in the right

place to be sorted out. I remember seeing a whole team

of people waiting for me in the scan room, and following investigations I was treated immediately before being taken up to the ward. I felt very reassured that there was so many people around me doing their job to look after me and make me better.”

Is there anything you felt that we could have done better?

“I honestly don't think so, no. I was so impressed with the way ‘the machine’ if you like just kicked into action. From the paramedics to the consultant and everyone in between, everybody knew their job and they just got on and did it, which was fantastic. The support team including physio staff were also brilliant in helping me feel less anxious and give me reassurance during my stay. When you are at the mercy of something like a stroke, being able to trust that the staff know what they are doing is paramount.

“The only thing I can think of is that I would have appreciated better communication from staff when I was moved from the Acute Unit to a lower dependency ward; at the time I didn't know why I was being transferred, but it would have been helpful to know that I was being moved because my condition was improving.

“Looking back it was a frightening and frustrating time, but my overall experience during my stay in hospital was a positive one thanks to the great care from the team, and I am grateful to them all for my treatment and recovery.”

Thank you to Anne for sharing her story with us. She remains in good health and her recovery is going from strength to strength.



Anne, 75, from Upton

Help us become frailty-friendly...



Improve patient experience,
listen and act

...and join us for our first Frailty Education Day this March

We need your support to help make our hospitals fit for the future and truly frailty-friendly.

Our population is ageing, with a corresponding rise in long-term conditions, health needs and complexity.

Over the next decade, those living with frailty in Dorset will continue to increase, with the number of people aged 75 set to double by 2035. Most of us will care for patients living with frailty every day - this is central for UHD.

At our Education Day, we'll look at how we can build a more coordinated, compassionate, and effective approach to frailty care.

Many of you have a strong interest in frailty and have first-hand experience of its prevalence and impact. Frailty influences clinical decision-making, patient journeys, outcomes, and the wider health and care system. Your insight and expertise are vital.



Join us!

**Thursday 12 March, 9am-4pm,
Christchurch Information Hub**

The day will include:

- Patient and family experiences
- Expert talks on frailty
- Interactive sessions to help shape our vision and Trust-wide frailty strategy

This event aims to support truly shared decision-making by bringing together expertise across traditional care boundaries, including medicine, surgery, peri-operative medicine, and cancer care.

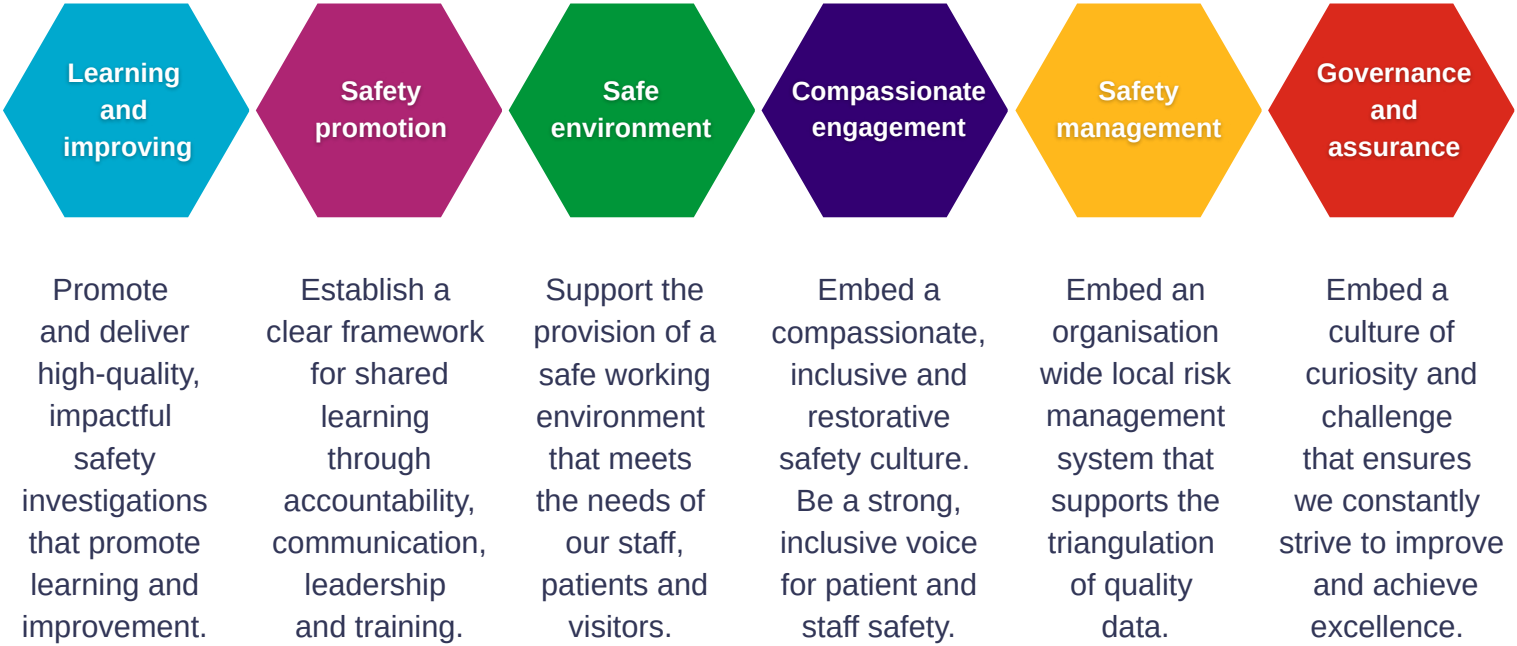
By working collaboratively, we can better support patients to make informed choices about their health and care.

You can book directly via ESR and attendance will be registered on your learning record.

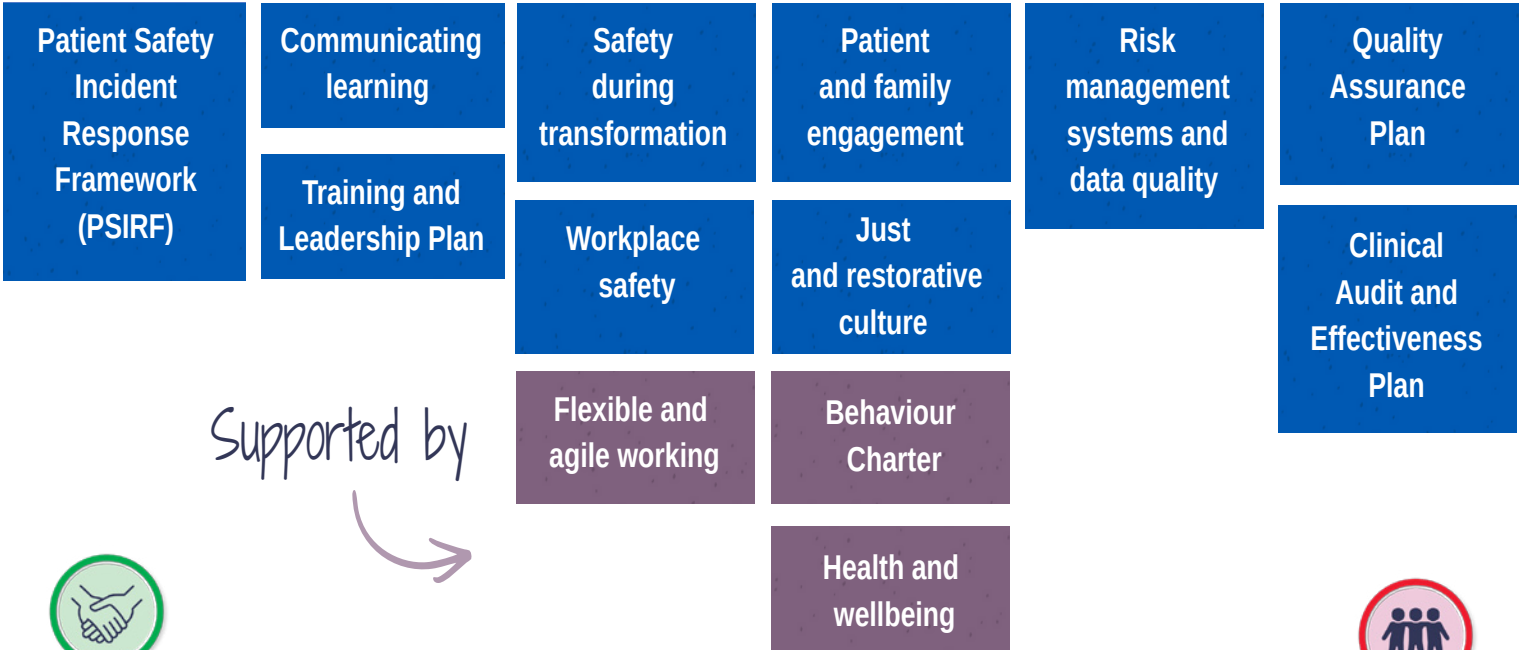
Quality and Safety Strategy 2025-27

Focusing on our improvement priorities, linking with our UHD strategic objectives and system partners, and making a difference to our patients and colleagues...

Our strategic objectives



Programmes of work



Supported by



Save lives, improve safety



Be a great place to work

Get in touch: uhd.qualitysafetyteam@nhs.net

Time to Talk Day

Time to Talk Day is the nation's biggest annual mental health conversation, and took place on 5 February. Listening, sharing and talking about how we feel is not just for one day a year. At UHD, we offer lots of resources and services to help you have conversations about mental health, keep reading to find out more...



Health and wellbeing check-ins

Ask Assess Assist

All managers should have regular check-ins with their team. These supportive, coaching-style one-to-one discussions help your team feel valued, heard and respected. Talking openly with your team about their experience at work can identify areas which need extra support. Use our health and wellbeing check-in guidance to help you.

Zero Suicide Alliance training on BEAT

It can be hard to notice when somebody is having suicidal thoughts, and thinking of things to say can be daunting. However, we can all learn how to have a potentially life-saving conversation. You can access the Zero Suicide Alliance training on your BEAT VLE. [Visit their website](#) for more free online learning sessions that provide you with a better understanding of the signs to look out for and the skills required to approach someone who is struggling.



VivUp - Your Employee Assistance Programme

Whether you are facing problems at work or at home, you can access impartial, confidential advice from qualified counsellors including debt and financial advice and CBT workbooks. Visit vivup.co.uk to sign up and access support, or call their free 24/7 helpline on **0800 023 9324**.



ShinyMind is a unique wellbeing app co-designed by NHS staff. The app is free for nurses, professional nursing advocates, midwives and healthcare support workers. Our UHD Psychological Support and Counselling service has worked closely with ShinyMind to bring you a resource which offers support specific to NHS staff and the unique stress that comes with working in healthcare. [Click here](#) to find out more and sign up.



Freedom To Speak Up

Our UHD services have been under increasing pressure recently, so checking in on each other, supporting our colleagues and being kind is even more important. Asking someone "how are you?" and taking five minutes to really listen may be all that they needed to turn a bad day into a good one.

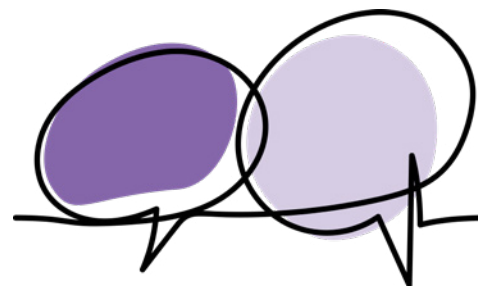
Working in a high stress environment can also make us act out of character. Being open and honest means recognising when your behaviour has had a negative impact as well as a positive one. [Our Team UHD Behaviour Charter](#) has guidance on how recognise and respond to behaviour that negatively affects you. It also has advice on what to do if you acted poorly towards someone and would like to make things right.



Spotlight on our FTSU ambassadors

Dr Ziad El Menawy is a Trauma and Orthopaedic Registrar and LED/IMG Teaching Fellow.

“I am passionate about playing my part in creating a culture where every voice is valued, staff feel confident to speak up about concerns and we learn and grow from their feedback.”



We each have
a voice that counts

With extensive experience supporting Locally Employed Doctors and International Medical Graduates, Ziad is committed to ensuring that all colleagues, regardless of role or background, have clear, compassionate, and confidential pathways to raise issues. His focus is on promoting psychological safety, early resolution, and a more open, inclusive NHS for all.

“I want colleagues to feel that they can approach me safely and without judgement. I strive to be approachable by listening actively, being empathetic, and maintaining confidentiality. I understand that sometimes it can be daunting to speak up, and my goal is to make that process feel as safe and comfortable as possible.

“Outside of work, I try to connect with colleagues on a personal level and build trust by being friendly, accessible, and responsive. I want everyone to feel that their voice counts and that speaking up is a positive step toward improving our workplace. My focus is on promoting psychological safety, early resolution, and a more open, inclusive NHS for all.

“If you ever have concerns, ideas, or just need someone impartial to talk to, please don't hesitate to reach out. I'm here to listen and support you.”

Your FTSU feedback

Every year the FTSU Team contact colleagues who have used the service to find out about their experience of speaking up. This helps us understand how the service can be improved. It is important that we protect the identity of our service users so we can't report on every concern raised, however we would like to share some of their comments:

“I felt for the first time that my concerns were listened to in an unbiased manner and not brushed under the carpet”

“I felt like I was not alone, a lifeline of support”

“I am grateful for your support and for signposting the various options available to me, and I feel more confident about the next steps”

“Yesterday's conversation was invaluable on multiple levels, so thank you again”

You can find out more about the difference speaking up has made [here](#). We are committed to learning and providing the best service we can, if you have any feedback for the FTSU Team please contact us on uhd.freedomtospeakup@nhs.net

Our UHD Sexual Misconduct Policy

Sexual misconduct in any form is unacceptable and will not be tolerated in the NHS and at UHD. Sexual misconduct can happen to anyone, and we know how difficult it can be to report.

To find out how we are committed to making UHD a safe place for everyone, read more in our [Sexual Misconduct Policy](#). Any member of staff who has experienced inappropriate, harmful sexual behaviours at work will be supported and the incident dealt with seriously, sensitively, and efficiently.

Everyone, regardless of grade or position, has a role in creating a safe and supportive working environment. You are encouraged to speak up if you feel you are experiencing sexual harassment at work. You may also find our '[Sexual Misconduct: what you need to know](#)'

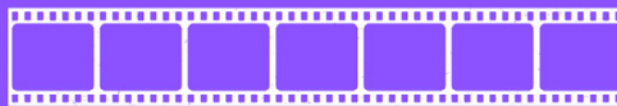
booklet helpful, with advice regarding support networks and how to report anonymously.

If you have experienced sexual misconduct at work, dedicated support is available in our [Sexual Safety Booklet](#) or via uhd.sexual.safety@nhs.net.



Bournemouth
University

Sustainability Screenings



Sustainability screening with BU

Bournemouth University will be hosting a community screening of the BBC-broadcast documentary **The People Vs Climate Change** in Lees Lecture Theatre at Bournemouth University, Poole on 11 March from 5-8.30pm. 108 everyday Brits were asked to help decide how the UK should tackle climate change in a fair way and reach net zero by 2050. The film captures their personal journeys as they grapple with the science, find their voices, and transform from disengaged citizens into passionate 'net zero heroes'. There will be a panel screening after the event, joined by Stuart Lane, our Sustainability and Carbon Manager from UHD. [Click here to book your tickets](#).



International Women's Day

International Women's Day will take place on Sunday 8 March. It is a day to celebrate women's achievements and calls for accelerated gender equality, with 2026's theme of 'Give To Gain', focusing on collective giving for empowerment and advancement in various areas like leadership, education, and economic independence.

Plans are already underway by our Women's Network to celebrate International Women's Day across UHD on Thursday 5 March, with a special event and guest speakers planned, as well as a focus on women's health. Visit us in person in the Lecture Theatre at RBH's Education Centre from 10.30am-4.30pm, or get involved via Teams. Additionally, if you'd like to show your appreciation to an inspirational female colleague, complete the form [here](#).

Our Women's Network is also excited to announce that they are working with UHD Charity on a new initiative to support colleagues experiencing period poverty. More details about this coming soon...



Women's Network



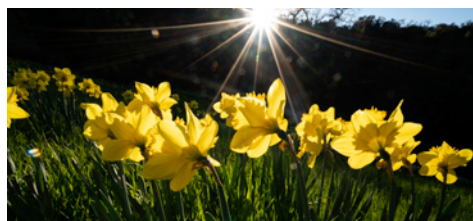
To catch up on our January meeting, featuring a presentation on optimising exercise for menopause by Anne-Marie Shepherd, Occupational Health MSK Therapist, [click here](#).



Becky's blog

with Dr Becky Jupp, Deputy Chief Medical Officer

So, welcome to February. I'm sure it is getting a little lighter and the days are feeling slightly longer. Spring is not far away, and I am certainly dreaming of some sunshine!



I think we have to do the best we can to raise our spirits throughout winter, and I personally find that keeping up with physical activity can help.

I tend to talk myself out of going for walks at this time of year, but I recently invested in a walking pad. So rather than scrolling through my phone sat up, I try to do so walking on my pad. I'm sure I look quite ridiculous, but it is activity nonetheless!

Winter can be really tough for a number of reasons. It can be a time of financial hardship, emotions may run very low, and knowing

where to turn for help can feel overwhelming. This is why it is so important that we check in with each other.

February is home to two important days; World Cancer Day, and Time To Talk Day. I can only imagine what it must feel like to be given a cancer diagnosis. Fortunately more people are now being cured thanks to faster diagnosis and excellent treatment, but a significant proportion will live with the diagnosis of cancer for the rest of their lives.

Every cancer experience is unique but we can, over time, combat it together, and we are lucky to have some incredible cancer services here at UHD. I have experienced these professionally and personally (my mum had cancer last year and received exemplary treatment here), and I am so grateful to all those who work in cancer services, as well as the many different teams across our Trust who support them.

Time To Talk Day meanwhile, is a reminder to us all that acknowledging and talking about our mental health is crucial. It is also a chance for us to help one

another, and show that nobody has to struggle alone. Please do lean in to support your colleagues throughout February and beyond.

We are all going through a lot of change at the moment and helping each other is crucial. Indeed it is our 'One Team' value that is at the very heart of Team UHD. Remember also that there is a wealth of support you can access at work. Check out the Thrive pages on our intranet for more information, including health and wellbeing guides for staff and managers.



So, let's focus on supporting each other through this last winter month, and we can then concentrate on the optimism and many good things that come with spring.

Hopefully, I will ditch the walking pad by then and actually get some fresh air! Until next time...

Becky



Patient First

Provide excellent healthcare. Be a great place to work.

Our Patient First mission is simple. To provide excellent healthcare for our patients and the wider community, and be a great place to work now, and for future generations.

One way we're doing that is by equipping everyone in UHD with the right tools to solve problems.

Our Antenatal Outpatients Team recently implemented improvement huddle boards to their working week and as Naomi and Abi explain, the huddles have had a positive impact on their improvement journey already...

“Since moving from Poole to RBH we have weekly team huddles to discuss improvement suggestions and ongoing implementation plans. Thanks to Naomi for completing her Patient First training, she has been able to establish our first improvement huddle board, and we also have support from Che, a Patient First Improvement Practitioner.

“Che helped guide us through the initial huddles, taking a step back to ensure each member of the team was given a chance to lead discussions and become more familiar with each element. This support has enabled the steady development of our huddle in Antenatal Outpatients, and has empowered the team to implement positive change for our team and patients.

“A great example of this came following a staff suggestion to amend our appointment diary in Planned Antenatal Day Assessment. An improvement slip was raised highlighting that the current appointment diary was overloaded, which led to long waiting lists and delays in patient care.”

“This also meant that staff were leaving their shift late, or not getting a break due to their workload. The improvement idea was for the appointment diary to be amended to reflect the workload more accurately, allowing for patients to be seen promptly, and allowing staff to rest adequately whilst still meeting the needs of the service.

“A pilot diary was created by a member of staff, with an agreed four-week trial period to evaluate

these changes. The trial was a success, and changes were implemented as permanent, with staff reporting that this has not only impacted their working day in a positive manner, but patient satisfaction of this service has also increased.

“Another change which has had a significant impact on our maternity support workers is an adaption to the environment in which they work. The improvement board enabled the team to highlight concerns with patient privacy and dignity directly related to the room in which they were providing care. This was then escalated to our Senior Matron, and room changes were implemented. This has greatly improved patient experience and confidentiality within our service, allowed our maternity support workers to work more directly within the multidisciplinary team, and has ultimately boosted staff morale

“Our team is made up of midwives, maternity support workers, doctors and sonographers, and so it's vital that everyone feels they have a voice that counts. We have found the Patient First improvement toolkit to be an effective channel for us to highlight improvement areas, as well as encourage team members to advocate for change across all disciplines. We plan to continue our weekly improvement huddles to empower positive change for our department, and highly encourage other teams to give it a go!”

For more information about Patient First and how it can support you and your team, head [here](#).



Unlocking team potential:

Why now is the perfect time to use the TED Team Engagement and Development Tool

Leaders - ready to strengthen your team? Start with TED.

Every day, we all bring our unique skills, compassion and dedication to our work, but even the strongest and most effective teams benefit from moments of reflection, connection and honest conversation. [That's where TED \(Team Engagement and Development\) comes in.](#)



TED isn't just another organisational tool. It's a simple and supportive framework that helps teams pause, take stock and talk openly about the things that matter the most to them. What's getting in the way, how everyone is feeling, and what would make working together even better. As day-to-day pressures continue across the organisation, TED can give your team a structured and psychologically safe space to regroup and strengthen the foundations that help us thrive together.

At UHD, we want to embed TED to give team members a voice, strengthen team cohesion and support teams to anchor themselves in strong communication, shared understanding and collective problem solving. Large scale change can affect how we feel at work, it can impact our sense of connection, confidence and certainty. TED can support you and your team to promote a culture where

everyone feels valued and supported, particularly when things around us are shifting.

What is TED?

TED is a guided team-development tool that guides team conversations. It is flexible, easy to use and helps team leaders facilitate meaningful discussions about how your team works together. TED supports teams to:

- celebrate what's working well
- explore challenges collaboratively
- build a shared understanding of the team's purpose and identity
- identify small, actionable changes
- action plan as a team

TED is not a performance review, an audit, or a top-down exercise. It's a team-owned, colleague-led conversation that empowers people to shape their own working environment.



Why use TED with your team?

It improves engagement and morale -

TED gives everyone a voice - ensuring team members feel heard, valued, and involved in decisions that affect them.

It strengthens team relationships

by using team conversations to deepen understanding, build trust, and create a sense of togetherness.

It supports inclusive leadership by giving team leaders an accessible way to practise compassionate, collaborative leadership - something proven to support better staff and patient outcomes.

It helps teams take practical action by generating clear, achievable next steps that team members agree on together, making improvement more sustainable.

It's quick, simple, and tailored to NHS realities as there are no long forms. No complicated prep. Just structured dialogue that fits into real working life.

There is a lot of change happening at UHD, especially for those with imminent moves into the new buildings. TED is a powerful tool that can support you and your team when facing these challenges.

The biggest feedback we hear?

"Why didn't we do this sooner?"

Teams who have used TED tell us they notice:

- better communication
- increased clarity of purpose
- reduced tension
- a more positive team culture
- stronger ownership of solutions
- renewed energy and connection

"Over the last two years my team has had a very strong focus on continuous development. I used the information slides provided to introduce TED to my team. Everyone was keen to engage and enjoyed completing the survey; it was a bonus that the system was easy to use. Engaging with TED gave us the opportunity to identify our strengths and celebrate what we have achieved. TED has also enabled us to identify areas in which we can grow and develop which has led to positive solution focused decisions. We've come away with practical actions we're excited to put into motion and we're feeling motivated about the positive changes ahead."

Emily James,

Medical Rota Co-ordination Team

How to get involved

If you are a team leader who would like to take start implementing TED with your team, book on to a two hour virtual training session. This session will support you to understand how to use TED and how to navigate the toolkit.

Whether you are a first-time leader or an experienced manager, there is support available to help you feel confident in facilitating TED discussions.

Our Organisational Development team is here to support you every step of the way. Whether you're a first-time team leader or an experienced manager, we can help you feel confident in facilitating TED discussions. If you want to find out more about TED, then take a look at our [intranet page](#) to learn more, or email uhd.organisational.development@nhs.net

Let's strengthen our teams, together

At UHD, we are committed to creating a culture where people feel listened to, supported, and able to do their best work. TED is a simple but powerful tool that helps make this a reality.

If you're a team leader, now is the perfect time to try it. Your team will thank you!



Let's talk about IT

Transition to Clinical Letter eForm for letter creation



As part of the 'Transforming and Valuing Admin Corporate Project', we're moving towards greater use of **Synertec** (secure off-site printing) and **DrDoctor** (digital patient messaging) for patient letters.

Letters typed in eCaMIS (eCSS letter templates) cannot be securely transmitted via Synertec so we will begin phasing out letter creation in eCaMIS and encourage staff to use the Clinical Letter eForm instead.

Benefits:

- Letters can be sent digitally to patients via **DrDoctor** - no need to print and post
- If a patient doesn't open the letter, it will be printed and posted via **Synertec**.

What you need to do:

- Request access to the Clinical Letter eForm using the form on the IT Service Desk: [Graphnet EPR Clinical Letter eForm Request](#)
- Attend the training - Training dates, guides and videos are available on the [IT Training Portal](#).

Dragon Medical One (DMO) speech recognition is recommended for dictating with the Clinical Letter, although eCaMIS digital dictation can still be used and the letters typed in the Clinical Letter eForm.

If you have any questions, contact us at: **uhd.it.trainers@nhs.net**.

Thank you for supporting improved patient communication.

What is data quality and why does it matter

Data quality is about making sure the information we record is accurate, complete, and up to date. Good data quality helps us deliver safe, effective care by ensuring staff have the right information at the right time. When data is recorded correctly, decisions are clearer, services run more smoothly, and the risk of errors is reduced.

Even the best digital systems rely on the data entered into them. Technology can support

patient care and improve the way we work - but only when the information we put in is accurate and reliable. Health of the Ward will soon be our live patient list for handovers and ward rounds, so accurate and timely admission, responsible consultant, and discharge data is essential to show who our patients are and what's happening with their care.



Data Quality tip of the month -

Getting information right helps patients get the right care. If details like contact information or clinical notes are wrong or missing, it can cause delays or mistakes. Taking a moment to check and enter information correctly really matters.

ICE Paperless Pilot

As part of a Trust-wide move to paperless requesting, reporting, and results management, we are launching a pilot in selected areas. Moving to a digital-only approach supports safer and more efficient workflows, reduces delays and missed follow-ups, and removes the risks associated with paper handling or misplaced reports. [Read more here](#).

Moving Forward Together: A Celebration of Research, Clinical Audit and Quality Improvement in Dorset

About the Conference

Connect with researchers, clinicians, and students, and share your work with more than 160 staff members and patient representatives from across Dorset. Explore new ideas and opportunities for study and career development.

**Thursday 16
April 2026**

Fusion Building, Talbot
Campus, Bournemouth
University

Request an application form by emailing uhd.bupartnership@nhs.net

Delivered in partnership by:

- Dorset County Hospital
- Dorset HealthCare NHS FT
- University Hospitals Dorset
- Bournemouth University

Light Up the Prom with love and remembrance

Join us on Friday 27 February at 7pm, at Bournemouth's pier approach as we gather with the local community to remember loved ones.

It's a shared space to connect with others and enjoy music from a local choir while watching our collective love light up the seafront with fireworks.

Funds raised will go towards meaningful projects and extras for when our patients need it most.

Register today to secure your spot and get a candle to light in honour of your loved one:

<https://uhdcharity.enthuse.com/cf/lutp>



Spring into action with your hospital's charity

With spring around the corner there are some exciting events coming up to support your hospitals.

In March, during Prostate

Cancer Awareness Month, UHD Charity hosts its annual March for Men event, a 5km or 10km run or walk in support of our prostate cancer service and patients.

Then get ready to sparkle and shine towards a brighter future for breast cancer patients at the Twilight Walk, taking place on Friday 15 May.

For more information on how you can connect with your hospitals' charity, check out UHDcharity.org.

The BEACH Appeal hits £1m

Thanks to your ongoing enthusiasm and support, The BEACH Appeal reached an incredible milestone in January, hitting £1m raised to enhance care for our Maternity, Critical Care, Emergency and Children's teams.

What started as a vision to provide extras for services moving into the BEACH Building has become a strong current of support, carrying us closer to the £1.5m fundraising total we're aiming for. This is a shared achievement for everyone who has helped The BEACH Appeal so far.

There's still plenty to achieve as the Children's Unit prepares to move into the BEACH Building in 2026...

...see page 24 for details of our new campaign.



Question: Is the Medical Rota Team fundraising legends?

Answer: Yes! Thanks to their fantastic fundraising quiz night, the Medical Rota Team raised over £2,306 towards the new CT scanner in the heart of the new Emergency Department at RBH.

The quiz night, held at The Village Hotel, was full of laughter and fun for a good cause. The extra CT scanner, which is already operational in the ED, is helping our colleagues scan, diagnose, and treat an additional 13-15,000 patients every year.

Thank you to the Medical Rota team and everyone who attended the quiz night for showing us that teamwork makes the dream work!



A Team UHD effort for breast cancer support

Throughout October (Breast Cancer Awareness Month), the porters painted the town pink with their colourful uniforms to support breast cancer patients and their families.

The Dorset Breast Screening Unit raised over **£2,561** by holding events throughout the month, including information days, a cake sale, a macrame event and more.

Meanwhile, community groups like the Venusian Ladies and Good Vibrations Poole busted a move for our breast cancer teams. It was fantastic to see so many people from across Dorset come together to support our breast cancer services, and we're tickled pink!



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

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

Do it for the Kids

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AS PART OF
THE
**BEACH
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