

# The Brief

February 2024



We are  
#TeamUHD

Share your story this NHS Overseas Workers Day



Going  
paper  
free in  
pre-op

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Good  
news  
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path to  
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# Your University Hospitals Dorset



## An update from chief executive, Siobhan Harrington

Welcome to your February edition of *The Brief*. Over the past few weeks, I've been reminded that it is often the simplest things that make the biggest difference. Be it fixing curtains on a ward so our patients can rest without the glare of sunlight or streetlamps, or sorting the heating in a department. These things are important, not least because those who report them feel heard, and because the positive impact can be seen straight away.

Not everything can be fixed or resolved in a simple way. And January has been really tough. We've been in Opel 4 for much of the month, something that only happened in extremis many years ago. In many ways we have normalised the pressures, and we have certainly become used to an incredibly busy front door, long waiting lists and working through periods of prolonged industrial action. But we should be proud of how we still care for thousands of patients every day despite all of these obstacles in our way, and we should note the simple acts of kindness that pepper every day.

### So to February...

One way of doing this is to We are working with our partners across Dorset to take a very focused approach this month and next to recover capacity and make sure people are cared for in the right part of the system.

We have the interviews for our new chief nursing officer this month, and our new chief people officer, Tina Ricketts, will be starting with us in a few weeks.

We are developing our outline business case for a new electronic health record, working with partners across Dorset and Somerset to streamline - simplify - the way many of us are working. This will be considered by the Board at the beginning of April.

Again, I must stress the need to use our NHS pound wisely, and simplification will help us with that. We have strengthened our vacancy review panel to include greater executive input, but we haven't implemented a vacancy freeze as this can lead to increased agency spend. Our decisions need to be wise and informed by you.

We also launch our Patient Experience and Engagement Strategy this month, based on our UHD values and working around the simple principles of CARE - Continuous Feedback, Areas for Improvement, Recognising People and Excellent Partnership. See page 18 for more details.

Patient involvement is central to the work of our UHD Safety Crew too, and the team continue to bring safety to all our attention. If you missed the first Learn at Lunch session, aptly named 'What is patient

safety and how can we measure it', then please do catch up on Teams. Safety is a care conversation, and together we can make meaningful change.

Our Patient First work taps into all of these things, and at its heart is about doing the simple things well. Our first three teams - critical care, Christchurch Day Hospital and stroke - are well into their training now. We are reviewing the training to enable a more rapid roll out across the trust and are finalising 'wave 2' areas now. You can read more on page 6.

Our stroke teams epitomise the many changes that are happening across UHD, indeed building work has begun on their unit at RBH to give improved access to stroke care. Our buildings are important, but it is people who make the changes. Our Ask Me this month is a transformation special so do come along and ask those people questions - the team is there to support you.

So, to the simple things. We've got an extra day in February with it being a leap year, so what simple act can you do on this bonus day that will make a difference to you, your patient or colleague? I'm thinking of mine and will report back.

Thank you,

*Siobhan*



# And the winners are

Our monthly Staff Excellence Awards are a way to recognise some of the amazing people and teams around our trust.

Every day people are living our values to help care for our patients and for each other and we want to celebrate where you have gone above and beyond.

This month's winners, as chosen by our chief exec Siobhan, are: Nathan Chapman and Trisha Rafferty. Many congratulations to both of you.

If you would like to nominate someone for an award, [click here](#) or look for the pink icon on the UHD app.



▼ Siobhan with one of our previous winners, the HODU team



# Vital statistics

January 2024

- We saw **45,065** patients in our outpatient departments
- ...and an additional **9,498** virtually
- Supported the birth of more than **309** babies
- Attended to **13,579** patients in our EDs
- Cared for **245** people at the end of their lives
- Started **236** patients on their radiotherapy journey

Thank you **#TeamUHD**

# Financial update

With considerable financial difficulties faced by the NHS as a whole and in our own system in Dorset, it is all our responsibility to reduce costs and use our NHS pound wisely.

Recently, we strengthened our existing Vacancy Review Panel (VRP) to include greater executive input, and the remit was expanded to include all posts. It is important to note that this is not a vacancy 'freeze' but instead the VRP process provides enhanced scrutiny

and consideration as to whether individual vacancies will progress to the recruitment process.

Please think about what you can do to slow or reduce spend, and if you have any suggestions, contact your line manager. Read more details [here](#).

**#NHSpound**  
**Use wisely**

# Patients' pre-op checks now paperless

Patients who require surgery under local or general anaesthetic have always needed to complete a health questionnaire prior to the procedure, to help spot any complications that might arise beforehand. And historically, these always meant a trip to hospital to meet with a member of the preoperative assessment team.

Now patients can complete these important checks securely **online at a time that's convenient to them**, meaning there's no need to attend hospital for this service. These checks can highlight any relevant medical history a patient may have, any conditions that may need to be addressed before surgery, the most appropriate type of anaesthetic and even the way the surgery is performed.

“The benefits are expected to be significant,” said Dr Hannah McPhee, consultant anaesthetist and our clinical lead for preoperative assessment and the MyPreOp digital service.

“Pre-op assessments are completed for every patient

who is going to have a procedure under anaesthesia. **They are a vital part of ensuring our patients are as safe as possible before, during and after their surgery.**

“The service is suitable for most patients, but there are some who may not like the idea of completing the questionnaire electronically, are unable to, or for whom it's important to meet an expert clinician before surgery. For these patients, face-to-face appointments are still available, and everyone has access to skilled preoperative assessment nurses by phone should they need it.

“Some patients do need extra support, so focusing our expertise on those patients should ensure that all patients can be ready to have their operation as soon as possible.

“Because patients can complete the assessment



once the procedure is decided, we are able to **identify more complex patients early**, freeing time to do necessary tests and planning, and speeding up the process for those who are more straightforward, too.

“For many patients, an operation may already mean taking time off work afterwards, for example. Taking away the need for an extra hospital visit in the run up to the procedure will be welcomed by many.”

MyPreOp went live in late January, and Hannah says feedback from patients who have already used it has been **“positive”**.

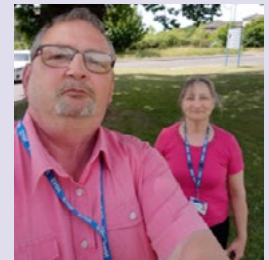


# Could you reverse mentor a senior leader?

Applications are open for cohort three of our UHD Reverse Mentoring Programme. This is a six-month mentoring programme where the roles are reversed. Staff from underrepresented communities including LGBTQI+ and ethnically diverse staff, staff with disabilities, women and members of our armed forces community are invited to mentor senior leaders once a month.

We are welcoming applications from both 'mentees' (senior leaders) and 'mentors' (staff). Full training and support will be given. The deadline for applications is 1 March. [Click here](#) to apply.

The aim is to promote positive inclusion through understanding the experiences of mentors, and for mentees to identify organisational barriers.



# Have you had your measles vaccination?

Data shows there has been a rise in measles cases over the past 12 months, declaring a national incident amid a surge in cases and low vaccine uptake.

**All healthcare workers** should have documented evidence of two doses of the MMR vaccination or have a positive antibody test for measles and rubella.

The MMR vaccine is especially important in stopping you transmit measles or rubella infections to vulnerable groups. The vaccine will keep you and our patients safe.

## Facts about measles

- The World Health Organisation declared measles as one of the world's most contagious diseases and can be passed on up to four days before a rash appears.
- You are at greatest risk if you have not been immunised with two doses of MMR vaccine.
- Measles is more than just a rash, in some cases it can lead to meningitis and sepsis, causing real risk to life. Adults are likely to be more ill than children and for longer and adults are also more susceptible to complications.

- One in five cases of measles cases requires a hospital visit.
- Measles is completely preventable with the MMR vaccine. Two doses provide over 99% protection.
- 95% MMR vaccination uptake, the target set by the WHO, is enough to create herd immunity, protecting those who are not able to be vaccinated, such as babies and immunocompromised individuals, and stopping measles from circulating.

If you have not had your two doses or had your immunity confirmed, contact [occupational health](#) to arrange an appointment for your vaccine.

If you can't remember if you've had both MMR vaccinations, you can check with your GP, but having an extra dose poses no health risk.



## World Health Organization

# Virtual consultations move to Dr Doctor from 1 April

Our virtual consultations service has seen thousands of patients after it was introduced during the pandemic. It gives patients, where appropriate, an alternative to seeing a consultant or specialist nurse without the need to physically attend hospital.

The service has been provided on the Attend Anywhere platform to date, but from 1 April, Dr Doctor - which already provides UHD with a range of patient and administration services - takes over.

The change will require training in the new system for clinicians who currently use Attend Anywhere. Specialty managers and active Attend Anywhere users have been written to outlining the change. If you manage or use Attend Anywhere and have not been contacted, please email **Anna Szyfner at [anna.szyfner@uhd.nhs.uk](mailto:anna.szyfner@uhd.nhs.uk)**

Please look out for more news on the transition to Dr Doctor in the coming weeks.

## POPPY count

Brilliant collaboration between the anaesthetic and critical care directorate and the research and development team has led to 125 patients being recruited as part of the national POPPY study - all in just two weeks! The project will guide practice in the future and is designed to evaluate postoperative pain and analgesia in patients undergoing day surgery. This is a great example of fantastic teamwork and proactive research across UHD - congratulations to all involved.



## Patient First improvement huddle boards

Critical care at both sites have now put up their improvement huddle boards. They are part of the first wave of departments embarking on their Patient First Improvement System (PFIS), alongside stroke and the Christchurch Day Hospital. These huddle boards will create the framework for team discussions in the department around how to make measurable improvements to help benefit patient care. Look out for these boards as they begin to appear around our sites.

Interested in learning more about Patient First and how you and your department can get involved and what benefits this will bring to UHD?

Join our chief executive **Siobhan Harrington** online on **Tuesday 13 February** from **3.15pm to 4.15pm** [here](#). And if you are already seeing the benefits of Patient First, please do join the call as well to share your experiences.





# Step into the Living Library

Step into the extraordinary world of a Living Library, where books come to life and stories are not just words on a page but living, breathing experiences waiting to be discovered.

In our Living Library, each 'book' is a person with a unique story to tell. Whether you're curious about different cultures, seeking inspiration, or hungry for new perspectives, there's a living book waiting to captivate you.

But this library isn't just about listening; it's about engaging.

Step into conversation with our living books, ask questions, share your own experiences, and discover the connections that bridge our differences. To find out more and immerse yourself in the pages of our [Living Library](#) take a look at our [link](#) and reserve yourself a 'book' or find out more about becoming a book yourself and share your own experiences.



## Our UHD Covid capsule *A time to pause, reflect and mark this moment in history*

This March we will be holding special services at RBH, Christchurch and Poole and will bury a Covid time capsule on each site. Items in the capsules have been chosen by you and will include a special book of reflections with a number of photos and recollections from those of us working in the NHS through the pandemic. We plan to open these capsules again on the 100th anniversary of the NHS - 5 July 2048.

The chosen sites will be marked by a memorial stone and will create a lasting space for you to spend time reflecting on the pandemic, the way it changed NHS life

as we know it, and the very personal impact it had on you and your loved ones.

The services will take place over three days in the week leading up to the anniversary of the first full UK lockdown.



**Wednesday 20 March**  
By the lake at RBH at 11am

**Thursday 21 March**  
The front of Christchurch Hospital at 12.30pm

**Friday 22 March**  
By the ribbon tree behind Churchfield House  
at Poole Hospital at 12.30pm

You are central to these services, and we will also welcome special guests from the NHS, as well as school choirs, to help mark these occasions. If you would like to be involved in one of the services, please email [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk)



# What is patient safety and how can we measure it?



“Patient and safety are two words we hear a lot but it can be difficult to pin down what they mean together.”

Save lives,  
improve  
patient safety

## What is patient safety?

“This is a simple question with no simple answer. For a lot of our patients it is something they feel and when our team at UHD provides safe care they can feel it as well. We can also feel when things are not safe, and so can our patients. So how can we describe what that feeling is, and how can we measure it?

“Patient safety has often concentrated on when something has not gone to plan and been unsafe. This can force us to only think about unsafe events. The premise is “First, do some harm!” which can’t be good. An alternative way is to try and learn from when things go well. *Why do they go well and what makes them safe?*

“The national patient safety strategy says patient safety is about ‘**maximising the things that go right and minimising the things that go wrong for people experiencing healthcare**’. I think it is a good answer and it is important to realise that ‘patient safety’ encompasses lots of other things

as well - keeping our staff healthy, providing care in a safe place and making things better.

“Measuring it is even more difficult. We can measure things. Some are easily measured like did someone die. We can measure incidents and want lots of incident reporting with LERN forms so that we can act. But we want to see less ‘harm’ to our patients - how do you measure harm?

“We can try to measure how patient safety feels, for our patients and our staff. Most of our patients experience excellent and safe care and tell us that. But we also need to listen when they tell us that they didn’t. And we must listen to our staff and how it feels for them - in LERNS, incidents, the Staff Survey, People Pulse and by just having a conversation about safety.

“We are keen to listen to lots of conversations about safety and safety culture - like a cloud which you can feel but can’t touch...”

Dr Sean Weaver

## Learn at Lunch

Our Patient Safety Crew will be presenting a series of monthly sessions this year on safety

issues. The interactive sessions are suitable for all of Team UHD, as we are all part of the Patient Safety Crew. You can use them for personal CPD points too.

You can catch up on the February session - ‘What is patient safety and how can we measure it’ - [here](#). Further sessions will be announced on the intranet.

## PSIRF: What is it and what does it mean for me?

With the UHD Safety Crew



Tash Sage, head of  
patient safety and risk

19 March - 12.15pm

Search ‘Learn at lunch’ for the Teams link



Save lives,  
improve  
patient safety



## Learning from LERNS

### You reported:

A patient with a history of poor balance and frequent falls presented to RBH having fallen. They had traumatic haemothorax (blood in the chest) and subsequently died. There was a delay in identifying the injury.

### What we learnt:

Low level falls remain a leading cause of severe injury in this group of patients. Learning points included:

- high index of suspicion is needed for suspected trauma in older people
- significant injury can occur from a fall from a standing height
- CT scan of chest should be considered early in patients with chest wall trauma
- older trauma patients are at higher risk of dying and need early senior involvement and discussions about escalation of care

### What are we doing:

We have set up a chest wall trauma working group to quickly establish a [new patient pathway](#). Learning has also been incorporated into education for doctors in older people services and our nursing staff now have access to accredited educational courses for trauma learning.

## “You said, we did...” Are you sitting comfortably?

During December 2023, our health and safety team completed 44 display screen assessments (DSE) across UHD and found issues with posture and chairs not being set up correctly.

We have now created a new display screen assessment video to help you make sure you are set up correctly, helping to reduce the risk of discomfort and musculoskeletal disorders. Watch it here:

[Display Screen Equipment \(DSE\) \(uhd.nhs.uk\)](#)

If you still require any support, please complete a [DSE Assessment](#) and we will be able to support you further.

Feedback has included: **“Thank you for coming by yesterday. The chair feels great...”** Florentina





## Mental health

### Continue the conversation

Talking about mental health is hard but simply **checking in with colleagues has the power to change lives**. Scan to find out how to make wellbeing conversations part of your regular routine at work.



### Supporting staff who raise a concern

We understand sometimes people wish to raise concerns with Freedom to Speak Up anonymously. This can be done via the @UHD App. If you choose to raise a concern anonymously it means our FTSU team cannot check in with you to support your wellbeing during what can be a difficult time so please ensure you **check our Thrive wellbeing intranet pages** to see what support UHD offers.

#### Other ways to speak up:

FreedomToSpeakUp@uhd.nhs.uk  
0300 019 4220



**Every concern raised is confidential.** Only the FTSU Guardians monitor the inbox and voicemail.

### Make a staff lottery bid to benefit your teams' wellbeing

Our staff lottery committee are inviting us to bid for money from the lottery funds, for items and equipment that will benefit as many of us as possible. Previous items funded by the Staff Lottery Committee include: items for the pharmacy garden, pictures to improve staff rooms, medical reference books, and much more.

Go to 'staff lottery' / 'lottery bids and funding' on the intranet to find out the requirements and policies, and request a bid form.

Bid deadline is **31 March 2024**.



## Physical health



Did you know that **up to 50% of cancer cases can be prevented through lifestyle changes, such as not smoking, healthy diet and exercise?**



Visit [LiveWellDorset.co.uk](http://LiveWellDorset.co.uk) for support, resources and activities to help you move more, manage your weight, stop smoking and drink less.

Source: worldcancerday.org



Don't forget to log your wellbeing activities on **EcoEarn** for a chance to **win a £20 voucher!**

## Spotlight

**Schwartz Rounds are an opportunity for all staff to come together and talk about the stresses of working in the NHS.**



#### Attending Schwartz Rounds can:

- Reduce stress
- Help you make personal connections
- Reduce hierarchies between staff
- Help you understand your responses and feelings

#### Feedback from your colleagues:

“The stories shared really made me think about the care I give to patients and staff”

“Fantastic way to express our feelings towards our work life”

“It was a sharing of experiences by different cultures and practices of knowledge”

Join us on **Wednesday 6 March** for our **Thrive Live Wellbeing special:**

**‘You cannot pour from an empty cup’**

Free lunch from 12.30-1pm  
Schwartz Round 1-2pm  
Physio gym, XCH







# Thrive Live

## UHD Wellbeing Fair

### 18-22 March 2024



Visit our Thrive Wellbeing intranet pages for the full programme of events


#### HEADLINERS



## MONDAY 18



### Life By Design by Wellbeing People

10.30-11.30am  
Virtual event 

Experience first-hand how to set realistic goals and cultivate the motivation you need to achieve them.


[Book here](#)



## TUESDAY 19



### Understanding Burnout by Dr Lorin Taranis

12.30-1.30pm  
RBH lecture theatre 

Consider burnout in the context of working in the NHS and think about different approaches to managing stress and preventing burnout.


[Book here](#)



## WEDNESDAY 20



### Understanding menopause by Dr Tim Hillard

2.30-3.30pm  
Poole lecture theatre and virtual 

An overview of the menopause, its symptoms and treatment by an accredited menopause specialist who established the first menopause clinic in Dorset.

[Book here](#)



## THURSDAY 21



### Cultivating emotional resilience and resourcefulness

10-11am  
Poole lecture theatre 

An interactive workshop exploring emotional resilience and resourcefulness and offering guidance on how to manage difficult emotions.


[Book here](#)



## FRIDAY 22




### Wellbeing Essentials for Others by LiveWell Dorset


9.30-11.45am  
Poole lecture theatre 


Learn how to engage in and practice effective conversations to help support others in positive lifestyle changes.

[Book here](#)

Plus many more in person and virtual events and offers throughout the week including...

 Free NHS Health Checks for staff aged 40-74

 Health MOT from onsite health kiosks

 Ask Me: Wellbeing special Thursday 21 March

# Transformation update

## On your blocks - new ward build underway

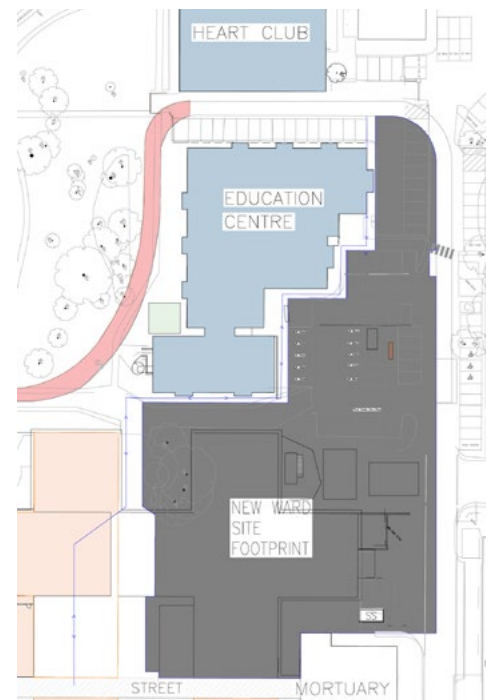
Work starts this month on the new ward block at RBH. On completion, it will provide enhanced clinical capacity and improved catering facilities - built using the latest modular techniques to minimise disruption and will include:

- 110 additional beds over four levels of ward accommodation, supporting respiratory and gastroenterology
- new catering facility on the ground floor
- links to the existing hospital 'street' at both the ground and first floor level
- three lifts to serve the upper floors
- plant space and solar panels on the roof

Dr Robin O’Gorman, medicines care group medical director, said:

*“We’re really excited to get to the enabling stage for the new development as we transition to the major emergency hospital site. Patients will benefit from new ward spaces, with the majority being single rooms as well as bariatric facilities on each level. We will also benefit with new catering facilities, as well as additional changing and shower services.”*

The £60m building is being constructed by the Darwin Group. Site set-up and enabling work will start this month, including the transfer of catering services into the new Stour Building kitchens. The main construction work will start in August and run up to November 2025.



## Welcome to our new FlexiChef

As part of our catering transformation, we have invested in a new kitchen appliance called FlexiChef. The multi-award-winning equipment allows chefs to cook, fry, deep-fry or cook at high speed, all in one appliance, optimising the cooking process and increasing efficiency sustainably.

Recently, the central production kitchen manager, Vikram, and chef, David, were part of a team that underwent training for this new equipment.

Vikram said: *“The larger equipment will increase our productivity in the kitchen, which will be helpful when we start to supply food to Poole Hospital using the new cook-freeze model.”*

David added: *“I like the speed at which the food can be cooked with FlexiChef, which will cut down my work time by around 60%.”*

The investment will improve the quality of patient meals by reducing cooking time and retaining more of the food’s nutritional value, as well as giving patients more food options.

FlexiChef is also good for the environment - energy consumption will be reduced by about 60% compared to conventional cooking equipment and uses 90% less water because of its self-cleaning feature.

After receiving their training, the team will now familiarise themselves with the equipment, feed in information, and create recipes before going live in the spring.





# 'Ask Me' transformation special



Join Dr Isabel Smith, our medical director for strategy and transformation, on **23 February**, for the first Ask Me transformation special of the year.

Isabel will also 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, this is a great time to ask a question. Search Ask Me on the intranet to join.

## Could you make the switch to reusable measures?

At RBH, the team on our Sandbourne day surgery unit run a very tight ship and are always looking at ways to improve efficiencies while providing excellent patient care.

In this unit, it is estimated that between 50-100 tape measures were used and thrown away every day. Sian Kousin-Ezewu questioned why disposable tape measures were necessary when other equipment such as blood pressure cuffs could be wiped after use. Working with the IPC team, we agreed that the swap could be made to reusable measures, keeping a small stock of disposable measures for suspected or known infections.

The reusable tape measures must be wiped after use with Sani Cloth Universal wipes (green) as per the policy for cleaning, disinfection and sterilising of patient care equipment.



	Cost per day Based on average of 75	Cost per week Based on average of 75/day x 5 days	Cost per year Based on average of 75/day x 5 days x 52
Disposable tape measures	£6.81	£34.01	£1770.60

Reusable tape measures cost £2.28 for 10 (less than 23p each) and can be used multiple for many months/years. For less than a day's cost of disposable measures, a ward or unit could be fully stocked with reusable tape measures.

Please contact [nhspound@uhd.nhs.uk](mailto:nhspound@uhd.nhs.uk) if you have any other cost/time-saving or sustainable ideas.



# Peter's ponderings...

with Dr Peter Wilson, chief medical officer

Spring is finally poking its head through. The snowdrops are out, Six Nations Rugby started, and we just had the first weekend where the hospital felt a degree of normality could be returning. I know it's far too early to be certain, and I must be careful with my words as 'normal' can be interpreted in many ways - but it always reminds me of the cycle of the NHS. We must continue to our future as it keeps moving forward and changing.

The three large pieces of work for all of us for this year are:

- 1 Completing the preparations for the reconfiguration.** We are now 68 weeks away from moving and we need to be prepared.
- 2 Preparing for next winter.** This seems a bit weird considering we are still in winter, and we seem to say that every year and things don't seem to change. For next year we really need to be able to do things differently - we will not have all the space we have had this year due to needing decant space

for the moves, and we are very aware this year of the concerns within ED, wards, SDEC, TIU etc. We are looking to a de-escalation plan that we, and our partners, will need to stick to if we are going to manage next winter better.

- 3 Prioritising how we spend our money at every level of our organisation.** It is always tricky to look to save money, become more efficient, at a time where everyone is working hard. Almost 80% of our cost is our pay. However, over the last few months there have been some good examples of how we can become more efficient - I am always nervous calling teams out because I know there will be so much more going on and I don't want to miss you all out. **Orthopaedics** is embarking on a piece of work to decrease length of stay by three days for hip and knee replacement, meaning we can get more surgery done for the same resource - great for patients and for us. **Medical records** are decreasing the numbers of patient stickers sheets that will be put in each folder.

This will save £100,000 per year. These two examples show the scale of opportunity - **all are equally important.**

I would encourage all of us to look at what is possible and ensure we are able to speak up to make improvements on what we are doing - in this way we will deliver for patients, team members and the organisation.



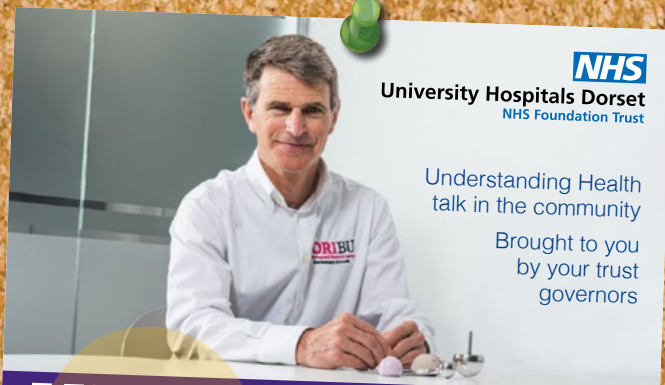
There is a large amount of work being done everywhere, and we will be working with all of you over the coming months. We are continuing to work with all our partners to make this winter better to support you and our patients.

Finally, I am so aware I am in a position of privilege to share my ramblings and thoughts with you - but they need to be what works for you and is useful. Please feel free to let me or the communications team know **what you think and what you would like to hear about** - I'm always keen for guest or regular appearances or I would love to visit your team to find out what you are working on.

Peter



# UHD noticeboard



**NHS**  
University Hospitals Dorset  
NHS Foundation Trust

Understanding Health  
talk in the community  
Brought to you  
by your trust  
governors

## Hips: How to avoid surgery

With **Professor Robert Middleton**  
orthopaedic surgeon and head of the Orthopaedic  
Research Institute, Bournemouth University

**Wednesday 28 February, 2.30pm**

**St Saviours Church, Colemore Road,  
Bournemouth BH7 6RZ**

Doors open at 1.45pm for refreshments and exhibition stands  
Bus route X1, X2, 1a, 2. Disabled parking in the church grounds (please book)  
and free parking in Colemore Road (parking restrictions suspended).

To book or for further information  
please email: [ftmembers@uhd.nhs.uk](mailto:ftmembers@uhd.nhs.uk) or call 0300 019 8723

# NHS Overseas Workers Day celebration What's your story?

As we build up to the forthcoming  
NHS Overseas Workers Day  
Celebration in March, we would like  
to hear from any international staff  
who are willing to share their journey  
to the UK and to UHD, as motivation  
and inspiration to others. If you would  
like to be involved, please email  
[workforcenurseteam@uhd.nhs.uk](mailto:workforcenurseteam@uhd.nhs.uk).

**BU** Bournemouth  
University

**NHS**  
University Hospitals Dorset  
NHS Foundation Trust

## Understanding Menopause

tips, information and support to improve your experience

In partnership with Bournemouth University

**Rosie Harper**

clinical specialist  
physiotherapist in  
pelvic health at UHD

**Dr Emma Thurston**

senior lecturer in physician associate  
studies at BU and GP with a special interest  
in women's sexual and reproductive health

**Wednesday 6 March 2024, 3-4pm**

**Bournemouth Gateway Building, Lansdowne (Room BG-110)**

This in-person  
event will also be  
live streamed for  
those preferring  
to join virtually. For  
more information  
and to book your  
place, please visit  
[Eventbrite](https://www.eventbrite.com).



This is a free event, open to everyone.

**STAR THE REVUE STRIKES BACK WARS**

13th, 14th & 15th March  
The Barrington Centre  
Ferndown  
Tickets £11.50

Scan to book

Sponsored by  
UHD Medical Staff Committee & IHP

In aid of

IHP  
VINEY + MCALPINE  
University Hospitals Dorset  
NHS Charity  
forest holme hospice

## Develop your leadership capabilities with BU



Bournemouth University's Level 7 Senior Leaders' Apprenticeship, starts in September 2024.

This two year part-time learning programme offers senior staff from health and social care a chance to achieve:

- Level 7 Senior Leader Apprenticeship
- Postgraduate Diploma in Business from Bournemouth University

- Level 7 Diploma in Strategic Management and Leadership Practice from the Chartered Management Institute (CMI).

The programme is funded by your employer and involves a blend of face-to-face lectures and workshops supplemented by virtual and distance learning.

Application deadline is 16 February 2024. Click [here](#) to find out more about this course including entry requirements and how to apply.

## Change: Are you ready to lead the way?

At UHD we have three workshops designed to support you and your team as you navigate periods of change...

### [Leading teams through change workshop](#)

(two hours)

[Book here](#)

You will learn the tools and strategies to lead teams through change and gain a greater understanding of the importance of communication and how to recognise and respond to emotional challenges.

### [Leading your team through integration workshop](#)

(three hours)

[Book here](#)

This workshop will support you to design a team development session, empower you to be proactive in planning your approach to integration and give you the confidence and capability to facilitate exercises around basic team principles.

### [New! Managing organisational change workshop](#)

(three hours)

Book via ESR under course 153 UHD Managing Organisational Change.

This workshop will equip you to manage UHD's organisational change process in line with our Organisational Change Policy. You will work through the practical application of managing the key stages to help you support staff through change.

## Being part of an effective team at UHD

Hybrid working highlights how important it is to communicate well with your colleagues.

In a virtual workspace, where face-to-face interactions happen less, active engagement, empathy and clear messaging is key. Every team member plays a crucial role in creating a culture of open dialogue, allowing us to share insights and provide timely feedback to one another.

Are your communication channels robust, inclusive and capable of bringing your team together, however you work?

Take a look at our [tips for working as a remote team](#) to help you check in as a team on your hybrid working practices.

Doing this will contribute to the development of a resilient, communicative, and adaptable team that can navigate the complexities of hybrid working.





# Could a placement student help support your team or department?

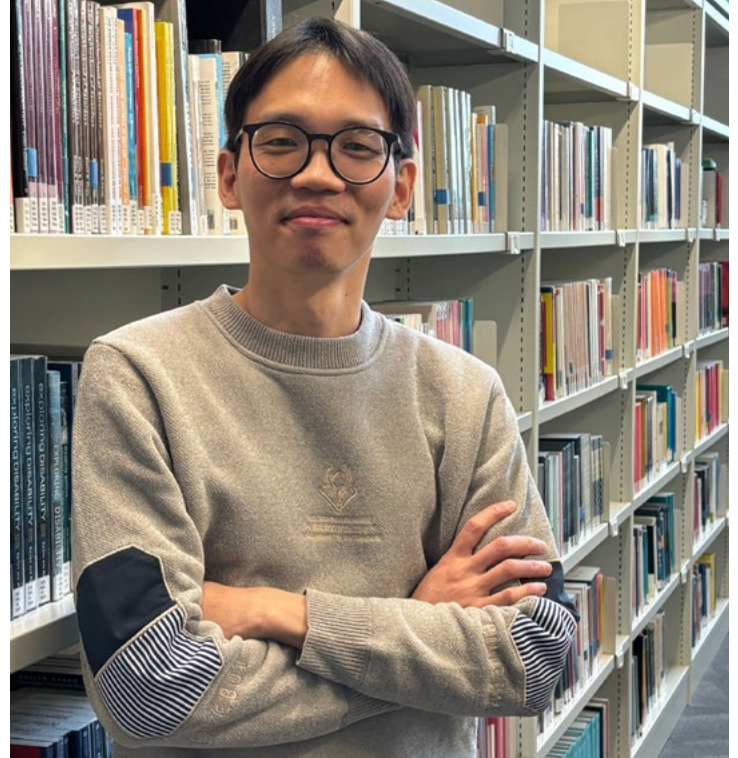
Each year around 1,800 students from BU work across our hospitals, helping us deliver care and support our services. Students on placements bring with them a wealth of enthusiasm and knowledge and are eager to put it into practice.

These placements historically have always been in clinical areas, but we are keen to increase the opportunities for students from non-clinical areas too.

We caught up with BU student, Pi Shetshotisaki, currently on placement as part of the BI team based in Yeomans House. Pi is studying for his masters in digital health, and knew that he wanted to work in healthcare.

Although the team had not had a student on placement before, they worked hard to make the placement possible. Pi started initially on work experience, before officially starting his 40-week placement in September 2023.

Pi said: **“I really enjoy being part of the team and they treat me very well. I have a different perspective of how things work in the NHS in the UK compared to before my placement and the experience will help my future career whether I stay in the UK or return to Thailand. It is amazing that the work I’m doing really matters and will be used by the hospitals in the future.”**



▲ Pi Shetshotisaki

Chris Dodgson, head of business intelligence development, said: **“Pi joining the team has been brilliant. Placement students are a great resource to support your team, and their enthusiasm and energy is excellent. It really is a win for all involved.”**

**Could your department or team benefit from a placement student? Do you have a vacancy that could perhaps be converted into a year in industry internship? To find out more, please contact [susan.varley@uhd.nhs.uk](mailto:susan.varley@uhd.nhs.uk) or access the setting up an [internship pathway](#) via the intranet.**

## Save the date

BU-UHD research event 8 May 2024, BU Talbot Campus 4-7pm. Registration details and an invite to submit abstracts on your research, quality improvement projects and clinical audit due out shortly...



# Launching our Patient Experience Strategy

Our UHD Patient Experience and Engagement Strategy sets out the vision to improve our Patients Experience over the next two years. The CARE priorities describe how we will achieve the patient experience and Patient First objectives, and details the actions we will need to take. [Click here](#) to read.

**We CARE**



## Supporting our patients with cancer

A big well done to Josh Naylor, a radiotherapy physicist, for being granted a Healthcare Science Innovation Fellowship by NHS England (NHSE). The Fellowship, part of NHSE's National School of Healthcare Science, is dedicated to reducing healthcare inequalities using innovative technologies for diagnosis, monitoring, or management of long-term conditions, helping people to live their lives well.

His project proposal, which will look at new ways of using technology to target lung cancer, was commended for its potential to make "significant differences to patients' radiotherapy treatment, in terms of quality, safety, and experience".

*"It's a huge privilege to win this innovation fellowship, and it is a great opportunity to be able to improve the care we give our patients. Some lung cancer patients currently travel to other radiotherapy centres further afield, and this new technology will allow us to treat them here at Poole,"* said Josh.

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

## A gardening path to wellbeing

Do you have a spare weekend to fill, or an hour every few weeks? We need volunteers to support our pharmacy team in our pharmacy garden at RBH. The team needs volunteers to help tidy, weed, paint (treat) benches, water plants or cut down the larger bushes or trees. No gardening experience needed, and support will be provided. If you think this could be you, email [anne.creasey@uhd.nhs.uk](mailto:anne.creasey@uhd.nhs.uk)





# What's in a name?

Across our sites, we are blessed with some superb grounds serving staff, patients, and visitors alike. Poole Hospital is more limited with outdoor space, however over the past few years, with generous support from UHD Charity and NHS Charities Together, we have tried to maximise the potential with the spaces we have. This has brought improvements to existing garden spaces, including the recent remodelling of the Dolphin Restaurant garden.

We have also introduced new garden areas,

the latest of which is a courtyard created by the new theatre block. We asked our theatres colleagues to help design this courtyard and as you can see, this is now taking shape. The courtyard is soon to have some finishing touches, including the installation of a solar sail for shade.

Before the official launch, we invite you to suggest a name for the new courtyard.



Send your suggestions to [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk)

## Let's get wasted

The 'introduction to healthcare waste' module is now available on BEAT VLE.

Clinical waste has a massive carbon impact. Here at UHD we produced 571 tonnes of carbon last year through waste disposal. That's equivalent to running 124 family cars for a year.

You can find BEAT VLE in your 'managed bookmarks' on your web browser. Find the training by clicking 'find eLearning' and searching 'waste'.



# Bank in brief

## Bank recruitment

In January, 44 new members joined the bank - a warm welcome to our growing bank community.

On 13 January, our bank recruitment team, with support from the dementia and delirium team, hosted a highly successful mental health support worker (MHSW) recruitment day, resulting in 13 new offers.

Ready for a change? Join us for our next MHSW recruitment day. Contact us at [bank.recruitment@uhd.nhs.uk](mailto:bank.recruitment@uhd.nhs.uk) for more information.



## What is #ProudToBeBank?

In early 2023, we set out to create a campaign celebrating our incredible bank workers and highlighting the immense pride that #TeamUHD holds for its bank community and all your hard work.

As we step into 2024, we're relaunching our campaign, but this time, it's all about celebrating YOU.

Every day, our workers embody their pride, and we're eager to showcase this, ensuring our community is truly seen and appreciated.

We have met with members across the trust in various roles to talk about their time with bank. Each member has a unique story to share, and we're excited to bring these

stories to you over the next few weeks.

Keep an eye on our socials to see their stories. Want to be a part of this celebration? Email [siobhan.stainer@uhd.nhs.uk](mailto:siobhan.stainer@uhd.nhs.uk)

# We are

## #ProudToBeBank



**CLAUDIA**

Healthcare support worker



**JENNY**

Nurse and administrator



**KAT**

Physical therapist



**ALI**

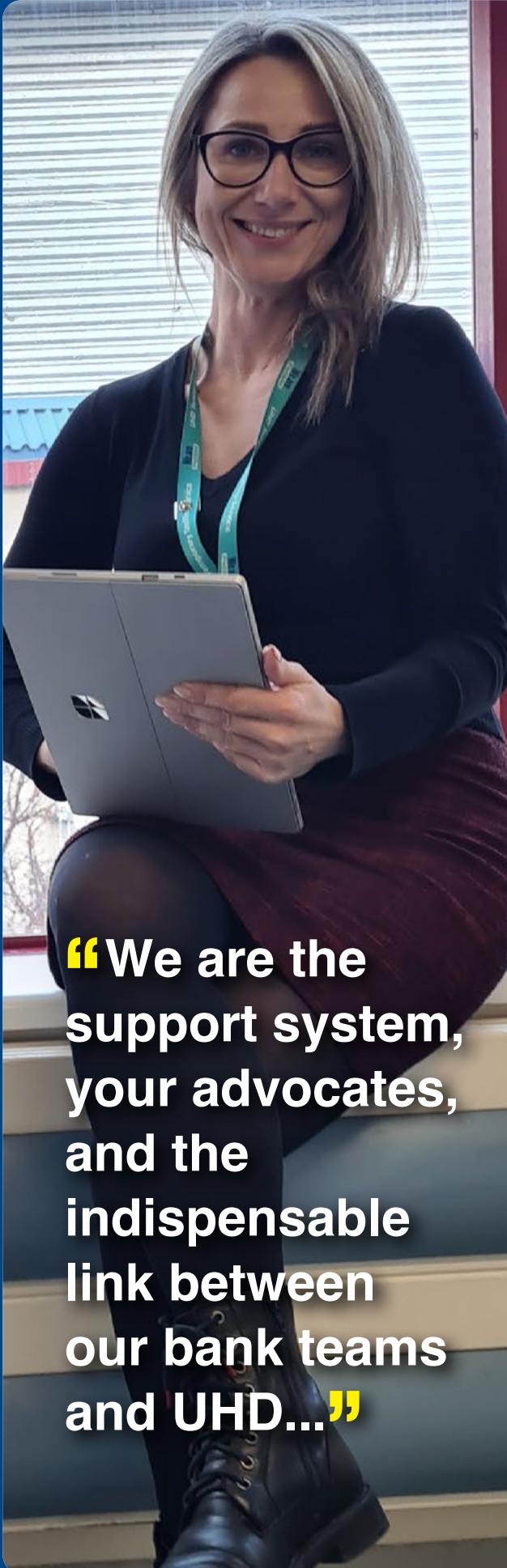
administrator

# Training day notice

Please note that the temporary staffing service will be closed on 20 February to enable to the team to undertake additional training. Additional information will be communicated directly to workers and management for escalation during this period.



# SPOTLIGHT: The dynamic world of our temporary staffing services



**“We are the support system, your advocates, and the indispensable link between our bank teams and UHD...”**

From supporting existing bank members, managing bookings, answering pay queries and handling shift details - there is never a dull moment in our temporary staffing services office. We met Beata, team lead to find out more...

“Our commitment to the journey of a bank member begins from selection all the way through to retirement. We stand alongside our bank workers, aiming to support throughout their professional lifecycle.

“Within the bookings team, **our responsibilities are far-reaching**. We oversee staffing levels, look after their wellbeing, and contribute to their personal development.

“Beyond administrative tasks, we serve as a crucial link, ensuring compliance, rostering support, and maintaining information between UHD and our bank community. We also support with agency and compliance, BI reporting and invoice processing. We have a clinical advisor in the team to support workers, agency, and departments.

“Our bank colleagues, often unsung heroes, form a substantial part of our flexible workforce. Acting as an emergency response team, they fill gaps during unforeseen situations, supporting in higher acuity situations or even undertaking project support. We take pride in our diverse and multi-skilled professionals who significantly contribute to the success of #TeamUHD.

“One challenge we face is dispelling the misconception that the bank is exclusively for nursing roles. **We offer a wide array of roles with approximately 7,000 workers enrolled with us**, spanning from estates and auxiliary to medical teams.

“Bank workers have the autonomy to manage their schedules, explore departments, and strike a balance between work and life. If you are thinking of joining the bank, just know we are here operating behind the scenes, available to support you seven days a week.”

[Click here](#) to find out more.

# 2024 campaigns and events calendar

With your support, these are the 2024 dates that we will be marking at UHD.

If you would like to get involved, email [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk).

If you would like to mark any national awareness campaigns or celebrations that are not on this calendar, we will share the content you email to communications but we are unable to support further.

\* Exact date TBC.

## APRIL

24 Admin Recognition Day

## JULY

\* Alcohol Awareness Week  
17 South Asian Heritage Month  
\* UHD Inclusion Day

## OCTOBER

1 Black History Month  
1 Freedom to Speak Up Month  
1 Stoptober  
1 Breast Cancer Awareness Month  
9 Baby Loss Awareness Week  
10 World Mental Health Day  
\* Allied Health Professionals Day  
18 World Menopause Day  
\* Infection Prevention Control Week  
\* Libraries Week

We are  
#TeamUHD

## FEBRUARY

1 Time to Talk Day  
4 World Cancer Day  
5 National Apprenticeship Week

## MAY

1 Deaf Awareness Week  
5 International Day of the Midwife  
5 World Hand Hygiene Day  
6 Dying Matters Week  
8 National Day for Staff Networks  
11 Newly Qualified Nurses Recruitment Day  
12 International Nurses Day  
13 Mental Health Awareness Week  
15 Dementia Action Week

## AUGUST

1 Cycle to Work Day  
1 World Breastfeeding Awareness Week

## NOVEMBER

1 UHD Team Month  
1 Men's Health Awareness Month  
\* Occupational Therapies Week  
10 Remembrance Sunday  
11 Anti-bullying Week  
20 Transgender Day of Remembrance  
\* International Fraud Awareness Week

## MARCH

1 Ovarian Cancer Awareness Month  
1 Overseas NHS Workers Day  
8 International Women's Day  
11 Healthcare Science Week  
11 Nutrition and Hydration Week  
13 National No Smoking Day  
18 Thrive Live UHD Wellbeing Fair  
20 Covid-19 Remembrance Service RBH  
21 Covid-19 Remembrance Service XCH  
22 Covid-19 Remembrance Service Poole  
24 World TB Day

## JUNE

1 Pride Month  
1 Volunteers' Week  
5 Sustainability Day  
5 Bike Week  
\* Biomedical Science Day  
19 National Healthcare Estates and Facilities Day  
20 National Clean Air Day  
24 Armed Forces Week  
\* Clinical Audit Awareness Week

## SEPTEMBER

13 World Sepsis Day  
17 World Patient Safety Day  
23 Organ Donation Week

## DECEMBER

3 International Day of People with Disabilities (Purple Light Up)

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



## New charity partnership is just the ticket

Morebus has announced that our UHD Charity has been chosen as its official good cause for 2024-2025. Following a vote from nearly 700 bus drivers, Morebus will raise funds for our hospitals.

The wheels are already in motion for various fundraising activities to help support our local community.



Corporate fundraiser, Hayley Harris, said: *“Our new partnership with Morebus is so exciting. Our hospitals and local bus service strive to achieve the same goal - to provide the best possible service for our community. We are looking forward to working together to do even more for our patients with the support of Morebus.”*

## March for Men 2024: Don't miss out!

Join us on Saturday 9 March at 10am to walk 5k or 10k along the Bournemouth promenade to raise funds for men's health projects across Dorset.

Last year, more than 300 people get involved and this year we're hoping to smash that target as we celebrate 10 years of this much-loved event.

Fundraising officer, Amy Beauchamp, said: *“The support from the local community*

*really makes a difference to our hospitals. Are you taking part in couch to 5k? Celebrate the end of your training and run with us.”*

This year we're fundraising for equipment that will improve the diagnosis and treatment of ureter and kidney cancers and benign conditions. The equipment would significantly speed up diagnosis rates and treatment.

Sign up today [here](#).



## Drum roll please

A big thank you to Joe Musker, local musician for holding a drumathon event to raise funds for the breast cancer care after they cared for his friend, Maggie. He was joined by drummers, percussionists, guitarists, and saxophonists for a four-hour jamming session and raised more than £624. You are amazing!



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



# Let's talk about IT

## Staff moving or leaving?

All managers/leavers/movers are expected to use the leavers/movers IT form on the eForms portal. If you're unsure what to do, this [short film](#) can help.

The form, which should be completed in addition to the HR leavers questionnaire (also available on the eForms portal), supports our IT colleagues, who can use it add, remove, or amend system and software permissions.

## Calling all nurses, AHPs and health scientists



What does release time to care mean to you? When we implement new digital technology, what is it that is most important to you? Your opinions are valuable, and we need you to help shape the services we provide. Please complete the short survey by scanning the QR code.

## Preparing for a new electronic health record starts now

National guidance on documentation was released at the end of last year, providing us with the opportunity to begin streamlining our current documentation across sites as we enter 2024. All this work will help pave the way for the implementation of a new electronic health record.

Our teams continue to use varying documentation and IT systems across site. Given the current impracticality of fully digitalising the documentation at this point, we encourage care groups to collaborate and consolidate all nursing and AHP documentation. This is the first step in a digital future.

We will be announcing workshops soon to help you identify areas of duplication. This process will empower teams to take ownership and develop your documentation.

During the workshop, there will be opportunities to pilot existing IT projects such as ENA, EObs, digital fluid balance

and Dragon Dictate. Additionally, the IT team will provide insights into project ownership and best practices for collaboration with them.

## Digital links - we need you

Do you work in a clinical area and are enthusiastic about digital advancements? Scan the QR code below and leave us your name, area you work and care group. We are seeking skilled communicators to assist the nursing and professions digital team in preparation for a new electronic health record.







# Let's talk about IT

## Support from our IT training team

Our IT training team provides effective, quality training on a variety of our IT systems to support the delivery of better, safer patient care. We are a friendly team with a range of knowledge, skills, and experience.

Our course catalogue includes courses on the following IT systems:

- eCaMIS - inpatient, outpatient, waiting list, record tracking, patient correspondence and pathway maintenance
- EPR - file and media uploader and removal, clinical letter, eDischarge
- EPR interops - PACS, ICE requesting, Dorset Care Record
- SystmOne
- Agyle, Tomcat and ICE - view only



▲ IT training team

- Dragon Medical One (DMO)
- National Care Records Service (NCRS)
- ESR manager self service

We use a variety of teaching methods to suit the needs of our learners. Our courses are delivered as group face-to-face sessions in our training rooms, eLearning, or virtual options via Teams.

We also deliver bespoke/urgent training on request when necessary.

When we are not training, we are assisting with your questions and issues with using the IT systems. We update our guides and videos regularly and publish them on our IT Training Portal [here](#). You can also find us on the intranet under I for IT training.

## IT training coming this year:

Getting started with Microsoft 365 - these courses are beginner level for anyone who is still trying to work out their OneDrive from their Teams channel. There are also new virtual offerings for EPR, eCaMIS Patient Browse, eCaMIS critical patient information and eCaMIS outpatient clinic management.



## IG top tips

Do you know the correct information governance inbox to send your queries to?

Information governance - [information.governance@uhd.nhs.uk](mailto:information.governance@uhd.nhs.uk)

Freedom of information - [foi@uhd.nhs.uk](mailto:foi@uhd.nhs.uk)

Information asset - [informationassetregister@uhd.nhs.uk](mailto:informationassetregister@uhd.nhs.uk)

Click [here](#) for more information.



# Good news feed

## Every drop counts!

So a big thank you to our local Tesco store for donating some additional soft drinks for us to add to our regular hydration rounds on wards 4 and 5 at RBH. Our patients and teams are really grateful.



## Gloves off for critical care

Gloves are no longer required for routine patient examinations across our critical care units. Aprons are still required to be worn for all patient examinations.

Evidence shows hand hygiene improves without relying on gloves, and there are sustainability benefits. Hand hygiene is still mandatory and required to support risk of hospital acquired infections. Well done for helping to save the planet and keeping our patients safe!



## Letting the light in

A big thank you to our UHD Charity and Haskins Garden Centre at Ferndown for funding this beautiful image of Durdle Door in one of our new radiotherapy units at Poole. Some natural beauty and calm will hopefully counteract the clinical environment.





# The Brief



## Spread the word

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

Update	Shared?
<p><b>Financial update:</b> Our NHS continues to face considerable financial difficulties. What can you and your team do to slow or reduce spend in your department? Please contact your line manager and find out more on page 4.</p> <p><b>Become a reverse mentor:</b> Applications are open for our reverse mentoring programme. Staff from underrepresented communities are encouraged to apply. Pg 5.</p> <p><b>Measles vaccination:</b> Measles cases are on the rise – have you had your vaccine? Find out how to book an appointment with occupational health on page 5.</p> <p><b>Measuring patient safety:</b> Do you know what patient safety is and how can we measure it? And what do we learn from Lerner? See the UHD Safety Crew on page 8.</p> <p><b>Thrive Live:</b> Save the date for our first UHD Wellbeing Fair in March – a week full of wellbeing events, talks and learning. Find out how to book your spot on page 11.</p> <p><b>Transformation:</b> Find out about our new ward build at RBH, our busy catering services and how to join our next transformation Ask Me on page 6.</p> <p><b>BU and you:</b> Could your team host a placement student? Head to page 17 to see how BU can help you.</p> <p><b>Green UHD:</b> Help name our new courtyard at Poole and keep your department sustainable with our waste training. See page 19.</p> <p><b>And finally...</b> Step into our Living Library, reflect with our Covid time capsule, Health Hub, Peter's Ponderings, latest events, meet the temp staffing team and much more!</p>	

**Staff questions or comments (continue overleaf where necessary):**

**Department:**

**Signed:**

**Date:**