

TheBrief

January 2025

Support for you as we count down to a smoke free UHD



The Brief



Wednesday 15 January - spread the word

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

| Update | Shared? |
|---|---------|
| <p>Thank you: It's been a very challenging winter so thank you to all staff who have worked hard to maintain patient safety and support each other. Winter viruses continue to impact our hospitals – see the homepage of the intranet for how to get a vaccine.</p> <p>Building for the future: We have a big year ahead of us a UHD, with the opening of our Beach Building. Head to page 8 for your transformation dates for the diary.</p> <p>Get support to go smoke free: On 12 March, our UHD sites are going smoke free. On page 5, find out how quickly you will start to feel the benefits if you stop, and get access to all our free stop smoking support.</p> <p>People Pulse: Tell us about your experience of working at UHD by filling out the People Pulse Survey. Please encourage your teams to take part.</p> <p>Freedom to Speak Up: Help shape our Behaviour Charter and see what FTSU support is available on page 10.</p> <p>Quality and safety: These remain a key focus for 2025, and our UHD Safety Crew has already lined up a series of Learn at Lunch sessions. Read more on page 12.</p> <p>Learn a new skill: Could 2025 be the year you learn something new? Take part in the many courses available with the South West Leadership Academy. See page 19.</p> <p>2025 campaigns and events calendar: With your support, on page 20 view the dates that we will be marking across UHD and please share these with your teams.</p> <p>Patient First: Do you receive too many emails? We want to create a healthy email culture that we can all adhere to, but we need your feedback first. See page 21.</p> <p>Health Hub: Listen to the latest episode of The People Pod, our UHD podcast, on page 11. We discuss the topic of men's mental health and its impact.</p> <p>Thank You App: We've launched our new Thank You app – a quick and easy way to share your appreciation for a colleague or team. See page 7.</p> | |

Staff questions or comments (continue overleaf where necessary):

Department:

Signed:

Date:

Your University Hospitals Dorset

An update from Chief Executive, Siobhan Harrington



“They didn’t just save my life, they ensured there was quality in my life...”

I wanted to start my first *Brief* update of 2025 with these words from David, one of our patients who was supported by our Stroke Hospital@Home team. Here at UHD we have an important year ahead - indeed there’s just 10 weeks until our maternity teams start delivering care (and babies!) from their new home in the Beach Building. But what this incredibly challenging festive period has taught us is the importance of **safety** and the **quality of care** we give, regardless of where that care is given.



▲ Stroke Hospital@Home Team

So a huge thank you to all our staff who worked over Christmas and New Year. The pressure on our urgent and emergency pathways has been intense, with seasonal illness having a big impact on our hospitals. You have been incredible, so thank you for all you are doing.

We have a very challenging time ahead of us, and we are expecting a national announcement shortly regarding money. In short,

there is no more money, and the reality is an additional 2% in cost pressures which we must all work together to achieve. As an executive team, we firmly believe if we focus on quality and safety, the money and performance will follow.

Looking ahead to this year, there is a lot in store.

We will see a number of major service moves in 2025, and you can see an overview of what’s happening when on page 8. The physical element of the moves will take significant effort, coordination and teamworking, while settling into our new homes will take time and patience. The enormity of this is never underestimated.

We will continue to check in with you regularly this year, building on the last Staff Survey which saw almost 6,000 colleagues give their feedback. Our latest **People Pulse Survey is out now** which provides us with up-to-date insight into whether you feel informed and supported in your role. See page 7 for details.

People PULSE

You don’t have to wait for a survey to give feedback - please do speak to your line managers and teams, or raise any issues and ask any questions in our monthly [Ask Me sessions](#). Our [Freedom to Speak Up service](#) is on hand

to support you if you have concerns that aren’t being addressed in your teams, while our [Thrive Wellbeing](#) offering is extensive, ranging from psychological and financial support to top tips for team working and Living Libraries.

Quality and safety remain a key focus for 2025, and our UHD Safety Crew has already lined up a series of Learn at Lunch sessions, kicking off with a focus on falls and safety on 22 January. We also launch our Clinical Quality Accreditation Scheme this year, an opportunity to celebrate and learn from best practice in our clinical areas across UHD, tying in with the further roll out of our Patient First programme.

2025 is the year our Trust goes smoke free. Our Tobacco Addiction Teams are working tirelessly to support patients and colleagues to highlight this major change coming on 12 March, and to offer dedicated support for people to quit. See page 5.

There are many more dates for the diary in our 2025 campaigns and events calendar on page 20, which includes a number of initiatives led by our fantastic Staff Networks.

We will continue to work with our system partners this year to support patient flow and to reduce the pressure on our emergency departments. NHS England has highlighted the need to deliver a neighbourhood health model and shift to moving care from

hospitals to communities, in line with the government's 10-year 'Change NHS' plan.

I would encourage all of you to take part and have your say on [Change NHS](#) and to identify which areas of our work could and should be happening in a community setting. On 6 February we will be hosting a virtual 'Understanding Hospital at Home' talk, which will be followed by an interactive workshop where members of the public can help shape the plan. See page 25.

Another feature of the 10-year plan is making better use of technology and here in Dorset we have now submitted our outline business case for our new Electronic Health Record.

I appreciate we have had a number of IT challenges to deal with so please be assured it is a key focus of improvement.

With so much going on, the importance of recognising all you do is more important than ever. We have launched our new Thank You app - a quick and easy way to share your appreciation for a colleague or team. Read more on page 7.



On that note, a key date for your diary is our 2025 UHD Awards taking place on 20 May. These awards are an important opportunity to pause and reflect on what we have achieved in #TeamUHD - so look out for nomination form coming soon!



Thank you for your continued hard work and here's to 2025.

Siobhan

Vital statistics

December 2024

- We saw **41,021** patients in our outpatient departments
- ...and an additional **9,002** virtually
- Carried out **1,621** day case procedures
- Supported the birth of more than 308 babies
- Attended to **13,366** patients in our emergency departments
- Cared for **238** patients at the end of their lives
- Started 180 patients on their radiotherapy journey

Thank you **#TeamUHD**

2025 to do list: Get help to quit smoking!

2025 is the year our hospital sites will go smoke free. Could it be the year you go smoke free too?

Whether you've already started your smoke free journey, or are looking to kick the habit this new year, it's never too late to quit and it's easier to stop smoking with the right help.

You can find free stop smoking support from our fantastic Tobacco Addiction Care and Treatment Service and Smoking in Pregnancy Teams. They support patients and staff and can be reached at smokefree@uhd.nhs.uk.

You can also download the free NHS Quit Smoking app which helps track your progress, see how much you're saving, gives you daily support and helps you be inspired by others.

Countdown to 12 March

12 March is National No Smoking Day and the day UHD goes smoke free. If you stop smoking now, these are some of the changes you might feel by March:

- **After 20 minutes:**
Check your pulse rate, it will already be starting to return to normal.
- **After 8 hours:**
Your oxygen levels are recovering, and the harmful carbon monoxide level in your blood will have reduced by half.
- **After 48 hours:**
Your carbon monoxide levels have dropped to that of a non-smoker. Your lungs are clearing out mucus and your senses of taste and smell are improving.
- **After 72 hours:**
If you notice that breathing feels easier, it's because your bronchial tubes have started to relax. Also your energy will be increasing.
- **After 2 to 12 weeks:**
Blood will be pumping through to your heart and muscles much better because your circulation will have improved.

**TeamUHD -
supporting
each other
as we go
smoke free**

We're seeking champions from all clinical areas to link with our Tobacco Addiction Care and Treatment Service. We offer training, resources, and support to help you optimise smoke free workspaces across UHD, making a difference for patients and staff.

Contact us at
smokefree@uhd.nhs.uk



Moving on up in 2025

As we launch ourselves into a busy 2025, we want to thank you for amazing progress in 2024 and for seeing more patients, quicker. This is what putting patients first is all about. It wouldn't have happened without your teamwork and skills. Thank you.

Some key achievements, that we can all be proud of:

- Ending the very longest waits, and virtually all patients waiting over 65 weeks.
- Delivering a 7% improvement in Referral to Treatment Times (RTT). This means thousands more patients being seen sooner, with more treated or discharged within 18 weeks.
- Reducing 'did not attend' rates (DNA) to close to 5%. This means fewer wasted appointments.

- Consistently delivering patient initiated follow up (PIFU). Our rates are above the national target.
- Getting back on track to deliver or exclude a cancer diagnosis for patients within 28 days of referral. Times to first treatment (within 62 days) is the best since May 2021.
- We are also on target to deliver an improvement in diagnostics (DM01) performance.

We are aware teams are continuing to work under challenging conditions. However, together we can and will still do our very best for our patients, whether they be planned or emergency admissions.

As we look forward to 2025 there are many exciting developments to provide even better care. This includes key steps to create our planned and emergency hospitals. So can we thank you for this amazing progress, your commitment to always improving, and both being able to manage today, as well as building a better future.



Save the date:

Chinese New Year celebrations

Join colleagues to help celebrate the Lunar New Year on Tuesday 28 January, from 1-3pm in RBH's atrium. There will be a variety of activities and performances including

storytelling and calligraphy, games of Mahjong, recipe sharing, the art of paper cutting and much more!

Hope to see you there.



HAPPY YEAR OF THE SNAKE



Keeping everyone safe

To address the rising concerns of violence and aggression against staff, we are introducing a 19 strong in-house Security Team by February.

The aim is to enhance the safety of staff, patients, and visitors across the UHD hospital sites. The Security Team will include trained professionals each undergoing a Hospital Security Officers' course providing the highest standard of security officer. Security will respond swiftly to violence and aggression incidents support as well as providing visible reassurance to those coming on site. They will also work with staff to promote a culture of security and awareness.

Recent statistics from the Staff Survey indicate an increase in violence and aggression towards staff. We are committed to ensuring that everyone can perform their duties without fear of aggression or harm.



Head of Security and Portering, Stacey Fuszard, said:

“The safety of our staff is very important. I am dedicated in creating a workplace where UHD staff can feel safe, secure, and supported allowing them to focus patient care.”



If you want to ask questions or need non urgent support, contact **stacey.fuszard@uhd.nhs.uk**

People PULSE



Please tell us about your experience of working at UHD by visiting www.nhspeoplepulse.com and filling out the [People Pulse survey](#).

What are you asking me and what will you do with my feedback?

We will be asking you whether you feel we proactively support your health and wellbeing, if you are well informed and supported, if you are given the opportunity to make improvements to the work of your team/department and how well you think we respond to patient safety incidents.

We will listen to your feedback, act on issues raised and use it to make tangible improvements to staff experience. We will also be using future surveys to regularly check in with you to see if our approach needs adjusting.

Read this [information sheet](#) to find out more about how you can help shape the future of UHD.

Make their day today

Our new Thank You app is a quick and easy way to share your appreciation and recognise the positive work of colleagues. If you receive a thank you, both you and your manager will receive an email notification. You can access the app by visiting our [‘Celebrating Team UHD’](#) intranet page or tapping the ‘Thank you’ icon on our @UHD app. Why not try it out and make someone’s day with a thank you message?

We have partnered with staff from the Royal Papworth Hospital to bring you this new way to thank your colleagues. Your email notifications will appear in your inbox from ‘Cyferd Platform’. Watch [this demonstration](#) to see how to send someone a thank you.



Building for the future

As our transformation progresses and we enter a busy new year, we look forward to exciting developments across our hospital sites. This £500m investment will ensure that patients receive the right care, in the right place, at the right time.

We recognise that delivering these improvements while maintaining high-quality care is a significant challenge. Thank you to all our staff for your dedication, flexibility, and support in ensuring services continue to run smoothly throughout this period of change.

Key milestones in 2025

January

- Wessex Way access road to RBH opens.



February

- Beach Building 'keys' handed over to UHD.



- The Coast Building reaches its 'topping out' milestone.

March

- RBH Radiology ED Hub relocates to the Beach Building (4 March).
- RBH Critical Care Unit moves into the Beach Building (25 March).

April

- The new RBH main entrance, retail, and multi-faith areas open.
- Maternity and Neonatal teams move into the Beach Building (2 April).



- Inter-site shuttle bus between Poole and RBH begins.

May

- RBH Emergency Department relocates to the Beach Building (14 May).
- Potential move of RBH Ward 18.

Spring 2025

- Expansion of the Outpatient Assessment Centre at the Dolphin Centre, Poole (subject to business case approval).
- New car park operator introduces an Automatic Number Plate Recognition system, along with an improved staff parking permit system.

Summer 2025

- Work begins on upgrades to the RBH Acute Medical Unit (AMU), Medical and Frailty Same Day Emergency Care (SDEC), and Older Persons Assessment Unit (OPAU).

Autumn 2025

- Endoscopy Diagnostic Hub at Poole completed.



- Surgical Same Day Emergency Care (SDEC) and Surgical Admissions Unit (SAU) completed at RBH.
- New Haematology and Oncology wards completed at RBH.

Winter 2025

- RBH Shelley Restaurant and new staff dining area completed.
- The Coast Building fully completed.



- Planned and emergency services separation: Emergency care moves to RBH, while Poole becomes the planned care hospital, including the Elective Surgical Hub.

“In 2025, our new buildings will come to life as we welcome the first patients. The opening of the Maternity Unit in the Beach Building at RBH and the new Endoscopy Diagnostic Hub at Poole mark key steps in our journey to improve patient care.

“All developments planned this year support our long-term strategy to separate emergency and planned treatments, enhancing services for both staff and patients across all our sites. Thank you for your commitment to delivering excellent care while we are building for the future.”

Dr Isabel Smith
Medical Director,
Strategy and
Transformation



Correction: Wessex Way help button

We apologise for the error in the last issue of *The Brief*. It was stated that the help button for the new Wessex Way access road would connect to the porters. This is incorrect. We can confirm that the intercom will connect to the Car Parking Team.

Discover the new look Transforming Care Together website

The Transforming Care Together website has been refreshed, including the latest project timeline, and will continue to evolve over time. One key area we're looking to build on is the Q&A section, inspired by its popularity on the Born at the BEACH portal. We encourage you to explore the site and stay updated on our progress. Visit the refreshed site here: [TCT Website](#).

Supporting you
to raise concerns

**Freedom
to speak up**

1 April - 31 December 2024

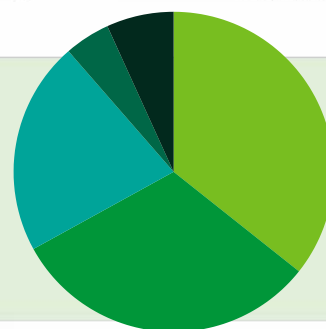
416 staff

came to speak to FTSU*

*This is an increase of 49% compared to same period in 2023

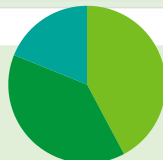
Themes

147 referrals for 'attitudes and behaviours'
129 referrals for 'policies and procedures'
89 referrals for 'worker safety and wellbeing'
28 referrals for 'equality, diversity and belonging'
19 referrals for 'patient safety'



Behaviours

39% of concerns related to incivility
33% of concerns related to toxic workspace / teams
19% of concerns related to complex and longstanding behaviours



of staff came to FTSU because they felt their manager was the issue or was not addressing the issue



of staff came to FTSU because they felt unsafe to speak up



17% of referrals came from global majority staff



52

anonymous referrals
via @UHD app*



36% of referrals came from staff who have disclosed a disability

What have we learnt?

The need for compassionate and inclusive leadership and better management skills (172 cases). The need to have respectful and civil workplaces (94 cases). The importance of health and wellbeing and looking after each other (60 cases). The difficulties of team integration and merger (36 cases). The need to get the basics right (32 cases).

What does this tell us?

Together we need to improve civility and look after each other's wellbeing.

We are working on a Behaviour Charter to highlight the impact of incivility and ensure everyone knows the methods of reporting or calling out poor behaviour. It is also important that all staff, patients, visitors, volunteers, students and contractors trust that steps will be taken by UHD to ensure behaviour that is not in line with our Trust values is addressed.

Can you help us? We need your feedback on the statement which will form the foundation of our Behaviour Charter. Please use [this form](#) to tell us which one you prefer.



Who can you speak up to?

Speaking up is raising a concern about attitudes and behaviours that don't meet our Trust values, patient safety, worker safety and wellbeing, or policies and procedures.

You can speak up by...

- Talking to your line manager.
- Talking to [Human Resources](#).
- Talking to your Clinical Supervisor.
- Talking to your tutor.
- Raising a [LERN form](#).
- Submitting a [Patient First](#) improvement idea.
- Talking to the [quality and safety team](#).
- Talking to our [staff governors](#), [chaplains](#) or [staff networks](#).



**Be a great
place to work**

Find out more on our [FTSU intranet pages](#).

If you don't feel comfortable using the above routes, call us on **0300 019 4220** or you can email us at FreedomToSpeakUp@uhd.nhs.uk, or raise a concern anonymously using the @UHD app.

**Thrive
wellbeing**

Click here
for support

You can access Trust wellbeing support by visiting our [Thrive intranet pages](#).

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



#DryJanuary – Feel Good February!

Have you set a new year's resolution for 2025? Maybe you're already signed up to Dry January? Or perhaps you're planning to use the four weeks of February to go alcohol free? Either way, **our Team UHD Addiction Care and Treatment Service (ACTS) are here to guide you along the way.** The team has been out and about across our hospitals signing people up to Dry January and talking through the many benefits of going alcohol free for a month. There are more opportunities throughout January to meet the team as well as a number of support agencies:

Live Well Dorset

16 January, RBH atrium, 10am-2pm

Alcoholics Anonymous

22 January, Poole dome, 10am-2pm

24 January: RBH atrium, 10am-2pm

ACTS

28 January, Poole dome, 11am-1pm

29 January, RBH atrium, 2-4pm



A month without alcohol brings lots of benefits:

Feel healthier. In one month without alcohol you could lose weight, increase your energy, improve your sleep, have clearer skin and improve your sports or gym performance.

Clear your head. Improve head space, reduce anxiety, improve your mood and enjoy being hangover free.

Save money. Especially helpful in this long post Christmas period.

Reset your relationship with alcohol. Is it time for you to take back control?

Financial health

Find confidential financial wellbeing support and details of discounts and offers for NHS staff on our Thrive [intranet](#), app and [web](#) pages.



Spotlight

Men, movement and mental health

In our third episode, Waste Manager, **Dan Thomas**, Integrated Desktop Service Manager, **Rob Flux**, and Outpatients Physiotherapist, **Osman Ahmed** delve into the topic of men's mental health and its impact on our everyday lives. They also explore the stigma surrounding sharing emotions, the significance of escapism, our relationship with food, and navigating grief.

Click [here](#) or scan the QR code to listen on Spotify.

Would you like to be in a future episode? Email communications@uhd.nhs.uk.



'Take 15 on safety' this new year



Save lives,
improve
patient safety

Delivering high-quality, safe, person-centred care

Our UHD Safety Crew is encouraging us all to make 2025 a year to talk about safety and is rolling out the UHD Safety culture tool - UHD SaF.

The tool is an questionnaire which invites individuals in a team to reflect and self-assess against 10 dimensions linked to safety culture. It takes around 15 minutes to complete via a hyperlink or QR code and includes an option to give additional feedback.

Thought provoking questions encourage you to consider if your team currently:

- gives priority given to safety
- learns from safety events and best practice
- communicates about patient and staff safety
- ensures team-working for safety

Everyone in a team answers the questions individually (and anonymously), ranking each question from A-E. 'A' is at the bottom of the scale, with little or no focus given to that dimension, while 'E' represents a standard that is embedded throughout the team.



Once everyone has completed the questionnaire, the team comes back together to collectively look at the responses, using them as prompts for important conversations. Teams will then be encouraged to repeat the process around six months down the line to identify what changes have been made and how the safety culture feels in the team.

The tool has been piloted with teams who have started their Patient First journey and our Executive Team has also completed a round of the questionnaire and reflection exercise.

Jo Sims, Associate Director for Quality, Governance and Risk, said:

“UHD SaF is designed for **all** members of a team working in **all** roles. It's about leadership, teamwork and communication - a chance for you to talk about what you are doing well, and where your focus is for innovation and improvement.

“If your team is starting its Patient First journey in 2025, looking at your safety culture is a good place to start. It's also an excellent stepping stone to professional and team development.

“There's an opportunity to learn from different areas and share ideas to improve your score, and the tool will be linked to our new UHD Clinical Accreditation Scheme.”

Would you like to be the next team to take part in UHD SaF?
If so, email joanne.sims@uhd.nhs.uk.

Feedback on UHD SaF

"The UHD SaF enabled us to focus our service improvement around the fundamentals of patient safety. The online questionnaires were easy to complete and ensured all staff felt their voices were listened to and acknowledged..."

Rebecca Marsh, Clinical Lead, Christchurch Day Hospital

"It was simple and easy to complete and helped us as a Board ensure we are always focused on the safety and wellbeing of our patients and staff as the centre of our discussions..."

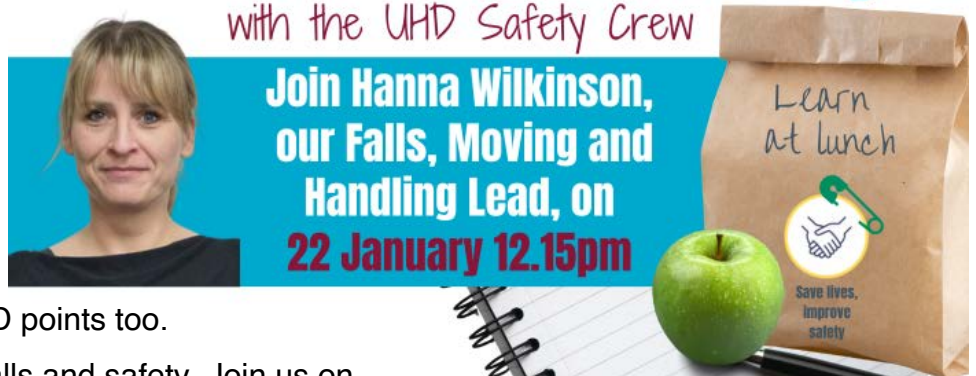
Mark Mould, Chief Operating Officer

Learn at Lunch in 2025

A focus on falls and safety

with the UHD Safety Crew

Our UHD Safety Crew has lined up another great series of Learn at Lunch sessions for the year. The interactive sessions are suitable for all of Team UHD, as we are all part of the Safety Crew. You can use them for informal CPD points too.



We kick off 2025 with a focus on falls and safety. Join us on **22 January** at 12.15pm and hear from Hanna Wilkinson, our Falls, Moving and Handling Lead. You can get the link to join, and see the other sessions for the year on the [Learn at Lunch intranet pages](#).

You said, we did

Your Health and Safety Team has been reviewing known 'climb and fall' risks across the Trust.

As a result, our Estates Team has installed some anti-climb fencing in a number of areas and fall protection barriers to help keep our staff and patients safe while on site.

Thank you to all involved!



Lending a helping hand

Volunteering is a great way of helping the local community and gives a sense of wellbeing. Meet Charlotte Curtis, one of our wonderful volunteers...

Why do you volunteer?

"I work in the Outpatient Department helping direct patients to the right reception desk for their appointments. I enjoy helping people who are confused about where to go and talking to members of staff and patients who pass me."

What advice would you give to anyone who was thinking about volunteering in the NHS?

"Volunteering is super beneficial. It's lovely

being able to help someone who is nervous by greeting them with a smiley face when they arrive. Helping them to find out where they have got to go for their appointment means they are less stressed. It is a worthwhile and rewarding role."

How would you describe the NHS in one word?

"Incredible!"



Building our future workforce with work experience

Did you know that since April 2024, we have been able to offer work experience and placements to 87 young people across our hospital?

The feedback has been overwhelmingly positive, and we believe this will lead to a range of people choosing a career in the healthcare sector. We hope to offer more opportunities as awareness of our programmes grow in 2025. **Could you offer a work placement in your department?**

We recognise that there are many careers

within healthcare that many young people may not be aware of. By offering these work experience opportunities, we hope to help them better plan their journey to roles they may not have previously considered.

Please feel free to reach out to us at youthdevelopment@uhd.nhs.uk or wilson.omoniyi@uhd.nhs.uk if your team wants to get involved.

Celebrating our photography competition winners

The winners' presentation for our 'A Touch of Nature' photography competition - for maternity and neonatal staff - took place last week. Congratulations to Anna Collins, one of our community midwives, whose stunning image for 'Autumn' won from an incredible 700+ overall public votes!

Captured on Highcliffe Beach - where Anna braved getting drenched - the photo, along with the two runners-up, will be printed and displayed in our new Maternity and Neonatal Unit inside the Beach Building. Congratulations Anna and to everyone who participated.





Do you know your staff governors?

“Hi, I’m Rob, I’m the Integrated Desktop Services Manager in Informatics and I have worked for UHD for over a decade now.

“During this time, I have seen many changes. I am constantly liaising with clinical leads, heads of departments and specialists who provide essential services to our patients and service users and know significant role that UHD plays in supporting the wider community.

“As one of three staff governors, my representative cohort is admin, clerical and management, but not restricted to just supporting this.

“I am a link between hospital management and its employees and interpret issues on both sides. We study board reports, surveys, give feedback, reflect on local issues within national contexts and bring to light unaddressed staff views. We also

hold the non-executive directors to account. We can also support recruitment, retention, and staff engagement.

“Staff governors complement the work of trade unions, staff councils and other professional bodies. Most importantly, we often act as hub of information for the staff cohorts we represent and offer the Council of Governors a view into the operational front-line workings of the NHS and reporting back directly from staff.”

Could you join us?

If you would like to contact me for any reason or would like more information on becoming a staff governor, email **rob.flux@uhd.nhs.uk**.

Green UHD

Medicines for our future

Our medicines and the way we use them can have a big impact on our environment. Every medication that is prescribed inappropriately, administered incorrectly, not taken by the patient, or not disposed of safely contributes unnecessarily to the environmental impact of the healthcare sector. Alex works with our Sustainability Team and it is his job to help Team UHD on their journey...

“My name is Alex, and I am the Lead Pharmacist for Medicines Optimisation and Sustainability. My job is to ensure we are using our medicines efficiently, which saves the NHS Pound and reduces our carbon footprint.

“Medicines usage is responsible for 25% of the NHS’s carbon footprint, so any efficiency savings will have a significant impact in the country’s CO2 emissions. I spend most of my day connecting different teams, making sure all our Net Zero improvement projects get done on time and run smoothly. I love the ability in this role to make real change.”



Delivering Christmas cheer

A big thank you to AFC Bournemouth players for spending time on our Children's Unit and bringing gifts, smiles and festive cheer. We also saw several businesses across our region donate presents for children and older patients spending Christmas in the hospital, while our Neonatal Unit received baby books. These thoughtful donations will make a significant difference to the families supported by the unit.



On the NASH rocks on for additional CT scanner

Our hospital band took the Canvas nightclub stage by storm in a festive charity bash, raising funds for an extra CT scanner in the Beach Building. On the NASH raised £500 at the electrifying event. Well done!



Healing with every step

Critical Care Consultant, Michelle Scott, is running the London Marathon in April to raise £2,000 to enhance the future Critical Care Unit (CCU) in the Beach Building.

Whether looking at equipment to navigate the stress of being in the CCU or thinking of ways to improve patients' quality time, she's eager to go the extra mile to fundraise for those who need it. [Click here to support.](#)



Mum raises funds for SPRING in memory of twins

Local mum Kate is preparing to trek along the breathtaking Peruvian scenery to Machu Picchu in memory of her baby daughters, Mia and Clara, who passed away in 2015.

After a routine 18-week scan, Kate found out that Mia and Clara had Twin-to-Twin Transfusion Syndrome, a rare and serious blood flow condition.

Sadly, the twins passed away shortly afterwards.

Kate is 'forever grateful' to SPRING for the support she received after her 'heart-wrenching' loss. You can support Kate's incredible journey and raise funds donating to her JustGiving page [here](#).



Support our UHD Charity

Is your New Year's resolution to try something new in 2025? With more challenges yet to be confirmed, we are sure we have something you can get involved in...

March

March for Men: March is Prostate Cancer Awareness Month, so step into action and show support for those affected by prostate cancer. [Sign up here.](#)

April

Skydive: Could you skydive from 10,000 or 15,000 feet for our hospitals? [Sign up here.](#)

London Marathon 2026 ballot opens: Apply for a spot to run the London Marathon in 2026. Applications will open shortly after the 2025 marathon with a date to be confirmed. There will be an application shared on our website and socials.



May

Twilight Walk: Join hundreds of people across our region at this magical evening event for those affected by breast cancer. Date TBC.

July

Snowdon Sea to Summit: Cycle through the Welsh countryside, climb Mount Snowdon and kayak around Llyn Padarn. Anyone can join this unforgettable adventure [here.](#)

September

Land's End to John O'Groats Cycle: Begin your journey at Land's End, and reach John O'Groats in Scotland. [Join here.](#)



Walk for Wards: Walk a 3km, 5km, or 10km journey alongside hundreds of brilliant individuals from across our region. Date TBC.

October

Mount Kilimanjaro Climb: Embark on the ultimate challenge of a lifetime as you ascend the world's tallest freestanding mountain, in the heart of Africa. [Sign up here.](#)

Run Bournemouth: Experience breathtaking routes along our stunning South Coast as you run a 5K, 10K or half marathon. [Sign up here.](#)

Anytime challenges

Challenge yourself to take 10,000 steps every day for one month. [Get involved here.](#)

Feel the trill as you abseil alongside the Spinnaker Tower. [Sign up here.](#)

Feel the wind in your hair as you soar through the skies on the wings of a biplane for Team UHD. [Take part here.](#)

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

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

New year, new skill?

Make 2025 the year you invest in your professional development with our Knowledge and Library Services...

Our library service offers a wealth of resources to support evidence-based practice, lifelong learning, and improved patient care.

Access our collection of resources, including our [books](#) and [journals](#) covering a wide range of topics

- clinical and non-clinical. Use [BMJ Best Practice](#) and [ClinicalKey](#) for quick answers at the point of care and upskill with [BMJ Learning](#), [Visible Body](#) and our specialist [topic guides](#).

We provide [training](#) in literature searching, critical appraisal, and effective use of library resources. Whether you're preparing for revalidation, studying, undertaking research, or want to stay up to date, we are here to help. [Become a Library Member](#) and check out our [website](#) to discover more.



NHS Knowledge and Library Services

Wear with care

Our Appearance Policy has been updated and can be found [here](#). It is intended to ensure that everyone understands the standard of appearance required at UHD. Whether you work in a clinical area or non-clinical area, it is important that we all comply with the policy.

Head of Nursing and Professions for Women's, Children's, Cancer and Support Services Care Group, Marie Miller, said:

“All staff employed by UHD are ambassadors for the organisation. It's important that we look professional and smart, so our patients and visitors feel confident in the services and care we provide. This provides a positive impression of our organisation. If you have any questions regarding the policy, please speak to your line manager in the first instance.”



Do you wear your uniform with pride? We're looking for colleagues across the Trust and from a range of departments to be part of a new campaign to raise awareness of the updated policy. If you'd like to be involved and feature in a series of artwork promoting the policy, email emma.welham@uhd.nhs.uk

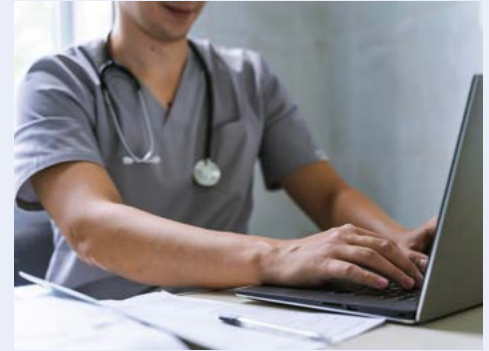
The South West Leadership Academy has a range of programmes, workshops, and online learning to support you in your ongoing development as a leader. Could 2025 be the year you take the leap and learn a new skill?

The **Edward Jenner Programme** serves as an introduction into the essential skills and behaviours associated with leadership in healthcare. You will develop your confidence and competence in your role, exploring what leadership means to you personally, how you lead through your relationships at work, and how you lead across your team (and beyond!). The programme is delivered online,

and you will be required to spend a few hours each week working through each module. To find out more and to enrol on the programme, [click here](#).

Their **Bitesize Learning Courses** are short guides designed to help you develop new skills and new ways to improve your experience of work. Topics include Team and Group Dynamics, Building Inclusion Through Understanding, and The Power of Emotional Intelligence. All these courses are free to access. You can [sign up here](#).

The **Leadership Learning Zone** contains eLearning modules complemented by training events and workshops to help you lead your team. These are interactive and



they explore key areas of leadership development, including Unconscious Bias, System Leadership, and Patient Experience. To explore the module catalogue and to register, [click here](#).

Finally, the **Inspiration Library** contains short snippets of learning, ranging from videos and podcasts to TED Talks and blogs. These cover a variety of leadership topics, including psychological safety, compassionate leadership, and leading in a crisis. You can explore these resources [here](#).

Building effective teams: Listening skills

It's the start of a new year which means it's a great opportunity to think about what skills we can all develop within our teams. In an effective team, good communication is extremely important, and this includes the art of listening. By fostering strong listening practices, teams can improve collaboration, build stronger relationships, and achieve better outcomes.

As many teams across UHD are facing challenges and changes, it is vital that team members support one another to ensure we are all being heard. Use this sheet to develop your skills and put them into action during team meetings and discussions.



You can find more team development resources on our [intranet](#) and [@UHD](#) app pages. They are also shared every week in your Staff Bulletin. **Just look out for the Thrive badge.**

2025 campaigns and events calendar

With your support, these are the 2025 dates that we will be marking at UHD.

If you would like to get involved, email 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.

We are
#TeamUHD

February

- 1** LGBT+ History Month
- 4** World Cancer Day
- 6** Time to Talk Day
- 10-16** National Apprenticeship Week

May

- 5-11** Deaf Awareness Week
- 5** International Day of the Midwife
- 5** World Hand Hygiene Day
- 5-11** Dying Matters Week
- 12** International Nurses Day
- 12-18** Mental Health Awareness Week
- 14** National Day for Staff Networks
- 19-25** Dementia Action Week

April

- 6-12** National Library Week
- 23** Admin Recognition Day

July

- Cultural Day - date TBC
- 1** South Asian Heritage Month
- 7-13** Alcohol Awareness Week

October

- 1** Black History Month
- 1** Freedom to Speak Up Month
- 1** Stoptober
- 1** Breast Cancer Awareness Month
- 9-15** Baby Loss Awareness Week
- 10** World Mental Health Day
- 14** Allied Health Professionals Day
- 15** National Pronoun Day
- 18** World Menopause Day
- 19-25** Infection Prevention Control Week
- 30** - World Sustainability Day

August

- 1-7** World Breastfeeding Awareness Week
- 7** Cycle to Work Day

November

- 1** Men's Health Awareness Month
- 3-7** Occupational Therapy Week
- 11** Remembrance Day
- 13-17** Anti-bullying Week
- 14** Disability History Month
- 20** Transgender Day of Remembrance

March

- 1** Ovarian Cancer Awareness Month
- 7** Overseas NHS Workers Day
- 8** International Women's Day
- 10-16** Healthcare Science Week
- 12** National No Smoking Day
- 17-23** Nutrition and Hydration Week
- 24** World TB Day
- 31** International Transgender of Visibility

June

- 1** Pride Month
- 3-9** Volunteers' Week
- 10-16** Bike Week
- 18** National Healthcare Estates and Facilities Day
- 20** National Clean Air Day
- 23-28** Armed Forces Week

September

- 13** World Sepsis Day
- 17** World Patient Safety Day
- 23-29** Organ Donation Week

December

- 1** Disability History Month
- 3** Purple Light Up Day

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



Patient First

Provide excellent healthcare. Be a great place to work.

Patient First in practice

Improving mental health care

1 in 4 adults and 1 in 10 children experience mental illness*. This year we are launching a new project to improve mental health care across UHD, focusing on four workstreams:

Clinical processes

Led by Senior Matron, Trudi Ellis, we will review the frameworks, policies, and procedures for staff caring for patients with complex needs where varying levels of least restrictive interventions may be required.

Training and education

Led by Head of Nursing and Professions, (medical care group) Sarah Martin, we will review the educational and professional development requirements of our workforce for supporting patients with mental health needs.

Environment

Led by Head of Nursing and Professions (surgical care group), Karen Hill, we will review and introduce mitigating actions when the safety of staff, patients and visitors is at risk across all sites.

Legislation

Led by Interim Deputy Chief Nursing Officer, Madeleine Seeley, we will define and document the process for patients in our care who are not under a framework. This is a multi-agency workstream also being overseen by our Chief Nursing Officer, Sarah Herbert.

**NHS England*



Think outside the inbox

In the first six days of 2025, nearly 750,000 emails were delivered at UHD. In the last 30 days, 87 staff have received over 2,000 emails.

Lots of you have told us that you feel overwhelmed by the amount of emails you receive. Too many emails leads to stress and frustration and many of you find it impossible to keep up.

We cannot reduce this pressure unless we work together. **Please read these tips and complete this short [survey](#)** to help us understand the impact of too many emails on your work and wellbeing.

2025 training dates: February and March

Join our team training to learn more about Patient First and get support to turn improvement ideas into practice for patients and staff. Register your team by emailing **patientfirst.admin@uhd.nhs.uk**.



See our patients sooner



Be a great place to work



Improve patient experience, listen and act



Save lives, improve patient safety



Use every NHS pound wisely

Dorset Research and Improvement Event: "Working in Partnership"

Wednesday 23 April 2025

Talbot Campus, Bournemouth University

Join us to celebrate and share your QI, clinical audit or research

To submit an abstract for our upcoming all-day event, jointly hosted by us, Bournemouth University, Dorset County Hospital, and Dorset HealthCare, please visit [click here](#) or use this QR code.



Please submit all completed applications to **BUPartnership@uhd.nhs.uk**

Deadline for submissions:

5pm Wednesday 5 March 2025

This event is kindly sponsored by the NIHR Wessex Experimental Medicine Network (WEMN)



For staff from BU, NHS, Social Services and Voluntary sector/partner organisations

Book your place and attend

- A full day of presentations
- Workshops
- Networking opportunities



To book your free place and for further information visit [Eventbrite](#)

Well done to...

...**Rachel Crooks, Becky Godden and Sam Murray** who recently passed their BU Senior Leadership Accreditation programme End Point Assessment with the Chartered Management Institute (CMI). Rachel, Sam and Becky were part of the pilot senior leader level 7 apprentice cohort and with their colleagues from across Dorset have all passed with distinction! An amazing achievement for the students and all those staff involved in developing and delivering the course at Bournemouth University.

They'll be continuing their hard work this month when they start their MBA top up. Congratulations to everyone who was part of the programme and good luck for the next part of your journey.

Interested in starting a Senior Leader Apprenticeship in 2025? For more information, please email organisational.development@uhd.uk





Let's talk about IT

Did you know...

That our 56,106 tickets were logged via our self-service portal in 2024? Some 43,553 were completed, with 36,746 incidents resolved. A big thank you to our IT teams for their ongoing support - here's to a busy 2025!

Ice requesting tip

Accurate requesting in ICE ensures you can find your reports easily when filing (signing-off). When you request a test, particularly for outpatients, the location and responsible consultant will usually be incorrect. Always check these fields when making a request and update to the location and responsible consultant that helps you to find the report later. See our [good practice guide](#) for details.

eDay Discharge Form - no need to print!

A reminder to day case wards, the eDay Discharge form is electronically sent to the GP and the Dorset Care Record (DCR). You do not need to print the discharge form. The user guides and process are on the Intranet [here](#).

Post live issues with EPR

Further to the EPR upgrade, we have some post go live EPR issues [here](#). This document will be updated as and when issues arise and when they are resolved. If you have any questions, please email sarah.hill@uhd.nhs.uk.

Making requests

A decision has been taken by the Board to stop accepting any new change requests/project requests/eForm requests until the beginning quarter of 2025. As part of the new digital governance going forward there will be a new process introduced for how digital and IT can support the resolution of problems/issues in the organisation.

We apologise for any inconvenience. We will let you know when a new process has been confirmed.

If you have new projects or processes that you wish to be considered before then, please escalate them through your care group.

If you need essential support from the team, then please log a call with the IT Helpdesk.

IG top tips

Did you know the Information Governance Team is here to support you with any issues, questions, and concerns regarding the safe handling of personal and sensitive data?

They can also provide advice and guidance relating to disclosures of information, investigating data breaches and more.

They help to protect the Trust with keeping information confidential and secure.

For further information on what we can help you with please visit our SharePoint page [here](#).





Good news feed

A fantastic way to learn and develop skills

Huge congratulations to our newly qualified nurses from our Emergency Department who have completed their 12-week preceptorship training with support from our ED Education Team (EDET).

Feedback from the group included: *"It has been an incredible part of my newly qualified journey"*, and *"thank you EDET, we have become closer as colleagues and I am reassured that we are amazingly supported"*.

This preceptorship will be offered to all new nurses who join ED in the future and the next group start this month - we can't wait to meet them!



Linda's handy work pays off

Linda Cornish, Clinical Specialist Physiotherapist in the Physiotherapy Department, has been awarded the British Society for Surgery of the Hand's 'Data Champion' award. This highlights Linda's contributions to the Hands First quality improvement project, which streamlines the patient journey from the Emergency Department to dedicated hand treatment. This has enhanced efficiency in the patient pathway, ensuring better care and outcomes. A big thank you to efforts put in by the Hand Surgery and Hand Therapy Team across Poole and Christchurch with collecting data and analysing the results.



Baby boom

It was a busy festive season for our colleagues at St Mary's Maternity Unit, who supported the safe arrival of 10 Christmas Day babies, (six girls and four boys), and another 10 on New Year's Day (six boys and four girls).

Our Head of Midwifery, Kerry Taylor, said: *"A massive thank you to all of the staff working within our Maternity and Neonatal Unit, and a special thanks to the Community Team who came into support."*

"Just over 12 weeks until our first baby is 'born at the BEACH'. 2025 is set to be our best year!"



End of an era for Vince after 46 years' service

We recently said a fond farewell to Vince House from our Emergency Department who we have had the privilege of working with for the past 25 years at Poole. Vince has also worked on paediatric wards in various places, led child health services in a managerial capacity, and has been the safeguarding lead within ED.

His retirement will give him more time to spend with his lovely wife Sally, and spending time on his other passions, including travelling. Thanks for everything Vince - from your team and grateful patients.



Reaching new heights

Congratulations to Odette Rodda, Paediatric Dermatology Specialist Nurse, for making #TeamUHD proud! Odette has been given the prestigious title of 'Queen's Nurse' by community nursing charity, The Queen's Nursing Institute.



UHD noticeboard

Ask Me...



With our Chief Medical Officer, Dr Peter Wilson
and Deputy Chief Medical Officer, Dr Becky Jupp

Thursday 16 January, 12noon

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

Search 'Ask Me' on the intranet for the Teams link

All staff
welcome

Poole Africa Link Charity Quiz Night

Enjoy an evening at the club with
Quizmaster, Glen Jones.

All proceeds will **help to support
medical care in Lira, Uganda.**

31 January 2025
Starts at 7pm for
7.30pm dinner

Royal Motor Yacht Club
Sandbanks, Poole
BH13 7RE

Tickets:

£20 to include a chicken/veg curry dinner

Bring your friends to make up a table

(maximum 10)

A raffle and silent auction will take place on
the night.

Contacts for tickets:

info@pooleafricalink.org.uk or
frankie@pride.me.uk



Virtual

NHS
University Hospitals Dorset
NHS Foundation Trust

Understanding Hospital at Home

Thursday, 6 February 2025
5.30-7.30pm

Find out how 'Hospital at Home'
benefits our patients cared
for by our teams at home.

Dr Tom Bartlett

Consultant Geriatrician, UHD
Clinical Lead for Hospital at Home

Karen Bowers

Matron Hospital at Home Virtual Ward at UHD



UHD at Home
Acute Hospital care
for you at your home

Plus

Join our interactive workshop taking place after the talk
where you can help shape the NHS 10 Year Plan.



This online talk and workshop are free.
No booking is needed. Simply scan the QR code
to join the virtual event via Teams on the day.



Department
of Health &
Social Care



HELP
BUILD

**a health
service
fit for
the future**



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change.nhs.uk

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