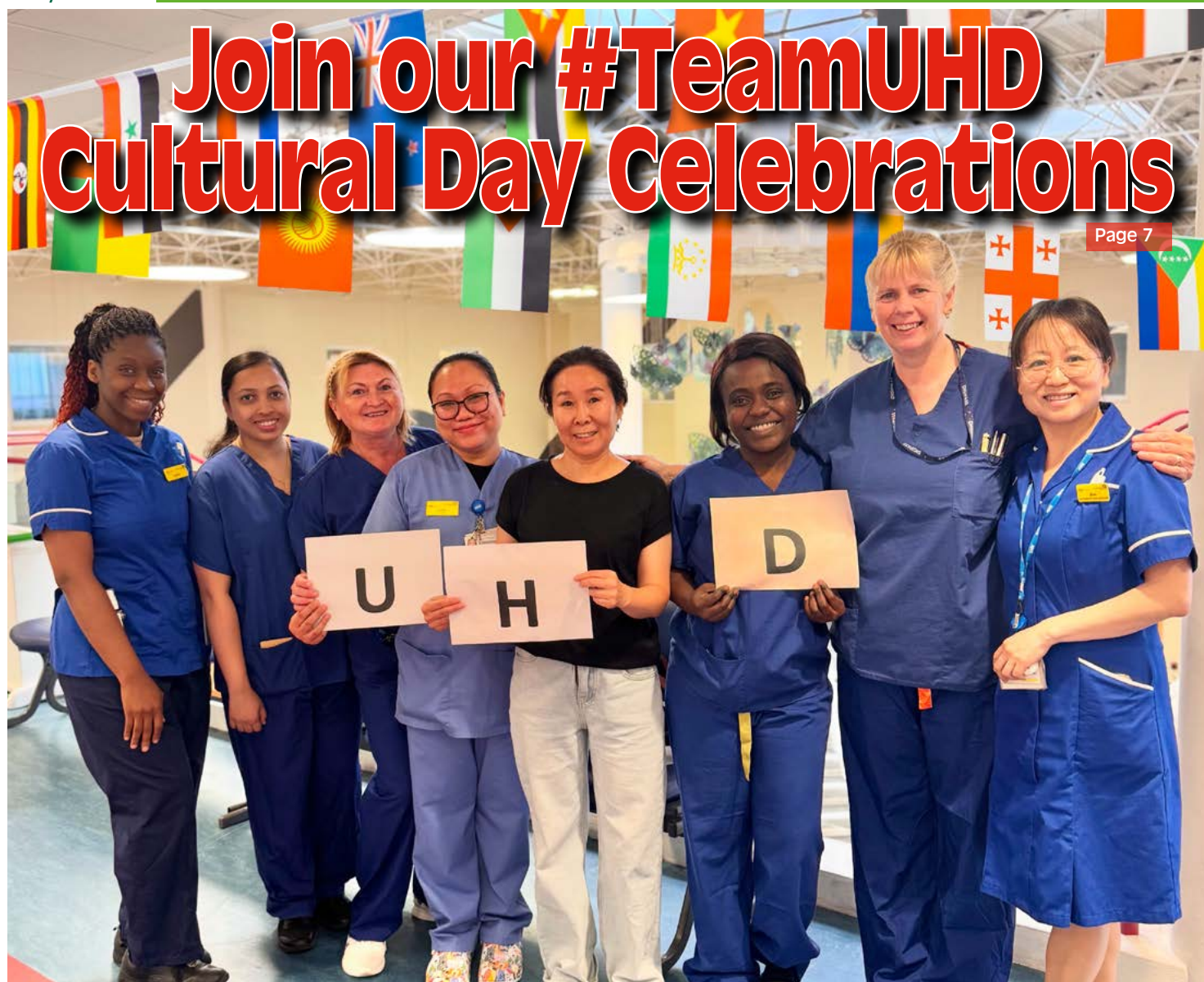


# TheBrief

July 2025



Page 24



Page 5



Page 10

# The Brief



## July - 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>Update from Siobhan:</b> The government's 10 Year Health Plan for England is out now, our roadmap for the next decade. It is based on three shifts - from hospital to community, from analogue to digital, and from treatment to prevention. We'll learn together what this means for our Trust.</p> <p><b>Financial discipline:</b> The scale of our financial challenge means there are difficult decisions to make. We have put in place increased controls around temporary staffing and have a pause in place for July on admin and clerical roles.</p> <p><b>Sub co:</b> Following board approval in June, we are continuing to develop the work around our sub co. This is still a conversation so please talk to us as the next stage progresses.</p> <p><b>NHS.net:</b> We will now be moving your email, Teams, OneDrive, and SharePoint into the central NHS.net digital platform on Monday 1 September, instead of the planned July switchover.</p> <p><b>Healthset:</b> Our new electronic health record has been officially approved by the Cabinet Office. The programme is called 'Healthset' and we can now procure an EHR system. Find out more on page 5.</p> <p><b>People Pulse:</b> Speaking up and raising concerns is more important than ever. We need to hear your voice in our July People Pulse Survey. Find the link on page 6.</p> <p><b>Get involved:</b> We'd love for you to join our UHD Cultural Celebrations as we celebrate the very best of UHD. See page 7. We have also launched our Thrive Live headline events on page 9.</p> <p><b>Culture Champions:</b> Meet our new Culture Champions at a variety of events across UHD on page 10. They are here to listen to you and help you feel empowered to make changes.</p> <p><b>Digital Demand:</b> Our IT team are here to help you get the tools you need. Find out about our new request process on page 21.</p> <p><b>And much more:</b> Including our Resident Doctors' Awards, Alcohol Awareness Month, Network events, Sustainability success, become a Library Champion and much more...</p> |         |

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



# Your University Hospitals Dorset

## An update from Chief Executive, Siobhan Harrington



### “This is a pivotal moment for our health service...”

Our NHS is firmly in the headlines once more. At the weekend we celebrated our 77th anniversary, a milestone that came hot on the heels of the publication of ‘Fit for the Future: Our 10 Year Health Plan for England’ - *looking back and looking forward*.

In essence, this is our roadmap for the next decade, built on the foundations of what we have achieved over the past 77 years, and taking **the best of the NHS to the rest of the NHS** to ensure it is there for generations to come.



The Government is clear that delivering this 10 Year Plan is about working together with decisiveness, energy and focus. For UHD, this focus must centre around our people and encompass our values. There have been several instances over the last few weeks when our ‘one team’ and ‘caring’ values have been so evident across the Trust and that is something we should continue to be proud of.

The 10 Year Plan focuses on three shifts - **from hospital to community, from analogue to digital, and from treatment to prevention**. Everything is changing, and transition is difficult. However at UHD, we’re more accustomed than most to continuous change, and I believe that stands us in good stead for the road ahead. Indeed, we’re less than a year away from Poole and RBH splitting into emergency and elective care sites, major changes that centre around what is best for our patients, and that brings with it hope and optimism.

Several things stand out to me in the 10 Year Plan.

**Make the NHS the very best place to work:** This has been a focus of mine for UHD since I joined. Prioritising your wellbeing is central to the success of any change because the NHS will always be a ‘people business’. After a

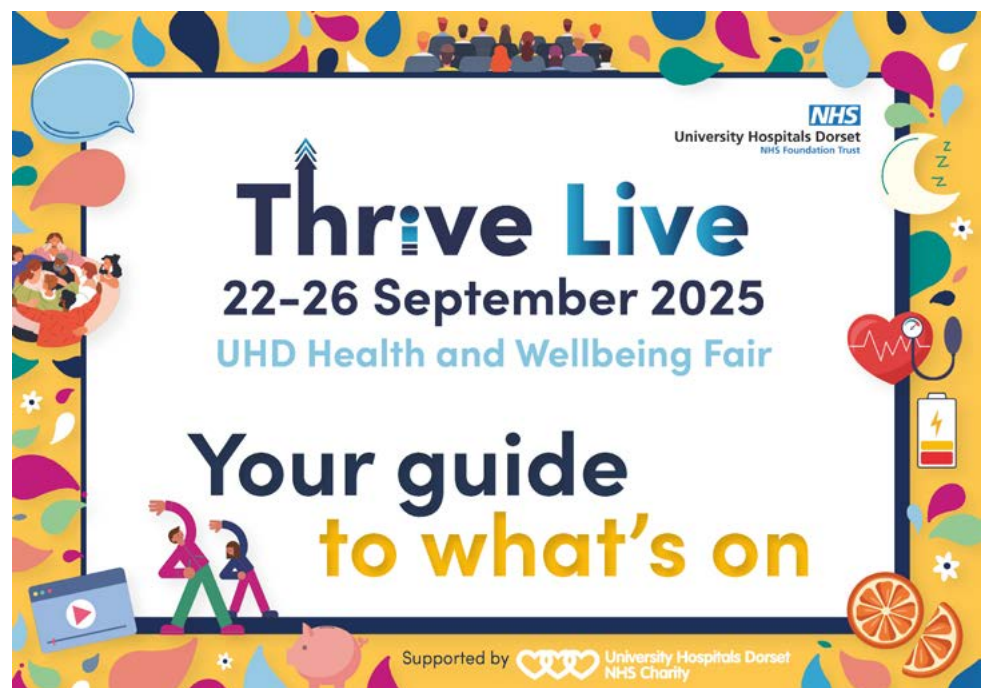
difficult few weeks, Dr Peter Wilson and I reflect on the importance of being here for each other on page 8, while on page 9 you can get a glimpse of the schedule for Thrive Live, our Team UHD Wellbeing Fair which is back in September. Please encourage your colleagues to engage with the events and plan now to see what you can attend.

### **You are the people driving innovation on the frontline:**

Our focus on Patient First is all about enabling you to determine and deliver change. Delivering care in our virtual wards is a prime example of how we are already shifting from hospital to community thanks to your innovation. Let’s now work together to reimagine our outpatient services and ask, what could be delivered in our communities?

### **From analogue to digital:**

The digital agenda in the Plan provides real opportunities.



The Cabinet Office has now approved our new electronic health record - or 'Healthset' as it is called. This will transform the way we care for patients - see page 5 for more information.

### **Prioritising financial**

**discipline:** It's not easy talking about money, and the scale of our financial challenge means there are difficult decisions to make. However, the Plan has a key emphasis on reducing bureaucracy and freeing up time for patient care. If we get that right, that can benefit us all. We need to work together on this, the next few years are going to be difficult as we lay the foundations for the road ahead.

### **Support every member of staff to fulfil their potential:**

This is key, especially as we make some difficult decisions. For example, we are currently pausing any new admin and clerical roles for the month

of July and have increased controls around agency staffing. This is a financial necessity, but it is also an opportunity to ask, how can we make these roles work better for colleagues and allow them to fulfil that potential?

Over the coming months, we'll learn together about what the plan means for our Trust, our teams, and our patients.

### **To the here and now.**

We will soon find out where we sit in the national league table for all NHS Trusts in England. When we get eh rankings, we need to be mindful of the huge level of change in our hospitals over the last three months.

Following board approval in June, we are continuing to develop the work to create a subsidiary owned by the three NHS Trusts in Dorset. This is still a conversation and we will continue to engage with you, staffside and our unions.

We're expecting the CQC to visit our Maternity Service, and potentially our ED and Older Persons Services, over the coming months, as well as carry out a well led inspection.

And just around the corner is our Cultural Celebration which is back next week, bigger and better than ever. As well as celebrating all the rich and vibrant cultures that make up #TeamUHD, with the help of our staff networks we will also be highlighting the diversity and individuality of our colleagues and their impact across UHD. Find out more on page 18.

So with the summer holidays almost upon us, please take some leave and continue to look out for each other as we navigate the future together.

*Thank you for all you do,*

*Siobhan*

# Vital statistics

## June 2025

- We saw **46,677** patients in our outpatient departments
- ...and an additional 9,909 virtually
- Carried out **1,714** day case procedures
- Supported the birth of more than **318** babies
- Attended to **14,718** patients in our emergency departments
- Cared for **207** patients at the end of their lives
- Started **233** patients on their radiotherapy journey

Thank you

**#TeamUHD**



# Resident Doctors' shine bright

**Congratulations** to all our winners and runners up of our University Hospitals Dorset Doctors' Awards 2025.

We were joined by Chief Medical Officer, Dr Peter Wilson, Director of Medical Education, Dr Lynn Poynter and Associate Dean for Wessex, Dr Phil Rushton. It was great to come together and recognise the hard work of all our doctors and acknowledge the difficult times we had experienced together.

**Thank you for all that you do!**



## Our 2025 winners and runners up:

### Patient Care Award

Winner: Eden Tolley | Runner up: Bethan Harris

### Going the Extra Mile Award

Winner: Tom Pugh | Runner up: Tom Taylor

### Leadership Award

Winner: Maximo Clarke | Runner up: Yanna Argiriov

### Innovation and Research Award

Winner: Nicholas Stafford | Runner up: Daniel Paul

### Education and Training Award

Winner: Joe Kinsella | Winner: Catherine Jordan  
Runner up: Mohammad Ghannam

### Rising Star Award

Winner: Joe Harker | Runner up: Hina Aslam

### Trainer of the Year Award

Winner: Dr Matt Thomas | Runner up: Dr Claire Spake

### CMO Award

Winner: Amna Ali

### Registrars' Award

Winner: Catherine Reed

## Dorset and Somerset Electronic Health Record launches 'Healthset'

We are delighted to have successfully achieved another major milestone in creating a unified electronic health record (EHR) for Dorset and Somerset - our Outline Business Case (OBC) has been officially approved by the Cabinet Office.

This means we can now move ahead with the procurement of an EHR system to give you one complete picture of each person's health. This will help us improve care and avoid the need for patients and service users to retell their story as they move around the health system.

The programme has adopted a new name for the next phase of its work - Healthset.

This name acknowledges the programme's commitment to supporting the health of our population and incorporates the identities of both counties.

Colleagues who helped us shape the OBC and colleagues new to the programme will be involved in the next phase of work and we will keep you posted about the opportunities to share your views and expertise.

In the meantime, you can find out more on our [dedicated intranet page here](#).



# July's People Pulse Survey: Having a voice that counts

## People PULSE

Speaking up means raising a concern about anything that gets in the way of providing excellent patient care. Speaking up helps us to keep improving our services for patients and the working environment for our staff. We want you to feel confident about speaking up however we understand that this is not always the case.

By telling us your feedback about speaking up at UHD you will give us valuable information that we can use to improve the way we communicate channels for speaking up, report on actions taken

after concerns have been raised and support you through the speaking up process.

Please [click here](#) and take five minutes to tell us what you think today.

You can find out more about the People Pulse survey on our [staff engagement](#) intranet pages.



### Have your say

[#SpeakUpSparkChange](#)



### Take action

[#EmpowerPeople](#)



### Spark change

[#ShapeTheFuture](#)

## Sharing ideas and turning staff feedback into action

During staff engagement sessions with individuals and teams across the Trust, lots of you asked us to share the different ways that teams work together to turn their staff survey feedback into action. To help do this, we want to create a shared space for all staff to connect with each other and share their experiences, actions plans and tips.

To help us kick start this, we are asking colleagues to use this form to share their approaches and your contact details so colleagues can reach out and learn from your experience.



[#SpeakUpSparkChange](#)



# UHD Cultural Celebration

Our Cultural Celebration is back this summer, bigger and better than ever, with two dates planned cross-site:

**Tuesday 15 July**

(RBH and Christchurch)

and **Friday 18 July** (Poole).

The events are a great way to connect with one another through story-sharing, food and entertainment, reducing communication barriers and helping support integration across UHD, as well as fostering healthier and happier relationships between staff and patients.

As well as celebrating all the rich and vibrant cultures that make up #TeamUHD, with the help of our staff networks we will also be highlighting the diversity and individuality of our colleagues and their impact across UHD.

We hope you'll be able to attend these very special events and celebrate everything that makes UHD so special; you!

Join us from:

**11am-4pm, Tuesday 15 July,**  
in the lakeside marquee at RBH

**11am-4pm, Tuesday 15 July,**  
in the Patient First Hub at Christchurch

**11am-4pm, Friday 18 July,**  
in the Lecture Theatre at Poole

A big thank you to [University Hospitals Dorset Charity](#) for supporting the event.



**University Hospitals Dorset  
NHS Charity**

Registered Charity No. 1057366

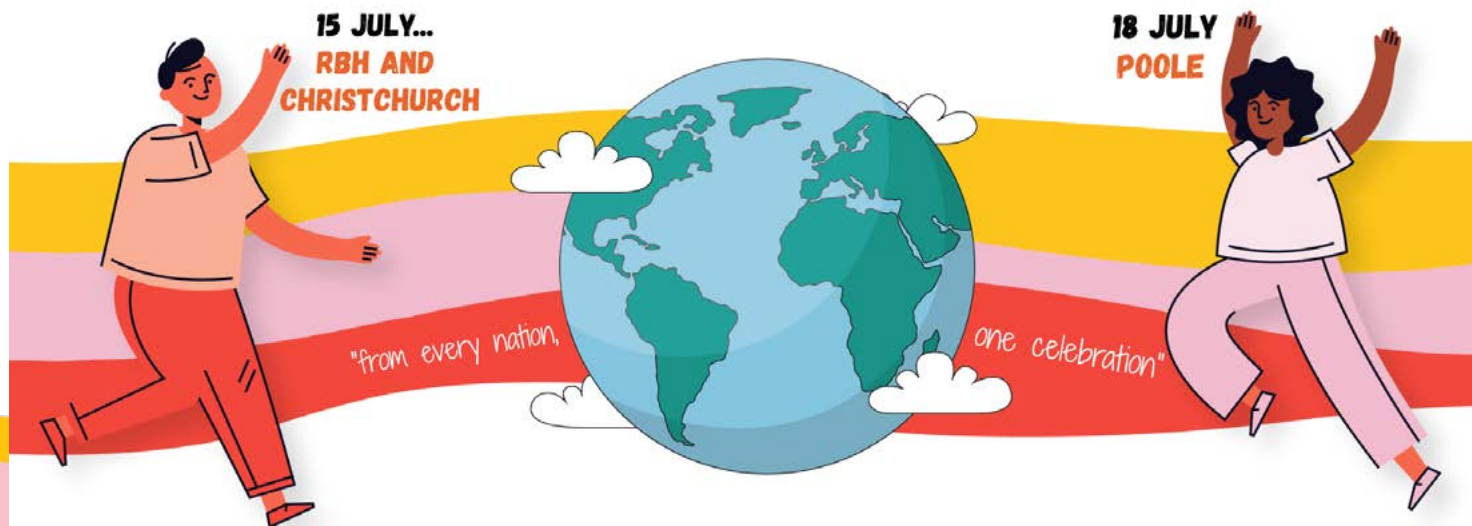


**JOIN US IN JULY FOR OUR**

# UHD CULTURAL CELEBRATION

**15 JULY...  
RBH AND  
CHRISTCHURCH**

**18 JULY  
POOLE**





# Peter's ponderings...

with Chief Medical Officer, Peter Wilson and Chief Executive, Siobhan Harrington

## A focus on wellbeing

### Here for you

Working in healthcare can be hard. We are not numbers in a system, we are people, people with emotions and feelings who see difficult things every day. And we choose to do what we do because what we do, changes lives. People need us. They look to us for the answers, for support, for a reassuring touch. To be there.

It is an honour and a privilege to work in healthcare, to meet that need. However, we should never underestimate what it takes for all of us to do what we do.

Sometimes in this role, we stop and feel overwhelmed. The pressure on us all is huge which is why the

wellbeing of our healthcare workers, of our UHD family, is paramount.

There is no stigma in needing help or asking for it. Our duty of care doesn't start and end with our patients, it lies with each other too.

Please talk to people and look out for each other - you are not alone.

Take your leave and make sure your colleagues take theirs. If you are concerned about a colleague, tell someone. Speak to those you work with or connect with our networks. Start the conversation.

You can also access further support from our multifaith Chaplaincy teams, our Thrive Health and Wellbeing services (via the [Internet](#), or

[UHD App](#)), and 24/7 in-the-moment support via Vivup: call **0800 023 9324** or register [online](#).

This doesn't have to be related to work - it could be for anything that you need help with, or to help you deal with things you have put in place to cope in the first place.

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

Please reach out to your UHD family.  
We are here for you.

Peter & Siobhan

Join our July

# Ask Me...



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

## Monday 14 July, 12noon

It's a great opportunity to ask questions on any topic, raise concerns or share your views about all things UHD in an informal setting.

You can join the meeting here and pop any questions in advance to [communications@uhd.nhs.uk](mailto:communications@uhd.nhs.uk).

All staff welcome





University Hospitals Dorset  
NHS Foundation Trust

# Thrive Live

## UHD Health and Wellbeing Fair

### Headliners

**Monday 22 September**

**What is neurodiversity and why does it matter?**

Neurobox

**Tuesday 23 September**

**Resilience and Mental Fitness**

Wellbeing People

**Wednesday 24 September**

**Move Well, Feel Better (Exercise for Menopause)**

Anne-Marie Shepherd

**Thursday 25 September**

**Bereavement and Loss**

Pete's Dragons

**Friday 26 September**

**The Power of Your Plate**

Didem Varol

Click **here** or scan  
to book your place  
on any of these events.



Supported by



University Hospitals Dorset  
NHS Charity



# Introducing our 2025 People and Culture Champions



#EmpowerPeople

## What are People and Culture Champions?

They are 25 individuals from all areas across the Trust with diverse backgrounds and experiences, all with a passion for making UHD a great place to work.

## What is our purpose?

**Listen to understand and empower staff to create lasting positive change.**

The People and Culture Champions play a vital role in promoting change and celebrating a positive culture to make people feel valued, supported and understood.

We engage and listen to colleagues across the Trust to gather staff views and empower others to make change. With the support of the Executive Board, we amplify the voice of our people, signpost to help and support, and escalate to our board members where help is needed to overcome barriers, to create positive and lasting change across the Trust.

## How will we do this?

We will be holding Conversation Cafés for colleagues to come along and share their experiences of working at UHD. We can also signpost you to the right resources for specific support.



- 22 July RBH Atrium 11am-1pm
- 24 July Poole Hospital Dome 11.30am-2pm
- 18 August RBH Atrium 9.30am-1pm
- 22 August Poole Hospital Dome 12-3pm

### The UHD Big Conversations:

We will be holding focus groups on specific themes and areas of focus that have been raised by staff. We will work to understand what matters mean the most to Team UHD through staff surveys and listening events.

### Local team support:

Listening and signposting individuals to support and working with local areas to empower change.



The People and Culture Champions work alongside and collaboratively with all other people-focused programmes, such as Freedom to Speak Up, our upcoming Behaviour Charter and many more.

## How can you find us?

Look out for staff wearing this badge and say hello! You can use [this directory](#) to find out more about each of our champions.



## Where can you find more information and updates?

- [On our intranet pages](#)
- There will be regular updates on progress in *The Brief*
- Updates will be shared through your local People and Culture Champion.



**Have your say**

#SpeakUpSparkChange



**Take action**

#EmpowerPeople



**Spark change**

#ShapeTheFuture



# Core principles of our new elective hub, out now

In anticipation of next year's emergency and planned care split at UHD, we have released a set of core principles to guide the operations of our new surgical hub in Poole.

Along with information about the new facilities, the document gives us

information on how these objectives will be achieved. It also outlines what an enhanced patient experience will look like for our patients.

The hub aims to be operational from early 2026. You can read the core principles [here](#).



You said, we did

## New hot desking space

A brand-new hot desking area is now open in the BEACH Building, and it's been designed with staff in mind.

Located on the first floor, this modern space offers 27 flexible desks and a fully equipped kitchen area.

Here's what one #TeamUHD colleague had to say:

*"It's been a game changer having this hot desking*

*space. It's taken a lot of stress out of my day trying to find a desk, and it's a nice, quiet environment to work in."*

To keep the space clean and ready for everyone, please remove personal items and leave your desk tidy at the end of your session. Let's make the most of this fantastic new facility!



## Update date: The move to NHS.net

We will now be moving your email, Teams, OneDrive, and SharePoint into the central NHS.net digital platform on **Monday 1 September**. This is to allow us enough time to copy over the data securely and continue to work with colleagues on the outstanding Multi Factor Authentication and NHS.net account

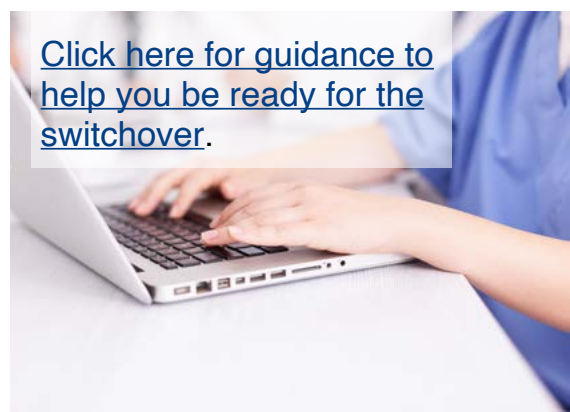
setups to ensure a smoother transition. Please share this updated date with your teams.

We have created an [intranet page](#) to be shared with your teams with all the information you need before the switchover, including detailed [FAQs](#).

Please check this intranet page regularly for updates and will also be sharing regular information across our communication channels.

**Have you activated your NHS.net account?**

[Click here for guidance to help you be ready for the switchover.](#)



# Introducing our UHD Values Based Leadership Behaviour Framework

This self-assessment tool is designed to:

- Help you understand your leadership behaviours.
- Highlight areas of strength and areas for development.
- Get you thinking about which behaviours are particularly important to your role.
- Inform your future development plans.

## How was the framework created?

Staff who took part in our first Patient First training sessions voted for the two behaviours under each of our Trust values they felt were most important for UHD leaders to role model.

We combined the results of the vote with the existing Patient First Leadership Behaviours and created 12 positive leadership behaviours for UHD.

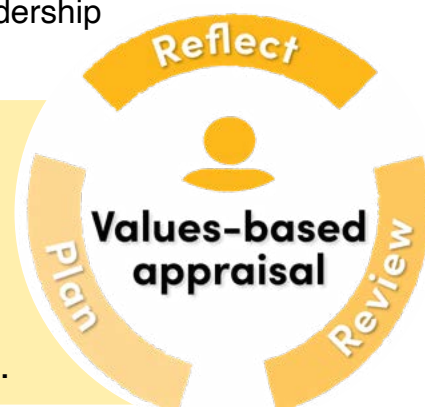
**Thrive**  
leadership + management

**Thrive**  
talent management



## How was the framework created?

For more information and to complete a self-assessment, [click here](#). If you have any questions, please get in touch with [organisational.development@uhd.nhs.uk](mailto:organisational.development@uhd.nhs.uk).



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

## Alcohol Awareness Week

Around 10 million of us are regularly drinking alcohol in ways that can harm our health and wellbeing. From headaches, hangovers and sleepless nights to lower productivity and symptoms like anxiety and depression, alcohol affects us in so many ways.

At the same time, the world of work is constantly changing. Lots of us are working longer hours, feeling more stress and experiencing a blurring of lines between work and home, while alcohol-centric workplace cultures are still a reality for so many.

This **Alcohol Awareness Week (7-13 July)** hopes to highlight how alcohol can affect our wellbeing, productivity, and safety in the workplace. There will be community support agencies attending throughout to week in the dome at Poole and atrium at RBH to promote support available. The ACTS Team will be on the wards to chat, answer questions, and share helpful tips about alcohol and work.

Alcohol Awareness Week

7-13 July 2025

ALCOHOL  
CHANGE<sup>UK</sup>

Is your **work**  
causing you  
to drink more?

Discover ways to help you cut back. Even small changes can boost your health, mood and productivity.

[alcoholchange.org.uk](http://alcoholchange.org.uk)

#AlcoholAwarenessWeek



# A new look for team development at UHD



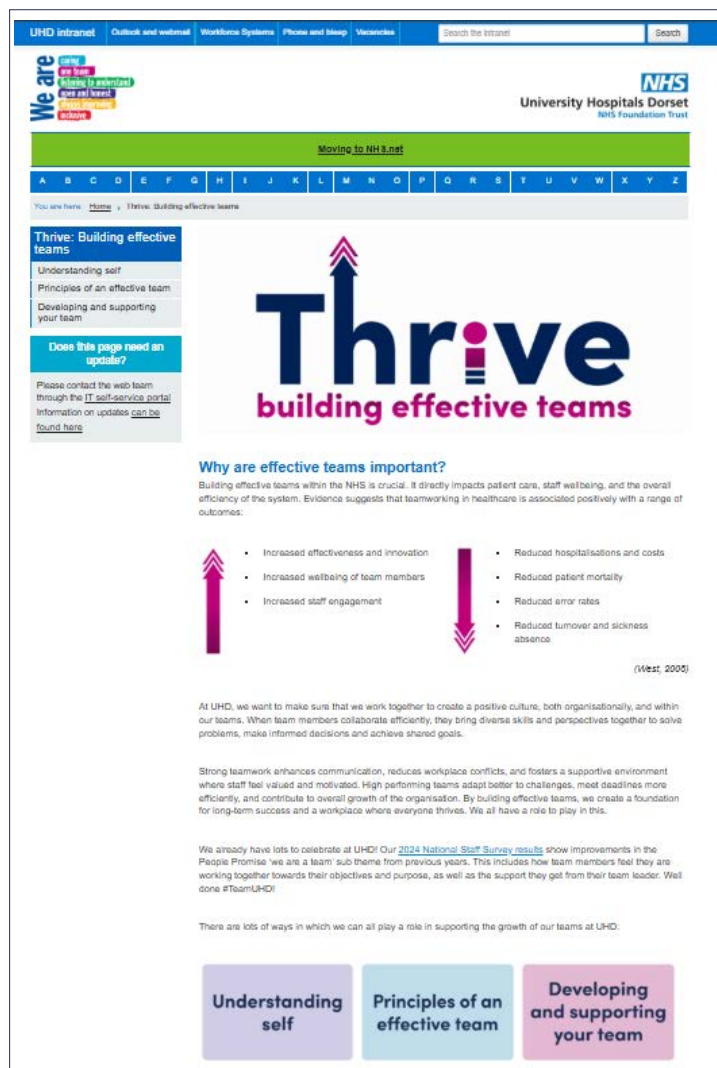
Our new Thrive building effective teams intranet pages are now live! They have been designed **for all staff** to access opportunities, information and resources for team development.

When team members collaborate efficiently, they bring diverse skills and perspectives together to solve problems, make informed decisions and achieve shared goals.

We all play a role in building effective and positive teams. You might want to look at how you approach change as an individual or find out more about what the principles of an effective team look like. As a team leader, you may want to look at how you can support your team to be the best they can be. If this sounds like you, then take a look.

[Click here](#) to discover the things you can be putting into practice to help your teams be the best they can be, including:

- [Navigating change](#)
- [The importance of team development](#)
- [Team Engagement and Development tool](#)



# Become a Library Champion

Are you passionate about knowledge and helping your colleagues? We're looking for enthusiastic staff members to become Library Champions for our UHD Knowledge and Library Services.

As a champion, you'll be a vital link between the library and your department, ensuring your colleagues' information needs are heard. You'll help us promote our services and resources, championing the use of evidence-based practice.

This is a fantastic opportunity to collaborate directly with library staff on projects, influence the development of our services, and participate in user feedback groups. You'll also be part of a supportive network of fellow champions, with regular check-ins to share ideas and gain peer support.



**LIBRARY CHAMPIONS**

## Ready to make a difference?

Join our team and help us build an even better library for everyone at UHD. To learn more and sign up, visit our website [here](#).

# From Kimmeridge with Love...

## Reducing length of stay across UHD

What happens if we look at each patient every day and ask, 'What are we doing that can only be done in an acute hospital'? If we make increased use of out-of-hospital services? And if we have a really good MDT with the whole team involved?

**The answer?** We reduce our length of stay for our patients. That has certainly been the case for Kimmeridge Ward in Poole, where the average stay has come down from 13 days to 8, with similar trends now being seen on Ward 22 at RBH where the same model has been adopted by the team there.

Dr Dave Sell, Associate Specialist in Elderly Medicine, and Lucy Shutler, Ward Sister, explain: "We had really long length of stay on Kimmeridge, with low morale, change in leadership and doctors actively disliking the environment, so something had to change.

"We started at the beginning of the day, introducing a quick, more focused morning handover which allowed the prioritisation of patients. That was followed by more effective ward rounds where patients were seen in order of need, and a lunchtime MDT with doctors, the nurse in charge and bay nurse, therapy colleagues, and our discharge co-ordinator.

"Using Health of the Ward, EPR, and eObs, we discussed each patient, asking why are they here, what's stopping them leaving today, and what is their next step. Our therapy colleagues could then review them based on need and remove barriers to getting them home."

Criteria led discharge should be the rule, not the exception, says Dave. "Once a patient is medically ready for discharge, that doesn't mean they need another medical review, it means they go home. That requires trust among the MDT, but we have that, and our patients benefit."

Lucy adds: "This new approach has become part of our day to day. We are passionate about the care we provide to our patients, encouraging their independence and ensuring that we are proactive with the conversations we have with them about discharge."

## So why else does the model work?

- **Predictability** - the team know what to expect and there is consistent decision making
- **Clinical leadership** - with good presence on the ward, named consultant accountability and good relationships between staff

- **Effective use of non-hospital services as first option, not second thought** - for example Hospital At Home and our SDEC clinics
- **Discharge planning** - starting on admission and only stopping when the patient leaves, and
- **Staff engagement** - everyone knows what we're trying to do.

"Reducing the length of stay on Kimmeridge was a long journey but the large collaboration of the MDT team made everybody passionate," Lucy adds.

Alice Marriott was on a secondment on Ward 22 when the model was adopted there and like Lucy, cites teamworking as key. "By making simple changes we managed to bring the team together. Everybody's voice is heard during MDT. Our average monthly discharges were about 40 and are now 70-90 each month."

"The whole team are incredible proud of their work, morale has increased, and our patients are having a better hospital experience which is an amazing achievement."





# Freedom to Speak Up

We are passionate about celebrating our diverse workforce. Our cultural celebration days this July (more on page 7) are an opportunity to come together to share global stories, food, and experiences. When we make connections with each other, our working experience improves, our patients get better care, and we feel safer to speak up about things that may concern you.

We know there are groups in our workforce who feel they are not listened to or are afraid of the consequences of speaking up. Some agency workers, bank members, locums, volunteers, students, staff with disabilities, global majority staff and LGBTQIA+ staff have all reported they do not feel able to speak up.

Everyone deserves to feel safe at work, everyone deserves to feel welcomed and as if they have a voice.

Our International Workforce Forum and [Safe to Be Me at UHD](#) and [See Me First](#) initiatives were

created to promote a culture of inclusivity at UHD. Please get involved and help us make UHD a great place to work for everyone. You could also join or become an ally to one of our [staff networks](#).

Supporting you  
to raise concerns

## Freedom to speak up

**-Speak up-Listen up-Follow up→**

### Together we can...

## A FTSU case study from Xyron Lopez, Operating Department Practitioner

**“I contacted the FTSU Team as we had some issues getting scrubs and it was frustrating many of us working in theatres. Our line managers were working on things in the background but some of us contacted FTSU and asked for their help. They were able to escalate to different people, and we have seen an improvement in this issue. If it happens again, I know I can get in touch with them, and they will be there to listen and help us find solutions.”**



**Save lives,  
improve  
patient safety**



**Be a great  
place to work**

# Keeping everyone safe



## What is tailgating?

**Tailgating** is when an unauthorised person follows a staff member through a secured door without using their own access ID.

## What do I need to know?

- **Tailgating is a security risk**, it can allow unauthorised individuals into restricted areas.
- All staff **must** use their own ID cards to access secured areas.
- **Challenge unknown individuals** who attempt to follow you through secure doors. If you're unsure, **do not allow entry**.
- **Report any suspicious behaviour** to security immediately.

## What should I do?

- **Never share or loan your ID card.**
- Politely ask others to **use their own ID cards**.
- Never open a door for someone you can't identify and escort any visitors.
- Always close doors behind you.
- If you see someone enter without ID or acting suspiciously, challenge if safe to do so, **notify security**.
- **Never prop open secure doors**, this compromises safety.

**“Thank you for helping keep UHD a safe and secure environment for all.”** UHD Security Team

**BU** and you

**BU** Bournemouth University

## Final Level 7 Senior Leaders Apprenticeship opportunity

We have places on our Level 7 Senior Leaders Apprenticeship training programme, delivered for Dorset ICS working in partnership with Bournemouth University. Due to Government funding this is the last chance to access the course in its present format.

This closed-cohort, part-time blended learning programme offers senior staff from health and social care a chance to develop their leadership capabilities alongside colleagues from across the Dorset Integrated Care System (ICS).

If you have any other questions, email [katherine.heredge@uhd.nhs.uk](mailto:katherine.heredge@uhd.nhs.uk). Information about the course including requirements and how to apply can be found [here](#).

**The expression of interest form can be found [here](#).**  
**Official closing date for expressions of interest is 11 July.**



# You said, we did



**Save lives,  
improve  
patient safety**

## You said:

The underpass at Poole feels unsafe with vehicles approaching while we're moving waste bins...

## We did:

We have now installed a fixed barrier at our Poole site. This is to prevent vehicles from travelling through the underpass road when our porters are transporting bins to the compactor and back to the waste storage area, helping our colleagues stay safe at work.



## Medical Device Safety and the Yellow Card Scheme Learn at Lunch: 24 July at 12.15pm

**Join Alex Hendon, our Medical  
Devices Governance Manager, and  
Alicia Minns from the MHRA**



**See the intranet for the Teams link**



## Network news

### Armed Forces Support Group

**Armed Forces Week (23-28 June)** was a chance to show our support to the people who make up the Armed Forces community, including serving troops, service families, veterans and cadets.

UHD's Armed Forces Community Advocate, Rob Hornby, was joined by members of the NHS Armed Forces Community Health and Wellbeing Team along with Sgt Hugill from the

local Medical Reserve Unit 243 Multi-Role Medical Regiment (MMR) at both RBH and Poole during the week. Thanks to all colleagues for their support towards the network.



[ArmedForcesSupport@uhd.nhs.uk](mailto:ArmedForcesSupport@uhd.nhs.uk)

## Test your survival skills at South West NHS Exercise Medical Endeavour

Our Armed Forces Support Group would like to enter a team of eight to represent UHD at this year's South West NHS Exercise Medical Endeavour.

Some 20 teams will compete over two days for the Southwest NHS Challenge trophy, taking on challenges including problem solving, planning and communication, survival skills, search and rescue, and an obstacle course

The event will take place in Devon from 19-21 September. If you would like to represent UHD and have a fun filled weekend, email [rob.hornby@uhd.nhs.uk](mailto:rob.hornby@uhd.nhs.uk) to register your interest.



## Take part with Pride

UHD will be taking part in the [Bourne Free Parade](#) again this year, and we need your help!

The parade will take place on **Saturday 12 July**, starting at 10.30am from East Overcliff Drive, Bournemouth. Joining in or spectating is free, so please come along if you can and show your support for members of our UHD Pride Staff Network, and the wider LGBTQIA+ community.

To join the UHD Pride Network as a member or ally, visit the intranet or email [pride.network@uhd.nhs.uk](mailto:pride.network@uhd.nhs.uk) for more info.



Bournemouth Pride | Celebrating equality and diversity in our community



## ProAbility progresses

Your inclusive network continues to gather more new members who have enjoyed a variety of engaging speakers this year. You need to be a member of the network to access the recordings so please email [pro-ability.network@uhd.uk](mailto:pro-ability.network@uhd.uk)

Meetings take place every third Tuesday of the month between 1pm and 2pm via Teams. As well as speakers, we give updates about national disability network initiatives. The network offers a safe space for staff to discuss anything on their minds after the recording has stopped. They are also currently supporting the Trust to look at the current reasonable adjustment process with a view to ensuring

both staff and managers are fully supported.



We also have ProAbility subgroups for our Deaf and Hard of Hearing staff and our Neurodivergent colleagues, with regular meetings. To join one of these groups, please email [pro-ability.network@uhd.uk](mailto:pro-ability.network@uhd.uk) then state which group you are interested in joining. These meetings are not recorded and are set at various times on different days from month to month. Our Deaf and Hard of Hearing subgroup is currently working hard to get the new lecture theatre loop systems up and running to improve support for our staff who wear hearing aids.

## Green UHD

# Sustainability Fair

Thanks to all that attended and supported UHD's fabulous first Sustainability Fair held in June.

Our Capital Projects Team educated us on the low carbon buildings they are delivering, while Supplier Crowd House Energy told us about the latest phase of solar pv projects in our multistorey car parks funded by £1.4m of GB Energy grant funding.

Our Travel Team and representatives of Mobility Ways explained our [personalised travel plans](#) and the [Liftshare scheme](#) and MoreBus launched our new [commuter club membership](#) with ticket discount options. Rideshare promoted our [new shuttle bus service and booking app](#) and we also learnt more about [waste segregation](#).

Arguably the most popular stand was the one with free fruit! Those enticed by melon and berries also went away learning about low carbon and plant-based diets from the dietitians and our Catering Team. Thank you to all who attended and took part.





# Patient First

*Provide excellent healthcare. Be a great place to work.*

## Patient First in practice: Tobacco Addiction Care and Treatment Service



Our team of two tobacco addiction nurse specialists, a nurse, and a tobacco addiction advisor aim to provide timely assessment, treatment and management for tobacco dependency. On average we receive 400 inpatient referrals per month.

Together we have made several meaningful improvements to our service and we are really proud of the progress we have made using tools from our Patient First training. For example we used the waste wheel to identify inefficiency and remove activities which do not have value, including:

**Re-designing our spreadsheets to be more user-friendly and intuitive.** Due to high clinical demand on the service, we were struggling to accurately update our referral outcome database and complete calls within our targeted time windows. We used the waste wheel to help us identify defects and overproductions in our spreadsheet. We found that it was hard to see information at a glance because the colour code prioritisation system did not make sense for the whole team. We decided to change to a 'red, amber, green' system so that we can all now easily see what stage patients are at. This has made it easier to capture and follow up on patient data and freed up more of our time to make calls.

**Simplifying our processes to deliver a smoother, more consistent experience for our patients.** We used the waste wheel to review our ways of working and found that due to patient ward demands and prescribing admin it was primarily the tobacco addiction advisors making calls to patients. This sometimes meant a duplication of work as nurses were then required to call the patient again to discuss things such as medication. As a team we now work together to make sure calls are split evenly between team members.

These changes have all improved our day-to-day work, making tasks more efficient and enjoyable. The next steps will be to have regular huddle board meetings, continue improving our patient database and introduce a triage system to avoid patients being discharged before we have seen them.

### Improvement tool spotlight: waste wheel

The waste wheel provides a structured framework for teams to identify waste in their processes and areas. It lists the eight wastes which are standard across all industries and gives you examples from healthcare. You could use it by sticking it next to an improvement huddle board to generate ideas, taking it on a Gemba walk, or discussing it in a team meeting.



Visit the [improvement toolkit intranet page](#) to find the waste wheel and other tools and techniques to help make improvements in your area.





# Let's talk about IT

## 'Bring problems you need solving and we will bring solutions'...

Digital Demand is the new process by which an IT problem, development, or 'better way of working' (Request) is identified in a clinical, administrative, or corporate setting across UHD.

The Request owner needs to complete an A3 (Patient First) document and email it to the Digital Demand Group to request a one-to-

one conversation to fully explore what they're asking for or ask to attend the Digital Demand Group monthly meeting to put their idea or concept forward. The request will then be logged on a project management system.

To find out more information about this process, [click here](#).

### Don't stick labels on green plastic files in medical records

Do not stick labels to the front of these files as they need to be soaked off/scrubbed off to enable them to be recycled and used again.

### Do you write in medical records?

Please **ONLY** use black pen when handwriting patient notes. This ensures the best scanning quality possible. Writing in other colours can cause delays.



## Uploading documents to a patient record

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

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

IG top tips

## Information Governance summer summary

- Do remember to lock your computer or device when leaving your desk / workspace.
- Do use encryption to protect sensitive data.
- Do double check emails before hitting send. Is the right information being sent to the right place?
- Do contact the Information Governance Team with any queries, issues, or concerns that you may have relating to data and how to handle it.  
[information.governance@uhd.nhs.uk](mailto:information.governance@uhd.nhs.uk)



## Soar to new heights for our BEACH Building

We are inviting all the daredevils across UHD to push themselves higher than ever before abseiling down St Peter's Church in Bournemouth on Saturday 6 September.

The BEACH Building is already welcoming hundreds of patients every day, but there is still room to fund some special extras. Whether it's providing enhanced equipment beyond NHS funds to make every day working



easier or adding artistic elements to new spaces for a more relaxing and invigorating environment. We can all make an extra difference by having a little fun.

[Sign up here](#) to channel your inner superhero or challenge your incredible colleagues.

## Walk for your Wards 2025

Our much-loved Walk for Wards event will be back at Upton Country Park on Saturday 13 September 2025. Everybody across Dorset is invited to step out for any chosen ward at UHD that holds a special place in their heart.

Choose from a 3, 5 or 8km route before reaching the finish line where there will be live entertainment, music from Hot Radio, and a complimentary burger for every participant. There will also be balloon art, face painting and so much more. Tickets are priced at £5 for adults and £3 for children.

[Sign up today.](#)



## Shining success for our Twilight Walk

As the sun set over the Bournemouth Pier and seafront, some 360 people joined the Twilight Walk in May to provide brighter futures for people across Dorset with breast cancer. A staggering **£25,435.02** has been raised, the highest total raised from the Twilight Walk since 2015.

Every penny raised will make a difference. Thank you to everybody that shined bright this Twilight, and a big thank you to the event's gold sponsors, Prime Demolition and Barchester Healthcare.





## Turning London Marathon miles into UHD smiles



Six great runners put in months of training to take on the London Marathon in April to raise £18,000 for our hospitals. A big thank you to Harry O'Brien, Michelle Scott, Beverley Wadams, Jemima Greenwood, Sian Elise Barnes and Maria Parker-Harris, we are so grateful for your determination and support.

## Boosting support for cancer care teams

Our Cancer Care services will soon benefit from specialised compassion fatigue resilience training, thanks to generous support that the charity has accessed from the Blue Light Card Foundation.



Cancer profoundly impacts patients, loved ones and the dedicated NHS care who support them. The emotional and mental challenges faced daily by these colleagues can lead to compassion fatigue: a state of mental, emotional and physical exhaustion.

This valuable training will enable a host of Cancer Care staff to learn to recognise the early warning signs of compassion fatigue, develop effective coping strategies and protect their emotional and mental wellbeing.

## Health Sciences University raises £6,320 for prostate care

A group of students, staff and supporters from Bournemouth's Health Sciences University set out to run at this year's March for Men fundraising event in honour of George Rix, who was a beloved lecturer who sadly lost his battle to prostate cancer the day before the event. They raised an impressive £6,320 for the Oncology teams that care for patients.

These fundraising efforts are a powerful reminder of how one life can inspire so many people to come together to take part in events like March for Men to remember somebody special.



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





# Good news feed

## Hub help

Our new Macmillan Cancer Information Hub is now open for patients, their families and the community in response to patient feedback.

The hub is situated at the entrance to the Jigsaw Unit at RBH and will be staffed by a cancer support worker and patient experience volunteers. They will be on hand to offer wellbeing support and to signpost people to trusted resources both online and in the community.

Thanks so much to Macmillan for funding and supporting this important resource, and for all those involved in this brilliant initiative.



## So long to Hazel

In June we said goodbye to Consultant Nurse, Hepatology, Dorset and UHD NMP Deputy Lead, Hazel Allen, as she retired after spending 36 years in the NHS and UHD.

She said: ***“As I retire, as the longest serving member of the Gastroenterology Team, I am proud to say that I leave in place a thriving Hepatology Service and Homeless Care Team both of which enable access to care for some of the most vulnerable people in society. It has been a privilege to lead you, and I know I leave the future in very safe hands.”***



## Simply the best

Very big congratulations to our Radiology apprentice, Zyra Gee, who has been shortlisted for the national Multicultural Apprenticeship Award 2025 in the Health, Medical and Social Care category. We are all so #UHD Proud of you Zyra and the hard work you put in. We wish you all the best!



## Connecting with friendship and faith

Our Chaplaincy Team has welcomed Bishop Kosea Odongo of Soroti and his wife Grace, to our new multi-faith space within the Chaplaincy Centre.

Bishop Kosea leads the Anglican diocese of Soroti in Uganda, making him the spiritual leader of hundreds of thousands of Ugandan Christians.

He said: ***“I have been particularly interested to learn about Chaplaincy provision within the NHS during my first visit to an acute hospital. I have learnt a great deal in a short amount of time, and look forward to taking this back to colleagues both in my diocese, and in the Soroti Regional Referral Hospital, where we hold prayers for both staff and patients.”***







## Celebrating our catering colleagues

It's double the celebrations with our catering colleagues, Nick (Level 3 Team Leader or Supervisor) and Kate (Level 4 Hospitality Manager, Kitchen Management) for the successful completion of their NVQ Apprenticeships in partnership with Brockenhurst College. Big well done!



## Striving for excellence

Congratulations to Julie Dowdney, UHD's Head Orthoptist and service manager, who has scooped the 'Outstanding Leadership' accolade at the British and Irish Orthoptic Service's (BIOS) annual award ceremony. The award reflects Julie's dedication to her work both as Vice Chair of BIOS for two terms, and for her role as Chair of the Leaders of the Orthoptic Profession.



## Coming together for change

UHD has joined a new partnership of local leaders, employers, and sustainability experts to unlock green investment for the coastal communities of BCP in The Coastal Energy Partnership. It will be used for collaboration, bringing together local authorities, major employers, and further and higher education providers to coordinate progress. Members will work together to attract new funding, cut emissions, and promote the area as an opportunity.



## Reaching new heights

A very big congratulations to John Williams, our Senior Biomedical Scientist in Cellular Pathology, for scoring the highest mark in cellular pathology and the highest mark across all Higher Specialist Diploma disciplines nationally.

As a result of this outstanding achievement, John has been awarded the R.J. Lavington Prize and the Institute of Biomedical Science (IBMS) Company Members Prize. Working towards this qualification, John has harmonised key dissection processes across UHD, engaging with clinical colleagues to put best practice methodologies in place. John has taken on many of the dissection duties that have been traditionally undertaken by histopathology consultants which is a huge efficiency initiative.

